



NEAXMail[®] AD-64

VOICE/UNIFIED MESSAGING SYSTEM

VERSION 2.3

System Management Guide

NEC[®]

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CHAPTER 1:

Introduction

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About this guide

This guide contains instructions for setting up, maintaining, and customizing your voice messaging system.

This guide assumes you have a working knowledge of the Windows® operating system and its conventions. For help, see the Windows documentation that came with your system.

The chapters of this guide follow the order in which the system screens appear, and are divided into discrete topics related to the tasks you perform on each screen.

New system managers

If you are a new system manager, see “System manager overview” on page 5 for an overview of basic concepts and daily system management tasks.

See also

The “See also” convention provides references to other topics related to the current topic. The references appear in the left margin at the end of the topic.

Documentation conventions

This guide uses the following conventions:

Key names Key names appear in all capital letters. For example, CTRL+PAGE-DOWN.

User input Information that you type appears in a different font. For example:

Type `msgorder` then click “Finish.”

Cascading menu and console selections The “>” symbol separates console selections. For example: Go to Routing Boxes > System Boxes, then double-click the System Operator box.

TIP

A tip helps readers apply the techniques and procedures described in the main text to their specific needs, or suggests alternative methods that may not be obvious, to help users understand the benefits and capabilities of the product.

NOTE: *A note contains information that supplements the main text but is not essential to the understanding of the text. A note may supply information that applies only in special cases.*

CAUTION: *A caution advises users that failure to avoid or to take a specific action may lead to unwanted results.*

WARNING! *A warning advises users that failure to avoid or to take a specific action will result in physical harm to the user, damage to the hardware, or loss of data.*

Related documentation

These resources can help you learn more about working with the voice messaging system.

- *Installation Guide*: Contains instructions for installing and setting up the voice messaging system. A PDF file of this guide is also available on the Support compact disc.
- *Quick Reference card*: Gives subscribers easy-to-read instructions and shortcuts for using voice messaging features by phone.
- *User Guide* (available as a PDF file on the Support compact disc): Contains detailed descriptions of voice messaging features, and can be printed as needed for subscribers who want more information.
- **Online Help**: The system includes online Help for entering data or field values. Whenever you are unsure of what to enter, press F1 or click “Help.”
- **Third-party documentation**: You can find information for third-party electronic devices in the manufacturer’s documentation included in the NEAXMail AD-64 package.

CAUTION: *Do not use a third-party manufacturer’s documentation to install, upgrade, or manage NEAXMail AD-64. Refer only to NEAXMail AD-64 documentation to install, upgrade, and manage NEAXMail AD-64.*

Online help

Online help is available to provide immediate assistance while managing the NEAXMail AD-64 system. Whenever you are using the Administration console, click “Help” or press F1 at any time to see context-sensitive help for the current Administration console screen.

Each topic provides conceptual information, procedures, related screens, field descriptions, and field values. Procedures provide instructions on how to accomplish a particular task. The field descriptions provide detailed information about each field and what field values you can set.

Third-party documentation

Compliance information for third-party electronic devices is provided in the third-party manufacturer documentation supplied with the NEAXMail AD-64 system.

Do not use third-party documentation to install, upgrade, or manage NEAXMail AD-64. Refer only to NEAXMail AD-64 documentation for these purposes.

CHAPTER 2:

System manager overview

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Introduction to NEAXMail AD-64

By managing all types of communications in one place with a universal mailbox, the NEAXMail AD-64 voice messaging system simplifies the entire messaging process and gives you the flexibility to access voice messages from almost anywhere. With many different options and feature packages, NEAXMail AD-64 can be customized for almost any voice messaging application.

NEAXMail AD-64 includes two applications for system management and monitoring:

NEAXMail AD-64 Administration console The NEAXMail AD-64 Administration console is the management interface for the voice messaging system.

Status Monitor The Status Monitor allows you to monitor the current activity of the voice messaging system.

Both of these are Windows client applications and can be installed on any Windows 98/NT/2000/XP computer. Both applications communicate with the voice messaging application via a TCP/IP network connection. For installation instructions, see “Installing the Administration console and Status Monitor” in the *Installation Guide*.

This chapter introduces basic system concepts, explains the role of the system manager, describes how to sign in and out of the system, and explains how to navigate the NEAXMail AD-64 administration console.

System manager responsibilities

As a system manager, you are responsible for the day-to-day management of the voice messaging system. You most likely will add and train new subscribers, operators, and other system managers, as well as answer questions about the system. Periodically, you may need to update greetings to reflect holidays or other circumstances.

A system manager can change mailboxes and greetings by phone. A system manager can also sign in and access the NEAXMail AD-64 administration console to change system screens.

Any enrolled subscriber can be assigned system manager status. However, only a system manager can assign or remove system manager status. As a system manager, you may be assigned to perform these tasks:

Backing up the system Routine backups can protect your system and data from an unrecoverable system failure. For steps to back up the system, see “Backing up the voice messaging system,” on page 35.

Maintaining subscribers and guests Although subscribers can change many of their own mailbox settings, the system manager may need to change subscriber settings from time to time. You can add or delete guests, and customize their settings as needed. For details, see Chapter 12, Subscriber directory on page 308.

Monitoring the system with reports You can track system activity, such as incoming and outgoing calls, port usage, and subscriber access. You should create reports to monitor the system on a regular basis. For details, see Chapter 14, Reports on page 384.

Training new subscribers, operators, or other system managers Occasionally, you may need to train new subscribers, operators, or system managers how to use system features. For details, see Chapter 20, Training on page 526.

Accessing the system from an off-site computer You can access system screens remotely by using a second, off-site computer. An optional remote maintenance package, pcAnywhere® is included with the voice messaging system. To learn more about pcAnywhere, see the *Installation Guide*.

Limiting system managers for enhanced security

For security reasons, you should limit the number of system managers added to the system. Only assign system manager status to subscribers who need it to perform system management functions.

For any system manager, assign a personal ID that would be difficult for others to guess. To prevent anyone from accessing the system manager's mailbox by phone, begin the ID with a special character that is not available on the phone keypad. For example, \$SANDY.

See also

Assigning system manager
status.....319
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Basic concepts

This section describes basic concepts that will be helpful to you in using the voice messaging system.

System users

There are three types of system users: subscribers, guests, and unidentified callers.

Subscribers

A subscriber is an enrolled user of the voice messaging system. When subscribers call the voice messaging system, they are identified to the voice messaging system by a unique personal ID. Subscribers can enter their own personal ID, or in some cases their phone is programmed to enter a personal ID automatically.

Subscribers can set up their own mailboxes with the first-time enrollment conversation, or they can be enrolled by a system manager. A subscriber can own routing boxes and message groups. The subscriber can also host guests.

Guests

Subscribers may want to provide a more personal interaction with the system for certain individuals, such as special clients.

These individuals can be enrolled as guests of a subscriber. When guests call the system and enter a personal ID, the system greets them by name. Guests can trade messages with their host subscriber and belong to a private message group owned by their host subscriber. If you have a multilingual system, you can set the language a guest hears.

Unidentified callers

An unidentified caller is someone who calls the voice messaging system but does not enter a personal ID. An unidentified caller can use directory assistance, listen to announcements or recorded interviews, and record messages for a subscriber or box. An unidentified caller has no system privileges and hears a different conversation from a subscriber or guest.

The system conversation

The system conversation is the collection of prerecorded questions, choices, and responses that the system plays to guide callers. The system conversation proceeds through a series of four actions each time a subscriber calls into the system:

- Check new messages
- Leave messages
- Review old messages
- Change setup options

For each of these actions, subscribers hear a menu of options. Subscribers enter the number associated with the option to perform a particular task.

Routing boxes

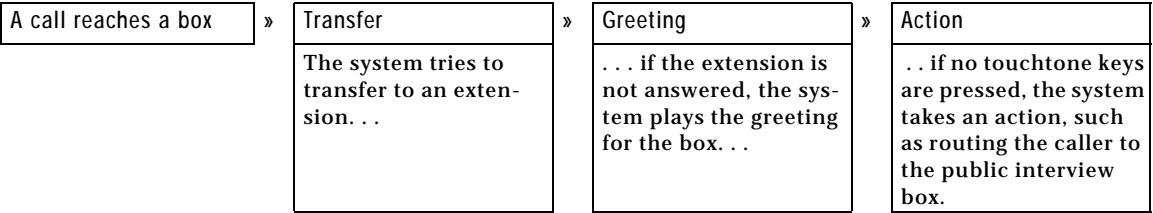
Routing boxes are the building blocks of the voice messaging system. A routing box is a set of instructions that tells the system what to do when a call reaches that system ID.

How you use routing boxes can be as simple or as complex as you want. Some organizations use routing boxes to route callers to different departments, or to provide morning, afternoon, and evening greetings. Other organizations use routing boxes to play detailed audiotext messages, route callers to other submenus, or route callers to interview boxes.

The transfer-greeting-action structure

The call transfer-greeting-action after greeting structure tells the system what to do if a call is not answered. Throughout the system you can set the transfer-greeting-action options for any type of box.

When a call enters the voice messaging system, the system first tries to transfer the call. If the call is unanswered, or if call transfer is turned off, the system plays the greeting specified on the Greetings tab. The settings on the After Greeting tab determine what happens next—for example, the system might route the call to the operator, take a message, or route the call to another box.



Understanding system IDs

A system ID is a unique number that the voice messaging system uses to identify a subscriber, guest, routing box, directory group, or directory menu. System IDs are usually numbers that callers can dial to access subscriber extensions and mailboxes, and are used to link boxes for advanced call routing. Therefore, no two items can have the same system ID.

Before assigning system IDs:

- Estimate what kind and how many system IDs you need.
- Design a simple, easy-to-use system ID numbering plan and use it consistently. All system IDs should contain the same number of digits.
- Assign system IDs according to numbers rather than letters. If assigned by letter, both SANDY and RANDY, for example, would have 72639 as their system ID number. Because no two items can have the same system ID, the voice messaging system cannot distinguish between the two items.

The number of system IDs you require determines how many digits your IDs should have. The table shows you how many unique IDs are available for a particular numbering plan. Be sure to allow ranges of unused system IDs for future system expansion, including new subscribers, routing boxes, directory groups, and directory menus.

The table shows the different types of system IDs used by the voice messaging system.

Determining the number of unique IDs for an ID numbering plan

Number of digits in each ID	Number of unique IDs (assumes operator box ID is 0)
1	9
2	90
3	900
4	9,000
5	90,000
6	900,000
7	9,000,000
8	90,000,000
9	900,000,000
10	9,000,000,000

How the system listens for system IDs

The system listens for system IDs on a digit-by-digit basis. When a caller enters an ID, the system examines the first digit to see if it is a valid system ID. If not, the system listens to the second digit and checks to see if that combination matches a valid ID. This process is repeated for every digit until a match is found or there are no more digits to check.

This method of listening for system IDs provides quick responses because the system goes directly to the first available match. However, you cannot have a long ID that begins with digits that match a shorter ID. For example, you cannot have both 234 and 2345 as system IDs. You can avoid this situation by having all system IDs contain the same number of digits.

ID	Identifies	How used
Personal ID	Subscriber or guest	Identifies the caller to the system and allows subscribers to listen to messages, leave two-way messages for others, and change their setup options. Guests use the personal ID to exchange two-way messages with their hosts. The personal ID is usually created by adding at least one extra digit (for example, 9) to the front of each individual's extension ID.
Extension ID	A subscriber's mailbox	Callers enter the extension to reach a subscriber. The extension ID usually matches the phone extension number, but if two subscribers share the same physical phone extension, they will have two different extension IDs.
Box ID	Routing boxes	Callers press these IDs to reach a transaction box, voice detect box, interview box, operator box, language select box, fax box, or opening box. Box IDs are also used for automatic routing of calls and in one-key dialing menus.
Fax ID	Public fax box	Calls are routed to this box by entering the public fax box ID.
Directory ID	Directory menus and directory groups	Callers using numeric directory assistance enter the directory ID to access a department or individual. Directory IDs are also used to automatically route calls.
Numbered groups and remote sites ID	Message groups and remote sites	Subscribers use this ID to send a message to a numbered message group or a remote site.
Automatic directory ID	Automatic (alphabetic) directory assistance	When the automatic directory ID is stated in the opening greeting, callers can use it to reach the system's directory of subscribers.

NOTE: A security code is not a system ID. A security code is created by the subscriber, is known only to the subscriber, and is used with the personal ID to enhance the security of the voice messaging system.

Internal IDs

There may be occasions when you want to prevent callers from dialing a system ID directly. You can make an ID internal, or hidden, by using a \$ (dollar sign) as the first character of the ID. The \$ (dollar sign) cannot be entered from a phone.

The most common use of an internal ID is for routing callers to voice detect boxes, transaction boxes, or interview boxes. For example, the system comes with a public interview box that has the system ID \$PM. The \$ (dollar sign) prevents callers from entering the public interview box directly, but they can be routed to it automatically when the operator is not available.

Default system IDs

The voice messaging system comes with certain default system IDs already set up for you. If you decide to change any of these, you must enter the new ID in all the fields where the old ID appears.

The following table lists all default system IDs and where they are found on the NEAXMail AD-64 administration console.

Default system ID	Used by	Location
OPEN	Opening box	Routing Boxes > Opening Boxes
0 (zero)	System operator	Routing Boxes > System Boxes
9696	Default system manager Sandy Simmons, extension ID	Subscribers > Subscriber Directory
9555	Guest of Sandy Simmons, Les Larson, personal ID	Subscribers > Guest Directory
555	Automatic (alphabetic) directory assistance	System > System Settings > Alphabetic Directory Assistance
411	Departments box	Routing Boxes > Transaction Boxes
\$411	Numeric directory	Groups > Directory Menus
45	Numeric groups or remote sites	System > System Settings > General
700	Sales box	Routing Boxes > Transaction Boxes
800	Technical support box	Routing Boxes > Transaction Boxes

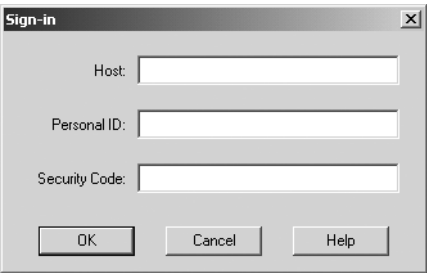
Default system ID	Used by	Location
\$FAXBOX	Public fax box	Routing Boxes > System Defined Boxes > Public Fax Box
SPM	Public interview box	Routing Boxes > Interview Boxes
\$VOICE	Voice detect box	Routing Boxes > Voice Detect Boxes

Signing in and out

To change any system screens, you sign in to the NEAXMail AD-64 administration console. Many of the procedures in this guide assume that you have already signed on to the system as the system manager. If the voice server has been shut down, restart it. Perform the following procedure to sign in to the NEAXMail AD-64 administration console.

To sign in to the system

- 1 On the NEAXMail AD-64 administration console, select System > Sign In.
- 2 On the Sign-in dialog box, type the name or IP address of the NEAXMail AD-64 server in the “Host” field. On the NEAXMail AD-64 server, you can type local host.
- 3 In “Personal ID” field, type a system manager personal ID. Your technician can provide this information.
- 4 In the “Security Code” field, type your security code, then click “OK.”



To sign out of the system

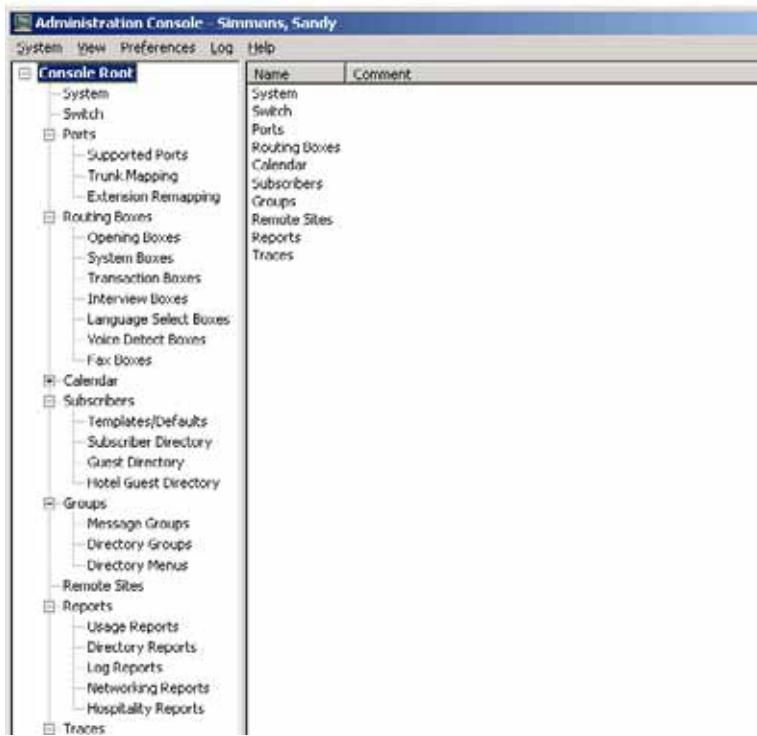
- On the NEAXMail AD-64 administration console, select System > Sign Out. Click “OK.”

See also

Shutting down the voice messaging system 32

Navigating the NEAXMail AD-64 administration console

The NEAXMail AD-64 administration console is the interface with which you perform most system tasks. It can be accessed from the NEAXMail AD-64 server or from a desktop computer that is connected to the same network as the NEAXMail AD-64 server.



NEAXMail AD-64 administration console categories

There are nine main categories on the NEAXMail AD-64 administration console. Click on any console category or subcategory and one or more related system windows are named to the right of the Console Root. Double-click on an item to open it.

Most changes are saved and used immediately by the server without requiring a system restart. If required, you are prompted to restart the system.

The NEAXMail AD-64 administration console categories are as follows:

System Stores general information about the voice messaging system, such as the site contact information, message storage and playback settings, and alphabetic directory assistance.

Switch Stores information about the phone system manufacturer and model, and controls how the voice messaging system and the phone system interact.

Ports Stores settings for the “ports,” or incoming phone lines, answered by the voice messaging system.

Routing Boxes Stores call handling settings for the operator, the opening greetings, any call routing applications and menus, languages, and voice detect applications.

Calendar Stores information about day and night schedules.

Subscribers Controls features for individual users of the voice messaging system.

Groups Stores information about any message groups added to the voice messaging system.

Reports Allows you to run reports to monitor the voice messaging system.

Diagnostics Allows you to store information about system activity in a separate data file.

NEAXMail AD-64 administration console menu bar

System Allows you to sign out or exit the system.

View Allows you to show or hide the status bar at the bottom of the window.

Preferences Allows you to choose the audio device to use for recording, and set search options. You can use a phone to record the voice messaging system's greetings, names, and other recordings stored on system screens. Or, if a sound card and microphone are installed, you can use the computer to make recordings. When searching for subscribers, the system can display both the personal ID and extension, or just the extension.

Log Allows you to run error message and transaction log reports.

Help Displays online Help.

NEAXMail AD-64 administration console navigation buttons

You can use these buttons to navigate through NEAXMail AD-64 administration console screens.

Back Saves your changes and goes to the previous subscriber or box.

Next Saves your changes and goes to the next subscriber or box.

Finish Saves your changes and closes the window.

Cancel Cancels your changes without saving, and closes the window.

Refresh Cancels your changes without saving. Keeps the current window displayed.

Apply Saves your changes and keeps the current window displayed.

Help Displays online Help for the current screen.

Properties Displays general properties for the selection.

Using the Refresh, Apply or Finish buttons

For tabs or windows that have the “Refresh,” “Apply” or “Finish” button, click “Refresh” to restore the default or previously saved settings. Click “Apply” to save your changes and keep the current tab or window displayed. Click “Finish” to save your changes and close the current tab or window.

NEAXMail AD-64 administration console keyboard shortcuts

You can use these keyboard shortcuts to navigate through NEAXMail AD-64 administration console screens.

Shortcut	Command
ALT+B	Back
ALT+D	Delete
ALT+F	Finish
ALT+H	Help
ALT+M	Remove
ALT+N	New
ALT+A	Apply
ALT+R	Refresh
ALT+S	Search
ALT+P	Properties
ALT+X	Next
F1	Help
Page Down	Save and go to the next subscriber or box. Keeps the cursor in the current field.
Page Up	Save and go to the previous subscriber or box. Keeps the cursor in the current field.

Audio Editor utility keyboard shortcuts

You can use these keyboard shortcuts with the Audio Editor utility, which is used to make recordings.

Shortcut	Command
ALT+T	Paste
ALT+C	Copy
ALT+D	Disconnect
ALT+E	Erase
ALT+H	Change number
ALT+N	Connect
ALT+P	Play
ALT+R	Record
ALT+S	Stop

NEAXMail AD-64 administration console title bar

To help you navigate the NEAXMail AD-64 administration console, the title bar displays pertinent information. This title bar displays at the top of the screen. For example, the NEAXMail AD-64 administration console title bar displays the name of the system manager currently signed in.

On other windows, the title bar includes the subscriber or box name, and any extension number.

Sorting lists and search results

Many NEAXMail AD-64 administration console windows allow you to sort their contents by name, type, or system ID. To sort the contents of a list or the results of a search, click on the field name in that window's title bar. To select an item from a list, double-click the item.

You can also control whether search results include a subscriber's personal ID and extension, or just the extension.

To control whether search results include personal IDs or extensions

- 1 On the NEAXMail AD-64 administration console menu bar, select Preferences > Search options > Subscriber.
- 2 If desired, select "Include both personal ID & extension ID." Otherwise, select "Include extension only."

Voice server icon on the Windows taskbar

The Windows taskbar includes an icon for the voice server. When the voice server icon is green, the server is active, and you can sign in to the NEAXMail AD-64 administration console. When the voice server icon is red, the server is not active. Right-click the voice server icon to view a list of available commands.

Setting up system security

To protect the system from unauthorized access, it is recommended that you complete these procedures immediately after you sign in to the system for the first time.

WARNING! *Failure to complete these procedures may result in unauthorized access to the system and consequent loss of data.*

Change the personal ID for the default system manager. Typically, personal IDs are assigned according to a pattern (for example, 9 followed by the extension number). Choose a new personal ID for the default system manager that would be difficult for others to guess. To prevent anyone from accessing the system manager's mailbox by phone, you can begin the personal ID with a special character that is not available on the phone keypad. For example, use \$\$SANDY.

For any system manager personal ID accessible by phone, set a security code. If a system manager personal ID can be entered by phone, set a security code that would be difficult for others to guess. The security code should be a random sequence of 4 or more digits. This precaution is important to prevent unauthorized persons from guessing the security code, then modifying mailboxes and greetings by phone.

Set a default security code, and require that subscribers use their own security code. When used with a personal ID, a security code provides additional protection for a mailbox. A security code is set by phone, and is known only by the subscriber. When you set a default security code, the system requires subscribers to enter the code to enroll themselves on the system. You can also require that subscribers set their own code during the enrollment conversation. This precaution helps ensure that unauthorized persons cannot access unused mailboxes before enrollment, and prevents subscribers from enrolling without setting a security code.

Limit the number of times a caller can enter an invalid system ID. This setting prevents unidentified callers from accessing the system and trying to guess a valid system ID. You can also specify a system ID to transfer the caller to when the caller exceeds the number of misdials allowed.

To change the personal ID for the default system manager

- 1** Go to **Subscribers > Subscriber Directory**, then double-click the default system manager name.
- 2** On the **General** tab, in the “**Personal ID**” field type a new personal ID.
- 3** Click “**Finish.**”

To set a security code for a system manager with phone access

- 1** Call the system and enter the system manager personal ID.
- 2** When asked to access setup options, press 1.
- 3** When asked to change personal options, press 1.
- 4** Press 1 to change the security code.
- 5** Follow the instructions to change the code.
- 6** Press * * * to exit the system, then replace the phone handset.

To set up a default security code

- 1** Go to **System > System Settings**.
- 2** Select the **Security** tab.
- 3** In the “**System default security code**” field, type a different code. The code must be 3 to 10 digits in length.
- 4** To require subscribers to set a security code, select “**Require a security code for each subscriber.**”
- 5** Click “**Finish.**”

To limit the number of times a caller enters an invalid system ID

- 1** Go to **System > System Settings**.
- 2** On the **General** tab, in the “**Maximum number of attempts...**” field, set the maximum number of times a caller can enter an invalid system ID.
- 3** In the “**Callers entering a bad ID...**” field, type the system ID a caller is transferred to when the caller enters the maximum number of invalid IDs.
- 4** Click “**Finish.**”

Following recommended security practices

In addition to performing the procedures described in “Setting up system security” on page 22, follow these security recommendations on an ongoing basis.

WARNING! *Failure to follow these recommendations may result in unauthorized access to the system and consequent loss of data.*

Limit the number of system managers added to the system. System managers can change system screens, and change mailboxes and greetings by phone. Only assign system manager status to subscribers who need it to perform system management tasks.

Delete any unused mailboxes on the system. When you add a range of mailboxes, add only the number of boxes you need. Immediately reassign or delete subscribers’ mailboxes when they leave the organization. This precaution is particularly important if a subscriber is a system manager.

Create subscriber directory reports regularly. Check for any unused mailboxes, and delete any mailboxes as needed. Verify that the correct subscribers are assigned system manager status. Delete any unknown subscribers.

Create system usage and system log reports regularly. System usage and system log reports show patterns of voice messaging system activity. Check the reports for unusual activity, particularly during late night or early morning hours. Check for calls that are unusually long in duration. Check the reports for activity by any system IDs you do not recognize.

Use properly configured anti-virus software regularly Improperly configured virus scanning software will render the voice messaging system temporarily inoperable. If anti-virus software is used, disable full system scans on the voice server and disable real-time scanning on the C:\Vmail and C:\Avlog folders and their subfolders. If a full system scan must be performed, schedule it for a time when the call volume is lowest. If real-time scanning must be performed on the C:\Vmail and C:\Avlog folders, configure the software to scan .EXE and .COM files only.

Train subscribers about the importance of following recommended security practices. Train subscribers to avoid security codes that match their birthday, child’s name, or social security number. Train subscribers not to program a speed-dial key with their security code. Train subscribers not to write down their security code or share the code with others. Distribute your organization’s security policies in writing to all employees.

See also

Adding subscribers.....	312
Assigning system manager status	321
Chapter 14, Reports.....	386
Chapter 20, Training.....	526

Setting up a system manager for the AIMWorX utility

You can use the AIMWorX[®] utility on a remote computer to modify subscriber settings. If you plan to use the AIMWorX utility to sign in to the NEAXMail AD-64 administration console from a remote computer, you need to add a special AIMWorX system manager to the voice messaging system.

For the AIMWorX system manager, you can choose a personal ID that can be dialed by phone, or one that contains special characters that can only be typed on a keyboard (for example \$AIMWORX). If the AIMWorX system manager's personal ID contains only characters that can be entered by phone, you can set the security code by phone. Otherwise, use the Mailbox Manager program to set the AIMWorX system manager's security code by computer.

To protect the system from unauthorized access, you should set a security code for the AIMWorX system manager. If the system sets a default security code for new subscribers, you should change the AIMWorX system manager's code to a sequence of numbers that would be difficult for others to guess.

To add an AIMWorX subscriber

- 1 Go to Subscribers > Subscriber Directory.
- 2 Click "New."
- 3 Select "Add one by one," then click "OK."
- 4 In the New Subscriber dialog box, in the "Extension" field, type an unused extension number.
- 5 In the "Personal ID" field, type a personal ID for the AIMWorX subscriber. For example, type AI MWORX.
- 6 In the "Last name" field, type a name for the AIMWorX subscriber. For example, type ADMI NI STRATOR.
- 7 In the "First and middle names" field, type AI MWORX.
- 8 Click "Finish."

To assign system manager status to the AIMWorX subscriber

- 1** Go to Subscribers > Subscriber Directory, then double-click the AIMWorX Administrator subscriber name.
- 2** On the General tab, select the “Enable subscriber as system manager” check box.
- 3** Click “Finish.”

To set the AIMWorX system manager’s security code by phone

- 1** Call the voice messaging system. Enter the AIMWorX system manager’s personal ID, and if necessary, the default security code.
- 2** When asked to access your setup options, press 1.
- 3** When asked to change your personal options, press 1.
- 4** Press 1 to change the default security code.
- 5** Follow the prompts to enter and confirm the new security code.
- 6** Press *** to exit, then replace the handset.

To set the AIMWorX system manager’s security code by computer

- 1** On your desktop computer, start Mailbox Manager.
- 2** On the Connect dialog box, in the “Host name” field, type the host name.
- 3** In the “Personal ID” field, type the AIMWorX system manager personal ID.
- 4** If necessary, in the “Security code” field, type the default security code.
- 5** Click “OK.”
- 6** On the Profile screen, click “Change code.”
- 7** If there is a default security code, in the “Old security code” field, type the default code. Otherwise, leave the field blank.
- 8** In the “New security code” field, type the AIMWorX system manager’s new security code.
- 9** In the “Confirm new security code” field, type the new security code again for confirmation.
- 10** Click “OK.”

See also

Setting a default security code for subscribers 75

Assigning system manager status 319

Determining software version and system options

You can determine which system options are installed on the voice messaging system. System options are the optional packages that you can purchase separately to work with the voice messaging system.

You can also determine basic information about the voice messaging software, such as the serial number and version number.

To determine installed system options

- 1 Go to System > System Information.
- 2 On the General tab, view the software version and licensing information. Move the right scroll bar up and down to see additional information. The serial number is listed after “S/N.”
- 3 Click “Finish.”

Changing system information by phone

A system manager can change most system information on the NEAX-Mail AD-64 administration console. A system manager can also change mailboxes, greetings, schedules, and operator settings by phone with the system manager conversation.

To hear the system manager conversation, call the system, then sign in with your personal ID and security code. After you sign in, you can check or leave messages, change your setup options, or access the system manager options. Menu users can go directly to the system manager conversation by pressing 0 (zero) on the main menu.

The system manager conversation consists of five questions or menu options, which are shown in the table below. Each question has a shortcut key, shown in parentheses next to the question. To skip to that set of options immediately, press the shortcut key during the system manager conversation.

Menu option	Meaning
Would you like to change a mailbox? (4)	Add a new mailbox, determine whether a mailbox has a security code, delete security codes, or delete a mailbox. If you delete a mailbox, all of the transaction boxes, guests, private groups, interview boxes, and messages owned by that mailbox are also deleted.
Would you like to change the opening greetings? (5)	Switch to or from alternate mode, or change the day, night, or alternate greetings of opening greeting boxes.
Would you like to change the system schedule? (6)	Change the system clock and date settings, or change schedule #1.
Would you like to hear system information? (7)	Hear information about the software version you are using; the system key serial number; the available recording time; the system time, date, and mode; the number of active voice messaging ports; and the driver and firmware versions.
Would you like to change the operator settings? (8)	Assign the extension that the operator's mailbox or the public fax box is transferred to. Also, you can choose to have the public fax box ask for voice annotation, or have a public message left when a fax arrives.

Making recordings

If a sound card and microphone are installed, you can use them to record greetings, introductions, names, and interview box questions on the NEAXMail AD-64 administration console. Otherwise, you can make recordings by using a phone to establish a local audio connection to the NEAXMail AD-64 administration console through the phone line.

The voice fields for greetings, introductions, names, and interview box questions are stored on the tabs for each type of box. To identify a voice field, look for a number to the right of the field name (for example, 00:00:31). The number represents how long, in hours, minutes, and seconds, the recording lasts.

Before you record, you need to select the audio device, either “Telephone” or “Computer,” on the NEAXMail AD-64 administration console menu bar. The default setting is “Telephone.” Once you choose the audio device, you can make recordings in any voice field.

To rerecord a prompt the system plays to create the system conversation, you use a separate utility called the Prompt Editor. See “Recording prompts with the Prompt Editor utility,” on page 426 for details.

Establishing a local connection

When establishing a local connection, use a phone near the computer, so that you can record and use the keyboard at the same time. After you have established a connection, if you replace the handset between recordings, you end the call and terminate the connection. You will need to repeat the steps to establish a local connection to continue recording.

When there is no activity for approximately 6 minutes, the local connection automatically disconnects. To end the local connection yourself, perform the procedure “To terminate a local connection” on page 31.

It is helpful to run the Status Monitor utility to monitor ports as you establish a local connection and make recordings. For a local connection, the voice messaging system uses ports set to Answer/Dial or Dial.

To copy or paste recordings from files, you also use a local connection. See “Copying or pasting voice field recordings,” on page 419.

Using Audio Editor utility keyboard shortcuts

You can use these keyboard shortcuts with the Audio Editor utility, which is used to make recordings.

Shortcut	Command
ALT+T	Paste
ALT+C	Copy
ALT+D	Disconnect
ALT+E	Erase
ALT+H	Change number
ALT+N	Connect
ALT+P	Play
ALT+R	Record
ALT+S	Stop

To select the audio device used for recording

- 1 On the NEAXMail AD-64 administration console menu bar, select Preferences > Audio Device.
- 2 To use a local connection for recording, select "Telephone." Or, to use a sound card and microphone, select "Computer."

To make a recording with a local connection

- 1 If desired, on the Windows desktop double-click the Status Monitor icon.
- 2 Go to the system screen with the voice field you want to record.
- 3 Click "Edit" to the right of the voice field.
- 4 If necessary, click "Change Number." Type the extension number, then click "OK."
- 5 Click "Connect."
- 6 When the phone rings, answer it. If displayed, the Status Monitor window shows the port's status as "Local Connected."
- 7 Click "Record." After the beep, speak into the phone.
- 8 When you are finished, click "Stop."
- 9 Click "OK."

To listen to a recording with a local connection

- 1 Go to the system screen with the voice field you want to record.
- 2 Click "Edit" to the right of the field.

- 3 If necessary, click “Change Number.” Type the extension number, then click “OK.”
- 4 Click “Connect.” When the phone rings, answer it.
- 5 Click “Play.”
- 6 Click “OK.”

To terminate a local connection

- 1 On the Audio Editor window, click “Disconnect.”
- 2 Replace the handset. If displayed, the Status Monitor window displays the port’s original setting.

To change the local connection phone number

- 1 Go to a system screen with a voice field.
- 2 Click “Edit” to the right of the voice field.
- 3 Click “Change Number.”
- 4 Type the extension number, then click “OK.”

To make a recording with a sound card and microphone

- 1 Go to the system screen with the voice field you want to record.
- 2 Click “Edit” to the right of the voice field.
- 3 Click “Record.” After the beep, speak into the microphone.
- 4 When you are finished, click “Stop.”
- 5 Click “OK.”

See also

Setting how ports answer or dial 143
 Copying or pasting voice field
 recordings 419
 Recording prompts with the Prompt
 Editor utility..... 426

Shutting down the voice messaging system

Some procedures require shutting down and restarting the voice messaging software.

The voice messaging system can be shut down in one of two ways: either “graceful,” or “abrupt.” In the case of a graceful shutdown, each port is shut down only after the current call is finished. The system waits for all calls to finish before completing the shutdown.

In the case of an abrupt shutdown, all calls in progress are disconnected and the system is shut down immediately. Any subscribers or callers who are interacting with the voice messaging system will have their calls ended.

The voice messaging system can be shut down either using the Administration console, or from the Windows desktop. Once shut down, the system is unable to answer or place calls.

NOTE: *Whichever method you use, the voice messaging system may take up to 30 seconds to shut down completely.*

To shut down the system using the Administration console

- 1 From the Administration console menu, select System > Shut Down.
- 2 In the Shutdown Options dialog box, do one of the following:
 - For a graceful shutdown, select “Shut down only after all outstanding calls are finished, and the online backup process, if in progress, is done (i.e., graceful shutdown)”
 - For an abrupt shutdown, select “Shut down now”
- 3 If you want the voice messaging system to restart after it shuts down, select the “Restart after shutdown” check box. Click “OK.”

If you selected a graceful shutdown, the Graceful Shutdown window is displayed while the system waits for calls in progress to be completed. Wait for all calls to finish, and for each port to shut down.

Otherwise, if you do not wish to wait, click “Do Not Wait” to switch to an abrupt shutdown.

- 4 When the shutdown is complete, a dialog box is displayed announcing this. Click “OK” to dismiss the dialog box.

To shut down from the Windows desktop

- 1 Right-click the VM icon and from the context menu select Stop Voice Server.
- 2 In the Voice Server dialog box click “Yes” to confirm the shutdown.

The voice messaging system will then shut down. During the shutdown process the VM icon flashes green. When the shutdown is complete the VM icon is displayed in red.

Restarting the voice messaging system

The voice messaging system starts up automatically whenever you restart Windows. The only time you normally need to restart the system is if you have shut it down without also shutting down Windows.

The status of the voice messaging system is indicated by a VM icon in the status area of the Windows taskbar. The VM icon appears in one of the following states:

- **Green.** The voice messaging system is running.
- **Flashing green.** The voice messaging system is shutting down.
- **Red.** The voice messaging system is shut down.
- **Flashing red.** The voice messaging system is starting up.

It is not possible to start the voice messaging system or Windows from the Administration console. This can only be done from the Windows desktop.

To start the voice messaging system

- 1 Right-click the VM icon and from the context menu select Start Voice Server.
- 2 In the Voice Server dialog box click “Yes” to confirm the startup.

The voice messaging system will then start up. During the startup process the VM icon flashes red. When the startup is complete, the VM icon is displayed in green.

NOTES

- *It may take 60 seconds or so for the system to start up. Depending on the type and number of voice boards installed, and the type of phone system integration, it may take much longer than this.*
- *Alternatively, you can restart the voice messaging system by shutting down and restarting Windows. If the voice messaging system does not restart properly, or if the system is behaving erratically, it is recommended that you shut down and restart Windows.*

Backing up the voice messaging system

The user can back up the voice messaging software and data on a regular basis by using the AvBackup tool.

Using the AvBackup tool

The AvBackup tool uses the Windows Backup/Restore utility to back up the voice messaging files. AvBackup also copies and restores information that the Windows Backup/Restore utility does not copy, such as the Windows registry information. For this reason, use the AvBackup tool instead of the Windows Backup/Restore utility.

CAUTION: *If AvBackup is not used, portions of the voice messaging system configuration may be lost if there is a hard disk failure.*

Making backups

AvBackup provides three different backup levels: Basic, Normal, and Complete. AvBackup can be run manually or automatically by using the Windows Scheduled Tasks utility.

Basic backup

A basic backup includes all voice mail settings, subscriber information, greetings, and voice names. A basic backup does not include subscriber messages or prompts. Run a basic backup before making any changes to mailboxes and transaction boxes.

Normal backup

A normal backup includes everything in the basic backup plus subscriber messages. Use the Windows Scheduled Tasks utility to schedule a routine backup:

- Daily, if messages must be retained
- Weekly

Complete backup

A complete backup includes all of the system data, including system prompts. Perform a complete backup if prompt files are customized.

Performing a manual backup

WARNING! When performing an offline backup, AvBackup will disconnect any active calls and shut down the voice server if it is running. When running an automated backup in offline mode, AvBackup will restart the voice server after the backup is complete.

To perform a manual backup

- 1 Double-click the Backup icon on the Windows desktop.

If the icon is not on the desktop, click “Start,” then select Run.

Type C: \<voice mail directory>\avbackup.exe then click “OK.”

- 2 Select an online or offline backup, then select a backup type. The online backup will back up the voice mail data without stopping the voice messaging system.

NOTE: When selecting an offline backup, the user can choose to restart voice mail when the backup is complete by clicking “Restart voice messaging system.”

- 3 Click “Backup,” then click “OK.” The backup database file will be placed in the C:\Vm Backup directory.

NOTE: During the backup, several program windows appear and disappear. This is normal behavior.

- 4 AvBackup displays the Backup Complete dialog box when finished.
- 5 Close the backup/restore window.
- 6 After the backup is complete, copy the backup files from the C:\Vm Backup directory to another location if desired.

Scheduling an automated backup

WARNING! When performing an offline backup, AvBackup will disconnect any active calls and shut down the voice server if it is running. If running an automated backup in offline mode, AvBackup will restart the voice server after the backup is complete.

To schedule an automatic backup

- 1 Click “Start,” then go to Settings> Control Panel.
- 2 Double-click “Scheduled Tasks.”
- 3 Double-click “Add Scheduled Task.” The Scheduled Task Wizard appears. Click “Next.”
- 4 Click “Browse,” then browse to the voice mail folder.
- 5 Click “AvBackup” then click “Open.” Enter a name for the backup task, select how often the backup should run, then click “Next.”
- 6 Select the backup start time and frequency, then click “Next.”
- 7 Type a user name and password then click “Next.” The user name must have Administrator privileges to start and stop services.
- 8 Select the “Open advanced properties for this task when I click finish” check box, then click “Finish.”
- 9 The Scheduled Task wizard closes, then the Properties dialog box for the backup task opens.
- 10 In the Run box, add the desired command-line arguments to the end of the field, then click “OK.”

Valid command-line arguments are:

- b Perform a basic backup
- n Perform a normal backup
- c Perform a complete backup
- f Perform an offline backup
- d Backup destination path (default is C:\Vm Backup)

For example, to perform a complete backup in online mode and put it in the C:\Vm Backup directory, type:

```
C: \Vmai | \AvBackup. exe -c -d "C: \VM Backup"
```

NOTE: *If running in offline mode, AvBackup restarts the voice messaging system after the automated backup is complete, whether or not it was running before the backup started. By default, automated backups are done in online mode.*

Restoring data from a backup

When upgrading a system, if the system hard disk fails or the voice messaging database corrupts, perform the following to restore the data from a recent backup.

To restore data from a backup

- 1 Close all open programs.
- 2 Double-click the Restore icon on the desktop.

If the icon is not on the desktop, click “Start,” then go to Programs> NEAXMail AD-64 for Windows 2000 > Restore.
- 3 When the Close All Windows message appears, click “OK.”
- 4 On the Restore tab, in the lower left hand corner make sure that the “Restore files to:” field is set to Original location.
- 5 Select the Tools>Options menus.
- 6 On the Restore tab, select the “Always replace the file on my computer” option, then click “OK.”
- 7 In the left-hand window pane, double-click “File.”
- 8 From the list that appears, double-click the backup file to restore.

NOTE: All backups are named “Media.” It is important to know the time and date of the backup to restore. If the backup file does not appear in the list, add it by doing the following:

- In the left hand window, right click “File.” Select “Catalog file...”
 - Go to the location of the backup file, then click “OK.”
- 9 Depending on which type of backup was performed, (basic, normal or complete) up to 5 check boxes appear. Select all of the check boxes, then click “Start Restore.”
 - 10 On the Confirm Restore dialog box, click “OK.”
 - 11 Type the name of the backup file or browse to the file location, then click “OK.”
 - 12 When the “Windows restore is complete” message appears, click “Close.”
 - 13 Exit the Windows Backup/Restore utility.

WARNING! AvBackup will not finish restoring the voice messaging settings until Windows Backup/Restore is closed. If attempting to restart the voice messaging system before exiting Windows Backup/Restore, data may be missing from the system.

- 14** Restart the voice server.

Caring for the voice server hardware

You can protect the voice server from unauthorized access and potential damage by following these guidelines.

WARNING! *Failure to follow these recommendations may result in unauthorized access to the system and consequent loss of data.*

- Control access to the room where the voice server is installed. Do not install the computer or other equipment in an area where unauthorized persons may have access to it.
- Do not move the computer while the power is on. Follow the shut-down procedure to avoid damage to the hard drive.
- Use a surge suppressor or a UPS (uninterruptible power supply) to protect against sudden variations in electrical power.
- Do not block the computer cooling vents.
- Be sure that the computer cables are located where they cannot be stepped on, tripped over, or damaged.

Initial setup steps

The following checklist outlines the steps to set up and customize the voice messaging system. In most cases, these steps are completed when the system is first installed.

Voice messaging system setup steps

- 1 Set up system security.**
It is strongly recommended that you set up system security features to protect the system from unauthorized access. See “Setting up system security,” on page 22.
- 2 Complete the fields for the site information and the system settings.**
Complete the basic information fields for the site, and verify that system settings are set as desired. See Chapter 3, “System settings,” on page 44.
- 3 Verify the phone system integration.**
The phone system manufacturer and model are selected during installation. However, if desired, you can verify that all phone system features are set up correctly. See Chapter 4, “Phone system integration,” on page 93.
- 4 Set up the ports.**
Each port is set to answer calls, deliver messages, or set message waiting indicators. You can accept the default settings for ports, or adjust the settings if needed. See Chapter 5, “Ports,” on page 141.
- 5 Set up the opening greeting box.**
You can record opening greetings to meet your organization’s unique needs. See Chapter 6, “Opening greeting,” on page 159.
- 6 Set up the operator routing box.**
If desired, you can change call transfer and other settings for the system operator. See Chapter 7, “Operator setup,” on page 175.
- 7 Set up any routing boxes.**
With routing boxes, you can set up menus and directories to route callers through the system. See Chapter 8, “Routing boxes,” on page 193.
- 8 Set up fax mail.**
You can adjust the default settings for fax ports, set the fax port station number, and set up fax boxes. See “Fax mail setup,” on page 247.

9 Set up the system schedules.

If you want the system to handle calls differently depending on the time of day, set up the system schedules. See Chapter 10, “System schedules,” on page 255.

10 Set up the default subscriber template.

To make it easier to add subscribers, you can set up a default subscriber template with the features most subscribers will use. See Chapter 11, “Subscriber templates,” on page 266.

11 Set up subscribers.

After you set up the default subscriber template, you add subscribers and customize any features as needed. See Chapter 12, “Subscriber directory,” on page 308.

12 Set up groups.

If desired, you can add message groups to make it easier to send the same message to several people at once. You can also set up numeric directory assistance for callers. See Chapter 13, “Groups,” on page 365.

13 Set up e-mail integration

If included with the system, you define e-mail post office information and set up subscribers to use e-mail integration features. See Chapter 16 “E-mail post office setup,” on page 436.

CHAPTER 3:

System settings

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System settings overview

The System > System Information tabs contain fields that store basic information about the site and the voice messaging system.

The fields on the Site tab are informational only, and have no affect on system operations. You can complete the fields to keep important information about the system in one place.

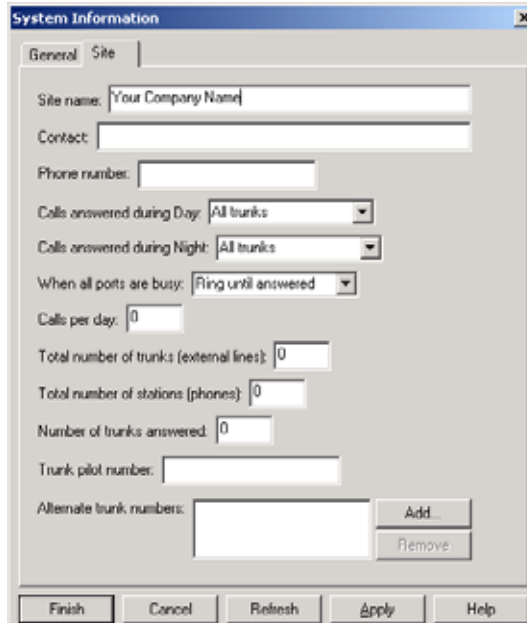
The information on the General tab tell you the options installed, and the system serial number. The General tab also includes copyright information.

The System > System Settings tabs control systemwide features. For example, the fields on the General tab control systemwide message taking and recording, and are in addition to the individual message-taking fields set for the default subscriber template and the subscriber directory, and affect all messages including those left by subscribers. Each field on the General tab is described in its own topic in this chapter.

Completing basic information about your site

You can use the Site tab in System > System Information to record basic reference information about the voice messaging system. These fields have no effect on the voice messaging system and are for informational purposes only.

This window functions as the system registration page because it keeps important traffic and contact information in one place.

The screenshot shows a Windows-style dialog box titled "System Information". It has two tabs: "General" and "Site", with "Site" currently selected. The dialog contains several input fields and dropdown menus. The "Site name" field is pre-filled with "Your Company Name". Other fields include "Contact", "Phone number", "Calls answered during Day" (set to "All trunks"), "Calls answered during Night" (set to "All trunks"), "When all ports are busy" (set to "Ring until answered"), "Calls per day" (set to 0), "Total number of trunks (external lines)" (set to 0), "Total number of stations (phones)" (set to 0), "Number of trunks answered" (set to 0), "Trunk pilot number", and "Alternate trunk numbers" (with "Add..." and "Remove" buttons). At the bottom are "Finish", "Cancel", "Refresh", "Apply", and "Help" buttons.

To complete the site information fields

- 1 Go to System > System Information.
- 2 On the Site tab, complete all of the fields as appropriate.
- 3 Click "Finish."

Determining the system serial number and installed options

The General tab in System > System Information displays the system serial number, as well as a list of installed options and copyright information.

To determine the system serial number and installed features

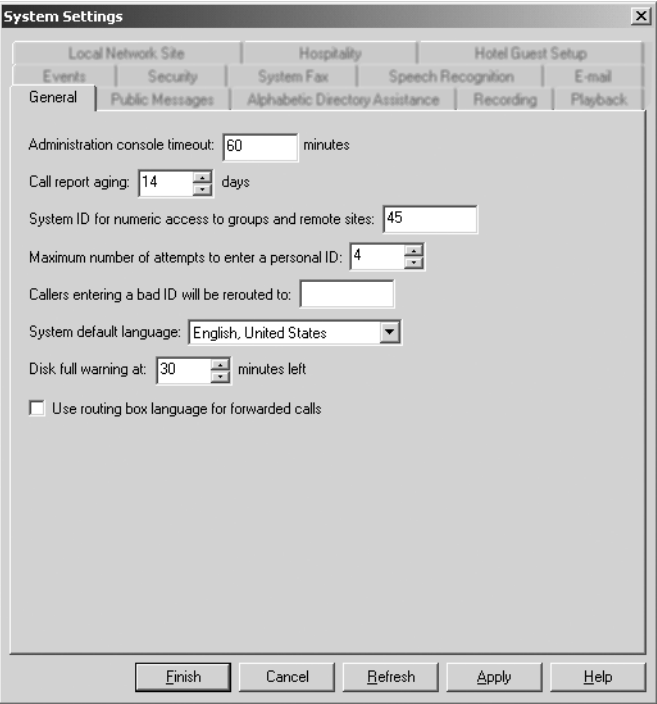
- 1 Go to System > System Information.
- 2 On the General tab, scroll through the display. The system lists the serial number and installed features, as well as copyright information.
- 3 Click “Finish.”

Setting a NEAXMail AD-64 administration console timeout

You can set the number of minutes a system manager can be logged on to the NEAXMail AD-64 administration console without pressing a key. The system automatically logs off the system manager after the number of minutes specified. The default number of minutes is 60.

To set the number of minutes allowed before timeout

- 1 Go to System > System Settings.
- 2 On the General tab, in the “Administration console timeout” field, type the number of minutes a system manager connection can be inactive before being logged off. The default value is 60 minutes.
- 3 Click “Finish.”



Administration console timeout The number of minutes a system manager can be logged on to the NEAXMail AD-64 administration console without pressing a key before being logged off automatically. The default number of minutes is 60.

See also

Signing in and out 16

Saving and storing data for reports

Each day, the voice messaging system creates data files containing information about system activity and call traffic. The system uses this data when you create reports.

On the System > System Settings tab in the “Call report aging” field, you set the number of days that the voice messaging system stores these data files. The voice messaging system deletes the files at midnight on the day that they expire. You can store the files for up to 999 days. The default value is 14 days.

You set start and stop dates when creating some reports. If you set more days than indicated in the “Call report aging” field, your report contains data only for the number of days in the field.

To set the storage time for report source data

- 1 Go to System > System Settings.
- 2 On the General tab, in the “Call report aging” field, type the number of days that to store report data.
- 3 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'General' tab selected. The dialog has a title bar with 'System Settings' and a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'General' tab is active, showing the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty field)
- System default language: English, United States (dropdown menu)
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Call report aging The number of days the system stores data files for creating reports. The maximum value is 999 days. The default value is 14 days.

See also

Reports384

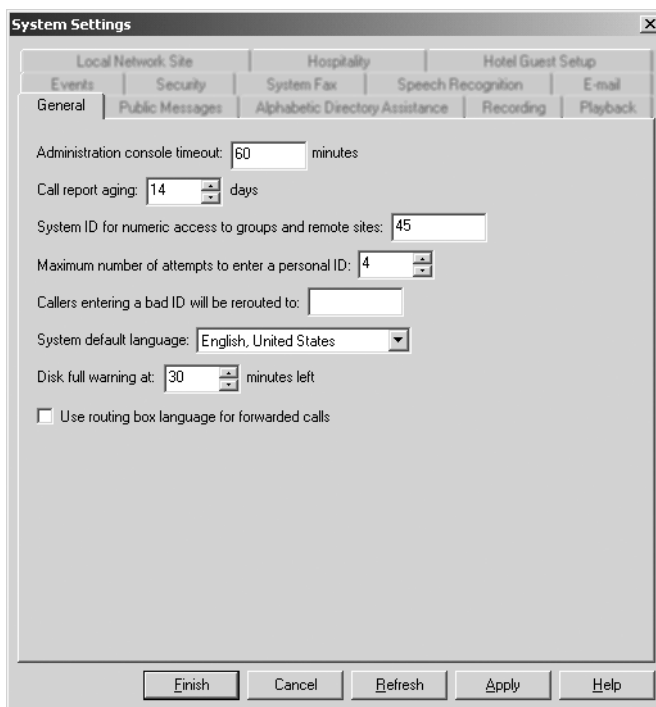
Setting an ID for numeric groups and remote sites

If your organization uses numbered groups or allows subscribers to send messages to remote locations, you need to set up a special ID. When leaving a message by phone, subscribers press this ID to identify the correct numeric group or remote location.

To allow subscribers to send messages to numeric groups or remote sites, you must provide this ID to subscribers. When they leave a message for another location, subscribers press this number before entering the remote subscriber's name or extension number.

To set an ID for numeric groups and remote sites

- 1 Go to System > System Settings.
- 2 On the General tab, in the “System ID for numeric access to groups and remote sites” field, type the ID. This ID cannot be the same as an existing system ID.
- 3 Click “Finish.”



The screenshot shows the 'System Settings' dialog box with the 'General' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, General (selected), Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'General' tab contains the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty field)
- System default language: English, United States
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

System ID for numeric access to groups and remote sites The system ID that subscribers use to send messages to numeric groups or to subscribers at remote locations. The default ID is 45.

See also

- Understanding system IDs 12
- Groups 365
- NEAXMail AD-64 message
networking.....504

Limiting misdials from unidentified callers

An unidentified caller is a subscriber, guest, or other person who accesses the voice messaging system without entering a personal ID. The unidentified caller has no system privileges and hears a different system conversation than a caller who enters a personal ID.

You can set the number of times an unidentified caller can enter an invalid system ID. You can also set the action the voice messaging system takes when a caller exceeds the number of misdials allowed.

To limit the number of times a caller enters an invalid system ID

- 1 Go to System > System Settings.
- 2 On the General tab, in the “Maximum number of attempts to enter a personal ID” field, set the maximum number of times a caller can enter an invalid system ID.
- 3 In the “Callers entering a bad ID...” field, type the system ID a caller is transferred to when the caller enters the maximum number of invalid IDs.
- 4 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'General' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'General' tab is active, showing the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty text box)
- System default language: English, United States (dropdown menu)
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Maximum number of attempts to enter a personal ID The number of times an caller can enter an invalid system ID before the system reroutes the caller. The default number of attempts is 4.

Callers entering a bad ID will be rerouted to The system ID callers reach after entering an invalid ID the maximum number of times allowed, usually the operator box.

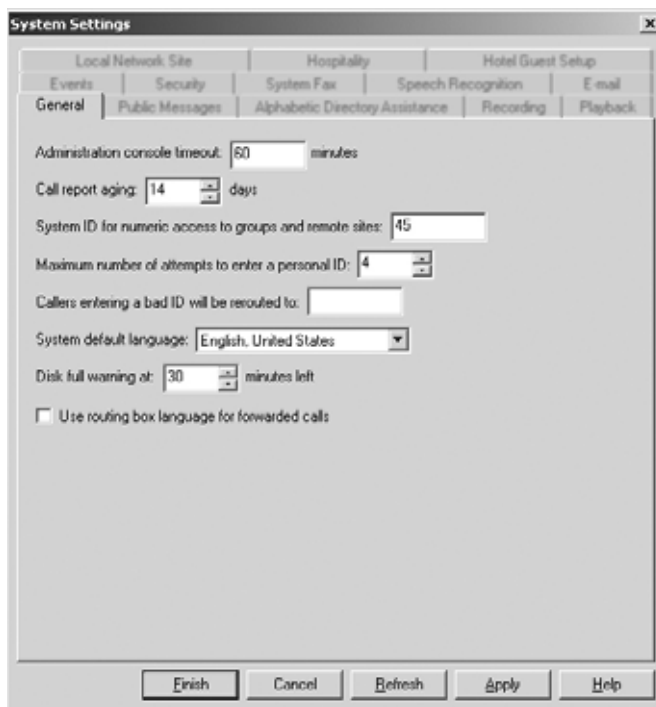
Changing the default system language

The default system language is selected when the voice messaging system is first installed. However, the system manager can change the default language later, if desired. The default language is the language that most callers use.

You can also set up ports individually for different languages. For details, see “Selecting a language for a port,” on page 145.

To change the default system language

- 1 Go to System > System Settings.
- 2 On the General tab, in the “System Language” field, select the language that you want the system to use.
- 3 Click “Finish.”



The screenshot shows the 'System Settings' dialog box with the 'General' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Local Network Site', 'Hospitality', 'Hotel Guest Setup', 'Events', 'Security', 'System Fax', 'Speech Recognition', 'E mail', 'General', 'Public Messages', 'Alphabetic Directory Assistance', 'Recording', and 'Playback'. The 'General' tab is active, showing various configuration fields. These include: 'Administration console timeout' set to 60 minutes; 'Call report aging' set to 14 days; 'System ID for numeric access to groups and remote sites' set to 45; 'Maximum number of attempts to enter a personal ID' set to 4; 'Callers entering a bad ID will be rerouted to:' with an empty text field; 'System default language' set to 'English, United States' in a dropdown menu; 'Disk full warning at' set to 30 minutes left; and an unchecked checkbox for 'Use routing box language for forwarded calls'. At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

System default language The default language most callers to the system use. The list box displays a list of the languages installed on the system.

See also

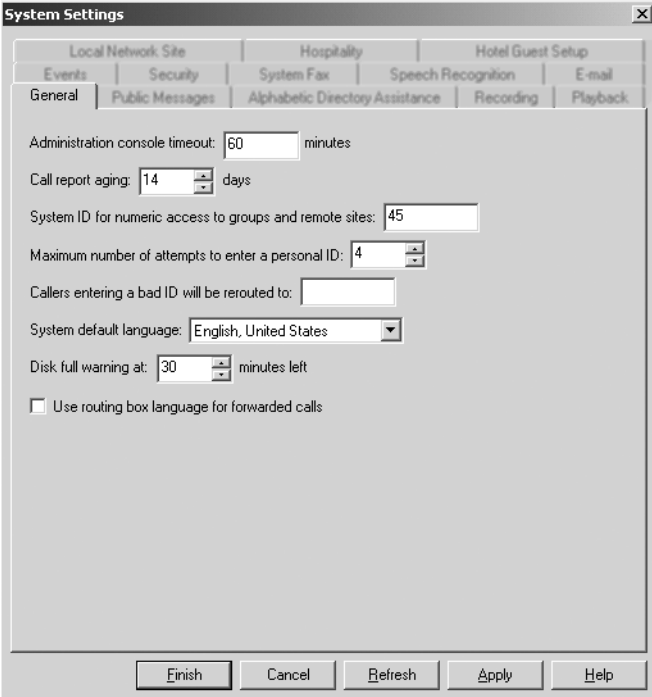
Selecting a language for a port.. 145

Generating disk full warning messages

The system can send a warning to subscribers that the disk space on the voice messaging system is getting low. When the amount of message storage available on the system is equal to or less than the number of minutes in the “Disk full warning at” field, subscribers are asked to delete any unnecessary messages whenever they call the system.

To generate disk full warning messages

- 1 Go to System > System Settings.
- 2 On the General tab, in the “Disk full warning at” field, set the minimum number of minutes of recording time allowed before the system sends an error message.
- 3 Click “Finish.”



The screenshot shows the 'System Settings' dialog box with the 'General' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Local Network Site', 'Hospitality', 'Hotel Guest Setup', 'Events', 'Security', 'System Fax', 'Speech Recognition', 'E-mail', 'General', 'Public Messages', 'Alphabetic Directory Assistance', 'Recording', and 'Playback'. The 'General' tab is active, showing the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty field)
- System default language: English, United States (dropdown menu)
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Disk full warning at The number of minutes of recording time left on the voice server hard disk when the system sends a warning message to subscribers. The default number of minutes is 30.

Retaining the routing box language for forwarded calls

You can set the system to retain a caller's language selection after a caller reaches a routing box. This prevents callers from being asked to enter their language choice again after their call is forwarded to an unanswered extension.

To retain the routing box language for forwarded calls

- 1 Go to System > System Settings.
- 2 On the General tab, select the “Use routing box language for forwarded calls” check box.
- 3 Click “Finish.”

The screenshot shows the 'System Settings' window with the 'General' tab selected. The window has a title bar with 'System Settings' and a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, General (selected), Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'General' tab contains the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty field)
- System default language: English, United States (dropdown menu)
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

At the bottom of the window are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Use routing box language for forwarded calls Select this check box to retain a caller's language selection after the caller reaches a routing box. Clear this check box to prevent the system from retaining a callers' language selection.

See also

Language select box overview....230

Controlling how long public messages are stored

See also

Changing options for a subscriber338

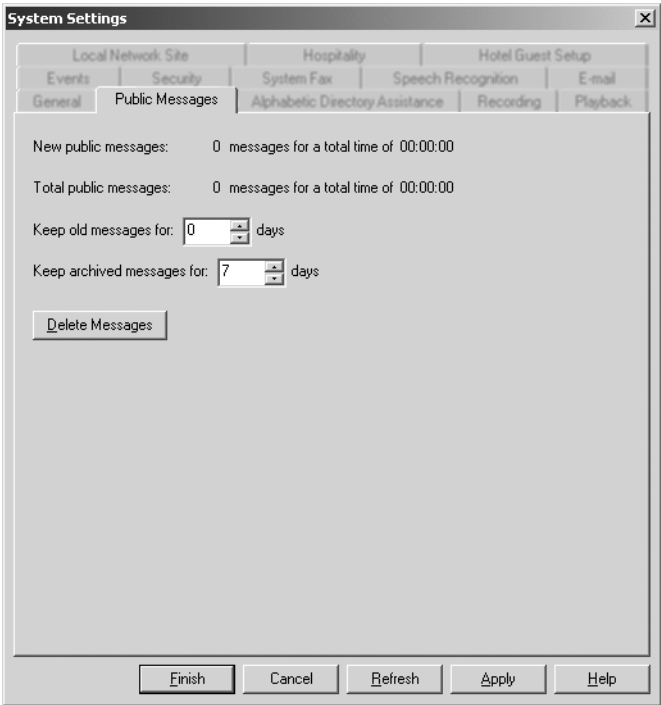
The fields on the Public Messages tab control how long public messages are stored on the system after they have been heard. Public messages are not addressed to a particular subscriber and are available only to those subscribers who have public message access.

To set the number of days the system retains a public message

- 1 Go to System > System Settings.
- 2 Select the Public Messages tab.
- 3 In the “Keep old messages for” and “Keep archived messages for” fields, set the number of days that you want the system to retain public messages.

NOTE: Set these fields to 0 (zero) to retain a public message until midnight of the day it is first heard or archived.

- 4 Click “Finish.”



Keep old messages for Sets the number of days the system stores public messages after they have been heard. The default number of days is 0, which set the system to delete old public messages at midnight.

Keep archived messages for Sets the number of days the system stores public messages that have been archived. The default number of days is 7.

Deleting public messages

Use the System > System Settings > Public Messages tab to delete public messages from the public interview box, the system operator box, and the public fax box.

It is best to delete messages from the public interview box at a time when there is little call traffic on the system. If the public boxes have a very large number of messages, the system may not be able to answer calls for several minutes. If you must delete public messages while calls are coming in, forward all voice messaging lines to the operator so that all calls can be answered.

To delete public messages

- 1 Go to System > System Settings.
- 2 Select the Public Messages tab.
- 3 Click “Delete Messages.” Click “Yes.”

***NOTE:** Depending on the number of public messages, it could take several seconds for the system to delete all the messages stored on the hard disk.*

- 4 Click “Finish.”

Setting up directory assistance

A caller dials an extension number to reach a particular subscriber. If callers do not know the extension, they can reach the correct individual without assistance from an operator by using alphabetic or numeric directory assistance.

Numeric access to groups

To ensure that the voice messaging system does not confuse extension number IDs with message group numbers, subscribers first enter the system ID for numbered groups, then the specific group number or remote site number.

Alphabetic directory assistance

The voice messaging system is already set to use automatic (alphabetic) directory assistance. A caller can find a subscriber's extension by spelling the person's name on the phone keypad. The system plays the name of the closest matching subscriber. If the system finds more than one match, it plays each possibility until the caller selects one.

If you plan to use automatic directory assistance, enter each subscriber's name in the system in a consistent format. If you want callers to spell out last names, you must enter subscriber names in the order last name, first name. If you want callers to spell out first names, you must enter subscriber names in the order: first name, last name.

If you do not want a subscriber to appear in automatic directory assistance, clear the selection for the "Include in alphabetic directory assistance" field. The field is located on Subscribers > Subscriber Directory > Subscriber's name > Access Options > Administration section.

Numeric directory assistance

If your system is set up for phone keypads without letters, or if callers' phone keypads do not have letters, you can provide numeric directory assistance. In this case, the system lets callers press numbers instead of letters to search for a subscriber's extension.

Numeric directory assistance involves grouping subscribers by a common characteristic (such as department, location, or schedule), then creating a menu of choices that assigns a single touchtone to each directory grouping. The caller presses the touchtone assigned to the directory group. The system then plays back the names of people in the group and their extensions.

You can use both automatic (alphabetic) directory assistance and numeric directory assistance in the same voice messaging system.

Longer spelled names

When the “Enable three character directory mode” check box is selected, a caller can enter up to three characters to select a subscriber or guest from the automatic directory. In addition, the voice messaging system ignores settings for the “Directory time out” and “Maximum number of characters...” fields.

When this check box is cleared, you enable the longer spelled name option. This allows the voice messaging system to:

- Prompt subscribers and guests for their full last name.
- Prompt callers for the longer spelled name.
- Adjust the time the voice messaging system listens for silence before presenting the caller with a list that matches their input.

To set up a system ID for accessing alphabetic directory assistance

- 1 Go to System > System Settings.
- 2 Select the Alphabetic Directory Assistance tab.
- 3 In the “System ID for automatic directory assistance” field, type the system ID that callers dial to access alphabetic directory assistance.
- 4 Select the “Transfer call automatically...” check box, if appropriate.
- 5 If you want a caller to be restricted to entering only the first three letters of a subscriber’s name, select the “Enable three character directory mode...” check box.

If you want a caller to find a subscriber’s extension by entering the person’s full last name, clear the “Enable three character directory mode” check box and set a number in the “Maximum number of characters...” field.
- 6 In the “Directory time out” field, set the number of milliseconds that you want the system to listen for silence before listing subscribers.
- 7 Click “Finish.”

System ID for alphabetic (automatic) directory assistance This field stores the system ID callers press to hear a directory of subscribers and their extension numbers. The default ID is 555.

Transfer call automatically if there is only one possible match Select this check box to route the caller automatically if there is only one matching name. Clear this check box to require callers to select the matching name before routing the call.

Enable three character directory mode Select this check box to allow callers to press only three letters to spell a subscriber's name. Clear this check box to require callers to spell more or fewer letters.

Maximum number of characters (touchtones) used for identifying a subscriber The number of letters callers must spell to find a subscriber's name in the automatic directory. The default number of letters is 3.

Directory time out The number of milliseconds the system listens for silence before listing subscribers in the automatic directory. The default value is 5000.

See also

- Setting up one-key dialing to directory assistance.....172
- Creating directory groups.....379
- Creating directory menus.....381

Changing recording settings

You can change several settings that control how the voice messaging system records messages. You can set whether the system plays a beep before recording, and how long the system stores new messages that have not been heard.

Message recording and call screening limits

Each voice server hard disk must have enough storage space to accommodate the site's daily voice messaging system storage needs. To save disk space, you can set a maximum length, in seconds, for messages. The “Maximum recording time for a person-to-person message” field applies to all subscribers and guests. This field also controls the maximum recording time for a subscriber's personal greeting when recorded by phone.

When a subscriber activates call screening, callers are asked to identify themselves. The “Maximum recording time for screening” field defines the maximum amount of time, in seconds, that the voice messaging system waits after asking callers to identify themselves. This field also controls the maximum recording time that subscribers and callers have to record their voice names.

Limits for pauses during recording

If a caller pauses for longer than the specified amount of time while recording a message, the voice messaging system assumes the caller has finished speaking and plays the next prompt. The “Pause durations allowed while recording” fields set how long the voice messaging system waits before it plays the next prompt.

Redirecting messages

On the Recording tab, you can change the systemwide setting that controls how the voice messaging system prompts subscribers when they redirect a voice message to several subscribers simultaneously. You can clear the “Redirect with single introduction” check box to record a different introductory message for each subscriber, or select the field's check box to record a single introductory message.

To complete the recording settings

- 1 Go to System > System Settings.
- 2 Select the Recording tab.
- 3 In the “Maximum recording time for a person-to-person message” field, type the maximum time, in seconds.
- 4 In the “Maximum recording time for screening” field, type the maximum time, in seconds.
- 5 In the “Pause durations allowed while recording” fields, type the number of seconds for each field, as appropriate.
- 6 To play a beep to notify callers when to begin recording a message, select the “Beep on record” check box.
- 7 Clear the “Redirect with single introduction” check box to set up multiple introductions for redirecting messages to several subscribers. Clear the check box to use a single introduction.
- 8 Select the “Enable filter for possible erroneous touchtones” field to improve system recognition of touchtones during recording. This option helps prevent the system from confusing the sound of a subscriber’s voice with a touchtone key.
- 9 In the Maximum message life group, select to “Do not delete unheard messages” to keep new messages indefinitely. Or, select “Delete unheard messages after x days,” then select the number of days the system stores new messages.
- 10 Click “Finish.”

System Settings

Local Network Site | Hospitality | Hotel Guest Setup

Events | Security | System Fax | Speech Recognition | E-mail

General | Public Messages | Alphabetic Directory Assistance | **Recording** | Playback

Maximum recording time for a person-to-person message: 300 seconds

Maximum recording time for screening: 6 seconds

Pause durations allowed while recording:

End of short recording: 4 seconds

End of long recording: 5 seconds

☒ Beep on record

Frequency 1: 1000 Hz Amplitude 1: -20

Frequency 2: 0 Hz Amplitude 2: 0

Duration: 380 milliseconds

☒ Redirect with single introduction

☐ Enable filter for possible erroneous touchtones

Maximum message life: ☒ Do not delete unheard messages

☐ Delete unheard messages after 999 days

Finish Cancel Refresh Apply Help

Maximum recording time for a person to person message The number of seconds of message storage allowed for messages between subscribers or guests. This field also controls the number of seconds of message storage allowed for greetings. The default value is 300 seconds.

Maximum recording time for screening The number of seconds of message storage allowed for callers to record their name when their call is screened. The default value is 6 seconds.

Pause durations allowed while recording The number of seconds of silence allowed when a caller is recording a message before the system assumes the caller is finished speaking.

Beep on record Select this check box to set the system to play a beep before starting to record. You can use the frequency, amplitude and duration fields to control the sound and duration of the beep.

Redirect with single introduction Select this check box to set the system to send the same introductory message to all recipients of a redirected message. Clear this check box to set the system to prompt the subscriber to record a different introduction for each recipient of a redirected message.

Enable filter for possible erroneous touchtones Select this option to help prevent the system from hearing a subscriber's voice as a touchtone key. This problem is called "talk-off."

Maximum message life Select "Do no delete unheard messages" to set the system to keep new unheard messages indefinitely. Or, select "Delete unheard messages after," then type the number of days the system keeps new unheard messages before deleting them automatically.

Changing message playback settings

The playback settings control playback volume for messages, and whether subscribers get exact or relative date and time stamps with their messages. These settings also control whether the subscriber can use the speed control features at the beginning or during message playback.

Moving forward or backward during message playback

During message playback, the subscriber can change how the system plays a message. You can set up the system so that a subscriber presses 7 to move backward or 9 to move forward through a message.

The “Amount to skip on rewind/fast-forward” field controls how many seconds the system moves forward or backward when a subscriber presses the appropriate key. If either key is pressed repeatedly, the system skips through the message, allowing a subscriber to move to the beginning or end of a long message rapidly.

To change the default playback volume for messages

- 1 Go to System > System Settings.
- 2 Select the Playback tab.
- 3 In the “Default playback volume” field, type a number between 1 and 10, where 1 is very quiet, and 10 is very loud.
- 4 Click “Finish.”

To change the message date and time stamp setting

- 1 Go to System > System Settings.
- 2 Select the Playback tab.
- 3 In the Message Date/Time Stamp section, select the setting:
 - When the “Use absolute (exact) date and time” field is selected and a caller retrieves a message, the system includes the exact date and time with the received message. For example, the caller hears “July 4 at 5 P.M.” By default, this field is selected.
 - When the “Use relative date and time” field is selected, the system gives a relative date and time, such as “three days ago at 5 P.M.”
- 4 Click “Finish.”

To set up skip and playback speeds

- 1 Go to System > System Settings.
- 2 Select the Playback tab.
- 3 In the “Amount to skip on rewind/fast-forward” field, set the number of seconds.
- 4 In the “Playback speed” field, select the “Enable speed control” field to allow subscribers to control playback speed.
- 5 Select the amount of increase or decrease in speed you want the system to take each time a subscriber presses the 4 or 6 touch-tone key during a message, either “Small,” “Medium,” or “Large.”
- 6 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'Playback' tab selected. The dialog has a title bar with 'System Settings' and a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, General, Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'Playback' tab is active. Inside the tab, there are several settings: 'Default playback volume' is set to 5; 'Amount to skip on rewind/fast-forward' is set to 4 seconds; 'Message day/time stamp' has two radio buttons, 'Use absolute [exact] date and time' (selected) and 'Use relative date and time'; 'Playback speed' has a checkbox 'Enable speed control' which is unchecked; and 'Step' has three radio buttons, 'Small' (selected), 'Medium', and 'Large'. At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Default playback volume Sets the volume level for message playback represented as a number between 1 and 10, where 1 is very quiet and 10 is very loud. The default value is 5.

Amount to skip on rewind/fast-forward Sets the number of seconds the system rewinds or fast-forwards through a message each time a subscriber presses the rewind or fast-forward touchtone during a message. The default value is 4 seconds.

Message day/time stamp Sets whether the system announces the date and time a message was sent as the exact date, or as a relative day and time. For example, with absolute date and time, the system announces “March fifth at 2:15 P.M.” With relative date and time, the system announces “Yesterday at 2:15 P.M.”

Playback speed Select the “enable speed control” check box to allow subscribers to speed up or slow down message playback. For the step value, select either small, medium, or large.

Setting the system to send error messages

The voice messaging system can send a message to a subscriber's voice mailbox if a system error occurs. You should set up at least one subscriber, usually a system manager, to receive error messages. For details, see “Notifying subscribers of system errors,” on page 336.

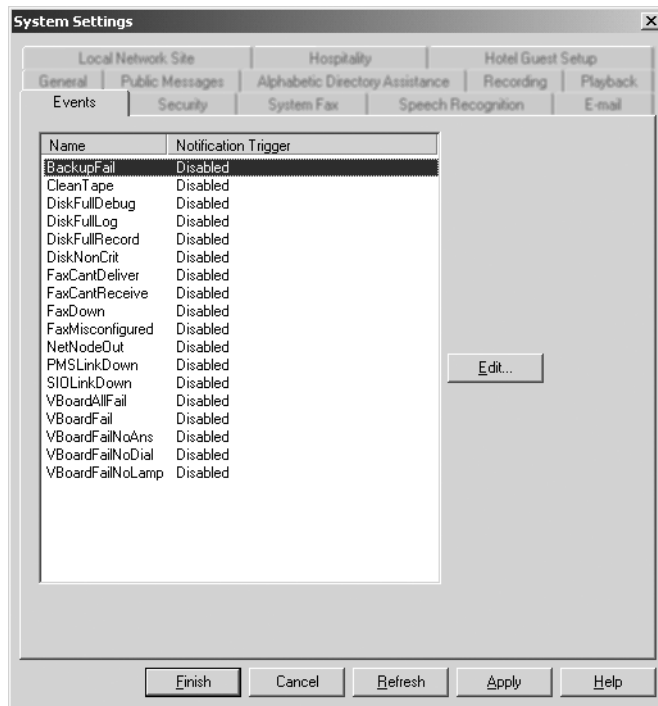
By default, the system sends an error notice each time a particular system event occurs. However, you can increase the number of times an event must occur before the system sends an error notice. You can also turn off error notices for a particular event.

To set up the system to send an error notice for an event

- 1 Go to System > System Settings.
- 2 On the Events tab, select the event. Use the right scroll bar or scroll arrows to view additional events.
- 3 Click “Edit.”
- 4 Select “Enable event notification.”
- 5 To send an error message each time this event occurs, in the Notification trigger field, select “Every occurrence.”

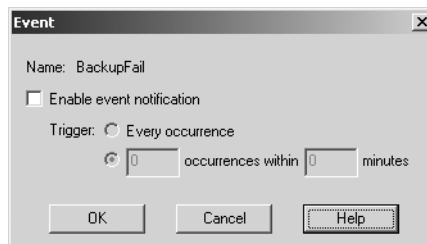
Or, to send an error message after an event occurs during a certain time interval, select “___ occurrences within.” Type the number of occurrences. In the “minutes” field, type the number of minutes for the time interval.

- 6 Click “OK.”
- 7 Click “Finish.”



To turn off error notices for an event

- 1 Go to System > System Settings.
- 2 On the Events tab, select the event. Use the right scroll bar or scroll arrows to view additional events.
- 3 Click “Edit.”
- 4 Clear the “Enable event notification” check box.
- 5 Click “OK.”



Below is a table describing each system event and corrective actions.

Error notification	Description
BackupFail	The system backup failed. Verify that there is enough disk space to perform a backup. Delete any unnecessary files.
DiskFullDebug	The hard disk is almost full. The system no longer logs diagnostic traces. Delete any unnecessary files. See “Disk full error messages,” on page 553.
DiskFullLog	The hard disk is almost full. The system no longer logs call data in the call log file. Delete any unnecessary files. See “Disk full error messages,” on page 553.
DiskFullRecord	The hard disk is almost full. The system no longer allows callers to record messages. Delete any unnecessary files. See “Disk full error messages,” on page 553.
DiskNonCrit	The system detected a non-critical disk error. Run a hard disk scanning utility to correct any disk errors.
FaxCantDeliver	ActiveFax is not configured correctly. The system cannot deliver faxes. Verify that all fax lines are connected, the correct station numbers are specified for the fax ports, and that fax ports are not busy.
FaxDown	ActiveFax is not configured correctly. The system cannot receive faxes. Verify that all fax lines are connected, the correct station numbers are specified for the fax ports, and that fax ports are not busy.
SIOLinkDown	The link to the phone system has failed. Verify that the serial link is still connected to the voice server and the phone system.
VBoardAllFail	All of the voice boards have failed. The system can no longer answer calls. Restart the voice server. If the problem persists, contact a representative.
VBoardFail	At least one voice board has failed. When possible, restart the voice server. If the problem persists, contact a representative.

Error notification	Description
VBoardFailNoAns	At least one voice board can no longer answer calls. When possible, restart the voice server. If the problem persists, contact a representative.
VBoardFailNoDial	At least one voice board can no longer dial calls to deliver messages or set message waiting indication. When possible, restart the voice server. If the problem persists, contact a representative.
VBoardFailNo-Lamp	At least one voice board can no longer set message waiting indication. When possible, restart the voice server. If the problem persists, contact a representative.

See also

Default error notice settings.....287
 Notifying subscribers
 of system errors.....336

Setting a default security code for subscribers

You can set the system to require subscribers to enter a default security code the first time they call the system to enroll. Subscribers then change the default security code to their own code during the enrollment conversation. Before subscribers call the system to enroll, be sure to tell them the default security code.

A security code prevents others from using only a personal ID to access the system. A security code must be 3 to 10 digits in length. It should be easy to remember, but difficult for others to guess.

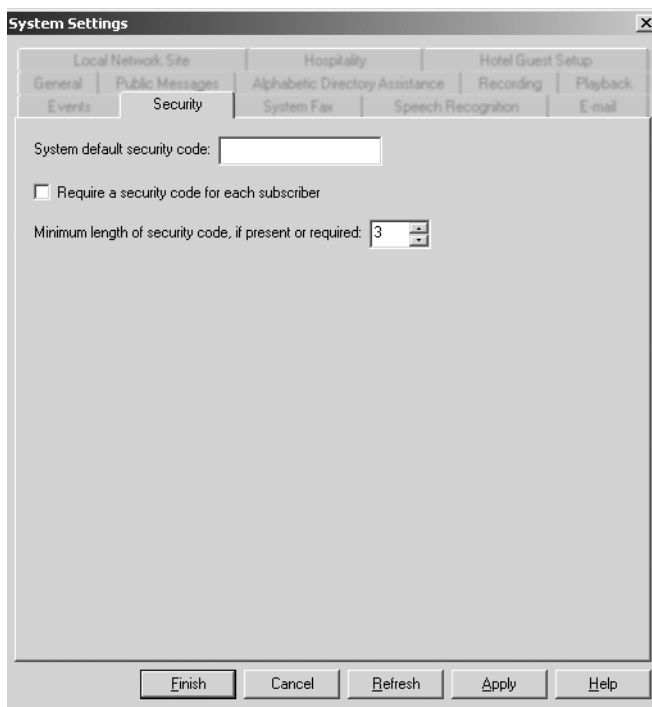
***NOTE:** For systems using languages other than English or Dutch, it is recommended that the minimum length for a security code be kept at 3 digits.*

You can require each subscriber to set their own security code. If a security code is required, you must set a default security code. However, you can set a default security code without also requiring subscribers to set their own code. Subscribers then use the default code to access their mailbox the first time to enroll, but do not have to set their own code.

When a security code is required, subscribers cannot delete their security code themselves by phone or by computer. In addition, when you delete a subscriber's security code, the system resets the subscriber's code to the default code.

To set a default security code

- 1 Go to System > System Settings.
- 2 Select the Security tab.
- 3 In the "System default security code" field, type the code. The code must be 3 to 10 digits in length.
- 4 To require subscribers to set a security code, select "Require a security code for each subscriber."
- 5 In the "Minimum length of security code, if present or required" box, select the minimum number of digits. The smallest minimum you can choose is 3. The the largest minimum is 10.
- 6 Click "Finish."



System default security code The default security code assigned to each new subscriber. The security code must be 3 to 10 digits in length.

Require a security code for each subscriber When this check box is selected, subscribers must set a security code. You must also set a default security code.

Minimum length of security code, if present or required Sets the minimum number of digits required for a security code. The smallest minimum you can choose is 3. The the largest minimum is 10.

See also

Resetting a subscriber's
security code.....357

Changing fax header, time and retry options

The fax mail settings on the System > System Settings > System Fax tab control fax header information, date and time format, and fax retry settings. You can also set the number of pages allowed in a fax transmittal, and how long the system waits for a caller to enter a fax box ID before routing a fax to the public fax box.

Fax delivery retry settings

If the system calls a fax machine that is busy or unavailable, the system retries delivering the fax. In general, the default retries settings are adequate to control how many times and how often the system tries to send a fax. When the system stops trying to deliver a fax, the system sends an error message to the subscriber's fax box.

You can change the retry strategy that the system uses. If you plan to change the default retry settings, consider the following:

- Because the system must wait for fax port to become available, busy fax ports may cause a longer delay between attempts than the specified settings. The delay between attempts, however, is never less than the value that you set.
- You can set the number of retry attempts for an individual page, or for the entire fax. You change these settings in the “Page retries” and “Connect retries” fields on the System > System Settings > System Fax tab.

Fax outdial access code

When dialing external fax numbers, the system uses the outdial trigger length set on the Dialing Codes tab in Switch > Switch Settings to determine whether to add the outdial access code to the beginning of the fax number. The default setting for the outdial access code is 9, (comma). The default outdial trigger length is 7 digits.

The outdial access number is not used when the fax delivery number has fewer digits than the outdial trigger length.

To change systemwide fax mail settings

- 1 Go to System > System Settings.
- 2 Select the System Fax tab.
- 3 In the “Fax number” field, type the system's fax phone number.
- 4 In the “Fax page header” field, type any text you want to include in at the top of each fax page, such as your organization's name.

- 5 In the “Date format” field, select the format for the date included in a fax header.
- 6 In the “Time format” field, select the format for the transmittal time included in the a fax header.
- 7 In the “Page retries” field, select the number of times the system attempts to re-send a page of an unsuccessful page transmittal. The maximum value is 3. To turn off page retries, set the field to 0.
- 8 To set the system to disconnect after the specified number of page retries, select “Disconnect after specified number of page retries.”
- 9 In the “Connect retries” field, select the number of times the system attempts to send an unsuccessful fax transmittal. The maximum value is 3. To prevent the system from retrying a fax, set the field to 0.
- 10 In the “Maximum number of pages per delivery” field, select the number of pages allowed.
- 11 In the “On receiving, timeout before routing to public fax box” field, type the number of seconds the system waits for a caller to enter a fax box system ID. After the specified number of seconds, the system routes an incoming fax to the public fax box.
- 12 Click “Finish.”

System Settings

Local Network Site | Hospitality | Hotel Guest Setup

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback

Events | Security | **System Fax** | Speech Recognition | E-mail

Fax number:

Fax page header:

Date format:

Time format:

Page retries: ☒ Disconnect after specified number of page retries

Connect retries:

Maximum number of pages per delivery:

On receiving, timeout before routing to public fax box: seconds

On sending, timeout before resetting: seconds

Fax port transfer timeout: milliseconds

☐ Allow multiple simultaneous deliveries to the same number

Fax number The fax phone number for the system. This phone number prints in the fax mail header.

Fax page header Any text to include in the fax mail header, such as the organization name or address. You can type up to 31 characters.

Date format The format for the transmittal date included in the fax mail header.

Time format The format for the transmittal time included in the fax header. You can select 12 hour or 24 hour format.

Page retries The number of times the system retries to send a page of a fax. The maximum value is 3. To turn off page retries, set this field to 0.

Disconnect after specified number of page retries Controls whether the system disconnects a call after retrying to send a page of a fax the specified number of times.

Connect retries The number of times the system retries to send an unsuccessful fax. The maximum value is 3. To prevent the system from retrying a fax, set the field to 0.

Maximum number of pages per delivery The total number of pages allowed in a fax delivery. The maximum number of pages is 999. The minimum number is 5.

On receiving, timeout before routing to public fax box The number of seconds the system waits for a caller to enter a system ID for a fax box before routing the fax to the public fax box. The maximum value is 30 seconds. The minimum value is 1 second.

Empty Queue Click this button to delete all outgoing faxes that have not yet been delivered.

See also

Chapter 9, Fax mail setup.....247

Emptying the fax queue

You can delete all outgoing faxes from the queue.

To empty the fax queue

- 1 Go to System > System Settings.
- 2 Select the System Fax tab.
- 3 Click “Empty Queue.” Click “Yes” to confirm.
- 4 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'System Fax' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Local Network Site', 'Hospitality', 'Hotel Guest Setup', 'General', 'Public Messages', 'Alphabetic Directory Assistance', 'Recording', 'Playback', 'Events', 'Security', 'System Fax' (selected), 'Speech Recognition', and 'E-mail'. The 'System Fax' tab contains the following settings:

- Fax number: [text box]
- Fax page header: [text box]
- Date format: [dropdown menu showing MM/DD/YYYY]
- Time format: [dropdown menu showing HH:MM am/pm (12-hour clock)]
- Page retries: [spin box showing 3] ☒ Disconnect after specified number of page retries
- Connect retries: [spin box showing 3]
- Maximum number of pages per delivery: [spin box showing 500]
- On receiving, timeout before routing to public fax box: [spin box showing 5] seconds
- On sending, timeout before resetting: [spin box showing 15] seconds
- Fax port transfer timeout: [spin box showing 200] milliseconds
- ☐ Allow multiple simultaneous deliveries to the same number
- [Empty Queue button]

At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Empty Queue Click this button to delete all outgoing faxes that have not yet been delivered.

Turning on speech recognition systemwide

The speech recognition feature allows subscribers to use the system by speaking commands instead of pressing touchtone keys. Whether this feature is installed depends on which additional features were purchased, and may not be available at your site.

You can turn on speech recognition for the entire system. Once the feature is enabled systemwide, you can turn it on for individual subscribers.

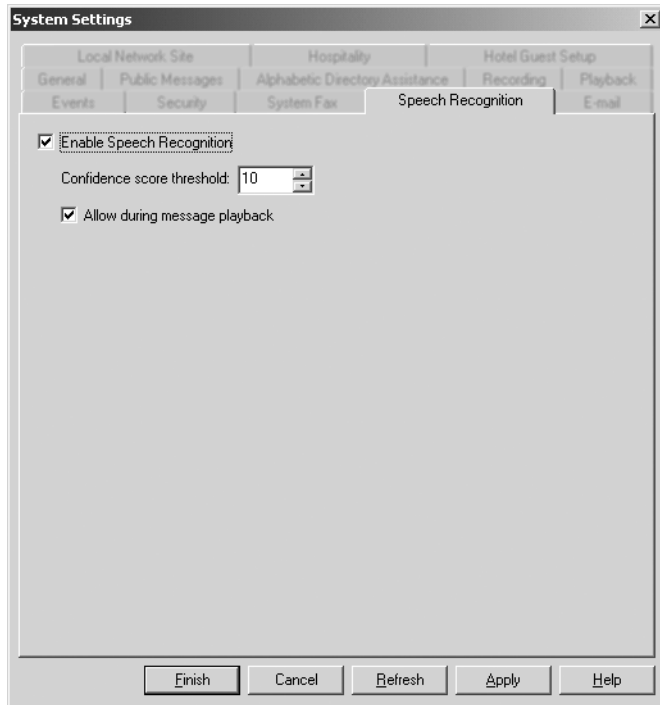
If desired, you can set up the feature for the default subscriber template. For details, see “Default subscriber options,” on page 288. You can also set up the feature for individual subscribers. For details, see “Changing options for a subscriber,” on page 338.

If the system is not accurately understanding some words, you can change the confidence score threshold. With a lower confidence score threshold, subscribers must pronounce words more accurately for the system to respond correctly. With a higher confidence score, more mispronunciation is allowed. The default confidence score threshold is 40.

NOTE: *A subscriber cannot use the Soft Keys feature on a digital phone and the speech recognition feature at the same time. If both features are enabled on the system, speech recognition is available only when accessing the voice messaging system from an internal analog phone, or from an outside line.*

To turn on speech recognition systemwide

- 1 Go to System > System Settings.
- 2 Select the Speech Recognition tab.
- 3 Select “Enable speech recognition.”
- 4 In the “Confidence score threshold” field, select a number between 10 and 100. The default value is 40.
- 5 To set the system to listen for speech commands while subscribers listen to messages, select “Allow during message playback.”
- 6 Click “Finish.”



Enable Speech Recognition Select this check box to turn on the speech recognition feature systemwide. Once speech recognition is enabled, you can turn it on for individual subscribers. You can also turn on speech recognition on the default subscriber template.

Confidence threshold score Set the confidence threshold for the speech recognition software. You can choose a number from 10 to 100. With a lower confidence score threshold, subscribers must pronounce words more accurately for the system to respond correctly. With a higher confidence score, more mispronunciation is allowed. The default confidence score threshold is 40.

Allow during message playback Select this check box to allow subscribers to give speech commands while they listen to a message.

See also

Changing options for a subscriber338

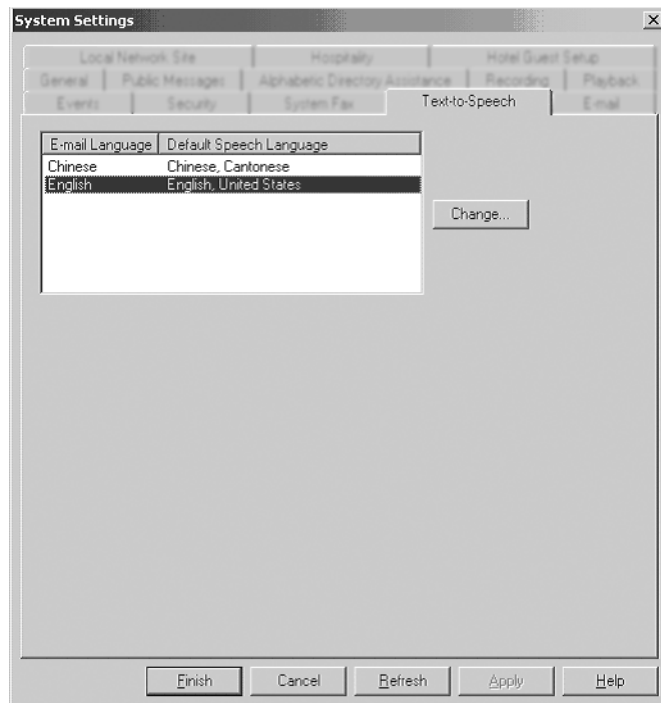
Changing the text-to-speech language default

On systems with e-mail integration and text-to-speech, you can change the language the system uses to read messages by phone.

The system plays subscriber messages in the language specified on the System > System Settings > Text-to-Speech tab. Or, if a subscriber is set up to hear the conversation in a language also available with text-to-speech, the system uses that language instead.

To change the text-to-speech language

- 1 Go to System > System Settings.
- 2 Select the Text-to-Speech tab.
- 3 Select the language, then click “Change.”
- 4 Select a different language, then click “OK.”
- 5 Click “Finish.”



Setting up e-mail options

If your system includes both the optional fax and e-mail features, subscribers have several additional options for accessing both message types. With these features, the system can:

- Deliver specific e-mail messages to any fax machine.
- Enable subscribers to deliver all new fax and e-mail messages plus their text attachments to any fax machine.
- Enable subscribers to listen to audio file attachments to e-mail messages while checking e-mail by phone.

You can enable these options on the E-mail tab of the System Settings screen.

To allow subscribers to fax their e-mail messages

- 1 Go to System > System Settings.
- 2 Select the E-mail tab.
- 3 Select “Allow users to fax e-mail messages.”
- 4 Click “Finish.”

To set parameters for recorded attachments to e-mail messages

- 1 Go to System > System Settings.
- 2 Select the E-mail tab.
- 3 To allow subscribers to include a text attachment with a recorded reply to an e-mail message, select “Enable text attachment for voice/fax messages forwarded to e-mail.”
- 4 To play any audio attachments to e-mail messages when checking e-mail by phone, select “Play audio attachments.”
- 5 To define a large, very large, or too large e-mail message, change the values in the Audio attachment size definitions group.
- 6 Click “Finish.”

System Settings

Local Network Site | Hospitality | Hotel Guest Setup
 General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | **E-mail**

☐ Allow users to fax e-mail messages

☒ Enable text attachment for voice/fax messages forwarded to e-mail

☒ Play audio attachments

Audio attachment size definitions (in kilobytes):

Large:

Very large:

Too large:

Maximum e-mail message count:

☐ Announce e-mail attachments

Finish Cancel Refresh Apply Help

Allow users to fax e-mail messages Select this option to allow subscribers to fax individual e-mail messages by phone. Clear this option to turn off this feature.

Enable text attachment for voice/fax messages forwarded to e-mail Select this option to allow subscribers to include a text attachment with a reply to an e-mail message. Clear this option to turn off this feature.

Play audio attachments Select this option to include audio attachments with e-mail messages heard by phone.

Audio attachment size definitions The fields in this group define a “large,” “very large,” and “too large” e-mail message.

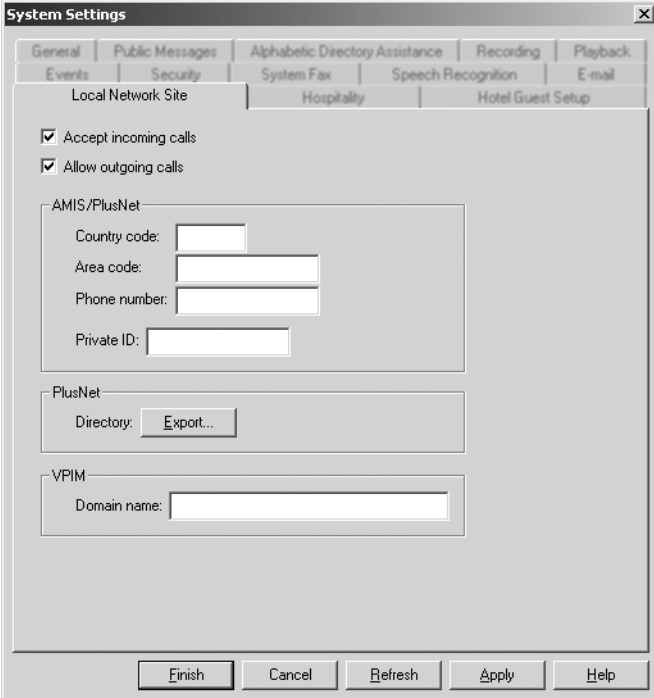
Maximum e-mail message count This field sets the maximum number of e-mail messages the voice messaging system will recognize. If the number of messages in the subscriber’s inbox exceeds the number in this field, the voice messaging system will not recognize new messages until the subscriber deletes messages from their inbox.

Announce e-mail attachments Select this option to hear the file name and size of attachments which are not recognized as files that can be played by the text to speech feature. If the attachment is a recognized audio file, and the option “Play audio attachments” has been selected, the system will play the audio file.

Exchanging messages with remote systems

Message networking enables multiple voice messaging systems to communicate. NEAXMail AD-64 supports protocols that allow message networking with other NEAXMail AD-64 or NEAXMail AD-40 systems, or with voice messaging systems from different manufacturers. This feature is optional and may not be available on your system.

For information on how to use these features, if available, see “NEAXMail AD-64 message networking” on page 504.



The image shows a 'System Settings' dialog box with the 'Local Network Site' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: General, Public Messages, Alphabetic Directory Assistance, Recording, Playback, Events, Security, System Fax, Speech Recognition, and E-mail. The 'Local Network Site' tab is active and contains the following options:

- ☒ Accept incoming calls
- ☒ Allow outgoing calls
- AMIS/PlusNet section with the following fields:
 - Country code: [text box]
 - Area code: [text box]
 - Phone number: [text box]
 - Private ID: [text box]
- PlusNet section with a 'Directory:' label and an 'Export...' button.
- VPIM section with a 'Domain name:' label and a text box.

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Setting up systemwide hospitality features

You use the Hospitality tab to set up voice messaging features for hotel guests. This feature is optional and may not be available on your system.

For information on how to use these features, if available, see “Hospitality site setup” on page 442.

The screenshot shows the 'System Settings' dialog box with the 'Hospitality' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with tabs for 'General', 'Public Messages', 'Alphabetic Directory Assistance', 'Recording', 'Playback', 'Events', 'Security', 'System Fax', 'Speech Recognition', 'E-mail', 'Local Network Site', 'Hospitality', and 'Hotel Guest Setup'. The 'Hospitality' tab is active, showing settings for message box reset ID (636), post check-out access ID (654), hotel guest directory ID (655), and a checkbox for 'Transfer automatically if only one match found'. There is also a checkbox for 'Enable extension overlap (tall hotel)' and an 'Entry delay' of 2 seconds. A 'Wake-up call' section contains a checkbox for 'Allow hotel guests to set up their wake-up calls', a 'System ID' of 656, a 'Greeting' of 00:00:00, and buttons for 'Edit...', 'Rings' (4), 'Retry interval' (10 minutes), 'Retry attempts' (2), and 'If all retries unanswered, notify:' with a 'Search...' button. A 'Check-in message' section contains a checkbox for 'Enable check-in message', a 'System ID' field, a 'Greeting' of 00:00:00, and an 'Edit...' button. At the bottom are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
Events | Security | System Fax | Speech Recognition | E-mail
Local Network Site | **Hospitality** | Hotel Guest Setup

Message box reset ID: 636
Post check-out access ID: 654
Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found
☐ Enable extension overlap (tall hotel) Entry delay: 2 seconds

Wake-up call
☐ Allow hotel guests to set up their wake-up calls
System ID: 656 Greeting: 00:00:00 **Edit...**
Rings: 4
Retry interval: 10 minutes
Retry attempts: 2
If all retries unanswered, notify: **Search...**

Check-in message
☐ Enable check-in message
System ID: Greeting: 00:00:00 **Edit...**

Finish **Cancel** **Refresh** **Apply** **Help**

Setting up conversation features for hotel guests

You use the Hotel Guest Setup tab to set up special conversation features for hotel guests. This feature is optional and may not be available on your system.

For information on how to use the fields on this tab, see “Hospitality site setup” on page 442.

The screenshot shows a 'System Settings' dialog box with a tabbed interface. The 'Hotel Guest Setup' tab is selected. The dialog box has a title bar with a close button. The tabs are: General, Public Messages, Alphabetic Directory Assistance, Recording, Playback, Events, Security, System Fax, Speech Recognition, E-mail, Local Network Site, Hospitality, and Hotel Guest Setup. The 'Hotel Guest Setup' tab contains the following options:

- ☐ Allow hotel guest to choose language
 - ☐ Allow external callers to hear prompts in language chosen by hotel guest
- ☐ Automatic password assignment
 - Password length: 4 (with a spinner box)
- ☐ Allow hotel guest to modify name in the hotel guest directory
- After message retrieval, route to: [text box] [Search...]
- ☒ Enable auto-login for hotel guests

At the bottom of the dialog box are buttons for Finish, Cancel, Refresh, Apply, and Help.

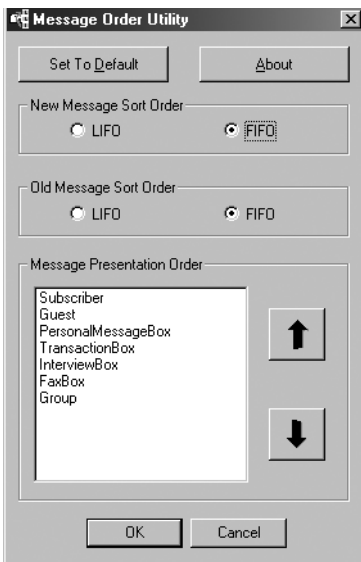
Changing message playback order

You can set the system to play messages back in either last in, first out order or first in, last out order. Message playback order can be set differently for old and new messages of each type. The order that various categories of messages are presented to the subscriber can also be configured. To do this, use the Message Order utility.

NOTE: *The Message Order utility can not be run remotely from the NEAXMail AD-64 administration console.*

To set message playback order

- 1 On the voice server, click Start > Programs > NEAXMail AD-64 > Server utilities > Message Order utility.
- 2 Under “New Message Sort Order,” select the desired option.
- 3 Under “Old Message Sort Order,” select the desired option.
- 4 In the “Message Presentation Order” box, change the order that the message types appear. Select the type, then click the up and down arrow buttons to move the selected type in the list.
- 5 Click “OK.”



Set To Default Click this button to set all message playback and presentation settings to the system defaults.

New Message Sort Order Controls the order that the voice messaging system plays new messages to all subscribers. The default order is first in, first out (FIFO).

LIFO Sets message playback order to last in, first out.

FIFO Sets message playback order to first in, first out.

Old Message Sort Order Controls the order that the voice messaging system plays old messages to all subscribers. The default is first in, first out (FIFO).

LIFO Sets message playback order to last in, first out.

FIFO Sets message playback order to first in, first out.

Message Presentation Order Within the old and new message categories, messages are also sorted by the message type.

Subscriber Messages from one subscriber who has signed into the voice messaging system to another subscriber. Also called identified subscriber messages.

Guest Messages from the subscriber's guests.

Personal Message Box Messages left in the subscriber's inbox by callers who have not signed into the voice messaging system. Also called unidentified caller messages.

Interview Box Messages left by callers in an interview box owned by the subscriber.

Fax Box Fax messages for the subscriber.

Group Messages to groups that the subscriber belongs to.

CHAPTER 4:

Phone system integration

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Switch setup overview

This chapter explains the fields on the tabs in Switch > Switch Settings. These settings control how the voice messaging system works with the phone system. You can also use the tabs in Switch > Switch Settings to set up additional system features, such as easy message access and identified subscriber messaging.

During installation, the fields in Switch > Switch Settings are completed with the best values for your organization's phone system. In most cases, you do not need to change these fields.

Displaying basic information about your phone system

The voice messaging system's Switch Selector utility contains parameters for integrating the voice messaging system with several phone systems. The phone system manufacturer, type, and model are assigned during installation.

After you first set up the voice messaging system, use the following procedure to find out which phone system is installed. To change the phone system integration, you must run the Switch Selector utility. See the *Installation Guide* for details.

To display phone system information


- 1 Go to Switch > Switch Information.
- 2 Click "Finish."

Setting the pilot number

The Switch > Switch Settings > General tab is used to set the pilot number. The pilot number identifies the number used by the phone system to forward calls to the voice messaging system.

To set the pilot number

- 1 Go to Switch > Switch Settings.
- 2 On the General tab, in the “Pilot number” field, type the pilot number.
- 3 Click “Finish.”



The screenshot shows the 'Switch Settings' dialog box with the 'General' tab selected. The 'Pilot number' field is empty. Other settings include 'Delay after stopping a dialing operation' set to 3000 milliseconds, 'Maximum number of retries' set to 10, 'Wait time between retries' set to 100 milliseconds, 'Board startup delay' set to 60 seconds, and 'Device open delay' set to 2 seconds. There is a checkbox for 'Enable quick busy detect' which is unchecked. Under 'If all ports are busy', there are two radio buttons: 'Do not answer incoming calls' (selected) and 'Direct to' (with an empty field). At the bottom are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Tab	Value	Unit
Pilot number		
Delay after stopping a dialing operation	3000	milliseconds
Maximum number of retries	10	
Wait time between retries	100	milliseconds
Board startup delay	60	seconds
Device open delay	2	seconds

☐ Enable quick busy detect

If all ports are busy:

- ☒ Do not answer incoming calls
- ☐ Direct to:

Buttons: Finish, Cancel, Refresh, Apply, Help

Setting an outdial access code and call transfer sequences

The dialing code fields contain settings for the outdial access number and the call transfer sequences.

Using an outdial access number

To place an external call, a subscriber must first dial an outdial access number (usually 9) to reach an outside line. To direct the voice messaging system to deliver messages to an outside phone number or to activate pagers, set up an outdial access number on the Dialing Codes tab.

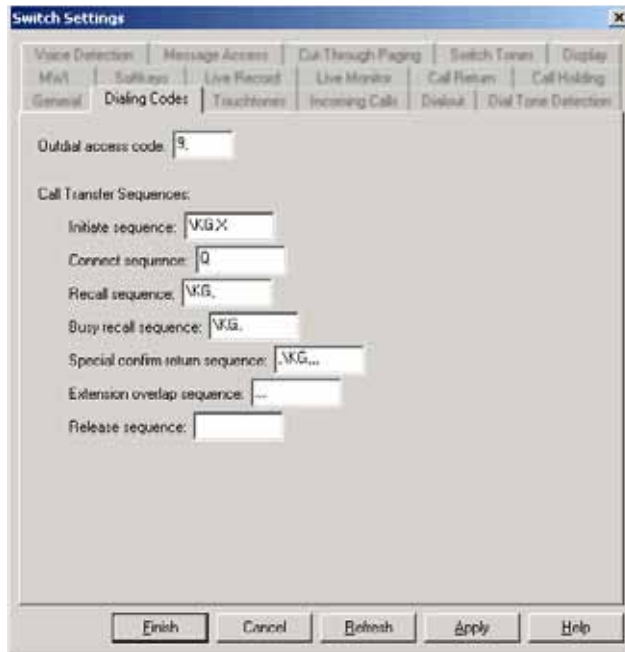
After setup, the voice messaging system will automatically dial the outdial access number before dialing any message delivery number that is greater than or equal to the outdial trigger length.

You also need to set the “Outdial trigger length” field. See “Outdial trigger length,” on page 104 for details.

The remaining fields on the Dialing Codes tab are usually kept at their default values. If you have a special circumstance, or need to reset the value of a field to resolve a problem, refer to the field descriptions before changing any of the default values. Call Technical Support or refer to the phone system documentation if you are unsure about changing the values in these fields.

To set up dialing codes

- 1 Go to Switch > Switch Settings.
- 2 Select the Dialing Codes tab.
- 3 In the “Outdial access code” field, type the outdial access code, usually 9, (nine comma).
- 4 If necessary, in the Call Transfer Sequences group, change the field values. Refer to the field descriptions for details.
- 5 Click “Finish.”



Outdial access code Accepts the outdial access number that the voice messaging system dials to call outside the system, for example, to deliver messages to pagers. If you type 9, (nine comma), the system dials 9 and pauses briefly before dialing the external number. The system automatically dials the outdial access number before dialing any message delivery number that is greater than or equal to the outdial trigger length.

Call transfer sequences

Initial sequence This sequence puts an unidentified caller on hold to ring an extension.

Connect sequence This recall sequence completes the transfer when the called party answers.

Recall sequence This recall sequence returns to the unidentified caller when the internal extension does not answer.

Busy recall sequence This recall sequence returns to the unidentified caller on hold when the internal extension is busy.

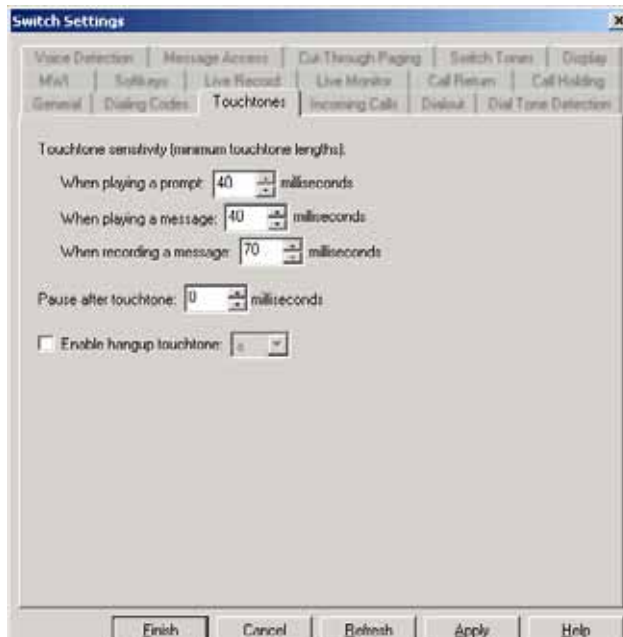
Special confirm return sequence If set, the voice messaging system uses a special dialing sequence to return to the caller after the call is transferred to an internal extension and a subscriber with call screening rejects the call. Use this option only when you want the return sequence for rejected calls to differ from the return sequence for unanswered calls.

Extension overlap sequence If your phone system uses overlapping extension numbers of different lengths (for example, 110 and 1102), the voice messaging system needs to be able to differentiate between them to transfer a call or send a message lamp on or off code.

Release sequence This sequence releases the call and disconnects the line.

Setting touchtone options

The fields on the Touchtones tab usually are kept at their default values. If you have a special circumstance, or need to reset the value of a field to resolve a problem, refer to the field descriptions below before changing any of the default values. Call Technical Support if you are unsure about changing the values in these fields.



Touchtone sensitivity (minimum touchtone lengths)

When playing a prompt Accepts a number for the duration of touchtones when the voice messaging system plays a prompt and expects the caller to press a touchtone. You do not need to change the default setting unless the system fails to accept touchtones. In that case, reduce the setting by 1 until the system consistently accepts touchtones. The minimum setting is 10 milliseconds. The maximum setting is 150 milliseconds. The default value is 40 milliseconds.

When playing a message Accepts a minimum length for touchtones when the voice messaging system plays back a message recorded over the phone. You do not need to change the default setting unless the system fails to accept touchtones. In that case, reduce the setting by 1 until the system consistently accepts touchtones. The minimum setting is 10 milliseconds. The maximum setting is 150 milliseconds. The default value is 40 milliseconds.

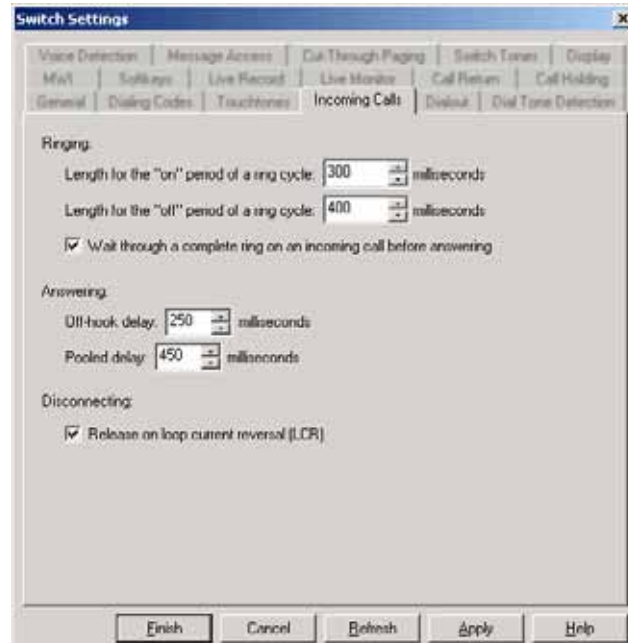
When recording a message Accepts a minimum length for touchtones when the voice messaging system is recording a message and does not expect the caller to press a touchtone. You do not need to change the default setting unless the system fails to accept touchtones. In that case, reduce the setting by 1 until the system consistently accepts touchtones. The minimum setting is 40 milliseconds and the maximum is 150 milliseconds. The default value is 70 milliseconds.

Pause after touchtone Accepts a minimum length for the pause after a touchtone in milliseconds. The default value is 0 milliseconds.

Enable hangup touchtone Enables the voice messaging system to disconnect a call when the specified touchtone (DTMF) is received from the phone system. When this option is enabled, after a caller ends a call, the phone system sends the specified touchtone to the voice messaging system to disconnect the call.

Setting incoming call options

The fields on the Incoming Calls tab usually are kept at their default values. If you have a special circumstance, or need to reset the value of a field to resolve a problem, refer to the field descriptions below before changing any of the default values. Call Technical Support if you are unsure about changing the values in these fields.



Ringing

Length for the “on” period of a ring cycle Combines with the ring-off time setting to control a ring signal that accompanies incoming calls to the voice messaging system. The ring signal contains voltage that alternates on and off. Accepts the length (in milliseconds) for the “on” period in the ring cycle. For example, set it to 1000 for an “on” period of 1 second. The default value is 100 milliseconds.

Length for the “off” period of a ring cycle Combines with the ring-on time setting to control a ring signal that accompanies incoming calls to the voice messaging system. The ring signal contains voltage that alternates on and off. Accepts the length (in milliseconds) for the “off” period in the ring cycle. For example, set it to 4000 for an “off” period of 4 seconds. The default value is 400 milliseconds.

Wait through a complete ring on an incoming call before answering When the check box is selected, the voice messaging system waits through a complete ring on an incoming call before answering. Otherwise, clear the check box to disable the setting.

Answering

Off-hook delay Accepts the number of seconds (in milliseconds) that you want the voice messaging system to wait after answering a call before it plays a prompt or accepts touchtones. The default value is 250 milliseconds.

Pooled delay Accepts the length of time you want the system to wait for the ring signal to settle after answering a call when the lines are set for pooled ringing. The system ignores any ring signals received during this waiting period.

Disconnecting

Release on loop current reversal (LCR) When the check box is selected, the voice messaging system assumes that the caller has hung up when the system receives a loop current open signal from the phone system. Otherwise, clear the selection to disable it.

Setting dialout codes

The Dialout tab in the Switch Settings directory contains dialout settings for integrating the voice messaging and the phone system.

These fields are usually kept at their default values. If you have a special circumstance, or need to reset the value of a field to resolve a problem, refer to the field descriptions below before changing any of the default values. Call Technical Support if you are unsure about changing the values in these fields.

Outdial trigger length

The voice messaging system automatically assumes that any phone number greater than or equal to the outdial trigger length is an external number. If your voice messaging system uses extension IDs that exceed four digits, use the “Outdial trigger length” field to increase the number of digits that cause the voice messaging system to dial the outdial access number to one more digit than the extension length.

With this setup, the voice messaging system treats phone numbers with fewer digits than the outdial trigger length number as internal extensions, and any phone number equal to or greater than that number as an external number.

To change the dialout settings

- 1 Go to Switch > Switch Settings.
- 2 Select the Dialout tab.
- 3 In the “Comma,” “Semicolon,” and “Ampersand” fields, set the number in milliseconds to adjust the length of these dialing characters systemwide for dialing sequences.
- 4 Set the “Dialtone delay” field to the number of milliseconds that the system waits for a dial tone before it places a call.
- 5 Set the “Dialout DTMF duration” field to the number of milliseconds for the length of a touchtone.
- 6 Set the “DTMF interdigit delay” field to the number of milliseconds that the system waits between touchtones when dialing.
- 7 Set the “Outdial trigger length” field to any number between 4 and 15.
- 8 Click “Finish.”

Switch Settings [X]

Voice Detection | Message Access | Call Through Paging | Switch Tones | Display
 Mail | Softkeys | Live Record | Live Monitor | Call Return | Call Holding
 General | Dialing Codes | Touchtones | Incoming Calls | **Dialout** | Dial Tone Detection

Dialout pause time definitions:

Comma (,) = 1000 milliseconds

Semicolon (;) = 3000 milliseconds

Hookflash time definitions:

Ampersand (&) = 500 milliseconds

Percent (%) = 2000 milliseconds

Dialtone delay: 10 milliseconds

Dialout DTMF duration: 100 milliseconds

DTMF interdigit delay: 100 milliseconds

Outdial trigger length: 7

Finish Cancel Refresh Apply Help

Using special dialing characters in phone numbers

You can include the following special characters in the phone number fields dialed by the voice messaging system.

These characters affect how the voice messaging system dials phone numbers. The systemwide switch settings that the table refers to are located on Switch > Switch Settings on the Dialout tab.

Character	Description
X	The voice messaging system inserts a subscriber's extension ID at this point in the dialing sequence. Use this code only when the subscriber's extension ID is the same as the phone extension you want the voice messaging system to dial.
,	The voice messaging system pauses while dialing. By default, the system pauses for 1 second when "," is entered in a dial string. To adjust the length of the pause systemwide for the voice messaging system, set the number of milliseconds in the "Comma" field, which is located in the Dialout Pause Time Definitions group on Switch > Switch Settings > Dialout.
;	The voice messaging system pauses while dialing. By default, the system pauses for 3 seconds when ";" is entered in a dial string. To adjust the length of the pause systemwide for the voice messaging system, set the number of milliseconds in the "Semicolon" field in the Dialout Pause Time Definitions group on Switch > Switch Settings > Dialout.
&	The voice messaging system completes a hookflash (go on hook, then off hook). This character is commonly used to access special features on the phone system. To adjust the length of time that the voice messaging system is on and off systemwide, set the number of milliseconds in the "Ampersand" field in the Hookflash Time Definitions group on Switch > Switch Settings > Dialout.
%	The voice messaging system completes a longer hookflash than what the "&" character causes, then goes off hook. On some voice messaging systems, having an active hookflash is equivalent to disconnecting and reinstating a call and is used for recall. To adjust the length of time that the voice messaging system is on and off systemwide, set the number of milliseconds in the "Percent" field in the Hookflash Time Definitions group on Switch > Switch Settings > Dialout.
:	<p>For cut-through paging only. The voice messaging system dials the caller's phone number, then the number that follows the colon (:). For example, in field #3 (pager) of the subscriber's message notification field, enter the following dial string: 1234567:999.</p> <p>To deliver a message to the subscriber's pager, the voice messaging system dials 9,1234567. When the paging system answers, the voice messaging system dials the phone number entered by the caller, then 999. Note: This example assumes the outdial trigger length is set to 7; therefore the outdial access code 9, is automatically inserted at the beginning of the dial string.</p>

Character	Description
M	<p>For cut-through paging only. The voice messaging system inserts the phone number entered by the calling party when paging a subscriber. For example, in field #3 (pager) of the subscriber's message notification field, enter the following dial string: 1234567:*M999.</p> <p>To deliver a message to the subscriber's pager, the voice messaging system dials 9,1234567. When the paging system answers, the voice messaging system dials *, then the phone number entered by the caller, then 999. Note: This example assumes the outdial trigger length is set to 7; therefore the outdial access code 9, is automatically inserted at the beginning of the dial string.</p> <p>If you do not include the M special dialing character after the colon, the voice messaging system dials the calling party's phone number immediately after the paging system answers.</p>
O (letter "O")	The voice messaging system inserts the outdial access code into the dialing string. The outdial access code is automatically added to the beginning of the dialing string if the dialing string is equal to or greater than the outdial trigger length.
P	The voice messaging system uses pulse dialing. To use pulse dialing systemwide, include the P special dialing character before all dial-out phone numbers.
Q	The voice messaging system disconnects. Once a Q is encountered, the voice messaging system will stop dialing.
R	<p>Wait for ring. Use this special dialing character for cut-through paging when the paging service answers with silence. You can also use this character when dialing an international number, where the ring tone is inconsistent or the busy tone is not recognized. In both cases, the number dialed must be answered in a preset number of rings.</p> <p>For example, to deliver a message to the subscriber's pager, in field #3 (pager) of the subscriber's message notification field, enter the following dial string: 1234567R,,,. The voice messaging system dials 9,1234567. After detecting the ring, the system pauses, then transmits the number entered by the caller.</p> <p>For example, to transfer a call to an international number, in a transfer field enter the following dialing string: 7101293747747R,,,,,,. The voice messaging system dials the number, waits for ring tone, then pauses, before connecting the call.</p>
T	The voice messaging system uses tone dialing. Use this character only when a number must be dialed as pulse, then changed midway to tone (for example, a credit card call on a pulse exchange).
W	<p>Wait for answer. The voice messaging system waits until the call is answered, then dials the rest of the dialing string. Use this special dialing character to transfer to an external phone number, in cases when an extension number is required. For example, in a subscriber's transfer field, enter the following dialing string: 5551234W9776.</p> <p>To transfer a call, the system dials 9,5551234, waits for an answer, then dials extension 9776.</p>

Activating dial tone detection

If you activate the dial tone detection feature, the voice messaging system can listen for busy, reorder, or dial tone before transferring calls. The voice messaging system can also check for dial tone before it dials out to deliver messages or to light message waiting lamps.

Activate dial tone detection when your phone system does not have immediate disconnect, to prevent calls from colliding during dialout, and to prevent phantom calls, which occur when callers disconnect immediately before being transferred.

To activate dial tone detection

- 1 Go to Switch > Switch Settings.
- 2 Select the Dial Tone Detection tab.
- 3 To check for dial tone before the system places an external call, in the On dialout group, select “Enable.”
- 4 To check for dial tone before the system transfers an internal call, in the On transfer group, select the “Enable.”
- 5 To allow subscribers to override dial tone detection before the system transfers an internal call, select “Allow subscribers to override.”
- 6 Click “Finish.”



Controlling message waiting indication

For the voice messaging system to control message waiting indication on the phone system, the phone system must have message waiting indicators on the extensions. The phone system also must allow the indicators to be turned on and off from a standard nondigital phone.

If the phone system lets the voice messaging system control message waiting indicators, perform the following procedure, “To confirm or change message waiting indicator settings,” to verify the message waiting indicator settings.

You can also control when the system resets message waiting indication. To reset message waiting indicators right away, perform “To reset message waiting indicators immediately,” on page 111.

To confirm or change message waiting indicator settings

- 1 Go to Switch > Switch Settings.
- 2 Select the MWI tab.
- 3 Confirm that the values in the Message Waiting Indicator Codes group are correct for the phone system. The voice messaging system uses these codes to activate and deactivate message waiting indication. Change the codes if they are not correct.
- 4 Confirm that the setting in the “Maximum number of retries” field is correct for the phone system. The voice messaging system uses this setting to determine how many times to dial each message waiting code to confirm that it takes effect. Change the setting if necessary.
- 5 Confirm that the value in the “Wait x minutes between retries” field is correct for the phone system. The voice messaging system waits between dialout attempts to the same message waiting indicator. Change the setting if necessary.
- 6 Click “Finish.”

To control when the system resets message waiting indicators

- 1 Go to Switch > Switch Settings.
- 2 Select the MWI tab.
- 3 Select the reset option.
 - To reset message waiting indication with each new message, select “Reset MWI after each new message.”
 - To set the time when the system resets message waiting indication, select “Reset MWIs daily at,” then select the time.
- 4 Click “Finish.”

To reset message waiting indicators immediately

- 1 Go to Switch > Switch Settings.
- 2 Select the MWI tab.
- 3 Click “Reset Now.” The system will reset all MWIs.
- 4 Click “Finish.”

The screenshot shows the 'Switch Settings' dialog box with the 'MWI' tab selected. The 'Channel required to dial MWI (Message Waiting Indicator)' checkbox is checked, and the 'Dialhook required before dialing MWI' checkbox is also checked. Below these, there is a text field 'After sending MWI, wait' with a value of '2' and a unit of 'seconds before disconnecting'. Under 'MWI codes', there are two text fields: 'On (activation) code:' and 'Off (deactivation) code:', both with 'X' icons. The 'If first attempt fails:' section has a 'Maximum number of retries:' set to '0' times and a 'Wait' time of '5' minutes between retries. The 'Reset:' section has two options: 'Reset MWI after each new message' (checked) and 'Reset MWIs daily at:' (unchecked) with a time field set to '12:00 AM'. A 'Reset Now' button is located below these options. At the bottom, there is a checkbox for 'Use alternate MWI (in place of standard MWI)' which is unchecked. The bottom of the dialog box contains buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Setting integrated Soft Keys visual menu (ISVM) options

If supported by the phone system, you can use the integrated Soft Keys visual menu (ISVM) feature to provide a visual interface on subscribers' phones for the voice messaging conversation.

To set Soft Key options

- 1 Go to Switch > Switch Settings.
- 2 Select the Softkeys tab.
- 3 In the "Exit from soft key main menu if no button is pressed" field, select the number of seconds the Soft Keys menu displays if a subscriber does not press a Soft Key.
- 4 In the "Exit from a soft key menu to a parent menu if no button is pressed" field, select the number of seconds a soft keys menu displays before returning to the previous menu.
- 5 Click "Finish."

The screenshot shows the 'Switch Settings' dialog box with the 'Softkeys' tab selected. The 'Enable' checkbox is checked. Under 'Exit from softkey main menu if no button is pressed', the 'After' radio button is selected with a value of 10 seconds. Under 'Exit from softkey menu to a parent menu if no button is pressed', the 'After' radio button is selected with a value of 15 seconds. Under 'If subscriber language is not available', the 'Use system language' radio button is selected. The 'Menu download' section shows 'Port' set to COM2, 'Baud rate' set to 9600, 'Parity' set to None, 'Byte size' set to 8, and 'Stop bits' set to 1.0. At the bottom are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Enable Enables the Softkeys feature.

Exit from softkey main menu if no button pressed Configures how long the Softkeys main menu will display on the subscriber extension when no keys are pressed. Select “Never” to configure the menu to remain on the screen throughout the call. Otherwise, select “After” and enter the number of seconds desired.

Exit from a soft key menu to a parent menu if no button is pressed Configures how long subordinated menus will display on the subscriber extension when no keys are pressed. Select “Never” to configure the menu to remain on the screen throughout the call. Otherwise, select “After” and enter the number of seconds desired.

If subscriber language is not available Configures how the softkeys menus will behave if the menus are not available in the language specified on the subscriber directory page. Choose “Use system language” to configure the menu display to the default system language. Choose “Disable softkeys for the subscriber” to disable this feature for the subscriber.

Menu download These fields configure the serial port to be used to download the menu table to the phone system. They are explained in the *Installation Guide*, and should only be used by the installation technician during the installation.

Setting a barge-in code and beep interval for live record

The live record feature lets subscribers record phone conversations, which are stored as voice messages in the subscriber's voice mailbox. If the phone system supports the live record feature, you can program a barge-in code to allow the voice messaging system to tap into a line and record a call in progress.

Local laws may require a periodic beep while a conversation is being recorded. If desired, you can set the amount of time between each beep.

***CAUTION:** The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

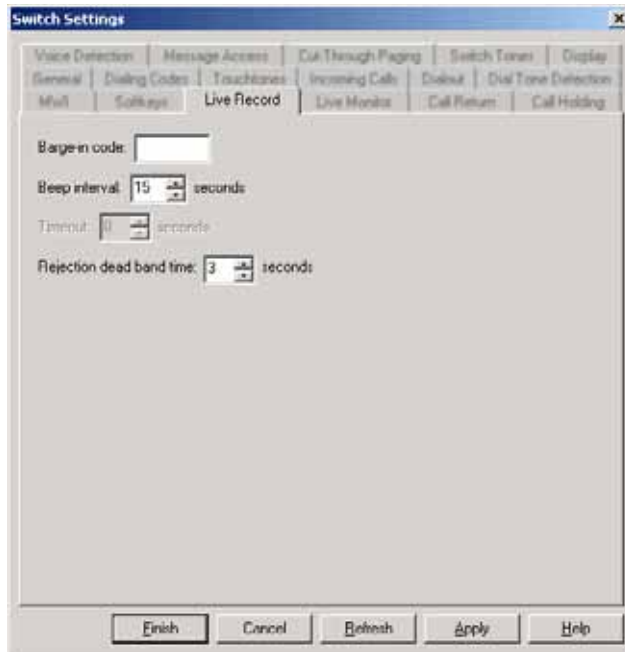
Barge-in code

The barge-in code lets the voice messaging system tap into a line and record a call in progress. The barge-in code is a sequence that can be dialed. It should be set to initiate the executive override function, which requires a busy tone.

For example, if the phone system's executive override function is initiated by dialing the extension followed by hookflash (&), followed by *4, then type X&*4 in the "Barge-in code" field.

To set up live record

- 1 Go to Switch > Switch Settings.
- 2 Select the Live Record tab.
- 3 In the "Barge-in code" field, type the barge-in code for the phone system. For example, type X&*4.
- 4 In the "Live record beep interval" field, select the number of seconds between each beep.
- 5 Click "Finish."



Barge-in code The barge-in code for the phone system. This code is required to turn on the live record feature.

Beep interval Sets the number of seconds between beeps while a conversation is recorded. You can set a value of between 0 and 60 seconds. To turn off the beep, set the interval to 0. For live record from a subscriber's phone, the voice messaging system provides the beep. For live record from within ViewMail, program the phone system to provide the beep.

Timeout Sets the number of seconds of silence or inactivity before the system will close the live record session.

Rejection dead band time Sets the number of seconds after a live record session is rejected by a port before the voice message system will listen for ring signals on the port. This field should only be modified in consultation with Technical Support.

Controlling the call holding message cycle

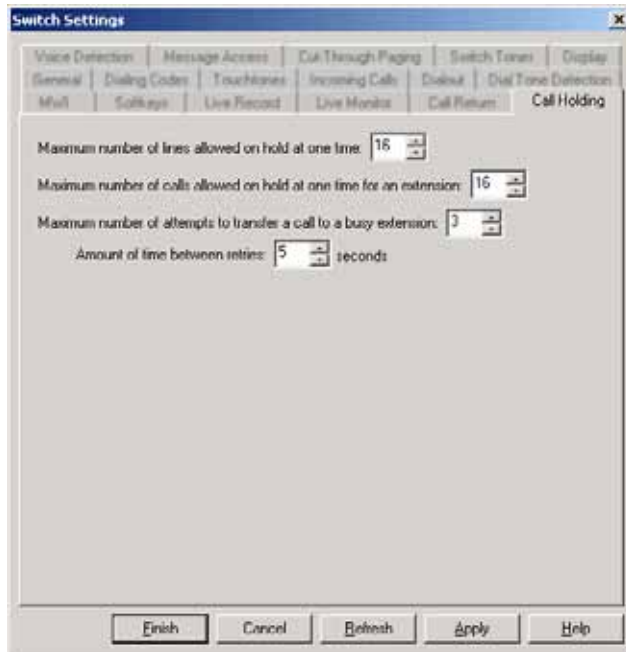
You can set the length of time that the voice messaging system lets the caller who is first in line in a call-holding queue wait on hold before asking whether the caller wants to keep holding, leave a message, or try another extension. For callers who are farther back in the queue, the message cycle is determined by the length of 10 music-on-hold prompts.

The actual time that a caller waits is the value in the “Amount of time between retries” field multiplied by the value in the “Maximum number of attempts to transfer a call to a busy extension” field, plus a few seconds. The recommended settings are 4 for the maximum number of attempts to transfer a call to a busy extension, and 5 seconds for the amount of time between retries.

For information on setting up recordings for the call holding queue, see “Setting up prompts for callers on hold” on page 434.

To set up the call holding cycle for the caller who is first in line

- 1 Go to Switch > Switch Settings.
- 2 Select the Call Holding tab.
- 3 In the “Maximum number of attempts to transfer a call to a busy extension” field, type the number of times that you want the system to try to transfer a call before asking if the caller wants to continue to hold.
- 4 In the “Amount of time between retries” field, type the time, in seconds, that you want the voice messaging system to wait before trying to transfer a call.
- 5 Click “Finish.”



Maximum number of lines allowed on hold at one time This field sets the maximum number of calls allowed on hold at one time for the entire voice messaging system.

Maximum number of calls allowed on hold at one time for an extension This field sets the maximum number of calls allowed on hold at one time for any one physical extension.

Maximum number of attempts to transfer a call to a busy extension This field sets the number of times the system attempts to transfer a call to a busy extension before checking back with the caller.

Amount of time between retries This field sets the time, in seconds, that the voice messaging system waits between transfer attempts. Combined with the “Maximum number of attempts to transfer a call to a busy extension” field, this setting controls how often the system tries a busy extension for the first caller on hold.

The actual time that a caller waits is the value in the “Amount of time between retries” field multiplied by the value in the “Maximum number of attempts to transfer a call to a busy extension” field, plus a few seconds. A setting lower than the default of 5 seconds may put calls through more quickly. A higher setting may make the holding conversation sound better to the caller.

See also

- Making recordings..... 29
- Setting up prompts for callers on hold 434

Enabling the live monitor feature systemwide

With the NEAX 2000 IPS phone system, the voice messaging system supports the live monitor feature. With live monitor, a subscriber can listen to a message as it is being recorded in the subscriber's mailbox. If desired, a subscriber can connect to the caller by lifting the phone handset during the recording.

First, you must turn on this feature systemwide. Then, you can set up live monitor for individual subscribers. For details, see “Changing options for a subscriber” on page 338.

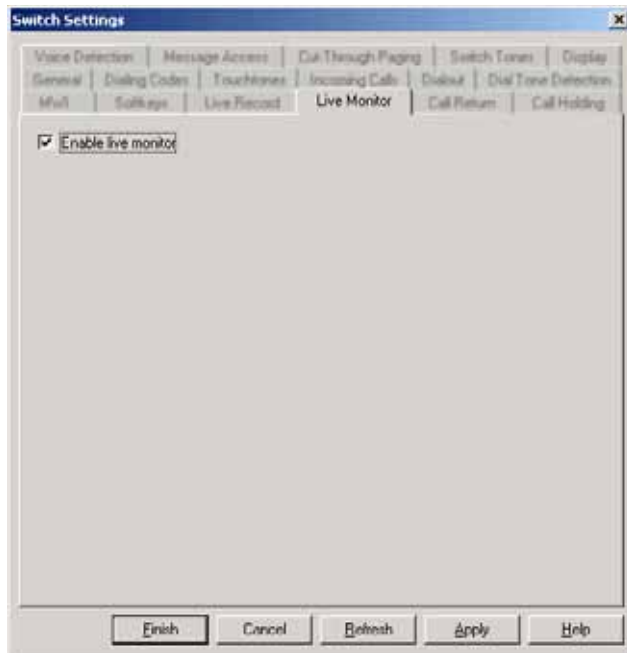
You can also turn on the live monitor feature on the default subscriber template. If you turn on live monitor on the default subscriber template, it affects only subscribers added after you make the change, not any existing subscribers. For details, see “Default subscriber options” on page 288.

A subscriber can turn the live monitor feature on or off by phone, through setup options. A subscriber can also turn live monitor on or off by pressing Soft Keys available on a Dterm[®] phone.

The live monitor feature requires additional programming on the phone system. For details, see the *Installation Guide*.

To enable the live monitor feature systemwide

- 1 Go to Switch > Switch Settings.
- 2 Select the Live Monitor tab.
- 3 Select “Enable live monitor.” To turn off the live monitor feature, clear this check box.
- 4 Click “Finish.”



Enable live monitor Select this check box to turn on the live monitor feature systemwide. Clear this check box to turn off the live monitor feature systemwide.

See also

Default subscriber options288
 Changing options for a
 subscriber338

Enabling the call return feature systemwide

With the NEAX 2000 IPS phone system, the voice messaging system supports the call return feature. Call return allows subscribers to return a call to the person who left a message, either by pressing a touchtone key or by pressing a Soft Key on a Dterm phone.

Subscribers can return a call for a new or old voice message. The call return feature is also available for public messages.

For messages left by outside callers, the system immediately dials any number provided by caller ID. For messages from other subscribers, the system dials the subscriber's extension. If a returned call is not answered or if the line is busy, the system plays a prompt that tells the subscriber the call could not be connected.

You must turn on the call return feature systemwide. Then, you can set up this feature for individual subscribers. You can set whether subscribers can return calls only for messages from other subscribers. You can also set whether subscribers can return calls to outside callers. For details, see “Changing options for a subscriber” on page 338.

You can also set up the call return feature on the default subscriber template. If you set up the call return feature on the default subscriber template, it affects only subscribers added after you make the change, not any existing subscribers. For details, see “Default subscriber options” on page 288.

Outdial access code for returned calls

You can set up an outdial access code that is used only for returned calls. For example, you could set up one outdial access code for a trunk group assigned for returning calls, and use a different outdial access code for a trunk group assigned for message delivery.

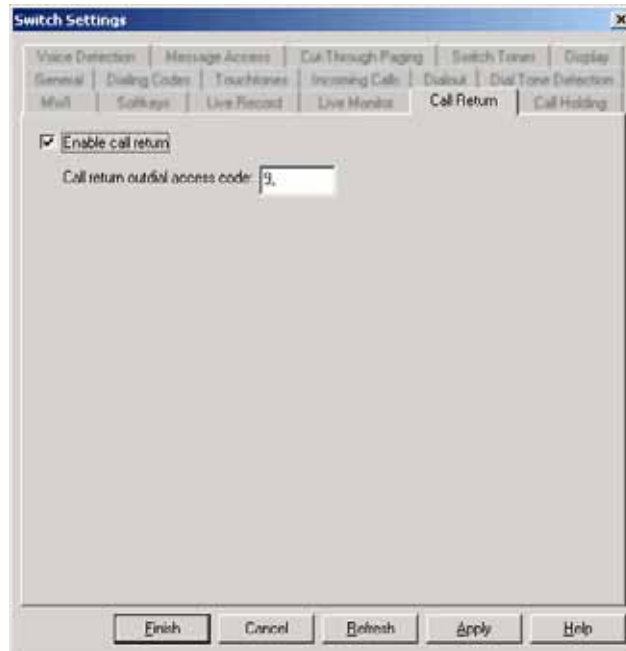
Setting up a separate outdial access code for returning calls is optional. If you do not set up a separate outdial access code for returning calls, the system uses the outdial access code set on Switch > Switch settings > Dialing Codes.

Outdial trigger length

If the number of digits provided by caller ID is greater than or equal to the number of digits set in the “Outdial trigger length” field on Switch > Switch Settings > Dialout, the system assumes a return call is to an external number. Before dialing the call, the system inserts the outdial access code at the beginning of the phone number.

To enable the call return feature systemwide

- 1 Go to Switch > Switch Settings.
- 2 Select the Call Return tab.
- 3 Select “Enable call return.” To turn off the call return feature, clear this check box.
- 4 Click “Finish.”



Enable call return Select this check box to turn on the call return feature systemwide. Clear this check box to turn off the call return feature systemwide.

Call return outdial access code Accepts the outdial access number that the voice messaging system dials to call outside the system to place a return call. If you type 9, (nine comma), the system dials 9 and pauses briefly before dialing the external number. The system automatically dials the outdial access number before dialing any return call number that is greater than or equal to the outdial trigger length set on Switch > Switch Settings > Dialout.

See also

Default subscriber options288
Changing options for a subscriber338

Limiting the number of ports on hold

If call holding is active for boxes or subscribers, limit both the number of ports that can be on hold for any single extension, and the number of ports that can be on hold in the entire voice messaging system.

For best performance, set the “Maximum number of lines allowed on hold at one time” field to half or less of the total number of ports on the voice messaging system. Set the “Maximum number of calls allowed on hold at one time for an extension” field to less than the setting of the “Maximum number of lines allowed on hold at one time” field.

When the voice messaging system reaches the maximum number of ports on hold, it directly routes additional callers to the greeting for the extension without offering them the option to hold.

To limit the number of ports on hold

- 1 Go to Switch > Switch Settings.
- 2 Select the Call Holding tab.
- 3 In the “Maximum number of lines allowed on hold at one time” field, type the number of ports that can be on hold for the entire system.
- 4 In the “Maximum number of calls allowed on hold at one time for an extension” field, type the number of ports that can be on hold for any single extension.
- 5 Click “Finish.”

Setting up voice detection

In Switch > Switch Settings, the Voice Detection tab controls the length of time the voice messaging system waits for a caller to speak before leaving a message. This setting applies to voice detect boxes and to boxes with voice detect call holding.

For voice detect boxes, the voice messaging system routes the caller to the system ID specified in the “If the caller remains silent” field on the ID Selection tab. If this field does not contain a system ID, the system takes the action set on the After greeting tab for the box.

For any box using voice detect call holding, the system takes the action set on the After greeting tab for the box.

To change the voice detection setting

- 1 Go to Switch > Switch Settings.
- 2 Select the Voice Detection tab.
- 3 In the “Maximum time the system waits for a caller to speak” field, type the length of time, in seconds.
- 4 Click “Finish.”



Maximum time the system waits for a caller to speak Accepts the number of seconds that the voice messaging system waits for an unidentified caller to speak. This field is applicable to both voice detect boxes and boxes that use voice detect call holding.

Setting up message access options

The Message Access tab controls these message access options, if available on the phone system:

- Identified subscriber messaging (ISM)
- Easy message access
- Transaction box auto log-in

Identified subscriber messaging

Identified subscriber messaging lets internal callers leave subscriber messages when their calls are forwarded to the voice messaging system. With identified subscriber messaging, the voice messaging system is able to play the calling subscriber's recorded name before the receiving subscriber listens to the message.

You can select unsecured ISM or secured ISM. In unsecured mode, internal callers hear a called subscriber's greeting before being asked to leave a message. The message is identified as originating from the subscriber box of the extension from which the call is made. A subscriber who is using another subscriber's extension to leave a message can enter their personal ID and security code to have the voice messaging system identify the call as originating from their own subscriber box instead. Unsecured mode is the default setting.

In secured mode, the voice messaging system prompts the sending subscriber for their security code and does not play the greeting of the called subscriber.

When identified subscriber messaging is turned off, the voice messaging system considers all messages to be from unidentified callers.

Easy message access

Easy message access lets subscribers retrieve their messages from their assigned extension, just by entering their security code. With easy message access, subscribers do not need to enter their personal ID.

Transaction box auto log-in

Transaction box auto log-in lets box owners who dial the voice messaging system automatically access their voice mailboxes. This option is available only when a call is placed from a phone with an extension number that is the same as the system ID for a transaction box.

If you turn on this option, be sure to set up transaction box IDs that match only those extensions from which you want to provide automatic voice mailbox access. For example, if a transaction box has the same system ID as a conference room extension number, when someone dials the voice messaging system from that conference room extension, they will automatically access the voice mailbox of the transaction box owner.

To set up message access options

- 1 Go to Switch > Switch Settings.
- 2 Select the Message Access tab.
- 3 If desired, select the “Enable Identified Subscriber Messaging (ISM)” check box. Select either “Unsecured ISM” or “Secured ISM.”
- 4 If desired, select the “Enable easy message access” check box.
- 5 If desired, select the “Enable transaction box auto-login” check box.
- 6 Click “Finish.”



Enabling callers to send cut-through pages

The voice messaging system can let callers send their phone number to a subscriber's pager when the subscriber's phone is unanswered. This process is called cut-through paging.

The system manager can set up one of three types of cut-through paging for a subscriber's extension: attended paging, unattended paging, and release paging.

You can use either attended cut-through paging, or unattended cut-through paging, but not both. In either case, the cut-through page initiate and cut-through recall sequences must be entered correctly. See your phone system documentation for details.

Attended paging

With attended paging, to send a phone number to the subscriber's pager the caller presses a touchtone key, then enters the phone number. After placing the caller on hold, the voice messaging system dials the subscriber's pager and sends the phone number. The system reports whether this call was successful before closing the call. If the call to the pager does not connect, the caller has the opportunity to leave the subscriber a voice message. Attended paging can be set up to use one or two ports.

Unattended paging

With unattended paging, to send a phone number to the subscriber's pager the caller presses a touchtone key, then enters his or her phone number. The voice messaging system then sends the caller's phone number to the subscriber's pager and ends the call. Unattended paging can be set up to use one or two ports.

There are two special dialing characters available for use with cut-through paging. See "Using special dialing characters in phone numbers" on page 106 for details.

Using one or two ports for cut-through paging

With attended or unattended paging, you can choose whether the voice messaging system uses one port or two for cut-through paging. When the system uses only one port, the system might enable toll fraud. When the system uses two ports, there is no risk of toll fraud. However, the phone system ties up two ports for the call.

Release paging

With release paging, the caller presses a touchtone key to send a phone number to the subscriber's pager. The voice messaging system transfers the caller to the subscriber's paging service and ends the call.

When release paging and hold music are both enabled, callers hear music while the voice messaging system dials the subscriber's pager.

Release paging by outside callers is available only if the phone system supports trunk-to-trunk transfers. For information, contact your phone system administrator.

When release paging is enabled and the number for the subscriber's paging service is a long-distance call, the pager message incurs a long-distance charge.

To use attended paging

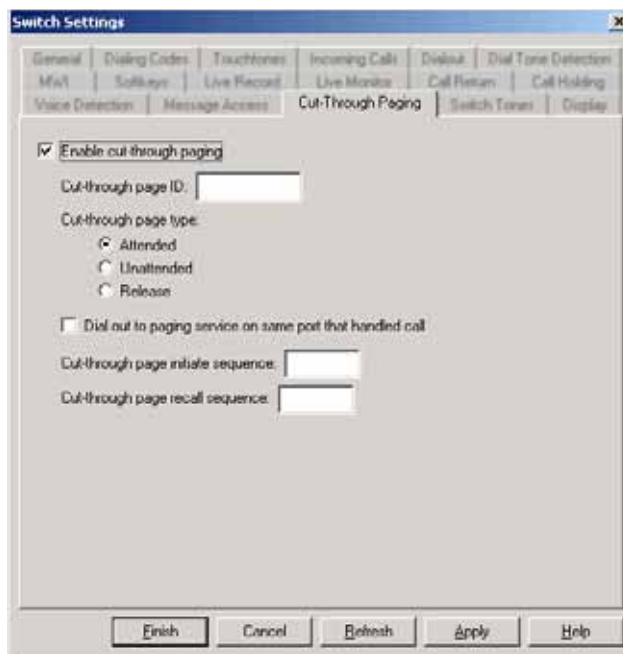
- 1 Go to Switch > Switch Settings.
- 2 Select the Cut-Through Paging tab.
- 3 Select "Enable cut-through paging."
- 4 In the "Cut-through page ID" field, type a system ID for cut-through paging. This system ID is used with one-key dialing. For example, \$CUT.
- 5 In the Cut-through page type group, select "Attended."
- 6 If desired, select "Dial out to paging service on same port that handled call."
- 7 Keep the "Cut-through page initiate sequence" field blank. When this field is blank, the system uses the call transfer initiate sequence set on the Dialing Codes tab in Switch > Switch Settings.
- 8 Keep the "Cut-through page recall sequence" field blank. When this field is blank, the system uses the call transfer recall sequence set on the Dialing Codes tab in Switch > Switch Settings.
- 9 Click "Finish."

To use unattended paging

- 1** Go to Switch > Switch Settings.
- 2** Select the Cut-Through Paging tab.
- 3** Select “Enable cut-through paging.”
- 4** In the “Cut-through page ID” field, type a system ID for cut-through paging. This system ID is used with one-key dialing. For example, \$CUT.
- 5** In the Cut-through page type group, select “Unattended.”
- 6** If desired, select “Dial out to paging service on same port that handled call.”
- 7** In the “Cut-through page initiate sequence” field, type % (percent).
- 8** In the “Cut-through page recall sequence” field, type , (comma).
- 9** Click “Finish.”

To use release paging

- 1** Go to Switch > Switch Settings.
- 2** Select the Cut-Through Paging tab.
- 3** Select “Enable cut-through paging.”
- 4** In the “Cut-through page ID” field, type a system ID for cut-through paging. This system ID is used with one-key dialing. For example, \$CUT.
- 5** In the Cut-through page type group, select “Release.”
- 6** In the “Cut-through page initiate sequence” field, type % (percent).
- 7** In the “Cut-through page recall sequence” field, type , (comma).
- 8** Click “Finish.”



To turn on cut-through paging for a subscriber

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Notification tab.
- 3 In the Message Delivery group, select the “Pager” device. Click “Edit.”
- 4 In the Message Delivery window, select the “Enable” check box.
- 5 In the “Phone number” text box, type the pager phone number. These special dialing codes are also available for cut-through paging:
 - Include a colon (:) to dial the caller’s phone number, then the number after the colon (:). For example, 1234567:999 causes the system to dial 1234567, wait for the phone to answer, then dial the caller’s phone number, followed by 999.
 - Include the letter M to insert the caller’s phone number. For example, 1234567:*M999 causes the system to dial 1234567, wait for an answer, dial *, followed by the caller’s phone number, then 999.

NOTE: For cut-through paging, the colon (:) is a separator between the dialing string required to connect to the pager service, and any additional string required for cut-through paging.

6 Click “Finish.”

The screenshot shows a 'Message Delivery' dialog box with the following settings:

- ☒ **Enable**
- Device: 3. Pager
- Phone number: 1234567:999 (with a 'Use Subscriber's Extension' button)
- Schedule: 12:00 AM to 11:59 PM, with checkboxes for Su, M, T, W, Th, F, and S, all of which are checked.
- Method: ☐ Each, ☐ Urgent, ☒ Batch
- Wait 0 minutes before the first delivery attempt
- Wait 1 rings before failing the attempt
- If delivery attempt failed, wait 30 minutes before retrying.
- ☐ Notify subscriber at this number when a new fax message arrives
- Buttons: OK, Cancel, Help

See also

- Setting dialout codes..... 104
- Changing notification and delivery for a subscriber 332
- Changing one key dialing options for a subscriber 344

To set up cut-through paging as a one-key dialing choice

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the One-key Dialing tab.
- 3 Type the cut-through page ID in one of the numbered menu choice text boxes. For example, type \$CUT.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.
- 5 Click “Finish.”
- 6 Tell the subscriber which touchtone key is assigned for cut-through paging. The subscriber should then rerecord the greeting to provide paging instructions to callers.

The screenshot shows a software window titled "Subscriber - Green, Pat (Lxt: 1234)". It has a tabbed interface with the following tabs: "Fax Voice Annotation", "Fax Action", "Fax One-Key Dialing", "General", "Call Transfer", "Transfer/Screening", "Greetings", "After Greeting", "Messages", "Notification", "Access Options", "Live Record", "One-Key Dialing" (selected), and "Fax".

Inside the "One-Key Dialing" tab, there is a text area with the following text: "During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:"

Below this text are ten input fields arranged in two columns of five. Each field is preceded by a number (1-5 in the left column, 6-10 in the right column) and a colon. The first field in the left column contains the text "\$CUT". Each field has a "Search..." button to its right.

Below the input fields is a label "One-key delay:" followed by a numeric input field containing "0" and a "seconds" label.

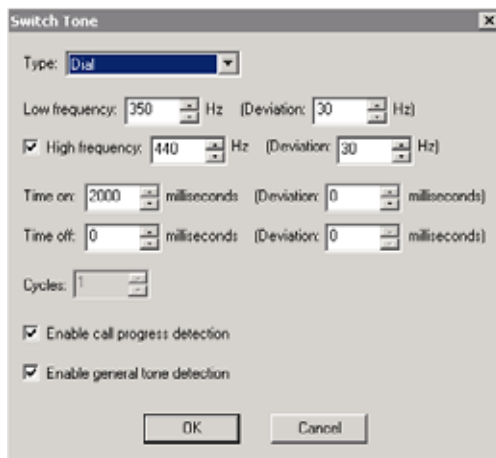
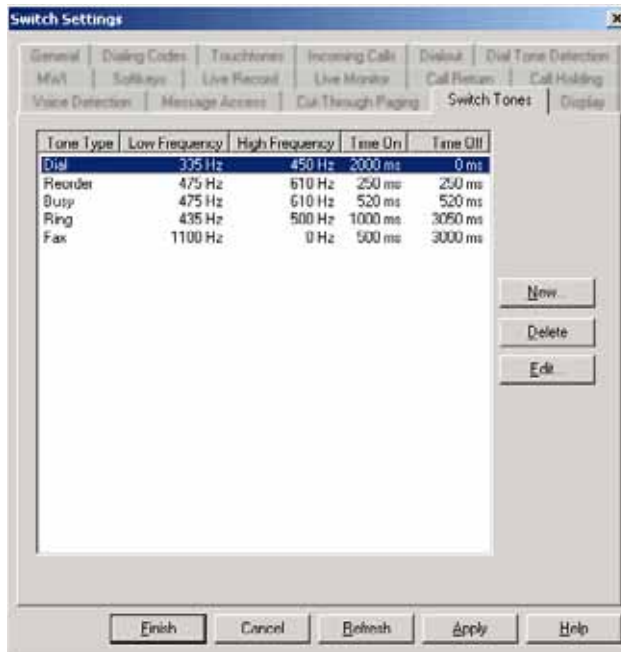
At the bottom of the window are several buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Editing switch tones

You can edit the low frequency, high frequency, and time intervals for dial, ring, busy, reorder, do not disturb, and fax tones detected by the phone system.

To edit switch tones

- 1 Go to Switch > Switch Settings.
- 2 Select the Switch Tones tab.
- 3 To create a new tone, click “New,” then select the tone type. Or, to edit an existing tone, select the tone, then click “Edit.”
- 4 In the “Low frequency” field, select the frequency, in hertz (Hz). In the “Deviation” field, select the deviation for the low frequency.
- 5 In the “High frequency” field, select the frequency, in hertz. In the “Deviation” field, select the deviation for the high frequency.
- 6 In the “Time on” field, select the time on, in milliseconds. In the “Deviation” field, select the deviation for time on.
- 7 In the “Time off” field, select the time off, in milliseconds. In the “Deviation” field, select the deviation for time off.
- 8 In the “Cycles” field, select the number of cycles the voice messaging system must detect before determining a tone match.
- 9 If desired, select “Enable call progress detection.”
- 10 If desired, select “Enable general tone detection.”
- 11 Click “OK.”



Type The type of switch tone, either dial, ring, busy, reorder, do not disturb, or fax.

Low frequency Defines the low frequency for dual-tone multi-frequency (DTMF).

Deviation Sets the deviation allowed for the low frequency.

High frequency Defines the high frequency for dual-tone multi-frequency (DTMF).

Deviation Sets the deviation allowed for the high frequency.

Time on Defines the on period for the tone, or when the dual-tone multi-frequency (DTMF) is played.

Deviation Sets the deviation allowed for the time on parameter.

Time off Defines the off period for the tone, or when the system detects silence.

Deviation Sets the deviation allowed for the time off parameter.

Cycles Defines the number of on/off cycles the voice messaging system detects before determining a tone match.

Enable call progress detection Sets the voice messaging system to listen for this tone during call transfer.

Enable general tone detection Sets the voice messaging system to listen for this tone during the system conversation, such as during recordings and greetings.

Adjusting speech recognition parameters

The fields on the Speech Recognition tab control speech recognition parameters for the voice server, the speech recognition software, and the voice boards. These fields let you adjust the system's sensitivity to background noise, and control how the system distinguishes speech from other sounds.

In most cases, you do not need to change the settings in these fields. If you are uncertain about changing any of these fields, call Technical Support for assistance.

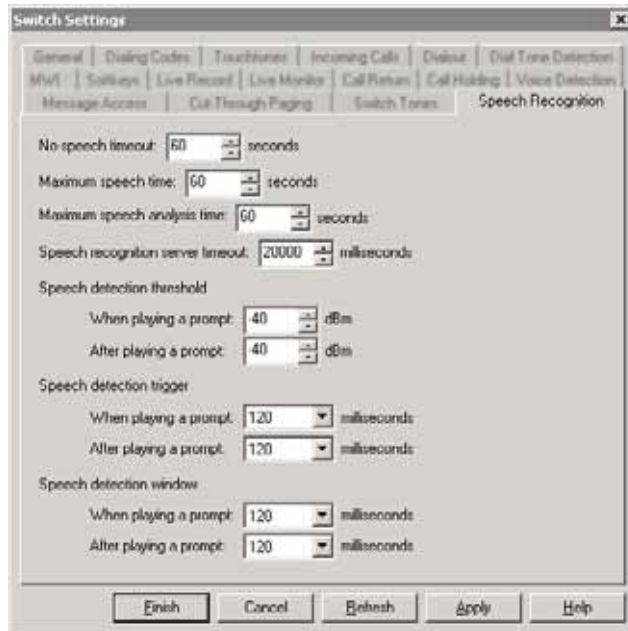
If you find that the system responds incorrectly to background noise or spoken commands, you can make the following adjustments:

Increase the speech recognition server time-out. If subscribers report that the system is slow to respond to spoken commands, increase the number of milliseconds allowed before a speech recognition time-out occurs.

Increase the speech detection threshold. To do this, in the speech detection threshold fields, increase the decibels per milliwatt (dBm) required when playing a prompt, and lower the dBm required after playing a prompt. Do not change the values in any other fields.

Increase the speech detection trigger to give the system more time to detect speech during the speech detection window. To do this, in the speech detection trigger fields, increase the number of milliseconds to detect speech during and after playing a prompt. When you change the speech detection trigger, you can either keep the values in any other fields on this tab unchanged, or also increase the speech detection window fields.

Increase the speech detection window to require speech to be present for a longer duration before the system responds. A longer speech detection window helps prevent the system from responding to noise spikes or other short noises. To do this, in the speech detection window fields, increase the number of milliseconds of speech required during and after playing a prompt. Also increase the speech detection threshold and the speech detection trigger; increasing only the speech detection window fields will have no effect.



No-speech timeout The number of seconds of silence the speech recognition software allows before concluding that the subscriber has made no response. Or, if barge-in is supported, the number of seconds of silence the system allows after playing a subscriber's message. The default value is 60 seconds.

Maximum speech time The maximum number of seconds a subscriber can respond to a speech recognition prompt. The default value is 60 seconds.

Maximum speech analysis time The maximum number of seconds the speech recognition software takes to analyze a subscriber's spoken response. The default value is 60 seconds.

Speech recognition server timeout The maximum number of milliseconds the voice server waits for the speech recognition software to respond. If subscribers report that speech recognition is slow, increase the value in this field. The default value is 20,000 milliseconds.

Speech detection threshold

When playing a prompt The minimum speech energy required for a voice board to detect speech during system prompts. The default value is -40 decibels per milliwatt.

After playing a prompt The minimum speech energy required for a voice board to detect speech after system prompts. The default value is -40 decibels per milliwatt.

Speech detection trigger

When playing a prompt The minimum number of milliseconds required for speech energy to trigger speech recognition when the system is playing a prompt. This parameter helps voice boards distinguish between system prompts and speech. The default value is 120 milliseconds.

After playing a prompt The minimum number of milliseconds required for speech energy to trigger a speech recognition session on a voice board, after the system plays a prompt. This parameter helps voice boards distinguish between system prompts and speech. The default value is 120 milliseconds.

Speech detection window

When playing a prompt The total length of time a voice board waits to detect speech energy when playing a prompt. The speech detection window affects how a voice board distinguishes between speech and other noise. The default value is 120 milliseconds.

After playing a prompt The total length of time a voice board waits to detect speech after a prompt. The speech detection window affects how a voice board distinguishes between speech and other noise. The default value is 120 milliseconds.

Setting up analog packets

Depending on the phone system, you can set up an analog integration.

To set up analog packets

- 1 Go to Switch > Switch Settings.
- 2 Select the Analog Packets tab.
- 3 In the “Extension length” field, select the number of digits in the extensions.
- 4 In the “First digit delay” field, select the number of seconds the system waits to receive the first digit of an extension.
- 5 To set the system to wait for the first digit before answering a call, select “Wait for digit before answering.”
- 6 To turn on call progress, select “Enable call progress.”
- 7 Click “Finish.”

The screenshot shows a window titled "Switch Settings" with a close button (X) in the top right corner. The window contains a grid of tabs at the top: Call Holding, Voice Detection, Message Access, Cut-Through Paging, Dial Tone Detection, MWI, Softkeys, Live Record, Live Monitor, Call Return, General, Dialing Codes, Touchtones, Incoming Calls, Dialout, Switch Tones, Display, Speech Recognition, and Analog Packets. The "Analog Packets" tab is selected. Below the tabs, there are two numeric input fields: "Extension length:" with a value of 0 and "First digit delay:" with a value of 0, followed by the word "seconds". Below these fields are two checkboxes: "Wait for digit before answering" and "Enable call progress", both of which are currently unchecked. At the bottom of the window are five buttons: "Finish", "Cancel", "Refresh", "Apply", and "Help".

Extension length Sets the number of digits in an extension.

First digit delay Sets the number of seconds the system waits for the first digit of an extension.

Wait for digit before answering Select this check box to set the system to wait for a digit before answering a call. Clear this check box to turn off this feature.

Enable call progress Select this check box to turn on call progress. Clear this check box to turn off call progress.

CHAPTER 5:

Ports

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Port setup overview

A port is a single incoming phone line answered by the voice messaging system. You can control whether each port is used to answer incoming calls, deliver messages, or set message waiting indication. You can control the number of rings before a port answers a call, and a port's schedule.

On multilingual systems, each port uses the default system language. However, you can set the language used by a specific port, if desired.

To ensure enough ports are available to answer incoming calls, you can restrict some ports from being used for TeLANophy.

You can also control many settings for fax ports. For details, see “Setting up fax ports and fax station number,” on page 249.

Setting how ports answer or dial

Voice messaging system ports can answer incoming calls, dial out to deliver messages, and turn on message waiting indicators.

For fax ports, see “Setting up fax ports and fax station number,” on page 249.

To set up how a voice messaging port is used to answer or dial calls

- 1 Go to Ports > Supported Ports.
 - 2 Double-click the port that you want to set up.
 - 3 In the “Idle port status” list box, select how the port is used to answer incoming calls or dial outgoing calls.
 - 4 If desired, enter a phone number in the “Station number” field.
 - 5 In the “Rings to answer” field, type the number of rings. One ring is the default setting.
- NOTE: Use this setting only on ports that are set up to answer calls and when the voice messaging system serves as a backup for the operator.*
- 6 In the “Use schedule” field, select the schedule. By default the system uses Schedule 1.
 - 7 To set up the next port, click “Next.” Otherwise, click “Finish.”

Port

General

Port number: 2 Idle port status: Answer/Dial

Station number: Rings to answer: 1

Use schedule: 1

Language: English, United States
System default language: English, United States

Opening line ID: OPEN Search...

Alternate operator system ID: 0 Search...

Special port options: ☐ No LAN connection ☐ Digitrap
☐ T1 integration ☐ Forwarded calls

< Back Next > Finish Cancel Refresh Apply Help

Port status Accepts one of the following values to set the port's status. The status indicates how the voice messaging system uses the port to answer and route calls and to dial numbers for outgoing calls.

Answer Answers incoming calls.

Answer/Dial Answers incoming calls. When not answering calls, dials out to activate message waiting indicators and to deliver new messages.

Answer/Messages Answers incoming calls. When not answering calls, dials out to deliver new messages.

Answer/Lamp Answers incoming calls. When not answering calls, dials out to activate message waiting indicators.

Busy Connects to dial tone. Use for testing or to temporarily take a port off line.

Dial Dials out to activate message waiting indicators and to deliver new messages.

Messages Dials out to deliver new messages.

Lamp Dials out to activate message waiting indicators.

See also

Setting up fax ports and fax station
number249
Setting up schedules.....258

Selecting a language for a port

The default language is used by all ports unless otherwise specified. You set the default language on System > System Settings on the General tab, in the “System language” field. The default language is the language that most callers use.

However, you can also set up a port separately for a different language. You can then publish separate phone numbers for each language available.

The system uses either the default language, or the language specified for the port that answered the call, or the language set for a particular box, in that order.

Alternatively, the system manager may set up a multilingual voice messaging system with language select boxes. Multilingual voice messaging systems need an opening greeting box for each language (the box is assigned to a port in the “Opening line ID” field). For details, see Chapter 6, Opening greeting on page 159.

To set up a language for a port

- 1 Go to Ports > Supported Ports.
- 2 Double-click the port that you want to set up.
- 3 In the “Language” field, select the language for the port.
- 4 To set up the next port, click “Next.” Otherwise, click “Finish.”

To set up the default language

- 1 Go to System > System Settings.
- 2 On the General tab, in the “System Language” field, select the language that you want the system to use by default.
- 3 Click “Finish.”

See also

Changing the default
system language55

Assigning an opening box to a port

Most organizations use only one opening greeting, but the system supports multiple opening greetings. For example, you can create an opening box to answer designated ports.

Multiple opening boxes are useful if two businesses share the same voice messaging system, or if the system has more than one language. The system can answer some ports with a greeting for one business or in one language, and the remaining ports with a greeting for the other business or in a different language.

The system is shipped with each port set up to use the default opening box. To change this setting, you change the opening line ID for the port.

To change the opening line ID for a port

- 1 Go to Ports > Supported Ports.
- 2 Double-click the port that you want to change.
- 3 In the “Opening line ID” field, type the system ID for the opening box. Or, to search by name, click “Search.” Select the opening box, then click “OK.”
- 4 To set up the next port, click “Next.” Otherwise, click “Finish.”

See also

- Opening greeting overview 160
- Setting up an opening box name or system ID 162

Assigning an alternate ID for the operator

Callers who press 0 (zero) can be routed to a second operator, which depends on the port the call came in on. You can create multiple operators by setting up a special transaction box for each operator, then assigning the transaction box system ID to a port.

To assign an alternate ID for an operator on a port

- 1 Go to Ports > Supported Ports.
- 2 Double-click the port that you want to change.
- 3 In the “Alternate operator system ID” field, type the alternate system ID for the operator. Or, to search by name, click “Search.” Select the box, then click “OK.”
- 4 Click “Finish.”

Restricting ports from using TeLANophy

If the system uses a TeLANophy program, you may want to restrict TeLANophy from using some voice messaging ports. This keeps ports always available for answering incoming calls. You can use the “No LAN connection” field to prevent TeLANophy from using a port.

To restrict a port from using TeLANophy

- 1 Go to Ports > Supported Ports.
- 2 Double-click the port that you want to restrict.
- 3 Select the “No LAN connection” check box.
- 4 To set up the next port, click “Next.” Otherwise, click “Finish.”

Setting up trunk mapping

With certain phone systems, you can set up the voice messaging system to route calls from different external lines to transaction boxes, opening boxes, language select boxes, or subscribers. You set up the system by defining ranges of trunks and assigning each range to a box or subscriber. As many as 20 different ranges can be specified and assigned.

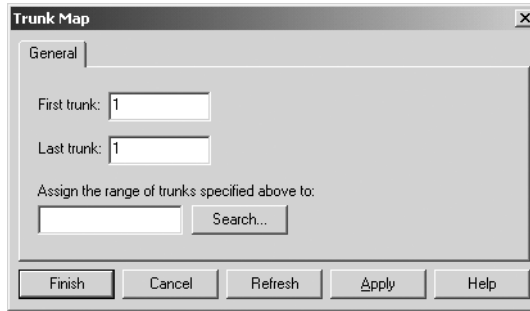
With trunk mapping, one company can share the voice messaging system and phone system with another company. This feature can be useful for small companies or one-person offices that occupy the same office complex and that may share some administrative services.

For example, suppose two companies, A and B, have decided to share the phone and voice messaging system. They appoint one system manager who works with the phone technician to set up trunks 1, 2, and 3 of the four incoming trunks on the phone system for Company A. They also set up Company A's opening greeting in transaction box 987. The technician and system manager set up Company B to use the fourth trunk on the phone system, and set up its opening greeting in transaction box 654.

The system manager then maps Company A's trunks to its transaction box, and Company B's trunk to its transaction box. Calls coming in on each company's trunks are automatically routed to that company's opening greeting.

To set up trunk mapping

- 1 Go to Ports > Trunk Mapping.
- 2 Double-click the trunk map number or click "New" to create a new trunk map.
- 3 In the "First trunk" list box, select the number of the first phone line in the range.
- 4 In the "Last trunk" list box, select the number of the last phone line in the range.
- 5 In the "Assign the range of trunks specified above to" field, type the system ID of the box to which you want to assign the phone lines. For a list of the boxes on the system, click "Search by Name," then select the name of a box from the list. Click "OK."
- 6 Click "Finish."

The image shows a 'Trunk Map' dialog box with a 'General' tab. It contains two input fields: 'First trunk:' with the value '1' and 'Last trunk:' with the value '1'. Below these is a label 'Assign the range of trunks specified above to:' followed by an empty input field and a 'Search...' button. At the bottom are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Trunk map number Displays the number of the trunk map. You can have up to 20 different trunk maps on the voice messaging system.

First trunk The number of the first phone line in the range. The maximum number of digits allowed for the trunk number is 10.

Last trunk The number of the last phone line in the range. The maximum number of digits allowed for the trunk number is 10.

Assign the range of trunks specified above to The system ID of the routing box or subscriber directory to which the trunks are assigned. Calls coming in to the trunks are automatically routed to this system ID.

Remapping extensions

The voice messaging system can redirect both calling and called numbers on a systemwide basis. Calling numbers are extension numbers from which a call originates. Called numbers are extension numbers at which a call is received.

When a live record conversation is initiated from a remapped extension, the system sends the recorded conversation to the mailbox for the called extension, rather than the remapped extension.

Use the extension remapping feature to:

- Retrieve messages from multiple extensions. You can retrieve your voice messages from your primary phone or your wireless headset.
- Forward calls to your mailbox when any of your extensions are busy or unanswered. Calls from your primary phone and wireless headset forward to your personal mailbox.
- Send, forward, and respond to voice messages from any extension.

The table below provides examples of how extension remapping symbols can be used.

Extension remapping examples		
Remapping symbols		
<ul style="list-style-type: none">▪ ? indicates one-digit wildcard▪ * indicates wildcard with one or more digits		
Call Type	Field contents	Results
Both calling and called numbers	From Number: 327 To Number: 3245	Extension 327 remapped to 3245
Calling numbers only	From Number: *3 To Number: *4	Extension 33 remapped to 34; Extension 273 remapped to 274
Both calling and called numbers	From Number: 5?00 To Number: 6?00	Extension 5200 remapped to 6200; Extension 5300 remapped to 6300
Called numbers only	From Number: 9*1 To Number: 9*2	Extension 21 remapped to 235; Extension 256 remapped to 290
Both calling and called numbers	From Number: 2* To Number: 7* Asterisk offset: +34	Extension 21 remapped to 235; Extension 256 remapped to 290

Extension remapping examples

Remapping symbols

- ? indicates one-digit wildcard
- * indicates wildcard with one or more digits

Call Type	Field contents	Results
Called numbers only	From Number: 3* To Number: 3* Asterisk offset: -10	Extension 321 remapped to 311

To set up extension remapping

- 1 Go to Ports > Extension Remapping.
- 2 Double-click the extension map number, or click “New” to create a new extension map.
- 3 In the “From Call type” field, select “Calling Numbers Only” to remap originating calling numbers, or “Called Numbers Only” to remap numbers at which calls are received. Or, select “Both Calling and Called Numbers” to remap both types of numbers.
- 4 In the “From Number” field, type the number from which calls are redirected.
- 5 In the “To Number” field, type the number where the calls are redirected.
- 6 In the “Offset for asterisk (*) wildcard field, select + (plus sign) or - (minus sign). Type the offset number.
- 7 Click “Finish.”
- 8 Program each subscriber’s phone to forward calls to the voice messaging system when the extension is busy or does not answer.



The image shows a dialog box titled "Extension Remapping" with a close button (X) in the top right corner. Inside the dialog, there is a tab labeled "Extension Map". Below the tab, there are two main sections: "From" and "To".

The "From" section contains a "Call type:" dropdown menu with the option "Both Calling and Called Numbers" selected, and a "Number:" text input field.

The "To" section contains a "Number:" text input field and an "Offset for asterisk (*) wildcard:" section. This section has a small dropdown menu with a plus sign (+) selected and a numeric input field containing the value "0".

At the bottom of the dialog, there are three buttons: "Finish", "Cancel", and "Help".

From Call type The type of call for this extension remap. Select “Calling Numbers Only” to remap originating calling numbers, or “Called Numbers Only” to remap numbers at which calls are received. Or, select “Both Calling and Called Numbers” to remap both types of numbers.

From Number The called and/or calling number for this extension remap.

To Number The number where calls are redirected.

Offset for asterisk (*) wildcard The offset value when a caller presses the asterisk (*) key. Select + (plus sign) to increase the offset value. Select - (minus sign) to decrease the offset value. Type the offset value in the numeric field to the right.

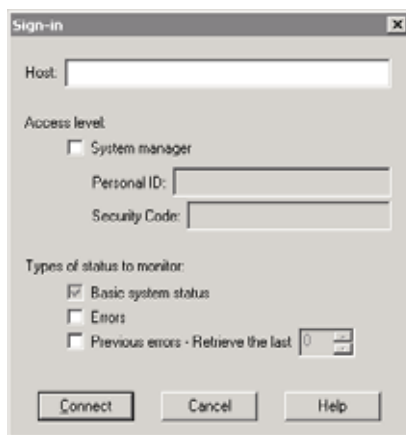
Signing in to the Status Monitor utility

You can use the Status Monitor utility to monitor the voice messaging system as it answers and routes calls, and dials phone numbers to deliver messages or turn on message waiting indicators. You can run the Status Monitor utility on the NEAXMail AD-64 server or on a computer connected to the same network as the NEAXMail AD-64 server.

A system manager can reset a port if it becomes unable to answer or dial calls. See “Resetting a port with the Status Monitor utility,” on page 158.

To sign in to the Status Monitor utility

- 1 On the Windows desktop, double-click the Status Monitor icon.
- 2 In the “Host” field, type the host name or IP address.
- 3 To sign in as a system manager, do the following:
 - In the Access level group, select “System manager.”
 - In the “Personal ID” field, type your personal ID.
 - In the “Security Code” field, type your security code.
- 4 In the Types of status to monitor group, select “Basic system status” to view incoming and outgoing calls. Select “Errors” to include system errors.
- 5 If viewing a history, select the number of errors to display.
- 6 Click “Connect.”



The screenshot shows a "Sign-in" dialog box with the following fields and options:

- Host:** A text input field.
- Access level:** A group box containing:
 - ☐ System manager
- Personal ID:** A text input field.
- Security Code:** A text input field.
- Types of status to monitor:** A group box containing:
 - ☒ Basic system status
 - ☐ Errors
 - ☐ Previous errors - Retrieve the last
- Buttons:** "Connect", "Cancel", and "Help" at the bottom.

Using the Status Monitor utility to view the status of a port

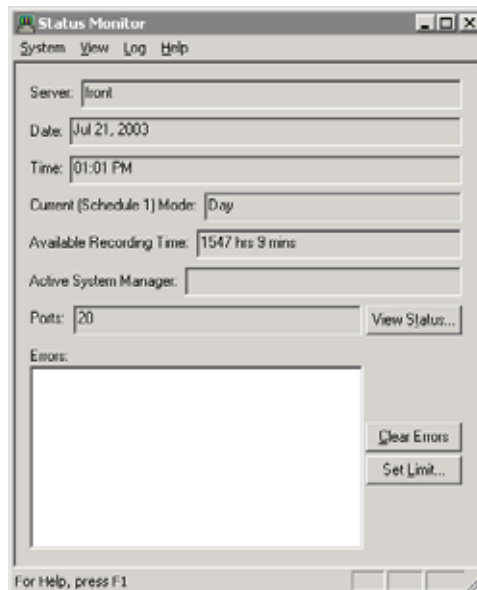
You can use the Status Monitor utility to monitor the voice messaging system as it answers and routes calls, and dials phone numbers to deliver messages or turn on message waiting indicators. The Status Monitor window also displays the current date and time, schedule mode, available recording time, and the system manager name.

The menu bar at the top of the Status Monitor window lets you view a status bar, sets a file to store Status Monitor activity for troubleshooting, and displays online help.

A system manager can reset a port if it becomes unable to answer or dial calls. See “Resetting a port with the Status Monitor utility,” on page 158.

To view status for a port

- 1 Sign in to the Status Monitor utility.
- 2 On the Status Monitor window, click “View Status.” The system displays descriptive text messages as it answers and routes calls. Use the right scroll bar or scroll arrows to view additional ports.



To create a file to track Status Monitor activity

- 1** Sign in to the Status Monitor utility.
- 2** Go to Log > Transaction > Select File.
- 3** Type a filename, then click “OK.”
- 4** Go to Log > Transaction > Start.
- 5** When finished logging call activity, go to Log > Transaction > Stop.

Controlling how the Status Monitor utility displays errors

If desired, display any error messages for ports. You can clear the screen of any errors, and you can set how many errors are displayed at one time.

When you sign in to the Status Monitor utility, you can select whether errors are displayed. See “Signing in to the Status Monitor utility,” on page 154.

To clear the error messages currently displayed

- 1 Sign in to the Status Monitor utility.
- 2 Click “Clear Errors.”

To set how many errors are stored on the errors window

- 1 Sign in to the Status Monitor utility. In the Types of status to monitor group, select “Errors” to include system errors.
- 2 Click “Set Limit.”
- 3 Select the number of errors. The default value is 99.
- 4 Click “OK.”

Resetting a port with the Status Monitor utility

You can use the Status Monitor utility to reset a port if it becomes unable to answer or place calls. Only a system manager can reset a port.

To reset a port

- 1 Sign in to the Status Monitor utility. Use a system manager ID and security code.
- 2 Click “View Status.”
- 3 In the Port Status window, select the port. Use the right scroll bar or scroll arrows to view additional ports.
- 4 Click “Reset Port.”
- 5 Click “Close.”

CHAPTER 6:

Opening greeting

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Opening greeting overview

An opening greeting is the greeting the system plays for callers, and is the first thing callers hear when they call your organization. The system has a default opening greeting that lets the system function immediately. However, most organizations change the default greeting to meet their unique needs.

An opening greeting is stored in an opening box, which is a type of routing box. An opening box can store up to three greetings: a day greeting, a night greeting, and an alternate greeting. Only a system manager can record these greetings or switch between them by phone. A system manager can also record opening greetings on the NEAXMail AD-64 administration console with a sound card and microphone, or by using a local connection.

Most systems use only one opening greeting, but you can add more opening greetings for special purposes. For example, you can set up different call routing for sales inquiries, requests for directions, or for each language. Or, the system can answer ports with different opening greetings. Then, some ports can answer with a greeting for one business or language, and the remaining ports for another business or language.

Systems with more than one language can route callers from an opening box to a language select box, which allows callers to choose their language. On a multilingual system, you also define the system ID callers reach when the conversation starts again, such as after recording a message.

Adding an opening greeting box

Most organizations use only one opening greeting box, but the system supports multiple opening greeting boxes. For example, you can create an opening greeting box to answer designated ports. Multiple opening greeting boxes are useful if two businesses share the same voice messaging system or if the system has more than one language. The system can answer some ports with a greeting for one business or in one language, and the remaining ports with a greeting for the other business or in a different language.

To add an opening box

- 1 Go to Routing Boxes > Opening Boxes.
- 2 Click “New.”
- 3 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 4 In the New Opening Box dialog box, type a name for the box in the “Name” field.
- 5 Type a system ID for the box in the “System ID” field.
- 6 Click “OK” to add the box.

See also

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a port..... 146

Setting up an opening box name or system ID

You can change the general settings for the opening box that comes with the system, or for any opening box you add. After you add an opening box, you need to record greetings, set the action the system takes after playing the greeting, and if desired, set up a menu of choices for callers.

NOTE: *If you change the opening box system ID from the default ID, you must enter the new ID in all screens where this ID is referenced.*

To record the opening box name, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To change the opening box name and system ID

- 1 Go to Routing Boxes > Opening Boxes.
- 2 Double-click the opening box you want to change.
- 3 On the General tab, if desired, type a new name for the box in the “Name” field.
- 4 If desired, type a new system ID in the “System ID” field.
- 5 If desired, click “Edit” to record a name for the box.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 6 Click “Finish.”

Opening Box - Opening Box (ID: OPEN)

General | Greetings | After Greeting | One-Key Dialing

Name:

System ID:

Voice name: 00:00:01

Restart IDs:

Language	System ID

< Back Next > **Finish** Cancel Refresh Apply Help

Name The name for this box.

System ID The opening box's system ID.

Voice name Displays the length, in seconds, of the recorded voice name. If this field contains 00:00:00, the voice name has not been recorded.

Restart IDs The system ID to which callers route when they restart the system conversation. Route callers to a box already set to the correct language to avoid making callers select a language more than once during a call.

See also

Making recordings29

Setting restart IDs for languages

The Restart IDs group on the General tab for an opening box is used for multilingual systems.

A restart ID defines the system ID a caller reaches when the system conversation begins again (“restarts”), such as after recording a message. A restart ID can be any system ID, including the ID for a transaction box, interview box, voice detect box, or an operator.

Usually, an opening box for a multilingual system is set to route callers to a language select box after playing the greeting. A language select box allows callers to select the language they hear. The system retains a caller’s language choice throughout the call.

The restart ID prevents callers from reaching the same opening box more than once, and therefore prevents callers from being asked to select their language again.

To set up a restart ID for a language

- 1 Go to Routing Boxes > Opening Boxes.
- 2 Double-click the opening box you want to change.
- 3 Select the General tab.
- 4 In the Restart IDs group, select the language, then click “New.”
- 5 On the Restart ID dialog box, in the Language list box, select the language.
- 6 In the “Route caller to system ID” field, type the system ID to which callers route to restart a call. For a list of the boxes on the system, click “Search” and select the name of a box from the list. Click “OK.”
- 7 Click “OK” again to set the restart ID.
- 8 Repeat steps 5 through 7 for each language installed on the system.
- 9 Click “Finish.”

See also

Setting up actions after greetings 167
Adding a language select box 232

Recording an opening greeting

You change the opening greeting by recording over it. You may want to change the greeting to announce upcoming sales, changes in business hours, or seasonal products, or to customize the opening greeting box to give your callers additional options.

It is possible to have different greetings for day and night mode. You can also record an alternate greeting, which can be used to handle unforeseen events. For example, if you are unable to open your business due to a snowstorm, the you can turn on the alternate greeting. You can also update the alternate greeting to reflect the current situation.

To record the opening greetings, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

NOTE: Only a system manager can record opening greetings by phone.

To record the opening greetings by phone

- 1 Call the system. Enter your personal ID and security code.
- 2 Start to leave a message for the opening box. Spell the first three letters of the box name, or enter the system ID. The system tells you which greeting is currently active.
- 3 Follow the prompts to record the standard day and night greetings, to record an alternate greeting, or to switch between the standard and alternate greetings.
- 4 Repeat steps 2 and 3 twice to record all three opening box greetings: once for the standard day and night greetings, and once for the alternate greeting.

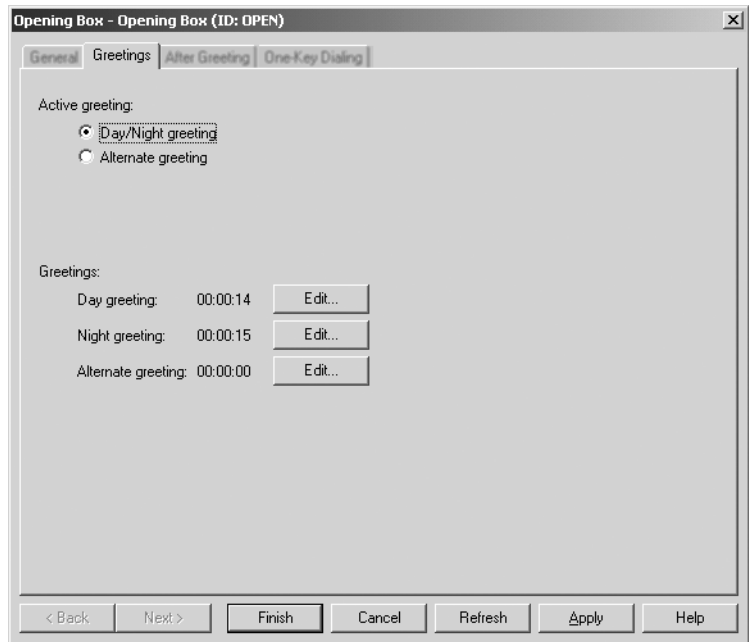
To record greetings on the NEAXMail AD-64 administration console

- 1 Go to Routing Boxes > Opening Boxes, then double-click the opening box name.
- 2 Select the Greetings tab.
- 3 To turn on the day or night greeting, in the Active greeting group, select “Day/Night greeting.”
- 4 To turn on the alternate greeting, in the Active greeting group, select “Alternate greeting.”
- 5 Click “Edit” to the right of the greeting you want to record.

6 Record the greeting.

- If using a sound card and microphone: Click “Record,” say the greeting into the microphone, then click “Stop.” Click “OK.”
- If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the greeting into the phone handset, then click “Stop.” Click “OK.”

7 Click “Finish.”



Day/Night greeting Turns on the day or night greeting for the opening box.

Alternate greeting Turns on the alternate greeting for the opening box.

Day greeting Stores the recording for the day greeting.

Night greeting Stores the recording for the night greeting.

Alternate greeting Stores the recording for the alternate greeting.

See also

Making recordings29

Setting up actions after greetings

If the caller does not press any touchtone keys during the opening greeting, the system takes the action specified on the After Greeting tab.

Action types

When a caller reaches an opening box, the system can take one of the following actions. You can set different actions for the Day mode and Night mode.

***NOTE:** The actions “Take a message” and “Take a message for group” are not available for an opening box.*

Route to the operator Routes callers to the operator box.

Route to Routes callers to a specified box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To set up actions after greetings

- 1 Go to Routing Boxes > Opening Boxes, then double-click the opening box name.
- 2 Select the After Greeting tab.
- 3 For the day greeting, in the After day greeting group, select the action.
- 4 For the night greeting, in the After night greeting group, select the action. This action is also taken when the alternate greeting is active.
- 5 Click “Finish.”

The screenshot shows a dialog box titled "Opening Box - Opening Box (ID: OPEN)". It has four tabs: "General", "Greetings", "After Greeting", and "One-Key Dialing". The "After Greeting" tab is selected. The dialog is divided into two sections: "After day greeting:" and "After night greeting:". Each section contains a list of radio button options: "Take a message", "Take a message for group:" (with a dropdown menu), "Route to the operator" (which is selected), "Route to:" (with a text field and a "Search..." button), "Hang up", "Say bye", and "Restart". In the "After night greeting:" section, the "Route to:" text field contains the text "\$PM". At the bottom of the dialog, there are six buttons: "< Back", "Next >", "Finish" (which is highlighted), "Cancel", "Refresh", and "Help".

Routing callers to a language select box

Usually, an opening box for a multilingual system is set to route callers to a language select box after playing the greeting. A language select box allows callers to select their language by pressing a touchtone key. The system retains a caller's language choice throughout the call.

First, you need to add the language select box. See “Adding a language select box” on page 232 for steps.

To route callers to a language select box

- 1 Go to Routing Boxes > Opening Boxes and double-click the opening box name.
- 2 Select the After Greeting tab.
- 3 For the day greeting, in the After day greeting group select the “Route to” action. Type the system ID for the language select box.
- 4 For the night greeting, in the After night greeting group, select the “Route to” action. Type the system ID for the language select box. The system also takes this action when the alternate greeting is active.
- 5 Click “Finish.”

See also

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Routing callers with one-key dialing

One-key dialing lets callers reach another system ID by pressing one touchtone key. For example, caller can press one touchtone key to reach directory assistance, a subscriber's extension, a transaction box, a voice detect box, a language select box, or an interview box.

Callers can bypass one-key dialing. You set the system to wait a certain number of seconds for additional touchtones before routing the call according to the one-key dialing menu. These pauses allow callers to press full system IDs to bypass one-key dialing during a greeting. You set how long the system waits between touchtones using the "One-key delay" field on the One-Key Dialing tab.

To set up one-key dialing for an opening box

- 1 Go to Routing Boxes > Opening Boxes, then double-click the opening box name.
- 2 Select the One-Key Dialing tab.
- 3 In the field next to the number of the touchtone key in the menu, type the system ID to which you want to route callers. For a list of the boxes on the system, click "Search," then select the name of a box from the list. Click "OK."
- 4 Repeat step 3 for each touchtone key you want in the menu.
- 5 In the "One-key delay" field, type 1 or 2. This setting creates a 1-second or 2-second pause that lets callers bypass the one-key dialing options and enter full system IDs instead.
- 6 If necessary, record a greeting for the opening box that explains the menu choices to callers.
- 7 Click "Finish."

The screenshot shows a window titled "Opening Box - Opening Box (ID: OPEN)" with a close button (X) in the top right corner. Below the title bar are four tabs: "General", "Greetings", "After Greeting", and "One-Key Dialing". The "One-Key Dialing" tab is selected. Inside the window, there is a text box with the following text: "During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:". Below this text is a grid of 10 input fields, numbered 1 through 0. Each field is followed by a "Search..." button. At the bottom left of the grid is a "One-key delay:" label followed by a numeric input field set to "0" and a "seconds" label. At the bottom of the window is a row of buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Fields 1 through 0 Each number represents a touchtone key. The field to the right of the number contains the system ID to which a caller routes after pressing the single touchtone key.

Search Allows you to search for available boxes on the system by name, rather than by system ID.

One-key delay Accepts the number of seconds that you want the voice messaging system to wait for additional entries before taking action. Allows callers to bypass the one-key dialing menu during the greeting.

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Setting up one-key dialing to directory assistance

You can use one-key dialing options in the opening greeting box to let callers use either automatic (alphabetic) or numeric directory assistance.

The system ID for automatic directory assistance is set in System > System Settings, on the Alphabetic Directory Assistance tab.

To use numeric directory assistance, you need to create directory groups or menus. This procedure assumes that you have already set up any directory groups or menus.

To offer directory assistance with one-key dialing from the opening box

- 1 Go to Routing Boxes > Opening Boxes, then double-click the opening box name.
- 2 Select the One-Key Dialing tab.
- 3 In the field next to the number of the touchtone key, type the system ID for directory assistance. For a list of boxes on the system, click “Search,” then select the system ID from the list. Click “OK.”
- 4 If necessary, record a greeting for the opening box to explain the directory assistance choices to callers.
- 5 Click “Finish.”

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Assigning an opening box to a port

The system is shipped with each port set up to use the default opening box. To assign a different opening box to a port, you change the opening line ID for the port.

To change the opening line ID for a port

- 1 Go to Ports > Available Ports.
- 2 Double-click the port that you want to change.
- 3 In the “Opening line ID” field, type the system ID for the opening box. Or, to search by name, click “Search.” Select the opening box, then click “OK.”
- 4 To set up the next port, click “Next.” Otherwise, click “Finish.”

The screenshot shows a window titled "Port" with a "General" tab. The window contains the following fields and controls:

- Port number: 2
- Idle port status: Answer/Dial (dropdown)
- Station number: (empty text box)
- Rings to answer: 1 (spin box)
- Use schedule: 1 (dropdown)
- Language: English, United States (dropdown)
- System default language: English, United States
- Opening line ID: OPEN (text box) with a Search... button
- Alternate operator system ID: 0 (text box) with a Search... button
- Special port options: ☐ No LAN connection, ☐ Digitrap, ☐ T1 integration, ☐ Forwarded calls

At the bottom of the window are buttons: < Back, Next >, Finish, Cancel, Refresh, Apply, and Help.

See also

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Testing the opening greeting

After you have set up the opening boxes, you should test the system to confirm that the boxes answer calls as expected. Perform this test for each system port.

To test the opening greeting

- 1 Call the voice messaging system. Do not enter a personal ID.
- 2 Select a system ID, one-key dialing choice, or language offered by the opening box. Confirm that the system handles the call as expected.
- 3 Repeat step 2 for each system ID, one-key dialing choice, or language.
- 4 Correct any errors and repeat this test until the system handles all calls as expected.

CHAPTER 7:

Operator setup

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Operator setup overview

The operator box determines how the system handles calls that go to the operator. The operator box is a type of routing box located in Routing Boxes > System Boxes.

The operator box defines the operator's extension, call transfer settings, and greetings. The operator box also specifies the actions to take when the operator is not available.

Typically, if the operator's extension is available, you want calls transferred to that extension. If not, the default settings transfer the call to the public interview box to gather information from the caller. The operator box plays a greeting only when callers are transferred to or attempt to reach the operator, and the extension is busy or unanswered.

The default settings for the operator box enable the operator's extension to handle the greatest number of calls without tying up ports with calls holding for the operator.

Setting up the operator box system ID, name, or language

The operator system ID is the number the caller enters to access the system operator. The caller can press this number while listening to the opening greeting, or at any other time the system is listening for an ID, to be connected to the operator.

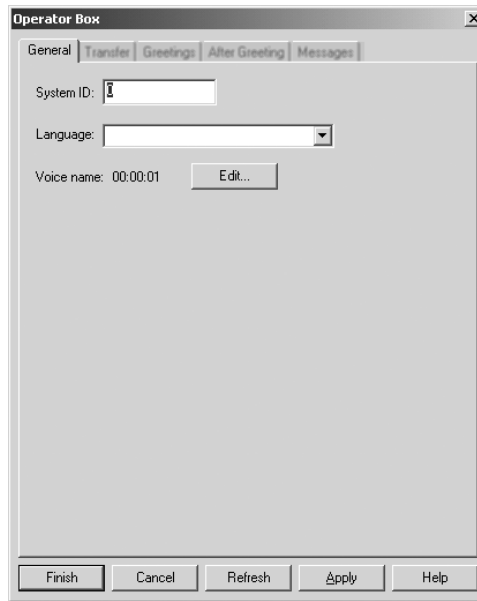
The default system ID for the operator box is 0 (zero), but this value can be changed. The operator system ID may or may not be the same as the operator's actual phone extension, which is set on the Transfer tab of the operator box. If the ID for the operator box is the same as that used to reach a local public network operator, callers are more likely to remember it.

For the operator box, you can also record a new name and assign a language.

To change general operator box settings, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To change general operator box settings

- 1 Go to Routing Boxes > System Boxes, then double-click “System Operator.”
- 2 On the General tab, in the “System ID” field, type the new system ID.
- 3 In the Language list box, select the language you want callers to hear when they reach the operator.
- 4 In the “Voice name” field, click “Edit” to record a name.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 5 Click “Finish.”



The screenshot shows a window titled "Operator Box" with a close button (X) in the top right corner. The window has five tabs: "General", "Transfer", "Greetings", "After Greeting", and "Messages". The "General" tab is selected. Inside the window, there are three main fields: "System ID:" followed by a text input box, "Language:" followed by a dropdown menu, and "Voice name: 00:00:01" followed by an "Edit..." button. At the bottom of the window, there is a row of five buttons: "Finish", "Cancel", "Refresh", "Apply", and "Help".

System ID The operator box's system ID.

Language The language assigned to the operator box.

Voice name Displays the length, in seconds, of the recorded voice name. If this field contains 00:00:00, the voice name has not been recorded.

Setting up call transfer to the operator

The call transfer settings determine how the phone system and the voice messaging system interact during a call transfer to the operator.

Call transfer settings are available when either the “Day - Transfer to” or “Night - Transfer to” check box on the Transfer tab is selected.

For example, for daytime business hours, you can use the daytime call transfer settings and have the system transfer calls to the operator’s phone extension. For nighttime hours, use the nighttime call transfer settings and record a night greeting explaining that the caller has reached your office after normal business hours.

Transfer types

The Release transfer type is the best call transfer type for transferring calls to the operator. However, if the operator’s console does not support unlimited camp-on calling, use the Await Answer transfer type.

Following are the transfer types available for the operator box. All options put the caller on hold and dial the set extension.

Release After dialing the extension or phone number, the system releases the call. With busy or unanswered calls, the caller can leave a message if the phone system is set up to transfer the call by using call forward to personal greeting. When this transfer type is selected, transfer, screening, and holding options are unavailable. The Release transfer type is the best type of call transfer type for the operator box.

Wait for ringback If a call is answered within the number of rings specified in the “Wait for” field, the system transfers the call to the extension. If the call is not answered within the specified number of rings, the call is released to the phone system.

With unanswered calls, the caller cannot leave a message unless the phone system transfers the call using call forward to personal greeting.

With busy calls, the system plays the greeting, then takes the action indicated on the After Greeting tab.

When this transfer type is selected, some transfer options are unavailable. This call transfer type is not supported with phone systems that use DTMF call progress.

Await answer If the call is answered within the number of rings indicated in the “Wait for” field, the system transfers the call to the operator. If busy or not answered, the system plays the greeting, then takes the action indicated on the After Greeting tab. For the operator, avoid using this transfer type when the phone system is set to forward calls for busy extensions. This transfer type is used when the operator console cannot support automatic camp-on of multiple calls.

Transfer options

You can set additional transfer options to control how calls are transferred to the operator. For example, the system can play a beep before transferring a call. Call holding and most call screening options are not available for the operator. Some other options may not be available, depending on the phone system or the transfer type chosen.

Gather ID/phone number Asks callers to enter their phone number before transferring the call.

Gather account number Asks callers to enter an account number before transferring the call.

Dial tone detection Checks for a dial tone before transferring the call. Use this option if the phone system does not provide immediate disconnect.

Announce transfer Sounds a beep before transferring the caller to the operator’s extension.

Confirm before transfer Lets the operator choose whether to take the call before the call is transferred. If the operator rejects the call, the system plays the greeting and takes the action indicated on the After Greeting tab.

Introduce The operator hears “Call for <operator box name>” before being connected to the caller.

Record caller’s name Asks callers to record their name. Before the call is transferred, the operator hears “Call from <caller's name>.” If the subscriber is not available or rejects the call, the recorded name is not saved. You cannot use this option with the “Gather ID/phone number,” “Gather account number,” or “Record and save caller’s name” option.

Record and save caller's name Asks callers to record their name. Before the call is transferred, the operator hears "Call from <caller name>." If the caller leaves a message, the caller's recorded name plays at the beginning of the message. If the caller does not leave a message, the operator receives the caller's recorded name alone as a message. You cannot use this option with the "Gather ID/phone number," or "Gather account number" option.

To change call transfer to the operator

- 1 Go to Routing Boxes > System Boxes, then double-click "System Operator."
- 2 Select the Transfer tab.
- 3 To turn on call transfer for day mode, select the "Day - transfer to" check box. Type the extension number in the field to the right of the check box.
- 4 To turn on call transfer for night mode, select the "Night - transfer to" check box. Type the extension number in the field to the right of the check box.
- 5 In the Transfer type group, select the call transfer type.
- 6 If using "Wait for ringback" or "Await answer," in the "Wait for" field, type the number of rings that the system should wait before transferring a call.
- 7 In the Transfer options group, select one or more of the options. Call holding and most call screening features are not available for the operator. The other options available depend on the call transfer type. See "Transfer options" on page 180 for descriptions of the transfer options.
- 8 In the "Intro prompt" field, record a custom prompt, if desired. The system plays the intro prompt before transferring a call.
- 9 If using any of the gather transfer options, record a custom prompt in the "Prompt to gather ID/phone number" field, if desired. The system plays any recording in this field before transferring a call. When no prompt is recorded, the system plays a prompt from the GI (Gather ID) prompt set.

NOTE: This information is gathered for the TeLANophy programs.

- 10 Click "Finish."

Day - transfer to Turns on call transfer during day mode. In the field to the right, type the extension to which the voice messaging system transfers calls. Clear this check box to turn off call transfer.

Night - transfer to Turns on call transfer during night mode. In the field to the right, type the extension to which the voice messaging system transfers calls. Clear this check box to turn off call transfer.

Transfer type Sets how the voice messaging system and the phone system interact during call transfer. Available transfer types are Release, Wait for ringback, and Await answer.

Wait for __ rings When the Wait for ringback or Await answer call transfer type is selected, sets the number of times the extension rings before the call is transferred.

Allow holding Sets whether to allow a caller to hold for the operator if the extension is busy. Clear this check box to turn off call holding.

Use VOX holding Sets whether callers can hold by speaking rather than by pressing a key. Clear this check box to turn off voice detect call holding.

Transfer options Sets additional features that control how the system transfers calls to the operator. See “Transfer options” on page 180 for details.

Intro prompt Stores any recorded introduction for the transaction box. The system plays this recording before it transfers a call.

Prompt to gather ID/phone number If the Gather account number or Gather ID/phone number transfer options are used, the system plays any recording in this field before transferring a call. If there is no intro prompt recorded, the system plays a prompt from the GI (Gather ID) prompt set.

Setting up greetings for the operator

The operator box greetings are stored on the Greetings tab for the system operator box. If call transfer is turned off, or if the extension is busy or unanswered, the system plays the active greeting. Then, the system takes the action set on the After Greeting tab.

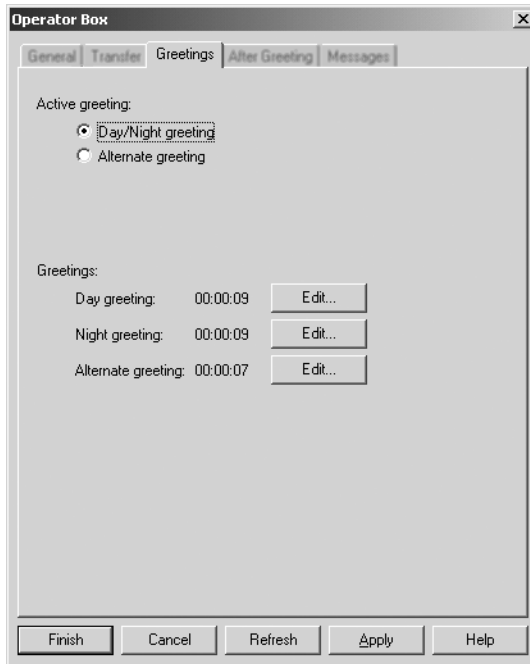
The Active greeting group sets whether the box plays a day or night greeting, or an alternate greeting.

The numeric fields in the Greetings group display how many seconds each greeting lasts. If a field contains 00:00:00, no greeting has been recorded. The system plays a default greeting then takes the action set on the After Greeting tab.

To set up operator box greetings, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings” on page 29.

To set up greetings for the operator box

- 1 Go to Routing Boxes > System Boxes, then double-click “System Operator.”
- 2 Select the Greetings tab.
- 3 To turn on the day or night greeting, in the Active greeting group, select “Day/Night greeting.”
- 4 To turn on the alternate greeting, in the Active greeting group, select “Alternate greeting.”
- 5 To record a greeting, click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the greeting into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the greeting into the phone handset, then click “Stop.” Click “OK.”
- 6 Click “Finish.”



Day/Night greeting Turns on the day or night greeting for the operator box.

Alternate greeting Turns on the alternate greeting for the operator box.

Day greeting Stores the recording for the operator box day greeting.

Night greeting Stores the recording for the operator box night greeting.

Alternate greeting Stores the recording for the operator box alternate greeting.

Setting up actions after greetings for the operator

If a caller does not press any touchtone keys during the operator box greeting, the system takes the action set on the After Greeting tab.

If the operator's extension is busy or unanswered after a set number of rings, calls route by default to the public interview box.

The public interview box plays a series of questions and records the caller's responses. If your system uses the public interview box, set up at least one subscriber for access to public messages. This step ensures that someone receives public interview box messages and can respond in a timely manner.

Messages in the operator box which have been heard are automatically deleted according to the setting in the "Keep old messages for" field on the Public Messages tab in System > System Settings. Messages left in the operator box can also be deleted on the Messages tab for the operator.

Action types

The system can take one of the following actions. You can set different actions for the Day mode and Night mode.

Take a message Lets callers leave a message, which is stored as a public message. Any subscriber with public message access can hear the message.

Take a message for group Lets callers leave a message for a specified group. Everyone in the group receives the message.

Route to the operator Routes callers to the operator box. Do not use for the operator box.

Route to Routes callers to a specified box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To set up actions after greetings for the operator box

- 1 Go to Routing Boxes > System Boxes, then double-click “System Operator.”
- 2 Select the After Greeting tab.
- 3 For the day greeting, in the After day greeting group, select the action.
- 4 For the night greeting, in the After night greeting group, select the action. The system also takes this action when the alternate greeting is active.
- 5 Click “Finish.”

The screenshot shows the 'Operator Box' configuration window with the 'After Greeting' tab selected. The window has a title bar with a close button. Below the title bar are tabs for 'General', 'Transfer', 'Greetings', 'After Greeting', and 'Messages'. The 'After Greeting' tab is active. The main area is divided into two sections: 'After day greeting:' and 'After night greeting:'. Each section contains a list of radio button options: 'Take a message', 'Take a message for group:', 'Route to the operator (not recommended)', 'Route to: \$PM', 'Hang up', 'Say bye', and 'Restart'. The 'Route to: \$PM' option is selected in both sections. To the right of the 'Route to: \$PM' option is a 'Search...' button. At the bottom of the window are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Take a message Lets callers leave a message, which is stored as a public message.

Take a message for group Lets callers leave a message for a specified group. Everyone in the group receives the message. Click “Search” to choose a group name from a list.

Route to the operator Routes callers to the operator box. Do not use for the operator box.

- Route to** Routes callers to a specified box.
- Hang up** Disconnects without saying good-bye.
- Say bye** Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.
- Restart** Returns the caller to the opening greeting box.

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- Action types 186

Setting how messages are taken for the operator

You can control how the system takes messages for the operator box, including the maximum length of a message, or whether callers can leave urgent messages for the operator. You can also set the action the system takes after taking a message for the operator.

These options apply only if the system is set to take a message after playing a greeting for the box.

To set how messages are taken for the operator

- 1 Go to Routing Boxes > System Boxes, then double-click “System Operator.”
- 2 Select the Messages tab.
- 3 To set the maximum length in seconds of a message from an outside caller, in the “Maximum message length” field, type the number of seconds.
- 4 If desired, select “Allow callers to change messages they just recorded.”
- 5 If desired, select “Allow callers to leave urgent messages.” To mark all messages as urgent automatically, also select “Mark all messages urgent.”
- 6 Set the action the system takes after taking a message.
- 7 Click “Finish.”

The screenshot shows the 'Operator Box' configuration window with the 'Messages' tab selected. The window has a title bar with a close button. Below the title bar are tabs for 'General', 'Transfer', 'Greetings', 'After Greeting', and 'Messages'. The 'Messages' tab contains the following settings:

- If taking a message (from an outside caller):**
 - Maximum message length: 90 seconds (with a spin box for adjustment).
 - ☒ Allow callers to change messages they just recorded
 - ☐ Allow callers to leave urgent messages
 - ☐ Mark all messages urgent
- After taking a message (from an outside caller):**
 - ☐ Route to: [text box] [Search... button]
 - ☐ Route to the operator
 - ☒ Hang up
 - ☐ Say bye
 - ☐ Restart
- [Delete Messages button]

At the bottom of the window are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Maximum message length (in seconds) The maximum length of a message from an outside caller.

Allow callers to change messages they just recorded Lets callers change their messages after recording.

Allow callers to leave urgent messages Lets callers choose to leave an urgent message for the box.

Mark all messages urgent Automatically marks all messages urgent.

Route to Routes callers to a specified box. Click “Search” to choose a name from a list.

Route to the operator Routes callers to the operator box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

Delete Messages Deletes all messages for the operator box.

Assigning an operator box to a port

Callers who press 0 (zero) can be routed to a second operator, which depends on the port the call came in on. You can create multiple operators by setting up a new transaction box for each port.

To assign an operator box to a port

- 1 Go to Ports > Available Ports.
- 2 Double-click the port that you want to change.
- 3 In the “Alternate operator system ID” field, type the alternate system ID for the operator. Or, to search by name, click “Search.” Select the box, then click “OK.”
- 4 Click “Finish.”

Deleting the messages in the operator box

You can delete just the messages in the operator box.

To delete the messages in the operator box

- 1 Go to Routing Boxes > System Boxes, then double-click the operator box.
- 2 Select the Messages tab.
- 3 To delete the messages, click “Delete Messages.” Click “Yes.”
- 4 Click “Finish.”

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Routing boxes overview

The Routing Boxes directory contains listings for seven different routing box types. This chapter discusses the following types of routing boxes:

- Transaction box
- Interview box
- Voice detect box
- Public fax box
- Language select box

The system-defined operator box, opening box, and fax box are also types of routing boxes. Each of these types of boxes is discussed in its own chapter.

Routing boxes are the building blocks of the voice messaging system. In most cases, you can use transaction boxes and interview boxes to set up menus and directories for callers with touchtone access. However, if the phone system or service area includes callers without touchtone access, and the voice messaging system is not set up to detect dial pulses, you can use voice detect boxes to offer menus and directories. In voice detect boxes, the system listens for spoken sound and silence, not touchtones.

For systems with more than one language installed, you can use language select boxes to let outside callers choose the language they hear during the system conversation.

Callers access a routing box in any of these ways:

- The caller presses the system ID for the routing box.
- The caller presses a single touchtone in response to a one key dialing menu.
- The system is set up to route the caller to the box automatically from another box.

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Transaction box overview

You can use transaction boxes to set up special handling for calls, create menus, or play announcements of prerecorded information.

For each transaction box, you can set up call transfer to a phone number or extension. If the extension is busy or unanswered, the system plays a greeting for the box, then takes the action you set (for example, takes a message or routes the caller to the operator).

Unlike a subscriber's directory page, a transaction box can handle callers two different ways, one for day mode, and one for night mode.

Transaction box setup steps

- 1 Add the transaction boxes.**
Decide how many transaction boxes you need, and how callers will be routed to them. If desired, decide whether to copy settings from a similar transaction box. Then, add the transaction boxes.
- 2 Change general transaction box settings.**
Choose a name and system ID, record a name, set a language, and choose a schedule for the box.
- 3 Change call transfer.**
Set the extension to which calls are transferred, choose the transfer type, and set call transfer options, such as call screening.
- 4 Set up greetings for the transaction boxes.**
Either on the NEAXMail AD-64 administration console or by phone, record a greeting for each transaction box.
- 5 Set the action the system takes after playing the greeting.**
Set whether the system takes a message, routes the call to another box, hangs up, or restarts at the opening greeting.
- 6 Set how messages are taken.**
If the system is set to take a message, set whether callers can edit their messages, or mark messages urgent. Set the action the system takes after recording the message.
- 7 Set up one key dialing.**
Set any system IDs to which callers can route by pressing a single touchtone key.
- 8 Test the voice messaging system.**
Call the system and confirm that the system handles calls correctly for each transaction box.

Adding a transaction box

Before adding a transaction box, determine which subscriber (or system manager) will own the box. The owner receives messages for the box when you set the box to take messages. If you delete the owner, this box is automatically deleted.

To speed up the process of adding transaction boxes, you can add several transaction boxes at the same time. Also, you can copy settings from a similar transaction box, then change any settings for the new boxes as needed.

To add a single transaction box

- 1 Go to Routing Boxes > Transaction Boxes.
- 2 Click “New.”
- 3 Select “Add a single transaction box.” Click “OK.”
- 4 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 5 In the New Transaction Box dialog box, type a name for the box in the “Name” field.
- 6 Type a system ID for the box in the “System ID” field.
- 7 Click “Change Owner.”
- 8 Select an owner from the list, then click “OK.”
- 9 Click “OK” again to add the box.

To add a range of transaction boxes

- 1 Go to Routing Boxes > Transaction Boxes.
- 2 Click “New.”
- 3 Select “Add a range of transaction boxes.” Click “OK.”
- 4 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 5 In the “Starting number” field, type the first system ID in the range.
- 6 In the “Ending number” field, type the last system ID in the range.
- 7 If desired, in the “Prefix” field, type any beginning characters for all of the system IDs.
- 8 If desired, in the “Suffix” field, type any ending characters for all of the system IDs.
- 9 Click “Change Owner.”
- 10 Select an owner from the list, then click “OK.”
- 11 Click “OK” again to add the range of transaction boxes.

Setting a transaction box name, language or schedule

After you add a transaction box, you need to record a name, assign a language for multilingual systems, and choose a schedule for the box. If desired, you can also change the system ID for the transaction box.

To record a name for a transaction box, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings” on page 29.

To change general transaction box settings

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box you want to change.
- 2 On the General tab, in the “Voice name” field, click “Edit” to record a name for the box.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 3 For multilingual systems, in the “Language” list box, select the language you want callers to hear.
- 4 In the “Schedule” list box, select the schedule you want the box to use. To use the schedule of the port that answers a call to the box, select “Use Port Schedule.”
- 5 Click “Finish.”

Transaction Box - Departments Box (ID: 411)

General | Transfer | Greetings | After Greeting | Messages | One-Key Dialing

Name:

System ID:

Owner: Simmons, Sandy

Voice name: 00:00:01

Language: ▼

Schedule: ▼

< Back | Next > | **Finish** | Cancel | Refresh | Apply | Help

Name The name for this box.

System ID The transaction box's system ID.

Owner The name of the transaction box owner.

Voice name Displays the length, in seconds, of the recorded voice name. If this field contains 00:00:00, the voice name has not been recorded.

Language For multilingual systems, the language callers hear when they reach this transaction box. If no language is specified, a caller hears prompts in the language selected in a language select box, or assigned to the port, or the system language.

Schedule The number of the schedule this box will use: either Schedule #1, Schedule #2, Schedule #3, or Schedule #4. If this field is blank, the box follows the schedule of the port that answers the call.

Setting call transfer for a transaction box

The call transfer settings determine how the phone system and the voice messaging system interact during a call transfer.

If call transfer is turned on and “Await answer” or “Wait for ringback” is the transfer type, the voice messaging system first tries to transfer a call to the phone or extension listed. If the extension is busy or unanswered, the system plays a greeting for the box, then follows the instructions set in the After Greeting tab.

Transfer types

If call transfer is enabled, then you must also select a call transfer type. The three call transfer types are defined below. All call transfer types put the call on hold and then dial the extension. The most common choice is the Release transfer type. The Await answer transfer type is required for setting up call screening and call holding options.

Release After dialing the extension or phone number, the system releases the call. With busy or unanswered calls, the caller can leave a message if the phone system is set up to transfer the call by using call forward to personal greeting. When this transfer type is selected, transfer, screening, and holding options are unavailable.

Wait for ringback If a call is answered within the number of rings specified in the “Wait for” field, the system transfers the call to the extension. If the call is not answered within the specified number of rings, the call is released to the phone system.

With unanswered calls, the caller cannot leave a message unless the phone system transfers the call using call forward to personal greeting.

With busy calls, the system plays the greeting, then takes the action indicated on the After Greeting tab.

When this transfer type is selected, some transfer options are unavailable. This call transfer type is not supported with phone systems that use DTMF call progress.

Await answer If the call is answered within the number of rings indicated in the “Wait for” field, the system transfers the call to this subscriber. If busy or not answered, the system plays the greeting, then takes the action indicated on the After Greeting tab.

Transfer options

You can set additional transfer options to control how calls are transferred to the extension. For example, the system can play a beep or ask a caller to record a name before transferring a call. Some options may not be available, depending on the phone system or call transfer type chosen.

Gather ID/phone number Asks callers to enter their phone number before transferring the call. You cannot use this option with the “Gather account number,” “Record and save caller’s name,” or “Record caller’s name” option.

Gather account number Asks callers to enter an account number before transferring the call. You cannot use this option with the “Gather ID/phone number,” “Record and save caller’s name,” or “Record caller’s name” option.

Dial tone detection Checks for a dial tone before transferring the call. Use this option if the phone system does not provide immediate disconnect.

Announce transfer Sounds a beep before connecting the caller.

Confirm before transfer Lets the recipient choose whether to take the call before the call is transferred. If the subscriber rejects the call, the system plays the greeting and takes the action indicated on the After Greeting tab.

Introduce subscriber The recipient hears “Call for <transaction box name>” before being connected to the caller. Use this option when more than one subscriber uses the same phone.

Record caller’s name Asks callers to record their name. Before the call is transferred, the recipient hears “Call from <caller’s name>.” If the subscriber is not available or rejects the call, the recorded name is not saved. You cannot use this option with the “Gather ID/phone number,” “Gather account number,” or “Record and save caller’s name” option.

Record and save caller’s name Asks callers to record their name. Before the call is transferred, the subscriber hears “Call from <caller name>.” If the caller leaves a message, the caller’s recorded name plays at the beginning of the message. If the caller does not leave a message, the subscriber receives the caller’s recorded name alone as a message. You cannot use this option with the “Gather ID/phone number,” or “Gather account number” option.

To change call transfer for a transaction box

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box name.
- 2 Select the Transfer tab.
- 3 To turn on call transfer for day mode, select the “Day - transfer to” check box. Type the extension number in the field to the right of the check box.
- 4 To turn on call transfer for night mode, select the “Night - transfer to” check box. Type the extension number in the field to the right of the check box.
- 5 In the Transfer type group, select the call transfer type.
- 6 If using “Wait for ringback” or “Await answer,” go to the “Wait for” field and type the number of rings that the system should wait before transferring the call.
- 7 If “Await answer” is selected and you want callers to have the option of holding when an extension is busy, select the “Allow holding” check box. To allow callers to hold by speaking rather than by entering a digit, select the “Use VOX holding” check box.
- 8 In the Transfer options group, select one or more of the following options. The options available depend on the call transfer type.
- 9 In the “Intro prompt” field, record a custom prompt, if desired. The system plays the intro prompt before transferring a call.
- 10 If you are using any of the gather transfer options, record a custom prompt in the “Prompt to gather ID/phone number” field, if desired. The system plays any recording in this field before transferring a call. If there is no intro prompt recorded, the system plays a prompt from the GI (Gather ID) prompt set.
- 11 Click “Finish.”

Transaction Box - Departments Box (ID: 411)

General Transfer Greetings Alter Greeting Messages One Key Dialing

☒ Day - transfer to:

☐ Night - transfer to:

Transfer type: ☐ Release
☐ Wait for ringback
☒ Await answer

Wait for: rings

☒ Allow holding
☐ Use VOX holding

Transfer options:

<input type="checkbox"/> Gather ID/phone number	<input type="checkbox"/> Confirm before transfer
<input type="checkbox"/> Gather account number	<input type="checkbox"/> Introduce subscriber
<input type="checkbox"/> Dial tone detection	<input type="checkbox"/> Record caller's name
<input type="checkbox"/> Announce transfer	<input type="checkbox"/> Record and save caller's name

Intro prompt: 00:00:00

Prompt to gather ID/phone number: 00:00:00

< Back Next >

Day - transfer to Turns on call transfer during day mode. In the field to the right, type the extension to which the voice messaging system transfers calls. Clear this check box to turn off call transfer.

Night - transfer to Turns on call transfer during night mode. In the field to the right, type the extension to which the voice messaging system transfers calls. Clear this check box to turn off call transfer.

Transfer type Sets how the voice messaging system and the phone system interact during call transfer. Available transfer types are Release, Wait for ringback, and Await answer.

Wait for __ rings When the Wait for ringback or Await answer call transfer type is selected, sets the number of times the extension rings before the call is transferred.

Allow holding Sets whether to allow a caller to hold if the extension is busy. Clear this check box to turn off call holding.

Use VOX holding Sets whether callers can hold by speaking rather than by entering a digit. Clear this check box to turn off voice detect call holding.

Transfer options Sets additional features that control how the system transfers calls.

Intro prompt Stores any recorded introduction for the transaction box. The system plays this recording before it transfers a call.

Prompt to gather ID/phone number If the Gather account number or Gather ID/phone number transfer options are used, the system plays any recording in this field before transferring a call. If there is no intro prompt recorded, the system plays a prompt from the GI (Gather ID) prompt set.

See also

Transfer types200
Transfer options.....201

Setting up greetings for a transaction box

Transaction box greetings are stored on the Greetings tab for the transaction box. If call transfer is turned off, or if the extension is busy or unanswered, the system plays the active greeting. The system then takes action set on the After Greeting tab.

The Active greeting group sets whether the box plays a day or night greeting, or an alternate greeting.

The numeric fields in the Greetings group display how many seconds each greeting lasts. If a field contains 00:00:00, no greeting has been recorded. The system plays a default greeting, then takes the action set on the After Greeting tab.

The first procedure shows you how to record the transaction box greeting from any touchtone phone. Only the transaction box owner can change the greetings by phone.

***NOTE:** If the voice messaging system uses numeric access, the owner will not be able to record the greeting by phone when the system ID for the routing box contains a \$ (dollar sign) symbol or any symbol not found on a phone keypad.*

The second procedure explains how to record greetings on the NEAX-Mail AD-64 administration console. To record transaction box greetings on the console, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To record transaction box greetings by phone

- 1 Call the system. Enter the transaction box owner's personal ID and security code.
- 2 Press 5 to leave a message.
- 3 Spell the first three letters of the box name, or enter the system ID. The system tells you which greeting is currently active.
- 4 Follow the prompts to record the standard day and night greetings, to record an alternate greeting, or to switch between the standard and alternate greetings.
- 5 Repeat steps 2 through 4 to record twice to record all three transaction box greetings: once for the standard day and night greetings, and once for the alternate greeting.

To record transaction box greetings on the NEAXMail AD-64 administration console

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box name.
- 2 Select the Greetings tab.
- 3 To turn on the day or night greeting, in the Active greeting group, select “Day/Night greeting.” Or, to turn on the alternate greeting, in the Active greeting group, select “Alternate greeting.”
- 4 To record a greeting, click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 5 Click “Finish.”

The screenshot shows a window titled "Transaction Box - Departments Box (ID: 411)". It has several tabs: "General", "Transfer", "Greetings" (which is selected), "Alter Greeting", "Messages", and "One-Key Dialing".

Under the "Greetings" tab, there is a section labeled "Active greeting:" with two radio buttons. The first radio button is selected and labeled "Day/Night greeting". The second radio button is labeled "Alternate greeting".

Below this is a section labeled "Greetings:". It contains three rows of information, each with a time value and an "Edit..." button:

Greeting Type	Time	Action
Day greeting:	00:00:12	Edit...
Night greeting:	00:00:00	Edit...
Alternate greeting:	00:00:00	Edit...

At the bottom of the window, there is a row of buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Day/Night greeting Turns on the day or night greeting for the box.

Alternate greeting Turns on the alternate greeting for the box.

Day greeting Stores the recording for the day greeting.

Night greeting Stores the recording for the night greeting.

Alternate greeting Stores the recording for the alternate greeting.

Setting the action after greeting for a transaction box

If a caller does not press any touchtone keys during the transaction box greeting, the system takes the action set on the After Greeting tab.

Action Types

The system can take one of the following actions. You can set different actions for the Day mode and Night mode.

Take a message Lets callers leave a message, which is stored in the box owner's mailbox.

Take a message for group Records a message for the members of a message group. You can choose the message group from the list box to the right of this option.

Route to the operator Routes callers to the operator box.

Route to Routes callers to a specified box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To set up actions after greetings

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box name.
- 2 Select the After Greeting tab.
- 3 For the day greeting, in the After day greeting group, select the action.
- 4 For the night greeting, in the After night greeting group, select the action. The system also takes this action when the alternate greeting is active.
- 5 Click "Finish."

The After day greeting group and the After night greeting group display these actions:

Take a message Lets callers leave a message, which is stored in the box owner's mailbox.

Take a message for group Lets callers leave a message for a specified group. Everyone in the group receives the message.

Route to the operator Routes callers to the operator box.

Route to Routes callers to a specified box. Click “Search” to choose a name from a list.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

See also

Action Types208

Setting how messages are taken for a transaction box

You can control how the system takes messages for the transaction box, including the maximum length of a message, or whether callers can leave urgent messages for the box. You can also set the action the system takes after taking a message for the box.

To set how messages are taken for a transaction box

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box name.
- 2 Select the Messages tab.
- 3 To set the maximum length in seconds of a message from an outside caller, in the “Maximum message length” field, type the number of seconds. This check box is available only if the action on the After Greeting tab is set to take a message.
- 4 If desired, select “Allow callers to change messages they just recorded.” This check box is available only if the action on the After Greeting tab is set to take a message.
- 5 If desired, select “Allow callers to leave urgent messages.” To mark all messages as urgent automatically, also select the “Mark all messages urgent” option. These check boxes are available only if the action on the After Greeting tab is set to take a message.
- 6 Set the action the system takes after taking a message. This check box is available only if the action on the After Greeting tab is set to take a message
- 7 Click “Finish.”

Transaction Box - Departments Box (ID: 411)

General | Transfer | Greetings | After Greeting | **Messages** | One-Key Dialing

If taking a message (from an outside caller):

Maximum message length: 90 seconds

☒ Allow callers to change messages they just recorded

☒ Allow callers to leave urgent messages

☐ Mark all messages urgent

After taking a message (from an outside caller):

☐ Route to: Search...

☐ Route to the operator

☐ Hang up

☒ Say bye

☐ Restart

Delete Messages

< Back | Next > | Finish | Cancel | Refresh | Apply | Help

Maximum message length (in seconds) The maximum length of a message from an outside caller.

Allow callers to change message they just recorded Lets callers change their messages after recording.

Allow callers to leave urgent messages Lets callers choose to leave an urgent message for the box.

Mark all messages urgent Automatically marks all messages urgent.

Route to Routes callers to a specified box. Click “Search” to choose a name from a list.

Route to the operator Routes callers to the operator box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

See also

Action Types208

Delete Messages Deletes all messages for the routing box.

Setting up one key dialing for a transaction box

With one key dialing, you can offer callers a menu of choices. One key dialing enables you to use a single touchtone key (from 0 to 9) to represent the full system ID for a subscriber's extension ID or any routing box. Instead of entering the full system ID, the caller just presses a single key.

Callers can bypass one key dialing. You set the system to pause a certain number of seconds for additional touchtones before routing the call according to the one key dialing menu. These pauses allow callers to press full system IDs to bypass one key dialing, even during a greeting. You program how long the system waits between touchtones using the "One key delay" field on the One Key Dialing tab.

To set up one key dialing for a transaction box

- 1 Go to Routing Boxes > Transaction Boxes, then double-click the transaction box name.
- 2 Select the One Key Dialing tab.
- 3 In the field next to the number of the touchtone key in the menu, type the system ID to which you want to route callers. For a list of the boxes on the system, click "Search," then select the name of a box from the list. Click "OK."
- 4 Repeat step 3 for each touchtone key you want in the menu.
- 5 In the "One key delay" field, type 1 or 2. This setting creates a 1- or 2-second pause that lets callers bypass the one key dialing options and enter full system IDs instead.
- 6 Record a greeting for the transaction box that explains the menu choices to callers.
- 7 Click "Finish."

Transaction Box - Departments Box (ID: 411)

General | Transfer | Greetings | Alter Greeting | Messages | One-Key Dialing

During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:

1: <input type="text" value="700"/>	<input type="button" value="Search..."/>	6: <input type="text"/>	<input type="button" value="Search..."/>
2: <input type="text" value="800"/>	<input type="button" value="Search..."/>	7: <input type="text"/>	<input type="button" value="Search..."/>
3: <input type="text" value="555"/>	<input type="button" value="Search..."/>	8: <input type="text"/>	<input type="button" value="Search..."/>
4: <input type="text"/>	<input type="button" value="Search..."/>	9: <input type="text"/>	<input type="button" value="Search..."/>
5: <input type="text"/>	<input type="button" value="Search..."/>	0: <input type="text"/>	<input type="button" value="Search..."/>

One-key delay: seconds

< Back | Next > | Finish | Cancel | Refresh | Apply | Help

Fields 1 through 0 Each number represents a touchtone key. The field to the right of the number contains the system ID to which a caller routes after pressing the single touchtone key.

Search Search for available boxes on the system by name, rather than by entering a system ID.

One key delay Accepts the number of seconds that you want the voice messaging system to wait for additional entries before taking action. Allows callers to bypass the one key dialing menu during the greeting.

See also

Making recordings29

Interview box overview

You use an interview box to give information to or collect information from callers, even during nonbusiness hours. For example, a business could use interview boxes to take sales orders or to conduct market research.

An interview box can contain up to 20 questions or announcements. Each interview box has an owner, a name, and a system ID. If you delete the owner, the interview box is automatically deleted.

If you are collecting information, set up the interview box to record responses to interview questions. The system beeps after each question to prompt callers to respond, and you can set the maximum recording length of each response to a question. When the interview box owner retrieves the messages, the owner hears the callers' replies with a beep separating each response.

Interview box setup steps

- 1 Plan the interview.**
Decide how callers will reach the interview box. Write the text of the questions, and decide how long a caller's response can last for each question.
- 2 Add the interview box.**
Choose a name and system ID, set the language, and record a name for the box.
- 3 Record the interview questions.**
To record each question in the interview, you can use a sound card and microphone or establish a local connection.
- 4 Set how messages are taken.**
Set whether callers can mark their messages urgent, and how the system handles the call after the interview.
- 5 Test the interview.**
Call the system and confirm that the system handles the call correctly.

Planning an interview

Before you set up an interview box, it is helpful to write out the text of the questions. For each question, decide the number of seconds a caller's response can last. The questions can include introductory statements or other information. It is also helpful to decide how a caller will be routed to the interview box. A caller can be routed to an interview box in any of the following ways:

- On the After Greeting tab for another routing box (for example, a transaction box, subscriber box, or opening box), you can route a caller to the interview box system ID.
- On the One Key Dialing tab for a transaction box, you can set up a one key dialing menu, where the system ID for the interview box is assigned to a single touchtone key.
- The caller can press the system ID for the interview box. You should include the system ID in the opening greeting so that callers know how to reach the interview box.

Availability of interview box messages

Ordinarily, messages left in an interview box are available only to the owner of the box. However, there are two ways to set up an interview box to collect information for more than one person. You can use the public interview box or group messaging.

The public interview box is an interview box with messages available only to subscribers with public message access. Make sure that at least one subscriber has access to these messages.

With group messaging, messages to the interview box are automatically sent to all members of a specified group. The system uses the "Send message to group" field on the Messages tab to send responses to all members of the group.

See also

Changing options for a
subscriber338

Adding an interview box

After you add an interview box, you need to record the questions, and set up how the system takes messages for the interview box.

To record a name for an interview box, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To add an interview box

- 1 Go to Routing Boxes > Interview Boxes.
- 2 Click “New.”
- 3 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 4 In the New Interview Box dialog box, type a name for the box in the “Name” field.
- 5 Type a system ID for the box in the “System ID” field.
- 6 Click “Change Owner.”
- 7 Select an owner from the list, then click “OK.”
- 8 Click “OK” again to add the box.
- 9 In the “Voice name” field, record the interview box name.
- 10 For multilingual systems, select the language from the “Language” list box.
- 11 Click “Finish.”

Interview Box - Sales Interview (ID: 500)

General Questions Messages

Name: Sales Interview

System ID: 500

Owner: Simmons, Sandy

Voice name: 00:00:00 Edit...

Language: [Dropdown]

< Back Next > Finish Cancel Refresh Apply Help

- Name** The interview box name
- System ID** The interview box's system ID.
- Owner** The interview box owner.
- Voice name** Displays the length, in seconds, of the recorded voice name. If this field contains 00:00:00, the voice name has not been recorded.
- Language** On multilingual systems, the language for the box.

See also

Making recordings29

Recording interview box questions

After you add a new interview box, record the questions and set the maximum time callers have to respond to each question.

To record interview box questions, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To record interview box questions

- 1 Go to Routing Boxes > Interview Boxes, then select the box name.
- 2 Select the Questions tab.
- 3 To record a question, select the question, then click “Edit Question.”
 - If using a sound card and microphone: Click “Record,” say the question into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the question into the phone handset, then click “Stop.” Click “OK.”
- 4 To set the amount of time, in seconds, for a caller's response, click “Edit Reply Time.” In the “Maximum reply time” field, type the number of seconds. Click “OK.”
- 5 Repeat steps 3 and 4 for each interview question.
- 6 Click “Finish.”

To delete an interview box question

- 1 Go to Routing Boxes > Interview Boxes, then double-click the box name.
- 2 Select the Questions tab.
- 3 To delete a question, select the question, then click “Delete.”
- 4 Click “Finish.”

Interview Box - Sales Interview (ID: 500)

General Questions Messages

Interview questions:

#	Question Length	Reply Time Limit
1	00:00:00	0 seconds
2	00:00:00	0 seconds
3	00:00:00	0 seconds
4	00:00:00	0 seconds
5	00:00:00	0 seconds
6	00:00:00	0 seconds
7	00:00:00	0 seconds
8	00:00:00	0 seconds
9	00:00:00	0 seconds
10	00:00:00	0 seconds
11	00:00:00	0 seconds
12	00:00:00	0 seconds
13	00:00:00	0 seconds
14	00:00:00	0 seconds
15	00:00:00	0 seconds
16	00:00:00	0 seconds
17	00:00:00	0 seconds
18	00:00:00	0 seconds
19	00:00:00	0 seconds
20	00:00:00	0 seconds

Edit Question...
Edit Reply Time...
Delete

< Back Next > Finish Cancel Refresh Apply Help

Fields 1 through 20 Numbers for the questions in the interview. You can record up to 20 questions.

Question Length The length of time the recorded question lasts.

Reply Time Limit The number of seconds a caller's response to a question can last.

Setting how messages are taken for an interview box

You can set how the system stores messages for an interview box. The replies to all the questions are contained in a single message.

To set how messages are taken for an interview box

- 1 Go to Routing Boxes > Interview Boxes, then double-click the box name.
- 2 Select the Messages tab.
- 3 If desired, select “Allow callers to leave urgent messages.” To mark all messages as urgent automatically, select “Mark all messages urgent” also.
- 4 Set the action the system takes after taking a message.
- 5 To route the interview responses to all members of a group, in the “Send to group” field, type the system ID for the group. If you do not know the group’s system ID, you can also select it from the list box.
- 6 Click “Finish.”

The screenshot shows a window titled "Interview Box - Sales Interview (ID: 500)". It has three tabs: "General", "Questions", and "Messages". The "Messages" tab is selected. Inside the window, there are two sections. The first section, "If taking a message:", contains two checkboxes: "Allow callers to leave urgent messages" (which is checked) and "Mark all messages urgent" (which is unchecked). The second section, "After taking a message:", contains five radio buttons: "Route to:" (with an empty text box and a "Search..." button), "Route to the operator", "Hang up", "Say bye" (which is selected), and "Restart". Below these is a "Send message to group:" label followed by a dropdown menu. At the bottom left of the main area is a "Delete Messages" button. At the very bottom of the window is a row of buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Allow callers to leave urgent messages Lets callers choose to leave an urgent message for the box.

- Mark all messages urgent** Automatically marks all messages urgent.
- Route to** Routes callers to a specified box. Click “Search” to choose a name from a list.
- Route to the operator** Routes callers to the operator box.
- Hang up** Disconnects without saying good-bye.
- Say bye** Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.
- Restart** Returns the caller to the opening greeting box.
- Send message to group** Sends messages in the interview box to members of the specified group.
- Delete Messages** Deletes all messages for the interview box.

See also

Making recordings29

Setting the action after greeting for a transaction box.....208

Public interview box overview

The public interview box is a special interview box in Routing Boxes > Interview Boxes. Messages left in the public interview box are public messages, which are available to all subscribers with public message access. The voice messaging system can have only one public interview box.

Typically, the public interview box is used to handle calls that are intended for the operator but go unanswered. The public interview box asks a caller for his or her name, phone number, and a brief message. However, the use of this box is not restricted to this purpose only.

You set up the public interview box in the same way you set up a regular interview box.

The public interview box system ID

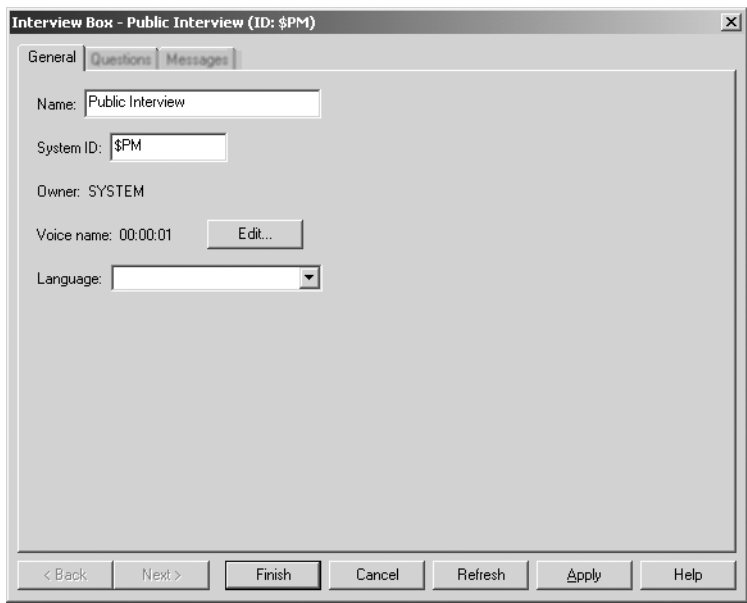
The public interview box comes with a default system ID of \$PM. You can change this ID, but you cannot delete the public interview box or add a new one. If you do change the system ID, you must also change all references to the new ID. This system ID is typically used with the opening box, or the operator box.

Message notification for public messages

System managers and operators may not want the system to call them or light their message waiting lamps when the only messages they have waiting are public messages. You can clear the “Receive notification for public messages” access option for system managers and operators to have the system light their message waiting lamps only when they have new messages specifically addressed to them.

Message deletion for public messages

You delete messages from the public interview box, the system operator box, and the public fax box on the System > System Settings > Public Messages tab. It is best to delete messages from the public interview box at a time when there is little call traffic on the system. If the public boxes have a very large number of messages, the system may not be able to answer calls for several minutes. If you must delete public messages while calls are coming in, forward all voice messaging lines to the operator so that all calls can be answered.



See also

- Making recordings29
- Planning an interview215

Voice detect box overview

If your phone system or service area includes callers without touch-tone access, and the voice messaging system is not set up to detect dial pulses, you can offer menus and directories to callers through voice detection. With voice detection, the system listens for spoken sound and silence, not touchtones.

A voice detect box is a type of routing box that lets callers make a choice by speaking instead of pressing a touchtone key. You can also combine voice detect boxes with interview boxes to collect information from callers.

Each system has one sample voice detect box already added. Each voice detect box has a name, a system ID, and an owner. If you delete a subscriber from the system, any voice detect boxes owned by that subscriber are also deleted.

Voice detect call holding

You can also set up voice detect call holding for a voice detect box. With this option, callers say “Yes” or nothing instead of pressing a key to indicate that they want to hold for a busy extension. Voice detect call holding is available on voice detect boxes, transaction boxes, the operator box, and for individual subscribers.

Voice detect setup steps

- 1 **Plan the voice detect application.**
Decide how many voice detect boxes you need, and how callers will be routed to them.
- 2 **Add the voice detect boxes.**
Add the voice detect boxes, then set up call transfer, greetings, actions, and message-taking for the boxes. Follow the same basic procedures as for setting up transaction boxes.
- 3 **Set up the opening greeting.**
Set the opening greeting box to route callers to the voice detect application.
- 4 **Test the voice messaging system.**
Call the system and confirm that the system handles the call correctly, when you say “Yes” and when you remain silent.

See also

Setting up actions after greetings208

Adding a voice detect box

You add voice detect boxes one at a time. You cannot add a range of voice detect boxes.

Controlling how long the system waits for speech

You can control the number of seconds the system waits for an outside caller to speak. You set this value in Switch > Switch Settings on the Voice Detection tab. By default, the system waits 3 seconds for the caller to speak.

To add a voice detect box

- 1 Go to Routing Boxes > Voice Detect Boxes.
- 2 Click “New.”
- 3 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 4 In the New Voice Detect Box dialog box, type a name for the box in the “Name” field.
- 5 Type a system ID for the box in the “System ID” field.
- 6 Click “Change Owner.”
- 7 Select an owner from the list, then click “OK.”
- 8 Click “OK” again to add the box.

Voice Detect Box - Voice Detect Box (ID: \$VOICE)

General | Transfer | Greetings | After Greeting | Messages | Voice

Name: Voice Detect Box

System ID: \$VOICE

Owner: Simmons, Sandy

Voice name: 00:00:01

Language:

Schedule:

< Back | Next > | Finish | Cancel | Refresh | Apply | Help

Name The name for this box.

System ID The voice detect box's system ID.

Owner The name of the voice detect box owner.

Voice name Displays the length, in seconds, of the recorded voice name. If this field contains 00:00:00, the voice name has not been recorded.

Language For multilingual systems, the language callers hear when they reach this voice detect box. If no language is specified, a caller hears prompts in the language selected in a language select box, or assigned to the port, or the system language.

Schedule The number of the schedule this box will use: either Schedule #1, Schedule #2, Schedule #3, or Schedule #4. To use the schedule of the port that answers a call to the box, select "Use Port Schedule."

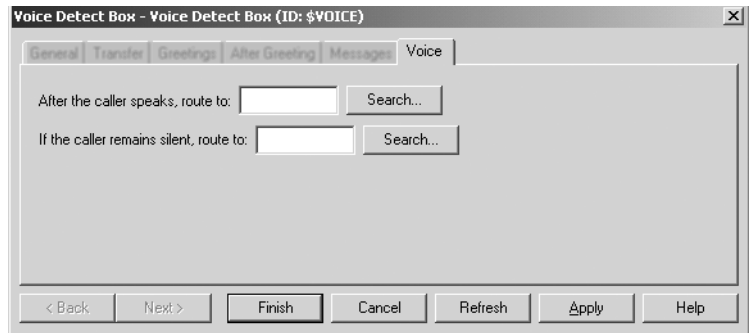
Setting an ID for speech or silence

To set up a voice detect box, you follow the same procedures described for transaction boxes to change general settings, call transfer, greetings, actions after greetings, and how messages are taken. However, unlike for a transaction box, for a voice detect box you also need to set the system IDs to which callers route if they speak or remain silent.

To limit phantom calls to the operator, when you set up a voice detect box, do not set the system to route callers to the operator if they remain silent. Instead, route callers to another box, which has the action after greeting set to “Hang up” or “Say bye.”

To set the system ID to which callers route from a voice detect box

- 1 Go to Routing Boxes > Voice Detect Boxes, then double-click the voice detect box name.
- 2 Select the Voice tab.
- 3 In the field next to “After the caller speaks, route to,” type the system ID. For a list of the boxes on the system, click “Search,” then select the name of a box from the list. Click “OK.”
- 4 In the field next to “If the caller remains silent, route to,” type the system ID. For a list of the boxes on the system, click “Search,” then select the name of a box from the list. Click “OK.”
- 5 Click “Finish.”



After the caller speaks, route to The system ID to which a caller routes after speaking. To display a list of the boxes on the system, click “Search.”

If the caller remains silent, route to The system ID to which a caller routes when remaining silent. To display a list of the boxes on the system, click “Search.”

Setting up voice detect call holding

Voice detect call holding lets callers hold for a busy extension by saying “Yes” or by remaining silent, instead of pressing a key. Call holding is only available when call transfer is turned on, the call transfer type is set to either Await answer or Wait for ringback, and the “Allow Holding” check box is selected.

You set voice detect call holding on any Transfer tab that has the “Use VOX holding” check box. For example, you can set up voice detect call holding for subscribers, transaction boxes, the operator, or voice detect boxes.

Limiting phantom calls to the operator

If you do not have general tone detection activated or if the phone system does not support immediate disconnect, the operator may receive phantom calls when a caller hangs up during the opening greeting. To prevent phantom calls, route callers from the opening greeting to a voice detect box, which confirms whether or not a caller is still connected.

To use a voice detect box to limit phantom calls to the operator

- 1 Add a transaction box.
- 2 Copy the silence prompt into the day greeting and the night greeting for the transaction box.
- 3 For the transaction box, turn off call transfer for both day mode and night mode.
- 4 For the transaction box, on the After Greeting tab, set the action to “Hang up” for both the day greeting and the night greeting.
- 5 Add a voice detect box and set general settings, call transfer, and the action the system takes after playing the greeting as described for transaction boxes.
- 6 For the voice detect box, on the Greetings tab, record a day greeting that asks callers to say “Yes” to reach the operator.
- 7 For the voice detect box, on the ID Selection tab, in the field next to “After the caller speaks, route to,” type 0 (the system ID for the operator box). For a list of the boxes on the system, click “Search,” then select the name of the box from the list. Click “OK.”
- 8 For the voice detect box, on the ID Selection tab, in the field next to “If the caller remains silent, route to,” type the system ID of the transaction box you just added. For a list of the boxes on the system, click “Search,” then select the name of the box from the list. Click “OK.”
- 9 Go to Routing Boxes > Opening Boxes, then double-click the opening box name.
- 10 For the opening box, select the After Greeting tab.
- 11 In the After day greeting group, select “Route to” and type the system ID for the voice detect box. For a list of the boxes on the system, click “Search,” then select the name of the box from the list. Click “OK.”
- 12 Click “Finish.”

Language select box overview

A language select box is a type of routing box that lets outside callers choose the language they hear during the system conversation. You can use language select boxes only when the voice messaging system has more than one language installed.

You can set up a language select box to assign languages to one key dialing choices. In conjunction with a voice detect box, you can set up a language select box to assign a language to callers automatically. That way, even outside callers without touchtone phones can hear the system conversation in their language.

By creating one or more language select box, you can set up a multilingual system without answering each port in a particular language.

Each language select box has a name, a system ID, and the system manager as its owner. Only a system manager can add or change language select boxes. Language select boxes cannot be changed by phone.

Language select call transfer type

In most cases, it is best to use the Await answer call transfer type throughout the system when you create language select boxes. Using this setting ensures that an outside caller's choice is retained throughout the call.

If call transfer is set to Await answer, the voice messaging system monitors the entire progress of a call.

With the Release or Wait for ringback call transfer types, the voice messaging system does not monitor the progress of the call. On phone systems that do not include information about where a call is transferred from, the system may ask the caller to choose the language again or the system might not play prompts in the caller's selected language.

Assigning a language to callers without touchtones

Even if many callers do not have touchtone phones, you can use language select boxes. On the Key Map tab for the language select box, set the "None" key to the language automatically assigned to callers who do not press a touchtone during the greeting. You can also set the action the system takes for these callers, usually "Route to operator."

Setting the restart ID for each language

If you use language select boxes, you need to set how the system restarts calls for each language offered. Otherwise, an outside caller may reach a language select box more than once during a call, and be asked to choose a language again. You set the restart IDs for each language on the General tab of the opening greeting box.

There are two ways the system restarts a call:

- When a caller reaches a box with the “Restart” action set.
- When a caller presses the # (pound) key after hearing the “Say-bye” prompt.

On systems with only one language, the system restarts calls by returning callers to the opening greeting box. Systems with more than one language should restart callers at a box with recordings in the caller's selected language. This box can be another voice detect box, a transaction box, a directory menu or group, the operator for their language, another opening box, or any other valid system ID.

Language select box setup steps

- 1 Add the language select box.**
Set the box name, system ID, introductory recording, and how the system listens for touchtones on the language select box.
- 2 Record instructions that tell callers how to choose a language.**
Record instructions in the opening greeting that explain how to hear the system conversation in a particular language.
- 3 Set the restart ID for each language.**
To avoid having callers choose a language more than once during a call, set the restart ID for each language on the system.
- 4 Set up the opening greeting.**
Route callers to the language select box from the opening greeting.

See also

Setting restart
IDs for languages 164

Adding a language select box

On a multilingual voice messaging system, you can add a language select box to let callers choose the language they want to hear. If you expect to receive a substantial number of calls in a particular language, you may want to select a language for a port.

To record a name for a language select box, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To add a language select box

- 1 Go to Routing Boxes > Language Select Boxes.
- 2 Click “New.”
- 3 If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 4 In the New Language Select Box dialog box, type a name for the box in the “Name” field.
- 5 Type a system ID for the box in the “System ID” field.
- 6 Click “OK” again to add the box.
- 7 Select the General tab.
- 8 Record the introduction, if desired. Click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the introduction into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the introduction into the phone handset, then click “Stop.” Click “OK.”
- 9 In the “One key delay” list box, select 1 or 2. This creates a 1- or 2-second pause that lets callers bypass the one key dialing options and enter system IDs.
- 10 In the “Wait for touchtones” list box, select 1 or 2 seconds. This sets the number of seconds the system waits after a caller presses a key.
- 11 In the “Repeat greeting” list box, select the number of times the system repeats the greeting before taking the action when a caller does not press any touchtones.

Language Select Box - Language select box (ID: 999)

General **Key Map**

Name:

System ID:

Introduction: 00:00:00

One-key delay: seconds

Wait for touchtones: seconds

Repeat greeting: times

< Back Next > **Finish** Cancel Refresh Apply Help

Name The language select box name.

System ID The language select box system ID.

Introduction This field stores the recording for any introduction to the language select box. Click the “Edit” button to change the recording. The numeric field displays the length any recording lasts.

One key delay The number of seconds the system waits before responding after a caller presses a single touchtone key. Lets callers bypass one key dialing.

Wait for touchtones The number of seconds the system waits before responding after a caller presses touchtone keys.

Repeat greeting The number of times the system plays the greeting before taking the action set for when a caller does not press any touchtones.

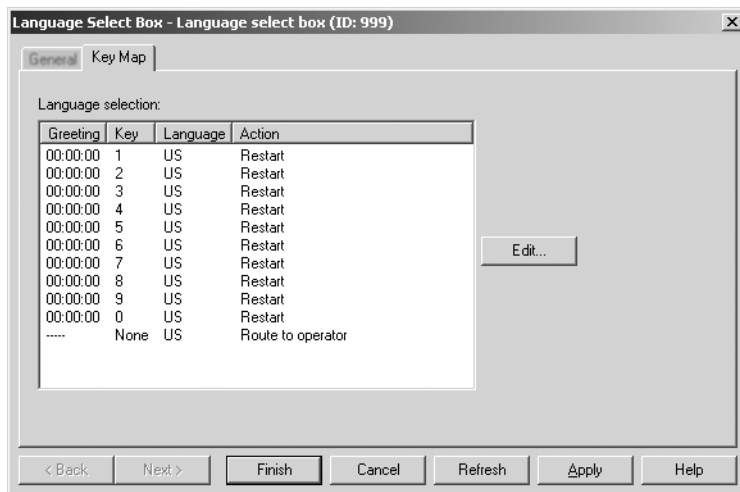
Setting the language key map

You use the Key Map tab to record instructions that tell callers how to choose their language, and set the action the system takes for each language selection.

You assign a language to a touchtone key, and you assign a language for callers who do not press any key.

To set the language key map

- 1 Go to Routing Boxes > Language Select Boxes and double-click the language select box name.
- 2 Select the Key Map tab.
- 3 In the Key column, double-click the number of the touchtone key to which you want to assign a language.
- 4 On the Language Selection dialog box, record a greeting that tells callers which touchtone key to press to choose their language.
- 5 In the Language list box, select the language to assign to the touchtone key.
- 6 In the Action after selection group, select the action the system takes after the caller presses the touchtone key.
- 7 Click “OK.”
- 8 In the Key column, double-click “None.”
- 9 On the Language Selection dialog box, in the Language list box select the language assigned to callers who do not press any touchtones.
- 10 In the Action after selection group, select the action the system takes for callers who do not press any touchtones.
- 11 Click “OK.”
- 12 Click “Finish.”



Greeting The number of seconds the language's greeting lasts.

Key The touchtone key assigned to the language. When a caller presses this touchtone, the system plays the conversation in the chosen language.

Language The language assigned to the touchtone key.

Action The action the system takes after the caller presses the touchtone key assigned to the language.

See also

Making recordings29

Setting up the public fax box

The public fax box provides fax detect, routing, and notification for incoming faxes. This eliminates the need for a separate dedicated phone line for the fax machine.

The public fax settings apply to both manual and automatic fax calls. With manual faxes, callers sending faxes dial your organization's phone number from the phone keypad on their fax machines, and listen to the progress of their calls on a speaker or handset. When the voice messaging system answers, callers press the system ID for the public fax box, and can record a voice message about the fax. Callers then press the Send or Start key to send the fax when they hear your fax machine's tone.

With automatic faxes, callers sending faxes set their fax machines to dial your organization's phone number automatically. Callers do not have to monitor the progress of their calls. The voice messaging system automatically detects the incoming fax tone, and routes the call to the fax machine.

With the settings in the public fax box, you can:

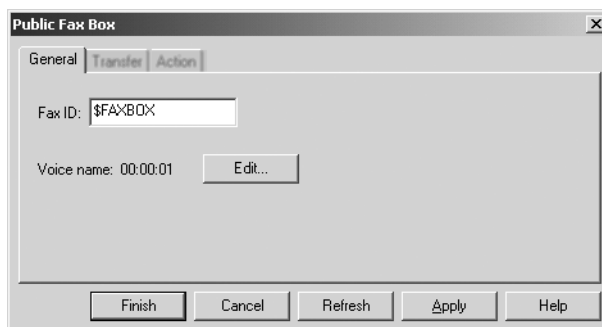
- Set the extension that fax calls are transferred to.
- Change the call transfer type and number of rings allowed.
- Determine the system's response if the fax extension is busy or does not answer.
- Give a person sending a manual fax the option to hold.
- Instruct the system to send a public message when a fax call is transferred.

***NOTE:** For systems with ActiveFax installed, you can receive automatic public faxes on a fax port with no additional setup. To do this, on the Routing Boxes > System Boxes > Public Fax Box, Transfer tab, clear the "Transfer to" field. The voice messaging system routes any incoming public faxes to an available fax port.*

To set up the public fax box

- 1 Connect the fax machine to a phone extension. Note the extension number.
- 2 Go to Routing Boxes > System Boxes.
- 3 Double-click the Public Fax Box.
- 4 On the General tab, type a system ID in the "Fax ID" field.
- 5 Select the Transfer tab.

- 6 Select the “Transfer to” check box and type the extension of the fax machine in the text box. Or, click “Search,” select the box name, then click “OK.”
- 7 In the Transfer type group, select the transfer type.
- 8 If you selected “Await answer” or “Wait for ringback” as the transfer type, then do the following:
 - In the “Wait for” field, set the number of rings.
 - To allow call holding for callers sending manual faxes, select the “Allow holding” check box.
- 9 Select the Action tab.
- 10 In the If the fax extension does not... group, select the action.
- 11 In the Announcement group, set the options for how you want the voice messaging system to notify subscribers when a fax arrives.
- 12 Click “Finish.”
- 13 Rerecord the opening greeting so that it mentions the public fax box and tells callers sending manual faxes to enter the system ID for the public fax box.



See also

Recording an opening greeting ..	165
Transfer types	200
Changing options for a subscriber	338

Setting up special purpose fax boxes

In addition to a subscriber's fax box, the voice messaging system can have fax boxes for receiving faxes routed to a particular system ID. You can use these fax boxes for a special purpose, such as collecting fax résumés from job applicants or incoming orders for a sales department.

With ActiveFax you can control these options for special-purpose fax boxes:

- The introductory recording a caller hears immediately before the system transfers the call to a fax port. The owner of the fax box cannot record this introduction by phone. The system manager can record it on the NEAXMail AD-64 administration console. The owner can record the fax greeting by phone or computer.
- Whether callers can leave a voice annotation with a fax, and edit or review this recording before sending the fax.
- Whether the system delivers faxes to a fax machine immediately upon arrival, without notifying the owner of the fax box.
- Whether the system announces a new fax to the owner, even if the caller did not leave a voice annotation.
- How the system handles a call when no fax port is available.
- Whether one key dialing options are available for the special-purpose fax box.

System actions when no fax port is available

In the Routing Boxes > Fax Boxes directory, the Action tab controls how the system handles the call when no fax port is available. For example, you can have the caller hold, leave a message, or route to another system ID. You can also set the action the system takes after a caller leaves a message, or chooses not to hold.

Following are the actions available for a fax box:

Hold until a fax port is available Allows the caller to hold for a fax port. Voice detect call holding is not available.

Take a message Records a message for the owner of the voice mailbox.

Route to Routes the caller to another system ID. If you choose this option, type the system ID in the text box.

Route to operator Routes the caller to the operator box.

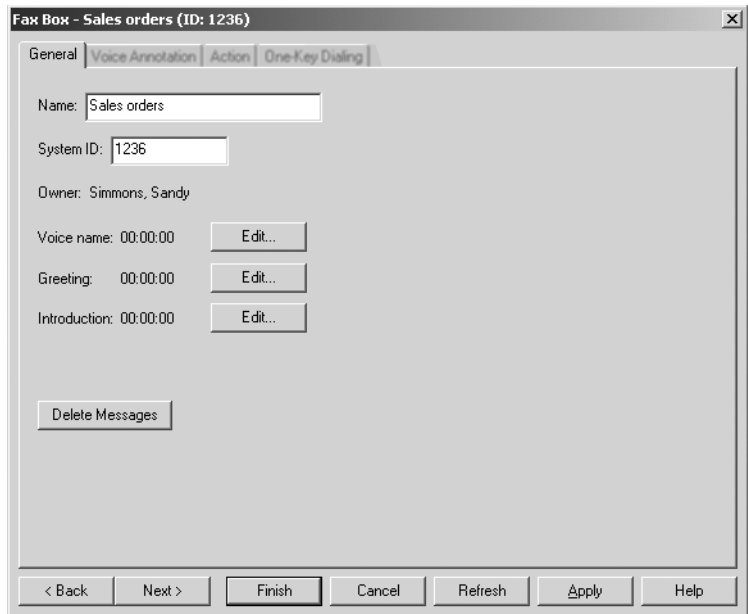
Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To add a special-purpose fax box

- 1** Go to Routing Boxes > Fax Boxes.
- 2** Click “New.”
- 3** If desired, in the “Model after” field, select the system ID of the box to copy settings from. Or, to use system defaults, select “Use Default Settings.” Click “OK.”
- 4** In the “Name” field, type a name for the special-purpose fax box.
- 5** In the “System ID” field, type the system ID for the special-purpose fax box.
- 6** Click “Change Owner.”
- 7** Select an owner from the list, then click “OK.”
- 8** If desired, record a name, greeting or introduction for the special-purpose fax box. To do this, on the General tab, next to the “Voice name,” “Greeting,” or “Introduction” field, click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the recording into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the recording into the phone handset, then click “Stop.” Click “OK.”
- 9** Click “Finish.”



To set up voice annotation for a special-purpose fax box

- 1 Go to Routing Boxes > Fax Boxes, then double-click the fax box name.
- 2 Select the Voice Annotation tab.
- 3 To allow callers to record a message with their fax, select "Prompt the caller to record a voice annotation for an incoming fax." In the "Maximum length for a caller's voice annotation" field, type the number of seconds. The maximum number is 300.
- 4 To allow callers to edit their recording, select "Allow callers to re-record their voice annotations."
- 5 To send notification to the subscriber with each new fax, select "Notify the subscriber of each fax even if there is no voice annotation."
- 6 Click "Finish."

To set up automatic fax delivery for a special-purpose fax box

- 1 Go to Routing Boxes > Fax Boxes, then double-click the fax box name.
- 2 Select the Voice Annotation tab.
- 3 Clear all the check boxes.
- 4 Click “Finish.”

The screenshot shows a dialog box titled "Fax Box - Sales orders (ID: 1236)". It has four tabs: "General", "Voice Annotation", "Action", and "One-Key Dialing". The "Voice Annotation" tab is selected. Inside the tab, there are three checkboxes: the first is checked and labeled "Prompt the caller to record a voice annotation for an incoming fax", the second is unchecked and labeled "Allow callers to re-record their voice annotations", and the third is checked and labeled "Notify the subscriber of each fax even if there is no voice annotation". Below the first checkbox, there is a text field "Maximum length for a caller's voice annotation:" followed by a spinner box set to "90" and the word "seconds". At the bottom of the dialog, there are six buttons: "< Back", "Next >", "Finish" (which is highlighted), "Cancel", "Refresh", and "Help".

To set up the action when there is no fax port available

- 1 Go to Routing Boxes > Fax Boxes, then double-click the fax box name.
- 2 Select the Action tab.
- 3 In the “If no fax port is available to receive the fax” group, select the action. The actions are described above.
- 4 If you allow callers to hold or leave a message, in the “After the caller has left a message or chosen not to remain on hold” group, select the action. The actions are described above.
- 5 Click “Finish.”

Fax Box - Sales orders (ID: 1236) [X]

General | Voice Annotation | **Action** | One-Key Dialing

If no fax port is available to receive the fax:

- ☐ Hold until a fax port is available
- ☒ Take a message
- ☐ Route to: - ☐ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

After the caller has left a message or chosen not to remain on hold:

- ☐ Route to: - ☒ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

< Back Next > **Finish** Cancel Refresh Apply Help

To set up one key dialing for a special-purpose fax box

- 1 Go to Routing Boxes > Fax Boxes, then double-click the fax box name.
- 2 Select the One-Key Dialing tab.
- 3 Type the system IDs in the numbered menu choice text boxes, as appropriate.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.
- 5 Click “Finish.”

The screenshot shows a window titled "Fax Box - Sales orders (ID: 1236)". It has four tabs: "General", "Voice Annotation", "Action", and "One-Key Dialing". The "One-Key Dialing" tab is selected. Inside the tab, there is a text box with the following text: "During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:". Below this text box, there are ten input fields arranged in two columns. The left column has fields labeled 1, 2, 3, 4, and 5. The right column has fields labeled 6, 7, 8, 9, and 0. Each field is a text box with a "Search..." button to its right. Below the input fields, there is a label "One-key delay:" followed by a spin box set to "0" and the word "seconds". At the bottom of the window, there is a row of buttons: "< Back", "Next >", "Finish" (which is highlighted with a black border), "Cancel", "Refresh", "Apply", and "Help".

Deleting routing boxes

You can delete a single routing box, or a range of routing boxes. When you delete a routing box, also delete all references to its system ID. Any messages currently stored in the box are automatically deleted.

This procedure works for transaction boxes, voice detect boxes, fax boxes, interview boxes, language select boxes, and opening boxes. You cannot delete system-defined routing boxes.

To delete a single routing box

- 1 Go to Routing Boxes.
- 2 Select the routing box type.
- 3 Select the box you want to delete.
- 4 Click “Delete.”
- 5 Click “Yes.”

To delete a range of routing boxes

- 1 Go to Routing Boxes.
- 2 Select the routing box type.
- 3 Select the first routing box in the range.
- 4 Do one of the following:
 - To select consecutive boxes, press and hold Shift, then click the last box in the range.
 - To select boxes that are not consecutive, press and hold Ctrl, then click each box.
- 5 Click “Delete.”
- 6 Click “Yes.”

Deleting the messages in a routing box

You can delete just the messages in a routing box.

This procedure works for transaction boxes, voice detect boxes, fax boxes, and interview boxes.

To delete the messages in a routing box

- 1 Go to Routing Boxes.
- 2 Select the directory for the routing box type.
- 3 Select the box, then click "Properties."
- 4 Select the Messages tab.
- 5 Click "Delete Messages," then click "Yes."
- 6 Click "Finish."

Creating a delete proof routing box

To prevent yourself or another system manager from accidentally deleting a particular routing box, designate a virtual subscriber as owner of the box, then assign a real subscriber to maintain it. The routing boxes remain in the system, as long as you do not delete the virtual subscriber.

The real subscriber who owns the routing box receives messages for the box. The real subscriber can also access the box using the virtual subscriber's personal ID. To prevent the real subscriber from accessing the transaction box after leaving your organization, change the virtual subscriber's personal ID.

To record a name for a delete-proof routing box, you can use a sound card and microphone, or establish a local connection. For details, see "Making recordings," on page 29.

To create a delete proof routing box

- 1 Add a subscriber directory for the virtual subscriber, as described in "Adding subscribers" on page 310. Do the following:
 - Give the virtual subscriber a name.
 - Record the virtual subscriber's name.
 - Activate message delivery for the virtual subscriber; set up delivery to the extension of the subscriber who maintains the routing box.
 - Turn off call transfer for the virtual subscriber.
- 2 Add a routing box. Make the virtual subscriber the owner of the routing box.
- 3 Tell the real subscriber who maintains the routing box the personal ID of the virtual subscriber.

CHAPTER 9:

Fax mail setup

Fax mail setup overview

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Setting up fax ports and fax station number

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Setting up fax header, time format and retry options

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Fax mail setup overview

With ActiveFax, subscribers can receive faxes in their own fax box, and send them by phone to print on a fax machine. With the ViewFax program, subscribers can also send and receive faxes by computer. You can also set up special-purpose fax boxes to receive faxes routed to a system ID.

Fax mail setup steps

- 1 **Install the fax boards and software.** For details, see the *Installation Guide*.

If you are adding ActiveFax to an existing system, install the hardware and software according to the instructions in the *Installation Guide*. If you purchased ActiveFax as part of a new VoiceMate system, the fax hardware and software are already installed.

- 2 **Set up fax ports and station numbers.**

Set a fax port status to maximize system performance. Set the fax station numbers to ensure that incoming faxes are transferred to the correct fax port. See “Setting up fax ports and fax station number,” on page 249.

- 3 **Set up systemwide fax mail settings.**

Set up the fax header information, date and time format, and fax retry settings. See “Setting up fax header, time format and retry options,” on page 251.

- 4 **Set up fax boxes for subscribers.**

Add fax boxes for subscribers, and set options for voice annotation, greetings, and one key dialing. For details, see “Setting up a fax box for a subscriber,” on page 348.

- 5 **Set up any special-purpose fax boxes.**

If desired, set up special-purpose fax boxes to receive faxes routed to a system ID. For example, you can collect incoming sales orders or résumés. For details, see “Setting up special purpose fax boxes,” on page 238.

Setting up fax ports and fax station number

You need to set how each fax port is used to answer or dial calls. You can use a combination of fax port settings to meet your needs. For example, you can dedicate a fax port to sending faxes, receiving faxes, or both. How you set up the fax ports depends on how often the ports are used to deliver fax mail, and how often the ports must support incoming fax traffic.

To ensure that incoming faxes are transferred correctly, you also need to set a station number for each fax port. The system transfers any incoming faxes received on a voice port to a fax port's station number.

NOTES

- *For voice messaging systems with a single fax port, set the fax port to Fax Answer/Dial. For system with two or more fax ports, set the first fax port to Fax Answer, and the rest to Fax Answer/Dial.*
- *If most subscribers will be sending fax mail to a single in-house fax machine, you only need a single fax port set to Fax Answer/Dial.*

To set up a fax port status and station number

- 1 Go to Ports > Available Ports.
 - 2 Double-click the fax port that you want to set up.
 - 3 In the "Idle port status" list box, select how the fax port is used to answer incoming calls or dial outgoing calls.
 - 4 Enter the fax port phone number in the "Station number" field.
 - 5 In the "Rings to answer" field, type the number of rings. One ring is the default setting.
- NOTE: Use this setting only on ports that are set up to answer calls.*
- 6 In the "Use schedule" field, select the schedule. By default the system uses Schedule 1.
 - 7 To set up the next port, click "Next." Otherwise, click "Finish."

Port

General

Port number: 2 Idle port status: Answer/Dial

Station number: Rings to answer: 1

Use schedule: 1

Language: English, United States
System default language: English, United States

Opening line ID: OPEN Search...

Alternate operator system ID: 0 Search...

Special port options: ☐ No LAN connection ☐ Digit-trap
☐ T1 integration ☐ Forwarded calls

< Back Next > Finish Cancel Refresh Apply Help

Port status Accepts one of the following values to set the fax port's status. The status indicates how the voice messaging system uses the port to answer and route incoming faxes and to dial numbers for outgoing faxes.

Fax Answer Answers incoming faxes. Does not dial out to deliver faxes.

Fax Dial Dials out to deliver faxes. Does not answer incoming fax calls.

Fax Answer/Dial Answers incoming faxes. When not answering incoming fax calls, dials out to deliver faxes.

Busy Makes the fax port busy. Use for testing or to temporarily take a port off line.

Setting up fax header, time format and retry options

The fax mail settings on the System > System Settings > System Fax tab control fax header information, date and time format, and fax retry settings. You can also set the number of pages allowed in a fax transmittal, and how long the system waits for a caller to enter a fax box ID before routing a fax to the public fax box.

Fax delivery retry settings

If the system calls a fax machine that is busy or unavailable, the system retries delivering the fax. In general, the default retries settings are adequate to control how many times and how often the system tries to send a fax. When the system stops trying to deliver a fax, the system sends an error message to the subscriber's fax box.

You can change the retry strategy that the system uses. If you plan to change the default retry settings, consider the following:

- Because the system must wait for fax port to become available, busy fax ports may cause a longer delay between attempts than the specified settings. The delay between attempts, however, is never less than the value that you set.
- You can set the number of retry attempts for an individual page, or for the entire fax. You change these settings in the “Page retries” and “Connect retries” fields on the System > System Settings > System Fax tab.

Fax outdial access code

When dialing external fax numbers, the system uses the outdial trigger length set on the Dialing Codes tab in Switch > Switch Settings to determine whether to add the outdial access code to the beginning of the fax number. The default setting for the outdial access code is 9, (comma). The default outdial trigger length is 7 digits.

The outdial access number is not used when the fax delivery number has fewer digits than the outdial trigger length.

To change systemwide fax mail settings

- 1 Go to System > System Settings.
- 2 Select the System Fax tab.
- 3 In the “Fax number” field, type the system's fax phone number.
- 4 In the “Fax page header” field, type any text you want to include in at the top of each fax page, such as your organization's name.

- 5 In the “Date format” field, select the format for the date included in a fax header.
- 6 In the “Time format” field, select the format for the transmittal time included in the a fax header.
- 7 In the “Page retries” field, select the number of times the system attempts to re-send a page of an unsuccessful page transmittal. The maximum value is 3. To turn off page retries, set the field to 0.
- 8 To set the system to disconnect after the specified number of page retries, select “Disconnect after specified number of page retries.”
- 9 In the “Connect retries” field, select the number of times the system attempts to send an unsuccessful fax transmittal. The maximum value is 3. To prevent the system from retrying a fax, set the field to 0.
- 10 In the “Maximum number of pages per delivery” field, select the number of pages allowed.
- 11 In the “On receiving, timeout before routing to public fax box” field, type the number of seconds the system waits for a caller to enter a fax box system ID. After the specified number of seconds, the system routes an incoming fax to the public fax box.
- 12 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'System Fax' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, General, Public Messages, Alphabetic Directory Assistance, Recording, Playback, Events, Security, System Fax (selected), Speech Recognition, and E-mail. The 'System Fax' tab contains the following settings:

- Fax number: [Text field]
- Fax page header: [Text field]
- Date format: [Dropdown menu showing MM/DD/YYYY]
- Time format: [Dropdown menu showing HH:MM am/pm (12-hour clock)]
- Page retries: [Spin box set to 3] ☒ Disconnect after specified number of page retries
- Connect retries: [Spin box set to 3]
- Maximum number of pages per delivery: [Spin box set to 500]
- On receiving, timeout before routing to public fax box: [Spin box set to 5] seconds
- On sending, timeout before resetting: [Spin box set to 15] seconds
- Fax port transfer timeout: [Spin box set to 200] milliseconds
- ☐ Allow multiple simultaneous deliveries to the same number
- [Empty Queue button]

Fax number The fax phone number for the system. This phone number prints in the fax mail header.

Fax page header Any text to include in the fax mail header, such as the organization name or address. You can type up to 31 characters.

Date format The format for the transmittal date included in the fax mail header.

Time format The format for the transmittal time included in the fax header. You can select 12 hour or 24 hour format.

Page retries The number of times the system retries to send a page of a fax. The maximum value is 3. To turn off page retries, set this field to 0.

Disconnect after specified number of page retries Controls whether the system disconnects a call after retrying to send a page of a fax the specified number of times.

Connect retries The number of times the system retries to send an unsuccessful fax. The maximum value is 3. To prevent the system from retrying a fax, set the field to 0.

Maximum number of pages per delivery The total number of pages allowed in a fax delivery. The maximum number of pages is 999. The minimum number is 5.

On receiving, timeout before routing to public fax box The number of seconds the system waits for a caller to enter a system ID for a fax box before routing the fax to the public fax box. The maximum value is 30 seconds. The minimum value is 1 second.

See also

Setting an outdial access code and call transfer sequences 97

CHAPTER 10:

System schedules

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Setting up alternate mode.....	262
Setting up holidays	263
Adjusting for daylight saving time	265

System schedule overview

Most organizations are not open 24 hours every day. In many cases, some departments have different work hours than others in the same organization. If you want the voice messaging system to handle calls differently depending on the day or time, you can use schedules. You can create up to three schedules, each with three different modes of operation.

Day mode

Day mode is defined as the days and hours in which your organization is open or when standard phone service is available. Day mode hours do not have to be normal daylight hours.

Night mode

Night mode is the days or hours when your organization is closed or when standard phone service is unavailable. Night mode is in effect for all the days or hours outside the day mode schedule.

Holiday mode

Holiday mode is the days when your organization is closed for a holiday. Holiday mode is in effect for an entire day at a time.

With the Current Holiday settings, you can control the date, time, and schedule-related information for a holiday. You can set up to 20 holidays per year, during which the system remains in night mode for 24 hours.

Setting the system's date and time

Because the system adds the recording date and time to each message, it is important that the system calendar and clock settings are correct.

The date and time are set in the Windows Control Panel. If necessary, follow the Windows documentation to change the date or time. The date and time are stored in the system's battery-powered clock/calendar. The battery ensures that the correct date and time are kept, even during power failures. Once set, this information should remain correct.

Setting up schedules

You can define up to three different day modes on the System Schedule window. For example, a company with departments that work different hours can create one schedule for general business hours, one for extended customer service hours, and one for the order-taking department.

After you have defined the schedules, you can assign each to a specific system port or transaction box. For example, calls for the customer service department can be handled by the port or transaction box that you set up for schedule #1, while calls for the order-taking department are handled by another port or transaction box that you set up for schedule #3.

By default, the system uses only schedule #1, unless you explicitly tell the system to use another schedule.

A schedule can each have up to three ranges of hours and days that define that schedule's day mode. These ranges are labeled a, b, and c.

When the current time and day fall within any of the ranges you have defined for a schedule, that schedule is in day mode. The rest of the time, the schedule is in night mode.

Setting up one schedule

The voice messaging system has one default schedule, schedule #1. To define a schedule's day mode, enter the day mode hours and days on that schedule's System Schedule window.

If your company has different weekend or evening hours, you can enter these hours in the "b" and "c" fields for that schedule.

Any time that is not defined in a schedule is automatically considered "Night," according to that schedule.

Setting up multiple schedules

You may want to set up multiple schedules if your organization has departments that use different schedules. For multiple schedules, set up specific ports and transaction boxes to follow the schedules established in the fields under "Schedule #2" and "Schedule #3."

If you do not assign a schedule to a port, the port follows the schedule set up in "Schedule #1." If you do not assign a schedule to a transaction box, the transaction box follows the schedule of the port that answers the call.

To set up one schedule for the system

- 1 Go to Calendar > Schedules.
- 2 Double-click "Schedule #1."
- 3 In the System Schedule window, select the "A" schedule check box.
- 4 In the first time box, set the beginning time for day mode.
- 5 In the second time box, set the ending time for day mode.

NOTE: The system switches to Night mode outside the time set up for the day mode schedule.

- 6 Select the check boxes next to the days of the week for the schedule.
- 7 If the organization's business hours vary during the week, use the "B" and "C" schedules to set up these different hours and days.
- 8 If you want this schedule to ignore the holiday schedules, select the "Ignore holidays" check box.

To set up multiple schedules

- 1 Go to Calendar > Schedules.
- 2 Double-click the schedule that you want to set up.
- 3 In the System Schedule window, select the "A" schedule check box.
- 4 In the first time box, set the beginning time for day mode.
- 5 In the second time box, set the ending time for day mode.

NOTE: The system switches to Night mode outside the time set up for the day mode schedule.

- 6 Select the check boxes next to the days of the week for this schedule.
- 7 If the organization's department hours vary during the week, use the "B" and "C" schedules to set up these different hours and days.
- 8 If you want this schedule to ignore the holiday schedules, select the "Ignore holidays" check box.

To assign a schedule to a port

- 1 Go to Ports > Available Ports.
- 2 Double-click the port that you want to set up.

- 3 In the “Use schedule” field, select the schedule. If you do not select a schedule, then the system uses schedule #1.
- 4 Click “Finish.”

To assign a schedule to a transaction box

- 1 Go to Routing Boxes > Transaction Boxes.
- 2 Double-click the transaction box you want to change.
- 3 Select the General tab.
- 4 In the Schedule list box, select the schedule you want the box to use. If you do not set a schedule number, the system uses the schedule of the port that answered the call.
- 5 Click “Finish.”

System Schedule

General

Schedule ID: 1 ☐ Ignore holidays

☒ A: 8:00 AM to 5:00 PM ☐ Su ☒ M ☒ T ☒ W ☒ Th ☒ F ☒ S

☐ B: 12:00 AM to 12:00 AM ☐ Su ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ S

☐ C: 12:00 AM to 12:00 AM ☐ Su ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ S

Any port/box following this schedule is now in DAY mode.

Finish Cancel Refresh Apply Help

See also

Setting how ports answer
or dial 143

Setting a transaction box name,
language or schedule 198

Setting up holidays 263

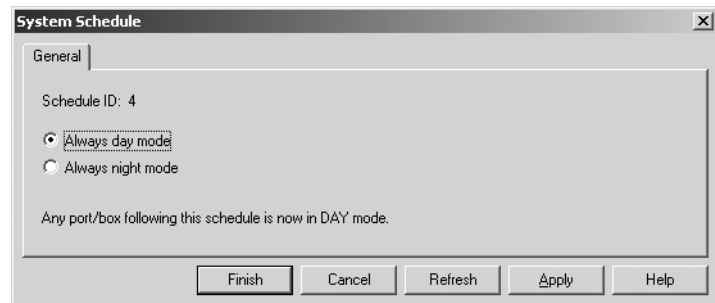
Setting up a 24-hour schedule

Schedule #4 is a special schedule that you explicitly set or turn off on the NEAXMail AD-64 administration console. Schedule #4 stays in either day mode or night mode 24 hours a day, 365 days a year. The mode will not change unless you change it on the NEAXMail AD-64 administration console. You can set a group of ports or boxes to stay in a particular mode regardless of the time of day. By changing the setting of schedule #4, you can reset all the ports or transaction boxes that use schedule #4. Schedule #4 has no impact on schedules #1, #2, and #3.

To set up a 24 hour schedule

- 1 Go to Calendar > Schedules.
- 2 Double-click “Schedule #4.”
- 3 If you want the system to use day mode for 24 hours a day, select “Always day mode.” Or, for the system to use night mode 24 hours a day, select “Always night mode.”
- 4 Click “Finish.”

NOTE: The schedule stays in this mode until it is changed by the system manager.



Setting up alternate mode

The alternate mode option can be used to handle unforeseen events. For example, if you are unable to open your business due to a snow-storm, the system manager can turn on alternate greeting mode either by remotely connecting to the console or by phone through the system manager conversation. The system manager can also rerecord the alternate greeting to reflect the current situation.

Turning on alternate greeting mode places the entire system in night mode and causes all opening boxes to play the alternate greeting. Alternate greeting mode remains active until it is turned off through the system manager conversation.

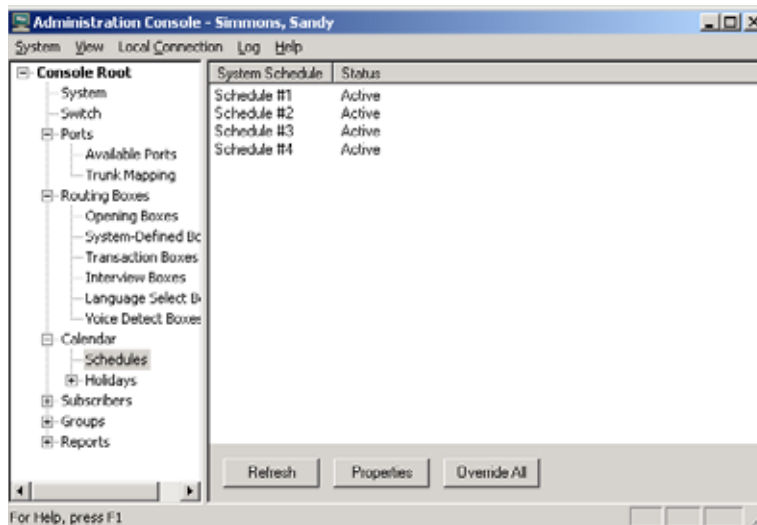
To turn on alternate mode

- 1 Go to Calendar > Schedules.
- 2 Click “Override All.”

NOTE: The schedule stays in this mode until changed by the system manager.

To turn off alternate mode and return to the original schedule settings

- 1 Go to Calendar > Schedules.
- 2 Click “Activate All.”



Setting up holidays

When holidays are set up, the system handles calls on holidays as if it were in night mode. You can set up to 20 holidays.

Ports that are attached to a schedule with its “Ignore holidays” check box cleared are set to night mode on holidays. To set up the organization’s holidays, perform “To set up a holiday greeting” below and “To set up a holiday schedule” on page 264.

When both multiple schedules and holidays are active, one or more of the schedules can ignore the holidays. Ignoring holidays is useful for departments that remain open on holidays. To ignore holidays, see the procedure “To set up a schedule to ignore holidays” on page 264.

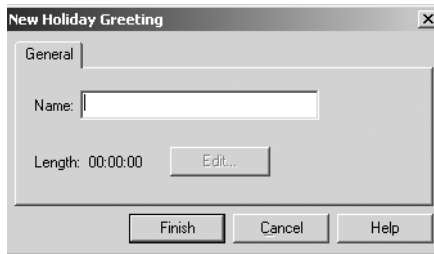
For holidays that fall on different dates in different years, be sure to verify the holiday schedule each year.

If you have set schedule #4 for day mode, any ports or transaction boxes that use schedule #4 remain in day mode on holidays.

To record a holiday greeting, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

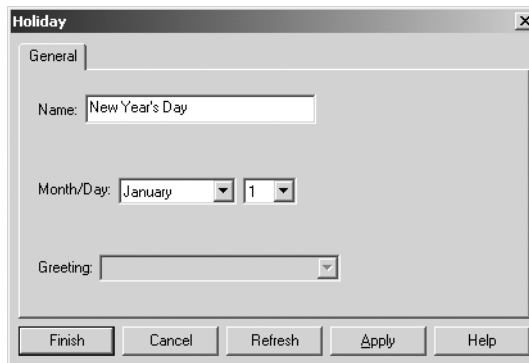
To set up a holiday greeting

- 1 Go to Calendar > Holidays > Holiday Greetings.
- 2 Click “New.”
- 3 In the “Name” field, type a name.
- 4 The “Length” field displays how many seconds the greeting lasts. If the length is 00:00:00, then no greeting has been recorded.
- 5 To record a greeting, click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the greeting into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the greeting into the phone handset, then click “Stop.” Click “OK.”
- 6 Click “Finish.”



To set up a holiday schedule

- 1 Go to Calendar > Holidays > Current Holidays.
- 2 Click “New.”
- 3 In the “Name” field, type a name.
- 4 In the “Month/Day” field, select a month and day.
- 5 In the “Greeting” list box, select a greeting.
- 6 Click “Finish.”



To set up a schedule to ignore holidays

- 1 Go to Calendar > Schedules.
- 2 Double-click the schedule that you want to set up.
- 3 Click the “Ignore holidays” check box.
- 4 Click “Finish.”

Adjusting for daylight saving time

You can set up the voice messaging system to automatically adjust to daylight saving time. The system follows the daylight saving time settings made in the Windows Control Panel, and sets the appropriate time at 2:00 A.M. on the applicable date.

Follow the steps in the Windows documentation to set daylight savings time for the voice server and/or on the computer where the NEAXMail AD-64 administration console is installed.

CHAPTER 11: **Subscriber templates**

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Default subscriber templates overview

When the voice messaging system is first installed, you can use a default subscriber template to set the default (standard) settings for new subscribers. Before you add subscribers, set the fields in the template for the features most subscribers will use.

You can always change the settings for those subscribers who require different options. But setting default options with a template can save time and help ensure consistency.

Changes you make to the subscriber default options affect only those subscribers you add after you make the change, not any existing subscribers.

The differences between a default subscriber template and an individual's subscriber directory are discussed in greater detail in this chapter. Both contain information you set for new subscribers.

Default IDs, language, message and e-mail post office

The general settings for a default subscriber template include default settings for personal IDs, languages, message retention and e-mail post office.

Personal ID

A personal ID is a unique number that the voice messaging system uses to identify a subscriber to the system. The personal ID also lets subscribers listen to messages, leave two-way messages for others, and change their setup options.

You can use a default convention for assigning personal IDs to subscribers. The most common convention is a numbering scheme that bases subscribers' personal ID numbers on their phone extension ID numbers.

To do this, you can type `n x` in the "Personal ID" field. The `n` represents a prefix digit, such as 9 and the `x` represents the subscriber's extension, which causes the system to use the ID entered in the "Extension ID" field of the individual's subscriber directory. For example, if you type `9x` in the "Personal ID" field, then a new subscriber with the extension "123" is automatically assigned the personal ID of "9123."

Default language

On a multilingual voice messaging system, you can assign a language for the prompts that subscribers and guests hear when they are retrieving messages. If you do not set a default language, the system uses the language specified in the "System default language" field of the System Settings > General tab.

Message storage

You can control the length of time that the system retains a subscriber's heard messages. When a new message arrives for a subscriber or guest, it is stored until it is retrieved. After the message is heard, it is saved for a set number of days.

Subscribers may want to save some messages to listen to or respond to at a later date. Subscribers can archive these messages. An archived message is saved for a longer period of time than a held message. A message can be re-archived an unlimited number of times.

E-mail post office

On systems with e-mail integration, if most subscribers use the same e-mail post office name, you can set it on the General tab for the default subscriber template. Your network administrator can provide this information.

To set up general subscriber template settings

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the General tab.
- 3 Type a 1- or 2-digit number followed by x in the "Personal ID" field.
- 4 In the "Language" field, select the language.
- 5 In the "Keep old messages for" and the "Keep archived messages for" fields, select the default number of days that heard and archived messages are saved by the system.
- 6 In the "Post office" list box, select the post office.
- 7 Click "Finish."

Subscriber Template [X]

Fax Voice Annotation		Fax Action		Fax One-Key Dialing	
Notification	Access Options	Live Record	One-Key Dialing	Fax	
General	Call Transfer	Transfer/Screening	Greetings	After Greeting	Messages

☐ Enable subscriber as system manager

Name:

Personal ID: Extension:

Language:

Voice name:

Security code:

New messages:

Total messages:

Keep old messages for: days

Keep archived messages for: days

Post office: Login name:

See also

Changing recording settings.....64

Default call transfer options

The call transfer settings for a default subscriber's template controls how the system handles calls. After you add a subscriber, these settings can be customized in the individual's subscriber directory.

In most cases, the system first tries to transfer a call to the extension. If the extension is busy or unanswered, the system plays a greeting and takes a message.

Transfer types

If call transfer is enabled, then you must select a call transfer type. The three call transfer types are defined below. All call transfer types put the call on hold and then dial the extension. The most common choice is the Release transfer type. The Await answer transfer type is required for setting up call screening and call holding options.

Release After dialing the extension or phone number, the system releases the call. With busy or unanswered calls, the caller can leave a message if the phone system is set up to transfer the call by using call forward to personal greeting. When this transfer type is selected, transfer, screening, and holding options are unavailable.

Wait for ringback If a call is answered within the number of rings specified in the "Wait for" field, the system transfers the call to the extension. If the call is not answered within the specified number of rings, the call is released to the phone system.

With unanswered calls, the caller cannot leave a message unless the phone system transfers the call using call forward to personal greeting.

With busy calls, the system plays the greeting, then takes the action indicated on the After Greeting tab.

When this transfer type is selected, some transfer options are unavailable. This call transfer type is not supported with phone systems that use DTMF call progress.

Await answer If the call is answered within the number of rings indicated in the "Rings" field, the system transfers the call to this subscriber. If busy or not answered, the system plays the greeting, then takes the action indicated in the "After greeting" fields.

Call holding

The voice messaging system lets several callers hold for a busy extension at the same time. To enable call holding, the “Enable call transfer...” check box must be selected.

To set up default call transfer settings

- 1** Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2** Select the Call Transfer tab.
- 3** To enable the system to transfer calls to subscriber extensions, select the “Enable call transfer...” check box.
- 4** If the phone system does not provide an immediate dial tone, select the “Check for dial tone before...” check box.
- 5** To transfer calls to a subscriber’s extension, select the “Transfer to subscriber’s extension” field.

Or to transfer calls to a specific extension, select the “Transfer to” field and type the extension in the text box.
- 6** In the Transfer type group, select the call transfer type.
- 7** If using “Wait for ringback” or “Await answer,” in the “Wait for” field type the number of rings that the system should wait before transferring the call.
- 8** If you want callers to have the option of holding when an extension is busy, select the “Allow holding” check box.
- 9** If you want callers to choose to hold by speaking rather than by pressing a touchtone, select the “Use VOX holding” check box.
- 10** Click “Finish.”

Subscriber Template

Messages

Notification

Access Options

Live Record

One-Key Dialing

General

Call Transfer

Transfer/Screening

Greetings

After Greeting

☒ Enable call transfer on incoming calls

☐ Check for dial tone before transferring

☒ Transfer to subscriber's extension

☐ Transfer to:

Transfer type:

☐ Release

☐ Wait for ringback

☒ Await answer

Wait for:

4

sec

 rings

☐ Allow holding

☐ Use-VDR holding

Finish

Cancel

Refresh

Apply

Help

See also

The transfer-greeting-action structure.....	10
Transfer types	271

Default call screening options

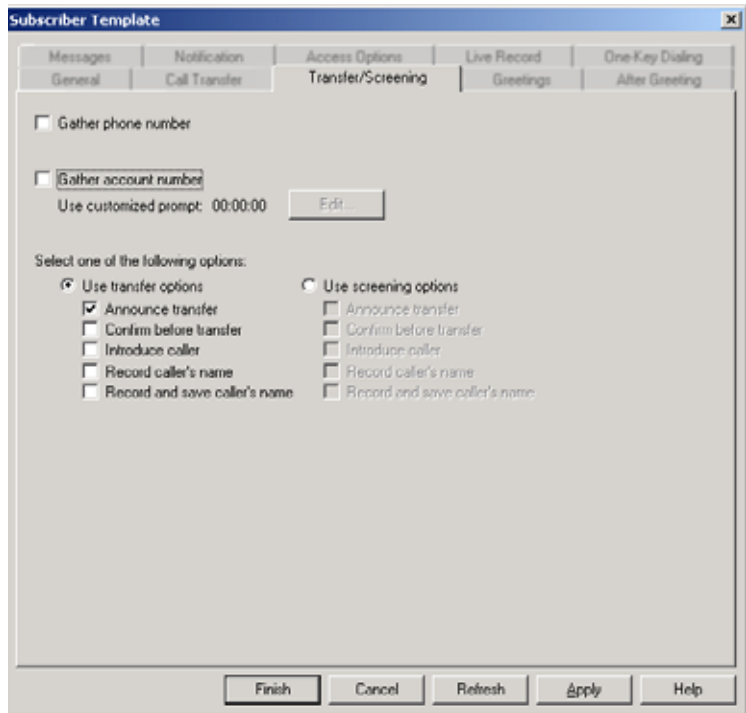
The Transfer/Screening tab for the default subscriber template contains fields for setting up the default call screening options for subscribers.

Call screening lets the system screen calls transferred to the subscriber, who can then decide whether to take the call. You can set up different call screening options for subscribers. Possible option value combinations are described in the following table.

Fields	Option	Result
"Introduce subscriber" and "Confirm before transfer"	Identify which subscriber the call is intended for	These options are useful when two subscribers share an extension, by letting a subscriber refuse a call meant for another subscriber and send it to the other subscriber's voice mailbox.
"Record caller's name," or "Record and save caller's name," and "Confirm before transfer"	Ask unidentified callers to state their names	This option prompts an unidentified caller to state his or her name before allowing the caller to speak to the subscriber. As part of call screening, a subscriber can refuse the call and send it to his or her voice mailbox.
"Announce transfer"	Announce unidentified callers with a beep	A subscriber hears a beep before being connected to an unidentified caller. This lets the subscriber know exactly when a call is being connected and that it is from an unidentified caller.

To set up call screening

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the Transfer/Screening tab.
- 3 Select the options for how the system handles calls for subscribers.
- 4 Click "Finish."



Gather phone number With LAN integration, asks a caller to give a phone number before routing the call.

Gather account number With LAN integration, asks callers to provide their account number before routing the call. If you use this option, you must also record a customized prompt to request the number.

Announce transfer Beeps before connecting the caller. With most phone systems, this option lets subscribers know exactly when the call is connected or that a call is from an external caller.

Confirm before transfer Before the system transfers the call, the subscriber chooses whether to take the call. If the subscriber refuses, the system plays the greeting and takes the action indicated in the "Action" field.

Introduce subscriber The subscriber hears "Call for <subscriber's name>" before being connected to the caller. Use this option when more than one subscriber uses the same phone.

Record caller's name Asks callers to record their name. Before a call is transferred, the subscriber hears "Call from <caller's name>."

Record and save caller's name When selected, the caller's recorded name plays at the beginning of the message. If the caller does not record a message, the subscriber receives only the caller's recorded name. When this option is not selected and the subscriber rejects the call or is not available, the recorded name is not saved.

Default busy greeting option

The Greetings tab of the default subscriber template includes a setting for enabling the busy greeting option.

When the “Enable busy greeting” field is selected and a caller is transferred to a busy extension, the voice messaging system plays a greeting (either the subscriber’s recorded greeting or a voice messaging system prompt) telling the caller that the extension is busy.

To enable the busy greeting option

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Greetings tab.
- 3 To give subscribers the option of setting up a busy greeting, select the “Enable busy greeting” check box.
- 4 Click “Finish.”

The screenshot shows the 'Subscriber Template' dialog box with the 'Greetings' tab selected. The 'Active greeting' section has two radio buttons: 'Standard greeting' (selected) and 'Alternate greeting'. Below this, the 'When the subscriber's extension is busy:' section has a checkbox for 'Enable busy greeting' which is currently unchecked. The 'Greetings:' section contains three text input fields: 'Standard greeting:', 'Alternate greeting:', and 'Busy greeting: ...', each followed by an 'Edit...' button. At the bottom of the dialog are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Active greeting Sets which greeting is played to callers who reach the subscriber’s box.

Standard greeting Enables the standard greeting for the subscriber.

Alternate greeting Enables the alternate greeting for the subscriber.

Enable busy greeting Turns on the busy greeting for the subscriber.

Greetings

Standard greeting Stores the recording for the standard greeting.

Alternate greeting Stores the recording for alternate greeting.

Busy greeting Stores the recording for the busy greeting.

Default after greeting options

In a default subscriber template, the after greeting settings control what the system does after the caller has heard a greeting. Perform the following procedure to set up the options.

The following are the options for the “After greeting” and “After taking a message” fields:

Take a message Records a message for the owner of the voice mailbox.

Take a message for group Records a message for the members of a message group. You can choose the message group from the list box to the right of this option.

Route to the operator Routes the caller to the operator box.

Route to Routes the caller to another system ID. If you choose this option, type the system ID in the text box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To set up the after greeting options

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the After Greeting tab.
- 3 Select the action that you want the system to take after playing a greeting.

***NOTE:** If you select “Take a message,” then you also must set up the default message taking actions. See “Default message taking options,” on page 281.*

- 4 Click “Finish.”

Subscriber Template [X]

Messages	Notification	Access Options	Live Record	One-Key Dialing
General	Call Transfer	Transfer/Screening	Greetings	After Greeting

After greeting:

- ☒ Take a message
- ☐ Take a message for group:
- ☐ Route to the operator
- ☐ Route to:
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

Default message taking options

In a default subscriber template, the message taking settings control how the system takes messages for the subscriber.

To set up the message taking options

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Messages tab.
- 3 To set a default message size limit, type the number of seconds in the “Maximum message length” field.
- 4 For callers to be able to change a message after recording it, select the “Allow callers to change...” check box.
- 5 For callers to be able to leave urgent messages, select the “Allow callers to leave urgent messages” check box.
- 6 If you want the system to mark all messages from unidentified callers as urgent, select the “Mark all messages urgent” check box.
- 7 In the “After taking a message” area, choose the action that you want the system to take.
- 8 Click “Finish.”

Subscriber Template

Live Record | One-Key Dialing | Fax | Fax Voice Annotation | Fax Action | Fax One-Key Dialing | E-mail
 General | Call Transfer | Transfer/Screening | Greetings | After Greeting | **Messages** | Notification | Options

If taking a message (from an outside caller):

Maximum message length: seconds

☒ Allow callers to change messages they just recorded

☐ Allow callers to leave urgent messages

☐ Mark all messages urgent

After taking a message (from an outside caller):

☐ Route to:

☐ Route to the operator

☐ Hang up

☒ Say bye

☐ Restart

Maximum message length (in seconds) The maximum length of a message from an outside caller.

Allow callers to change messages they just recorded Lets callers change their messages after recording.

Allow callers to leave urgent messages Lets callers choose to leave an urgent message for the subscriber.

Mark all messages urgent Automatically marks all messages urgent.

Route to Routes callers to a specified box. Click “Search” to choose a name from a list.

Route to the operator Routes callers to the operator box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

Default notification and delivery settings

The voice messaging system lets a subscriber know that messages are waiting in two ways: message indication and message delivery.

On the Notification tab, you can control the default message delivery and notification settings for each new subscriber you add. Then, you can change settings for specific subscribers from their individual subscriber directories.

You can also set the default settings for receiving error notices.

Message waiting indication

The voice messaging system indicates when messages are waiting by an indication light on the phone, a distinctive dial tone (such as a stutter tone), or a message display that alerts the subscriber. Subscribers can receive message notification at their extension number, or at a different extension number.

There are two steps to setting up message waiting indication. First, select the “Enable Message Waiting Indicator (MWI)” option on the Notification tab. Then, confirm the message waiting indication settings on the MWI tab in Switch > Switch Settings.

Message delivery

With message delivery, the voice messaging system calls and announces that messages are waiting. Message delivery can only be activated if message notification is set up for the subscriber.

On the Notification tab, you can set a work number that the system automatically dials to notify a subscriber of a waiting message. You can also set the frequency of these calls and whether the system notifies the subscriber of all messages or only urgent messages.

The options for the message delivery mode include:

Each The voice messaging system starts message delivery as soon as each new message arrives, and repeats this step each time a new message arrives. There is no delivery delay available with this method.

Batch When a new message arrives, the voice messaging system waits the specified delivery interval before making an attempt to notify the subscriber. With this method, the system delivers messages no more frequently than the interval scheduled.

Urgent The voice messaging system starts message delivery only when a new, urgent message arrives, and repeats this step each time a new, urgent message arrives.

To activate message notification and delivery

- 1** Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2** Select the Notification tab.
- 3** To activate message waiting indicators, select the “Enable message waiting indicator” check box.
- 4** If message indication is enabled, select either:
 - to notify the called subscriber by selecting “At subscriber’s extension.”
 - or to send notification to a different extension by typing the extension in the “At extension” text box.
- 5** In the Message Delivery group, select a device. Click “Edit.”
- 6** In the Message Delivery window, select the “Enable” check box to activate message delivery.
- 7** In the “Phone number” field, type the default number. Or to set the subscriber’s extension as the default, click “Use Subscriber’s Extension.”
- 8** In the “Schedule” fields, set the time and days that the system delivers messages to this number.
- 9** In the “Method” fields, set the mode that the system delivers messages.
- 10** In each “Wait...” field, type the number of minutes that the system waits to attempt delivery of the first new message, and the number of rings that the system waits before ending the delivery attempt.
- 11** In the “If delivery attempt failed...” field, type the number of the minutes the system waits before attempting message delivery again, then click “OK.”
- 12** On the Notification tab, click “Finish.”
- 13** If using message waiting indication, confirm the message waiting indicator settings as described in the following procedure.

Subscriber Template

Fax Voice Annotation | Fax Action | Fax One-Key Dialing
 General | Call Transfer | Transfer/Screening | Greetings | After Greeting | Messages
 Notification | Access Options | Live Record | One-Key Dialing | Fax

Messages

☒ Enable Message Waiting Indicator (MWI): ☒ At subscriber's extension
☐ At:

Current MWI state:

Delivery:

Device	Phone Number	Schedule	Mode
1. Work Phone	X	08:00 AM - 06:00 PM MTWThF	Off
2. Home Phone		06:00 PM - 09:00 PM MTWThF	Off
3. Pager		12:00 AM - 11:59 PM SMTWThFSa	Off
4. Spare Phone		12:00 AM - 11:59 PM SMTWThFSa	Off
5. Fax Delivery		12:00 AM - 11:59 PM SMTWThFSa	Off

Edit...

Events

Name	Subscribed
BackupFail	No
CleanTape	No
DiskFullDebug	No
DiskFullLog	No
DiskFullRecord	No
DiskNonCrit	No
FaxCan'tDeliver	No

Toggle
 Subscribe All
 Clear All

Finish Cancel Refresh Apply Help

To confirm the message waiting indicator settings

- 1 Go to Switch > Switch Settings.
- 2 Select the MWI tab.
- 3 Confirm that the values in the Message Waiting Indicator Codes group are correct for the phone system. The voice messaging system uses the codes to activate and deactivate message waiting indication. Change the codes if they are not correct.
- 4 Confirm that the setting in the “Maximum number of retries” field is correct for the phone system. The voice messaging system needs to know how many times to dial each message waiting code to confirm that it takes effect. Change the setting if necessary.

- 5 Confirm that the value in the “Wait x minutes between retries” field is correct for the phone system. The voice messaging system waits the specified amount of time between dialout attempts to the same message waiting indicator. Change the setting if necessary.
- 6 Click “Finish.”

The screenshot shows the 'Switch Settings' dialog box with the 'MWI' tab selected. The 'MWI' tab is highlighted in the left-hand pane. The main pane contains the following settings:

- ☒ Channel required to dial MWI (Message Waiting Indicator)
- ☒ QJHook required before dialing MWI
- After sending MWI, wait seconds before disconnecting
- MWI codes:
 - On (activation) code:
 - Off (deactivation) code:
- If first attempt fails:
 - Maximum number of retries: times
 - Wait minutes between retries
- Reset:
 - ☒ Reset MWI after each new message
 - ☐ Reset MWIs daily at:
 -
- ☐ Use attendant MWI (in place of standard MWI)

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Default error notice settings

The voice messaging system can deliver a message to a subscriber's voice mailbox if a system error occurs. You can use the Notification tab to set the default error notice settings.

For a description of each error and corrective actions, see “Setting the system to send error messages,” on page 71.

To set up error notices on the default subscriber template

- 1 Go to Subscribers > Subscriber Template, then double-click “Subscriber Template.”
- 2 On the General tab, in the “Events” window, do one of the following:
 - Select an event. Click “Toggle” to change the event’s status to “Yes.”
 - To turn on notification for all events, click “Subscribe All.”
- 3 Click “Finish.”

To turn off error notices on the default subscriber template

- 1 Go to Subscribers > Subscriber Template, then double-click “Subscriber Template.”
- 2 On the General tab, in the “Events” window, do one of the following:
 - Select the event. Click “Toggle” to change the event’s status to “No.”
 - To turn off notification for all events, click “Clear All.”
- 3 Click “Finish.”

See also

Setting the system to send error messages..... 71

Default subscriber options

Access options control subscriber access to certain system features. As you review the access options, consider how you want to set up the system. If you want to enable or disable an option for the majority of the subscribers, select or clear that option on the subscriber template. If you want an access option set for just a few subscribers (such as the operator or system manager), set that option on the Access tab for individual subscribers. See “Changing options for a subscriber” on page 338 for details.

To change the options for a default subscriber template

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Options tab.
- 3 Select or clear the check boxes next to each of the default subscriber options.
- 4 Click “Finish.”

The screenshot shows the 'Subscriber Template' dialog box with the 'Options' tab selected. The dialog has a title bar 'Subscriber Template' and a close button. Below the title bar is a tabbed interface with tabs: 'Live Record', 'One-Key Dialing', 'Fax', 'Fax Voice Annotation', 'Fax Action', 'Fax One-Key Dialing', 'Email', 'General', 'Call Transfer', 'Transfer/Screening', 'Greetings', 'After Greeting', 'Messages', 'Notification', and 'Options' (which is active). The 'Options' tab contains several sections of checkboxes:

- Conversation:**
 - ☒ Allow access to setup options
 - ☐ Play receipt summary after all messages heard
 - ☐ Announce message lengths
 - ☒ Use menu mode conversation
 - ☐ Use hands-free message retrieval
 - ☐ Play time stamp before message
 - ☒ Allow access to old messages
 - ☐ Allow access to public messages
 - ☐ Receive notification for public messages
 - ☒ Allow urgent messages
 - ☐ Hear conversation in traditional order
 - ☒ Enable speech recognition
- Administration:**
 - ☒ Include in alphabetic directory assistance
 - ☒ Require first-time enrollment
 - ☒ Allow to change transfer settings
 - ☒ Allow to change greetings
 - ☐ Allow to change holding settings
 - ☐ Allow to change delivery settings
- Message Addressing/Recording:**
 - ☒ Allow to send messages
 - ☐ Leave messages for guests and groups only
 - ☒ Allow to address a message to multiple recipients
 - ☐ Address messages by extension
 - ☒ Allow to edit subscriber-to-subscriber messages
 - ☒ Allow to redirect messages
 - ☒ Enable call return (internal calls)
 - ☐ Request return receipts on successful faxes
 - ☒ Allow access to public message groups
 - ☒ Allow private messages
 - ☒ Allow future delivery
 - ☒ Allow to request return receipts
 - ☐ Always request return receipts
 - ☒ Enable live monitor
 - ☐ Enable call return (external calls)
- Remote Message Addressing:**
 - ☒ Allow messages sent to remote sites
 - ☐ Announce when messages opened at remote sites
 - ☒ Allow urgent messages sent to remote sites

At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Conversation

Allow access to setup options Allows subscribers to change setup options by phone, including personal greetings, message groups, call transfer, message delivery, recorded name, spelled name, security code, and directory listing.

Play receipt summary after all messages heard Subscribers get a summary when all messages have been heard. To avoid redundant receipts and summary announcements, select “Always request return receipts” when this option is selected.

Announce message lengths The voice messaging system announces how long messages last; for example, “You have three new messages totaling 3 minutes, 20 seconds. Would you like to hear them?”

Use menu mode conversation Subscribers hear the menu conversation instead of the Yes-and-No conversation.

Use hands-free message retrieval Subscribers can retrieve messages without entering digits because the system does not ask “Would you like to hear them?” between message lists.

Play time stamp before message Subscribers hear when a message was left, before hearing the message. To play message time stamps after messages, clear this check box.

Allow access to old messages Subscribers can review old messages.

Allow access to public messages Subscribers can access public messages.

Receive notification for public messages The system notifies a subscriber when a public message is received. Use with the “Allow access to public messages” option for subscribers who want their message-waiting lamps lit when public messages are received.

Allow urgent messages Subscribers can mark messages urgent.

Hear conversation in traditional order Subscribers hear the Yes-and-No conversation in this order: check new messages, leave messages, change greetings, and review old messages. Subscribers with touch-tone phones press # twice for setup options other than greetings.

Enable speech recognition Subscribers can use the system by speaking commands instead of pressing touchtones. This feature must be turned on systemwide. To turn on speech recognition, select this check box. To turn off speech recognition, clear this check box.

***NOTE:** A subscriber cannot use the Soft Keys feature on a digital phone and the speech recognition feature at the same time. If both features are enabled on the system, speech recognition is available only when accessing the voice messaging system from an internal analog phone, or from an outside line.*

Administration

Include in alphabetic directory assistance Includes subscribers in the automatic (alphabetic) directory assistance.

Require first-time enrollment Directs subscribers to enroll themselves by phone the next time they call the system. With this setting, the system does not try to deliver messages to a subscriber until they have enrolled.

Allow to change transfer settings Allows subscribers to change their own call transfer settings by phone.

Allow to change greetings Allows subscribers to change their personal greetings.

Allow to change holding settings Allows subscribers to change their own call holding settings by phone.

Allow to change delivery settings Allows subscribers to change their own message delivery settings by phone.

Message addressing and recording

Allow to send messages Subscribers can send messages to subscribers, guests, or groups.

Leave message for guests and groups only Subscribers can send messages only to their guests and message groups.

Allow to address a message to multiple recipients Subscribers can address a message to more than one person at a time.

Address messages by extension Lets subscribers send messages by using the extension number of the recipient, instead of the first three letters of the last name.

Allow to edit subscriber-to-subscriber messages Subscribers can add to, listen to, or rerecord a message for another subscriber.

Allow to redirect messages Subscribers can redirect messages they have received.

Enable call return (internal calls) Subscribers can press a touchtone key or a Soft Key on a Dterm phone to return a call to another subscriber. The system dials the other subscriber's extension. This feature must be enabled systemwide, or this option will not be available.

Request return receipts on successful faxes Subscribers can mark fax messages for explicit return receipt.

Allow access to public message groups Subscribers can create public message groups or send messages to public message groups.

Allow private messages Subscribers can mark messages as private, preventing the recipient from redirecting the message.

Allow future delivery Subscribers can mark messages for future delivery.

Allow to request return receipts Subscribers can mark messages for explicit return receipt.

Always request return receipts Marks every message sent by subscribers for return receipt. To avoid redundant receipts and summary announcements, also use the "Play receipt summary after all messages heard" option in the Conversation group.

Enable live monitor Subscribers can hear a message with the speaker on their phone as the message is being recorded by an outside caller. Subscribers can answer the phone during the recording to connect with a caller. This feature must be supported by the phone system, and must also be enabled systemwide.

Enable call return (external calls) Subscribers can press a touchtone key or a Soft Key on a Dterm phone to return a call to an outside caller. The system dials any phone number provided by caller ID. This feature must be supported by the phone system, and must be enabled systemwide.

Remote message addressing

Allow messages sent to remote sites Allows the subscriber to send messages to subscribers and message groups at remote sites. This option can be used only on voice messaging systems with optional network messaging feature. This feature lets two or more voice messaging systems transmit messages from one system site to another. Urgent messages are sent independent of the regular message delivery schedule.

Announce when messages received at remote sites Sets the voice messaging system to announce when a recipient at a remote site first listened to each message. When this checkbox is cleared, the system announces when the message was transmitted.

Allow urgent messages sent to remote sites Allows the subscriber to send urgent messages to subscribers and message groups at remote sites.

Default live record options

The live record feature lets subscribers record phone conversations, which are stored as voice messages in the subscriber's voice mailbox. The subscriber can keep the recording for later reference, or redirect it to another subscriber or group of subscribers. For example, instead of writing messages, a receptionist can record a conversation in a voice message, then redirect it to the person.

Local laws may require a periodic beep while a conversation is being recorded. The phone system or the voice boards can provide this beep. (See the Caution for more information.)

The subscriber can use this feature either by pressing programmable keys on a phone, or through ViewMail. The technician programs the phone system to enable the live record feature on subscribers' phones, and programs the keys on the phones to record, pause, and stop live recording.

The system manager enables the live record feature for subscribers, specifies the maximum length of a live recording, and specifies the extensions at which a subscriber can use the live record feature with ViewMail.

By setting the default live record options on the default subscriber template, you can save time. Set the fields for the live record options most subscribers will use. Each time you add a new subscriber, the subscriber automatically receives the default settings.

CAUTION: *The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

To set default live record options

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the Live Record tab.
- 3 To turn on the live record feature, select "Enable live record."

- 4 In the “Maximum live record time” field, select the number of seconds allowed for a message containing a recording of a conversation.
- 5 Below the “Live record extension for ViewMail” field, select “Use subscriber’s extension.” Or, select “Use extensions,” then type a range of extensions. For example, type 201 - 205.
- 6 Click “Finish.”

The screenshot shows the "Subscriber Template" dialog box with the "Live Record" tab selected. The "Enable live record" checkbox is checked. The "Maximum live record time" is set to 0 seconds. Under "Live record extensions for ViewMail", the "Use subscriber's extension" radio button is selected. The "Use extensions" option is also visible with an empty text field and a "Search..." button. At the bottom are buttons for "Finish", "Cancel", "Refresh", "Apply", and "Help".

Maximum live record time The maximum length, in seconds, of a live record voice message. The maximum value is 6000 seconds. When a live record session reaches the maximum record time, the subscriber hears three short beeps.

Live record extensions for ViewMail The extensions a subscriber can use to record calls. You can either allow subscribers to use their own extension, or a range of extensions.

Default one key dialing options

With one key dialing, callers can press one key to route their calls. For example, you can route calls quickly to directory assistance, subscriber extensions, transaction boxes, voice-detect boxes, language-select boxes, or interview boxes.

When a caller presses a key that has a one key dialing option set, the voice messaging system immediately acts on that key.

In the event that the one key dialing conflicts with an extension ID, you can use the “One key delay” field to set the number of seconds that the system pauses and waits for a caller to enter additional keys.

One key dialing can be used with the language select box, opening greeting box, transaction boxes, and directory menus. With the default subscriber template, you can program a menu of choices which a subscriber can offer in their personal greeting.

To set up one key dialing for the default subscriber template

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the One-Key Dialing tab.
- 3 Type the system IDs in the numbered menu choice text boxes, as appropriate.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.

Subscriber Template

General	Call Transfer	Transfer/Screening	Greetings	After Greeting
Messages	Notification	Access Options	Live Record	One-Key Dialing

During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:

1: <input type="text"/>	<input type="button" value="Search..."/>	6: <input type="text"/>	<input type="button" value="Search..."/>
2: <input type="text"/>	<input type="button" value="Search..."/>	7: <input type="text"/>	<input type="button" value="Search..."/>
3: <input type="text"/>	<input type="button" value="Search..."/>	8: <input type="text"/>	<input type="button" value="Search..."/>
4: <input type="text"/>	<input type="button" value="Search..."/>	9: <input type="text"/>	<input type="button" value="Search..."/>
5: <input type="text"/>	<input type="button" value="Search..."/>	0: <input type="text"/>	<input type="button" value="Search..."/>

One-key delay: seconds

See also
Setting up one key dialing for a transaction box.....212

Default e-mail options

With e-mail integration, subscribers can use text-to-speech technology to hear their e-mail messages by phone. Subscribers can include e-mail message totals in their new message count, forward all voice messages to their e-mail inbox automatically, and forward all incoming faxes to their e-mail inbox as well.

By setting the default e-mail options on the default subscriber template, you can save time. Set the fields for the e-mail options most subscribers will use. Each time you add a new subscriber, the subscriber automatically receives the default settings.

To set default e-mail options

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the E-mail tab.
- 3 Select the e-mail post office from the list.
- 4 Select or clear the check boxes next to each of the default e-mail options.
- 5 Click "Finish."

The screenshot shows the 'Subscriber Template' dialog box with the 'E-mail' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: General, Call Transfer, Transfer/Screening, Greetings, After Greeting, Messages, Notification, Options, Live Record, One-Key Dialing, Fax, Fax Voice Annotation, Fax Action, Fax One-Key Dialing, and E-mail. The 'E-mail' tab is active, showing the following fields and options:

- Post office:** A dropdown menu.
- Login name:** A text input field.
- Options:**
 - ☐ Access e-mail messages from voice mail
 - ☒ Count e-mail messages in message totals
 - ☐ Require e-mail password for each login
 - ☐ Forward voice mail to the e-mail system
 - ☐ Forward faxes to the e-mail system
 - ☐ Receive e-mail notification of new fax/voice mail

At the bottom of the dialog are five buttons: Finish, Cancel, Refresh, Apply, and Help.

Post office Sets which post office the voice messaging system connects to for the subscriber's messages.

Access e-mail messages from voice mail A subscriber can hear e-mail messages by phone. The system's text-to-speech reader plays the message for the subscriber. The subscriber can reply, delete, archive, redirect, or save the e-mail messages as new.

Count e-mail messages in message totals The system includes e-mail messages in a subscriber's new message count.

Require e-mail password for each login The system asks a subscriber to enter an e-mail password when the subscriber accesses a mailbox by phone.

Forward voice mail to the e-mail system The system forwards a subscriber's voice messages to the subscriber's e-mail inbox automatically. The voice message is stored as an e-mail message with a .wav file attachment. A subscriber hears voice messages with a computer's speakers, instead of by phone.

Forward faxes to the e-mail system The system forwards a subscriber's incoming faxes to the subscriber's e-mail inbox automatically. The fax is stored as an attachment to an e-mail message. A subscriber can print the fax on a local or network printer.

Receive e-mail notification of new fax/voice mail The system sends a notification message to the subscriber's e-mail inbox when a new fax or voice message is received.

Default fax mail options

ActiveFax lets callers leave fax messages for a subscriber, just as they can leave voice messages in a subscriber's voice mailbox. You can set the default subscriber template for the fax features most subscribers will use. Setting the default options for the majority of subscribers saves time and ensures consistency. You can always change the fax settings for individual subscribers later.

NOTE: *When you use the AIMWorX utility on a remote computer to reset a subscriber to the default settings, the system cannot create or delete the subscriber's fax box. In the AIMWorX utility, to restore a subscriber to the settings on the default subscriber template, the "Create fax box?" field must be blank. Otherwise, when you click the "Defaults" button, the system generates an error and the subscriber's settings remain unchanged. Instead, you must keep the "Create fax box?" field blank to restore the default settings, then create or delete the subscriber's fax box manually.*

You can set defaults for these ActiveFax features:

- Whether the system uses a default convention for creating system IDs for subscriber fax boxes. If many or all subscribers want fax boxes, set a default convention. The default convention does not affect existing subscribers who already have fax boxes. If you do not want to set up a fax box for each new subscriber, clear the "System ID" field on the Fax tab before adding any subscribers.
- Whether callers can leave a voice annotation with a fax, and edit or review this recording before sending the fax.
- Whether the system delivers faxes to a fax machine immediately upon arrival, without notifying a subscriber. This feature is called automatic fax delivery.
- Whether the system announces a new fax to a subscriber, even if the caller did not leave a voice annotation.
- How the system handles a call when no fax port is available.
- Whether one key dialing options are available for a subscriber fax box.
- How the system handles a failed fax delivery for a subscriber. You can set the number of rings the system waits before ending a delivery attempt, and the number of minutes the system waits before trying again to deliver a fax.

System actions when no fax port is available

The Fax: Action tab controls how the system handles the call when no fax port is available. For example, you can have the caller hold, leave a message, or route to another system ID. You can also set the action the system takes after a caller leaves a message, or chooses not to hold.

Following are the actions available for a fax box:

Hold until a fax port is available Allows the caller to hold for a fax port. Voice detect call holding is not available.

Take a message Records a message for the owner of the voice mailbox.

Route to Routes the caller to another system ID. If you choose this option, type the system ID in the text box.

Route to operator Routes the caller to the operator box.

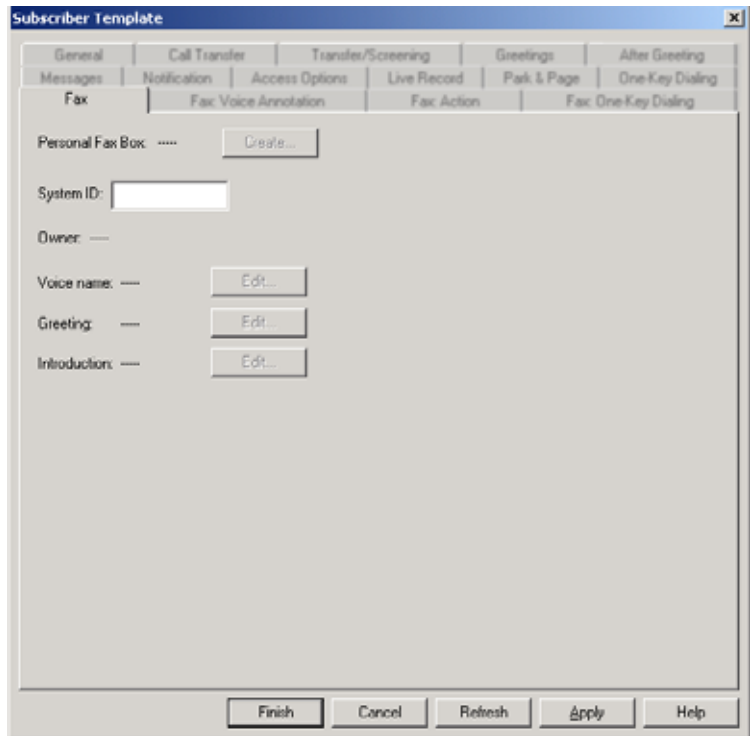
Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To set up a default convention for subscriber fax box system IDs

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the Fax tab.
- 3 In the "System ID" field, type the starting digits for fax box system IDs, followed by X for a subscriber's extension. For example, type 8X.
- 4 Click "Finish."



To set up default voice annotation options

- 1 Go to Subscribers > Subscriber Templates, then double-click "Subscriber Template."
- 2 Select the Fax: Voice Annotation tab.
- 3 To allow callers to record a message with their fax, select "Prompt the caller to record a voice annotation for an incoming fax." In the "Maximum length for a caller's voice annotation" field, type the number of seconds. The maximum number is 300.
- 4 To allow callers to edit their recording, select "Allow callers to rerecord their voice annotations."
- 5 To send notification to the subscriber with each new fax, select "Notify the subscriber of each fax even if there is no voice annotation."
- 6 Click "Finish."

To set up automatic fax delivery as the default

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Fax: Voice Annotation tab.
- 3 Clear all the check boxes.
- 4 Click “Finish.”

The screenshot shows a window titled "Subscriber Template" with a tabbed interface. The tabs include General, Call Transfer, Transfer/Screening, Greetings, After Greeting, Messages, Notification, Access Options, Live Record, Park & Page, One-Key Dialing, Fax, Fax: Voice Annotation (selected), Fax: Action, and Fax: One-Key Dialing. The "Fax: Voice Annotation" tab is active, showing three options: "Prompt the caller to record a voice annotation for an incoming fax" (checked), "Maximum length for a caller's voice annotation: 90 seconds" (with a spin box), "Allow callers to re-record their voice annotations" (unchecked), and "Notify the subscriber of each fax even if there is no voice annotation" (checked). At the bottom are buttons for Finish, Cancel, Refresh, Apply, and Help.

To set up the default action when there is no fax port available

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Fax: Action tab.
- 3 In the “If no fax port is available to receive the fax” group, select the action. The actions are described above.

- 4 If you allow callers to hold or leave a message, in the “After the caller has left a message or chosen not to remain on hold” group, select the action. The actions are described above.
- 5 Click “Finish.”

Subscriber Template

Messages | Notifications | Access Options | Live Record | Park & Page | One Key Dialing
 General | Call Transfer | Transfer/Screening | Greetings | After Greeting
 Fax | Fax Voice Annotation | **Fax Action** | Fax One Key Dialing

If no fax port is available to receive the fax:

- ☐ Hold until a fax port is available
- ☒ Take a message
- ☐ Route to: Search...
- ☐ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

After the caller has left a message or chosen not to remain on hold:

- ☐ Route to: Search...
- ☒ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

Finish Cancel Refresh Apply Help

To set up default one key dialing for a fax box

- 1 Go to Subscribers > Subscriber Templates, then double-click “Subscriber Template.”
- 2 Select the Fax: One-Key Dialing tab.
- 3 Type the system IDs in the numbered menu choice text boxes, as appropriate.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.
- 5 Click “Finish.”

Subscriber Template

General	Call Transfer	Transfer/Screening	Greetings	After Greeting
Messages	Notification	Access Options	Live Record	Park & Page
Fax	Fax Voice Annotation	Fax Action	Fax One-Key Dialing	

During the greeting and good-bye prompts, caller can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:

1: <input type="text"/>	<input type="button" value="Search..."/>	6: <input type="text"/>	<input type="button" value="Search..."/>
2: <input type="text"/>	<input type="button" value="Search..."/>	7: <input type="text"/>	<input type="button" value="Search..."/>
3: <input type="text"/>	<input type="button" value="Search..."/>	8: <input type="text"/>	<input type="button" value="Search..."/>
4: <input type="text"/>	<input type="button" value="Search..."/>	9: <input type="text"/>	<input type="button" value="Search..."/>
5: <input type="text"/>	<input type="button" value="Search..."/>	0: <input type="text"/>	<input type="button" value="Search..."/>

One-key delay: seconds

To set up defaults for failed fax delivery attempts for a subscriber

- 1 Go to Subscribers > Subscriber Template, then double-click "Subscriber Template."
- 2 Select the Notification tab.
- 3 In the Delivery group, select the Fax Delivery device. Click "Edit."
- 4 If necessary, in the Message Delivery window, select the "Enable" check box.
- 5 In the "Wait...rings before failing the attempt" field, type the number of rings that the system waits for the fax machine to answer the call before ending the delivery attempt.
- 6 In the "If delivery attempt failed..." field, type the number of minutes the system waits before attempting message delivery again.
- 7 If desired, clear the "Enable" check box.

8 Click “OK.”

9 Click “Finish.”

Enrolling subscribers

There are two ways to enroll subscribers:

- You can enroll subscribers by completing the fields on the tabs for each individual subscriber.
- Subscribers can self-enroll. With this method, add a range of subscribers by using the default subscriber template with the “Require first-time enrollment” access option selected. This access option directs subscribers to enroll themselves by phone when they first call the voice messaging system.

When you enroll subscribers as the system manager, you may want to perform the following tasks after general enrollment is completed:

- Delete any unused subscriber mailboxes.
- Go through the subscriber directory and enter a full name for each new subscriber.

To allow a subscriber to self-enroll

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Access Options tab.
- 3 Select the “Require first-time enrollment” check box.
- 4 Click “Finish.”

CHAPTER 12:

Subscriber directory

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Subscriber directory overview

The subscriber directory contains the settings for each subscriber, guest, and system manager enrolled in the system. When you add one subscriber or a range of new subscribers, you can use the default subscriber template to set basic features for the new subscribers.

After adding a subscriber or a range of subscribers, you can change the settings for those subscribers who want features different from the defaults.

After being added to the system, subscribers can follow the system's enrollment conversation through the process of setting up their mailboxes.

Adding subscribers

There are three ways to add new subscribers to the subscriber directory list:

- Add a single subscriber at a time.
- Add a range of subscriber mailboxes, then update each with the subscriber's first and last names. This method is an efficient way to add multiple subscribers to the system at one time.
- Add subscribers by importing data from another voice messaging system or database. See "Importing data from another voice messaging system," on page 312.

When you add a new subscriber, the voice messaging system automatically uses the default settings you specified in the subscriber template. You can then customize these settings for the subscriber in the individual's subscriber directory.

For security reasons, when you add a range of mailboxes, add only the number of boxes you need. Delete any unused mailboxes from the system.

To add a single subscriber

- 1 Go to Subscribers > Subscriber Directory.
- 2 Click "New."
- 3 Select a subscriber template to use for the subscriber.
- 4 Select "Add one by one," then click "OK."
- 5 On the New Subscriber dialog box, in the "Extension" field, type the subscriber's extension. The system fills in the "Personal ID" and "Personal fax ID" fields based on the default settings. If necessary, change the fields.
- 6 In the "Last name" field, type the subscriber's last name.
- 7 In the "First and middle names" field, type the subscriber's first name, and middle name, if desired.
- 8 For e-mail integration, in the Post office list box, select the subscriber's e-mail post office. In the "E-mail login name" field, type the subscriber's e-mail login name.
- 9 If adding another subscriber, click "Next." Otherwise, click "Finish."

To add a range of subscribers

- 1** Go to Subscribers > Subscriber Directory.
- 2** Click “New.”
- 3** Select a subscriber template to use for range of subscribers.
- 4** Select “Add by range,” then click “OK.”
- 5** In the New Subscribers dialog box, type the first extension number of the range in the “Starting number” field.
- 6** In the “Ending number” field, type the last extension number in the range.
- 7** To add a prefix to each extension ID, in the “Prefix” field, type the prefix numbers or letters.
- 8** In the “Suffix” field, type any necessary suffix numbers or letters.
- 9** Click “Finish.”
- 10** If desired, verify the settings for each subscriber, and change fields to customize settings if necessary. Or, have subscribers set up their mailboxes with the enrollment conversation.

See also

Default subscriber templates overview.....	267
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Importing data from another voice messaging system

If you want to create NEAXMail AD-64 accounts with user information from another voice messaging system or database, follow the procedures in this section.

NEAXMail AD-64's import feature creates subscriber accounts from data saved in a comma-separated value (CSV) file. CSV is a common file format for moving data from one data store to another. It can be used to copy subscriber information from voice messaging systems that run on different operating systems or have different database structures than NEAXMail AD-64.

During the import process, you will specify where the system accesses or saves the following files:

Input file The CSV file containing data that you want to import. If any source file data is not successfully imported, the Import utility directs that data to either the output log file or the error log file.

Output file A data file generated by the Import utility. This file contains data the utility could not import because of errors in the source file or the import process was interrupted. Make any necessary changes to data in the error log file, then use it as the new source file. You can use the output log file as a new source file after making any necessary changes.

Column headers in a CSV file

The first row in a CSV file must contain column headers. NEAXMail AD-64's Import utility translates the information in each column into NEAXMail AD-64 subscriber attributes, based on the identifying column headers. Before importing the data, verify that the column headers in the CSV file are appropriately named. The table, "CSV file column headers," on page 313, contains a list of valid column headers.

NOTE: *If the source file contains data that you do not want to import, name those column headers "COMMENT." During import, the Import utility ignores data in columns titled "COMMENT." The Import utility also ignores any columns titled "ERROR."*

CSV file column headers	Description	Values accepted
Required PERSONAL_ID	Unique number identifying the subscriber.	Any combination of letters and numbers, up to 10 characters.
FIRST_NAME	Subscriber's first name.	Any combination of letters and numbers, up to 64 characters.
LAST_NAME	Subscriber's last name.	Any combination of letters and numbers, up to 64 characters.
EXTENSION	The ID that callers enter to reach subscriber (usually the same as extension).	Any combination of digits from 0 to 9, up to 64 digits.
Optional FAX_ID	Unique number identifying subscriber's fax mail box.	Any combination of letters and numbers, up to 10 characters.
POST_OFFICE	Name of the e-mail post office subscriber will use.	Any combination of letters and numbers, up to 64 characters.
EMAIL_LOGIN	Account name or ID used to login to the e-mail system.	Any combination of letters and numbers, up to 64 characters.

To prepare a CSV file for import

- 1 In the database that contains the data from want to use to create NEAXMail AD-64 accounts, save the data as a CSV file.
- 2 Open the CSV file in a spreadsheet application such as Microsoft Excel, or another application that can edit the data.
- 3 In the first row, create column headers. The file must contain at least these three column headers: "FIRST_NAME," "LAST_NAME," and "PERSONAL_ID." All column headers must be spelled as shown here, but the case and the order they appear do not matter.

All records must contain a valid entry for each column header.

- 4 If the file contains columns of data you do not want to import, name those columns COMMENT and the import utility will ignore them.
- 5 Verify that each row contains the appropriate data corresponding to each column header.
- 6 Save the data as a CSV file. This is the CSV file you will use in the next procedure.

To create NEAXMail AD-64 accounts from CSV file

- 1 Go to Subscribers > Subscriber directory.
- 2 Click "New."

- 3 Select "Import via a CSV file."
- 4 Click "OK." The CSV File Import dialog box appears. This dialog box is where you specify the locations for the input and output log files
- 5 Type the path, file name, and file name extension of the source CSV file, or click "Browse..." and select the source CSV file.
- 6 Type or browse to the path and file name for the output file.
- 7 If desired, select the "Abort if the number of failed rows reaches" check box, and enter a number in the field.
- 8 Click "OK." The Import Subscribers status bar tracks the progress of the import.

NOTE: You can stop the Import utility at any time by clicking "Cancel." Any records that are not successfully imported appear in the output log file.

- 9 When the utility has finished importing the records, the Import results dialog box reports on any errors that occurred during import. If errors are reported, follow the steps in the procedure "To correct CSV file errors," on page 257, after completing this procedure.

To correct CSV file errors

- 1 Go to the directory location of the output log file you specified in step 6 of the previous procedure.
- 2 Use a spreadsheet application such as Microsoft Excel to open the error log file.
- 3 Print the error log file. You will use the error codes in the file to make corrections.

NOTE: The first column of the error log file, titled "ERROR," provides an error code that describes the error found in a record.

- 4 Correct the errors.
- 5 Save the file.
- 6 Reimport the file by following the steps in the procedure, "To create NEAXMail AD-64 accounts from CSV file," on page 313.

Changing a name, ID, language or message retention

After adding a subscriber, you can change or personalize the subscriber's settings. These settings override the template's default settings.

For a subscriber, the General tab contains the subscriber's extension, name, recorded name, language preference, and security code.

With a multilingual system, you can use the language setting to assign a specific set of prompts for subscribers and guests to use with their mailboxes.

The General tab also contains a few message storage settings, such as how long to archive new and heard messages. For details on setting up a subscriber's e-mail post office, see "Changing a subscriber's e-mail post office or login name," on page 318.

To record a subscriber's name, you can use a sound card and microphone, or establish a local connection. For details, see "Making recordings" on page 29.

To change a subscriber's general settings

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 On the General tab, in the "Name" field confirm that the name is consistent with the format for other subscriber names. The name is used for directory assistance.
- 3 If desired, in the "Personal ID" field, change the subscriber's personal ID.
- 4 If desired, in the "Extension" field, type the subscriber's extension number.
- 5 If desired, in the "Language" field, select the language the subscriber hears.
- 6 To change the recording of the subscriber's name, click "Edit" next to the "Voice name" field.
 - If using a sound card and microphone: Click "Record," say the name into the microphone, then click "Stop." Click "OK."
 - If using a local connection: Click "Connect," then answer the phone. Click "Record," say the name into the phone handset, then click "Stop." Click "OK."
- 7 If desired, in the "Keep old messages for" or the "Keep archived messages for" fields, change the number of days that the system saves the subscriber's heard and archived messages.

8 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fac: Voice Annotation Fac: Action Fac: One-Key Dialing

Notification Access Options Live Record One-Key Dialing Fac

General Call Transfer Transfer/Screening Greetings After Greeting Messages

☒ Enable subscriber as system manager

Name: Green, Pat

Personal ID: 91234 Extension: 1234

Language: <Use Current Language>

Voice name: 00:00:00 Edit...

Security code: Disabled Reset

New messages: 0 messages for a total time of 00:00:00

Total messages: 0 messages for a total time of 00:00:00

Keep old messages for: 0 days

Keep archived messages for: 7 days

< Back Next > Finish Cancel Refresh Apply Help

See also

Default IDs, language, message
and e-mail post office..... 268

Enable subscriber as system manager Select this check box to assign system manager status to the subscriber.

Name The subscriber's name. With automatic directory assistance, callers spell the first three letters of the subscriber's name to find the subscriber's extension number.

Personal ID The subscriber's personal ID, usually 9 followed by the subscriber's extension number.

Extension The subscriber's extension number

Language The language the subscriber hears when using the system by phone.

Voice name The number of seconds the subscriber's recorded name lasts.

Security code “Enabled” indicates the subscriber has set a security code. “Disabled” indicates the subscriber has not set a security code.

New messages The number and length of the subscriber's new messages.

Total messages The number and length of the subscriber's new, old, and archived messages.

Keep old messages for The number of days the system stores the subscriber's old (heard) messages.

Keep archived messages for The number of days the system stores the subscriber's archived messages.

Changing a subscriber's e-mail post office or login name

On systems with e-mail integration, you set a subscriber's e-mail post office or login name on the subscriber's General tab.

You set access options to control e-mail totaling, password entry, and whether voice messages or faxes are automatically forwarded to the subscriber's e-mail inbox. See "Changing options for a subscriber" on page 338 for details.

To change a subscriber's e-mail post office or login name

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 On the E-mail tab, in the Post Office list box select the subscriber's post office. Your network administrator can provide this information.
- 3 In the Login name field, type the subscriber's e-mail login name. Your network administrator can provide this information.
- 4 Click "Finish."

The screenshot shows a window titled "Subscriber - Green, Pat (Ext: 1234)". It has a tabbed interface with the following tabs: General, Call Transfer, Transfer/Screening, Greetings, Alter Greeting, Messages, Notification, Options, Live Record, One-Key Dialing, Fax, Fax Voice Annotation, Fax Action, Fax One-Key Dialing, and E-mail. The "E-mail" tab is currently selected. Inside the window, there are two input fields: "Post office:" with a dropdown menu and "Login name:" with a text box. Below these fields are six checkboxes with the following labels: "Access e-mail messages from voice mail", "Count e-mail messages in message totals" (which is checked), "Require e-mail password for each login", "Forward voice mail to the e-mail system", "Forward faxes to the e-mail system", and "Receive e-mail notification of new fax/voice mail". At the bottom of the window is a row of buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Assigning system manager status

System managers can change mailboxes and greetings by phone. A system manager can also sign in and access the NEAXMail AD-64 administration console to change system screens.

Any enrolled subscriber can be assigned system manager status. However, only a system manager can assign or remove system manager status.

You cannot remove system manager status from the system manager whose personal ID you used to sign in. If there is only one system manager in the system, it cannot be deleted.

For security reasons, you should limit the number of system managers added to the system. Only assign system manager status to subscribers who need it to perform system management functions.

For any system manager, assign a personal ID that would be difficult for others to guess. To prevent anyone from accessing the system manager's mailbox by phone, begin the ID with a special character that is not available on the phone keypad. For example, \$\$SANDY.

To assign system manager status to a subscriber

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 On the General tab, select the "Enable subscriber as system manager" check box.
- 3 In the "Personal ID" field, verify that the personal ID is correct. If desired, add a special character such as \$ to the beginning of the personal ID so that it cannot be used to access the system by phone.
- 4 Click "Finish."

Changing call transfer options for a subscriber

You can set up different call transfer options for individual subscribers. In most cases, the system first tries to transfer a call to the extension. If the extension is busy or unanswered, the system plays a greeting and takes a message.

You can also control the way the system handles unanswered calls to the extension. For example, you can set that an extension does not take a message or that it routes the caller to an operator.

Transfer types

If call transfer is enabled, then you must select a call transfer type. The three call transfer types are defined below. All call transfer types put the call on hold and then dial the extension. The most common choice is the Release transfer type. The Await answer transfer type is required for setting up call screening and call holding options.

Release After dialing the extension or phone number, the system releases the call. With busy or unanswered calls, the caller can leave a message if the phone system is set up to transfer the call by using call forward to personal greeting. When this transfer type is selected, transfer, screening, and holding options are unavailable.

Wait for ringback If a call is answered within the number of rings specified in the “Wait for” field, the system transfers the call to the extension. If the call is not answered within the specified number of rings, the call is released to the phone system.

With unanswered calls, the caller cannot leave a message unless the phone system transfers the call using call forward to personal greeting.

With busy calls, the system plays the greeting, then takes the action indicated on the After Greeting tab.

When this transfer type is selected, some transfer options are unavailable. This call transfer type is not supported with phone systems that use DTMF call progress.

Await answer If the call is answered within the number of rings indicated in the “Wait for” field, the system transfers the call to this subscriber. If busy or not answered, the system plays the greeting, then takes the action indicated on the After Greeting tab.

Call holding

Several callers can hold for a busy extension at the same time. To enable call holding, the “Enable call transfer...” check box must be selected.

To change call transfer settings

- 1 Go to **Subscribers > Subscriber Directory**, then double-click the subscriber name.
- 2 Select the **Call Transfer** tab.
- 3 To enable the system to transfer calls to subscriber extensions, select the “Enable call transfer...” check box.
- 4 If the phone system does not provide an immediate dial tone, select the “Check for dial tone before...” check box.
- 5 To transfer calls to a subscriber’s extension, select the “Transfer to subscriber’s extension” field.

Or, to transfer calls to a specific extension, select the “Transfer to” field and type the extension in the text box.
- 6 In the **Transfer type** group, select the call transfer type.
- 7 If using “Wait for ringback” or “Await answer,” in the “Wait for” field, type the number of rings that the system should wait before transferring the call.
- 8 If you want calls to have the option of holding when an extension is busy, select the “Allow holding” check box.
- 9 If you want callers to choose to hold by speaking rather than by pressing a touchtone key, select the “Use VOX holding” check box.
- 10 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fax Voice Annotation		Fax Action		Fax One-Key Dialing	
Notification	Access Options	Live Record	One-Key Dialing	Fax	
General	Call Transfer	Transfer/Screening	Greetings	After Greeting	Messages

☒ Enable call transfer on incoming calls

☐ Check for dial tone before transferring

☒ Transfer to subscriber's extension

☐ Transfer to:

Transfer type:
 ☐ Release
 ☐ Wait for ringback
 ☒ Await answer

Wait for: 4 rings

☐ Allow holding

☐ Use VCC holding

< Back
 Next >
 Finish
 Cancel
 Refresh
 Apply
 Help

See also

Changing call transfer options for a subscriber320

Changing transfer and screening options for a subscriber

The Transfer/Screening tab for an individual subscriber contains fields for setting up the call transfer and screening options for that subscriber.

Call screening lets the system screen calls transferred to the subscriber, who can then decide whether to take the call. You can set up different call screening options for a subscriber. Possible option value combinations are described in the table below.

Fields	Option	Result
“Introduce subscriber” and “Confirm before transfer”	Identify which subscriber the call is intended for	These options are useful when two subscribers share an extension, by letting a subscriber refuse a call meant for another subscriber and send it to the other subscriber’s voice mailbox.
“Record caller’s name,” or “Record and save caller’s name,” and “Confirm before transfer”	Ask unidentified callers to state their names	This option prompts an unidentified caller to state his or her name before allowing the caller to speak to the subscriber. As part of call screening, a subscriber can refuse the call and send it to his or her voice mailbox.
“Announce transfer”	Announce unidentified callers with a beep	A subscriber hears a beep before being connected to an unidentified caller. This lets the subscriber know exactly when a call is being connected and that it is from an unidentified caller.

To change call transfer and screening options

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Transfer/Screening tab.
- 3 Select the field options for setting up how the system handles calls for subscribers.
- 4 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fax Voice Annotation | Fax Action | Fax One-Key Dialing

Notification | Access Options | Live Record | One-Key Dialing | Fax

General | Call Transfer | **Transfer/Screening** | Greetings | After Greeting | Messages

☐ Gather phone number

☐ Gather account number

Use customized prompt: 00:00:00

Select one of the following options:

☒ Use transfer options ☐ Use screening options

☒ Announce transfer ☐ Announce transfer

☐ Confirm before transfer ☐ Confirm before transfer

☐ Introduce caller ☐ Introduce caller

☐ Record caller's name ☐ Record caller's name

☐ Record and save caller's name ☐ Record and save caller's name

< Back Next > **Finish** Cancel Refresh Apply Help

Gather phone number With LAN integration, asks a caller to give a phone number before routing the call.

Gather account number With LAN integration, asks callers to provide their account number before routing the call. If you use this option, you must also record a customized prompt to request the number.

Announce transfer Beeps before connecting the caller. With most phone systems, this option lets subscribers know exactly when the call is connected or that a call is from an external caller.

Confirm before transfer Before the system transfers the call, the subscriber chooses whether to take the call. If the subscriber refuses, the system plays the greeting and takes the action indicated in the “Action” field.

Introduce subscriber The subscriber hears “Call for <subscriber’s name>” before being connected to the caller. Use this option when more than one subscriber uses the same phone.

Record caller’s name Asks callers to record their name. Before a call is transferred, the subscriber hears “Call from <caller’s name>.”

Record and save caller’s name When selected, the caller’s recorded name plays at the beginning of the message. If the caller does not record a message, the subscriber receives only the caller’s recorded name. When this option is not selected and the subscriber rejects the call or is not available, the recorded name is not saved.

See also

Default call screening options....274

Changing greeting options for a subscriber

You can view and change which greeting (day or alternate) is active for a subscriber. You can also activate or deactivate the busy greeting.

When the “Enable busy greeting” field is selected and a caller is transferred to a busy extension, the voice messaging system plays a greeting (either the subscriber’s recorded greeting or a voice messaging system prompt) telling the caller that the extension is busy.

To record a greeting on the NEAXMail AD-64 administration console, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings” on page 29.

To change greeting options

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Greetings tab.
- 3 Select either the standard or alternate greeting as the active greeting.
- 4 Select the “Enable busy greeting” check box to give subscribers the option of setting up a busy greeting.
- 5 If the busy greeting is enabled and the “Busy greeting” field contains 00:00:00, no greeting has been recorded and callers hear the default busy greeting. If available, click “Edit” next to the greeting that you want to change.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”

NOTE: Subscribers can also record their own greetings by phone.

See also

Default busy greeting option.....277

Active greeting Sets which greeting is played to callers who reach the subscriber's box.

Standard greeting Enables the standard greeting for the subscriber.

Alternate greeting Enables the alternate greeting for the subscriber.

Enable busy greeting Turns on the busy greeting for the subscriber.

Greetings

Standard greeting Stores the recording for the standard greeting.

Alternate greeting Stores the recording for alternate greeting.

Busy greeting Stores the recording for the busy greeting.

Changing call handling options after a subscriber greeting

The After Greeting and Messages tabs control what the system does after the caller has heard a greeting.

The following are the options for the “After greeting” and “After taking a message” fields:

Take a message Records a message for the owner of the voice mailbox.

Take a message for group Records a message for the members of a message group. You can choose the message group from the list box to the right of this option.

Route to the operator Routes the caller to the operator box.

Route to Routes the caller to another system ID. If you choose this option, type the system ID in the text box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To change call handling options after a subscriber greeting

- 1 Go to Subscribers > Subscriber directory, then double-click the subscriber name.
- 2 Select the After Greeting tab.
- 3 Select the actions that you want the system to take after playing a greeting.

***NOTE:** If you select “Take a message,” then you also need to set up the message taking actions. See “Changing message taking options for a subscriber” on page 330.*

- 4 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fax Voice Annotation		Fax Action		Fax One-Key Dialing	
Notification	Access Options	Live Record	One-Key Dialing	Fax	
General	Call Transfer	Transfer/Screening	Greetings	After Greeting	Messages

After greeting:

- ☒ Take a message
- ☐ Take a message for group:
- ☐ Route to the operator
- ☐ Route to:
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

< Back Next > Finish Cancel Refresh Apply Help

Changing message taking options for a subscriber

The Messages tab controls how the system takes message for the subscriber.

To change message taking options after a subscriber greeting

- 1 Go to Subscribers > Subscriber directory, then double-click the subscriber name.
- 2 Select the Messages tab.
- 3 Type the number of seconds in the “Maximum message length” field to set the message size limit.
- 4 For callers to be able to change a message after recording it, select the “Allow callers to change...” check box.
- 5 For callers to be able to leave urgent messages, select the “Allow callers to leave urgent messages” check box.
- 6 If you want the system to mark all messages from unidentified callers as urgent, select the “Mark all messages urgent” check box.
- 7 In the “After taking a message” fields, choose the actions that you want the system to take.
- 8 Click “Finish.”

See also

Deleting subscribers or
subscriber messages358

Maximum message length (in seconds) The maximum length of a message from an outside caller.

Allow callers to change messages they just recorded Lets callers change their messages after recording.

Allow callers to leave urgent messages Lets callers choose to leave an urgent message for the subscriber.

Mark all messages urgent Automatically marks all messages urgent.

Route to Routes callers to a specified box. Click “Search” to choose a name from a list.

Route to the operator Routes callers to the operator box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking if the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

Delete Messages Deletes all messages for the subscriber.

Changing notification and delivery for a subscriber

The voice messaging system lets a subscriber know that messages are waiting in two ways: message notification and message delivery.

On the Notification tab, you can change the voice message delivery and notification settings for an individual subscriber. In addition, if ActiveFax is installed, the voice messaging system can notify subscribers of new faxes and deliver a fax message to a specific fax machine at a scheduled time.

You can also set whether a subscriber receives a voice message if certain system events occur. See “Notifying subscribers of system errors,” on page 336 for details.

Message notification

The voice messaging system indicates when messages are waiting by an indication light on the phone, a distinctive dial tone (such as a stutter tone), or a message display that alerts the subscriber.

Message delivery

With message delivery, the voice messaging system calls and announces that messages are waiting. Message delivery can only be activated if message notification is set up for the subscriber and the message is more than five seconds in length. The system does not perform message delivery for messages that are less than five seconds. However, the system does turn on a subscriber's message waiting indicator.

On the Notification tab, you can set a work number that the system automatically dials to notify a subscriber of a waiting message. You can also set the frequency of these calls and whether the system notifies a subscriber of all messages or only urgent messages.

The options for the message delivery mode include:

Each The voice messaging system starts message delivery as soon as each new message arrives, and repeats this step each time a new message arrives. There is no delivery delay available with this method.

Batch When a new message arrives, the voice messaging system waits the specified delivery interval before making an attempt to notify the subscriber. With this method, the system delivers messages no more frequently than the interval scheduled.

Urgent The voice messaging system starts message delivery only when a new, urgent message arrives, and repeats this step each time a new, urgent message arrives.

To activate message notification and delivery

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Notification tab.
- 3 Select the “Enable message waiting indicator” check box to activate message waiting indicators.
- 4 If message indication is enabled, select either:
 - “At subscriber’s extension” to notify the called subscriber by calling the subscriber’s extension; or
 - “At extension,” then type the extension to send notification to a different number.
- 5 In the Delivery group, select a device. Click “Edit.”
- 6 In the Message Delivery window, select the “Enable” check box to activate message delivery.
- 7 In the “Phone number” text box, type the default number. Or, to set the subscriber’s extension as the default click “Use Subscriber’s Extension.”

For pagers, in the “Phone number” field, enter the pager number followed by commas. The number of commas depends on the amount of time the system must wait for the paging system to answer. You can also enter a code after the commas as a message waiting indicator. For example, 2065551234,,,104#.

For fax delivery, use the phone number or extension for the fax machine.
- 8 In the Schedule fields, set the time and days that the system delivers messages to this number.
- 9 In the Method fields, set the mode that the system delivers messages.
- 10 In each “Wait...” field, type the number of minutes that the system waits to attempt delivery of the first new message and the number of rings that the system waits before ending the delivery attempt.
- 11 In the “If delivery attempt failed...” field, type the number of the minutes the system waits before attempting message delivery again, then click “OK.”

- 12 Click “Finish.”
- 13 If using message waiting indication, confirm the message waiting indicator settings as described in the following procedure.

Subscriber - Green, Pat (Ext: 1234)

Messages

☒ Enable Message Waiting Indicator (MWI): ☐ At subscriber's extension ☐ At extension: Search...

Current MWI state: Off

Delivery:

Device	Phone Number	Schedule	Mode
1. Work Phone	X	09:00 AM - 06:00 PM MTWThF	Off
2. Home Phone		06:00 PM - 09:00 PM MTWThF	Off
3. Pager		12:00 AM - 11:59 PM SMTWThFSa	Off
4. Spare Phone		12:00 AM - 11:59 PM SMTWThFSa	Off
5. Fax Delivery		12:00 AM - 11:59 PM SMTWThFSa	Off

Events

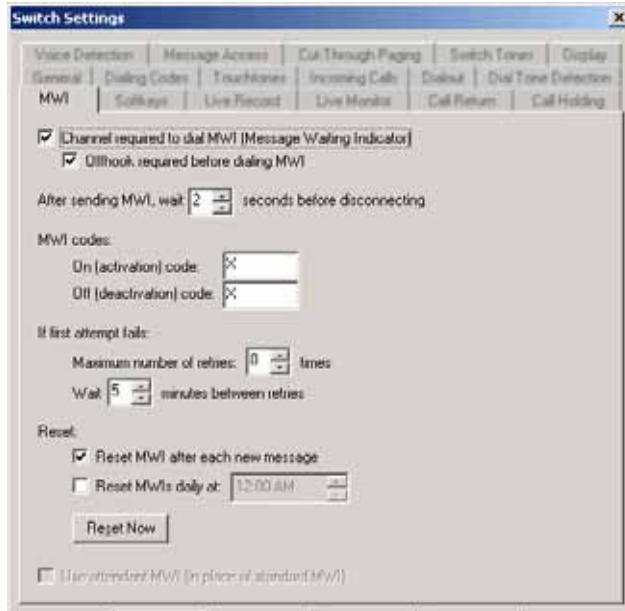
Name	Subscribed
BackupFail	No
CleanTape	No
DiskFullDebug	No
DiskFullLog	No
DiskFullRecord	No
DiskNonCrit	No
FaxCantDeliver	No

< Back Next >

To confirm the message waiting indicator settings

- 1 Go to Switch > Switch Settings.
- 2 Select the MWI tab.
- 3 Confirm that the values in the Message Waiting Indicator Codes group are correct for the phone system. The voice messaging system uses these codes to activate and deactivate message waiting indication. Change the codes if they are not correct.
- 4 Confirm that the setting in the “Maximum number of retries” field is correct for the phone system. This field controls the number of times the voice messaging system dials each message waiting code to confirm that it takes effect. Change the value if necessary.

- 5 Confirm that the value in the “Wait x minutes between retries” field is correct for the phone system. The voice messaging system waits between dialout attempts to the same message waiting indicator. Change the value if necessary.
- 6 Click “Finish.”



To update the message waiting indicator field for a subscriber

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Notification tab.
- 3 Confirm that the “Current MWI state” field is correct. If the setting is incorrect, click “Reconcile.”
- 4 Click “Finish.”

See also

Default notification and delivery
settings283

Notifying subscribers of system errors

The voice messaging system can deliver a message to a subscriber's voice mailbox if a system error occurs. You can also view a list of error messages by creating an Error Log report.

You should set up at least one subscriber, usually a system manager, to receive error notices. You do this in the subscriber directory, on the subscriber's Notification tab.

If you do not set up at least one subscriber to receive error notices, the system sends these notices to the operator box. They are then available to any subscriber with public message access.

By default, a subscriber receives an error notice each time an error occurs. However, you can increase the number of times an error must occur before the system sends an error notice.

For a description of each error and corrective actions, see "Setting the system to send error messages," on page 71.

To set the number of times an error must occur before a notice is sent

- 1 Go to System > System Settings.
- 2 On the Events tab, select the event. Use the right scroll bar or scroll arrows to view additional events.
- 3 Click "Edit."
- 4 Select "Enable event notification."
- 5 To send an error message each time this event occurs, in the Notification trigger field, select "Every occurrence."

Or, to send an error message after an event occurs during a certain time interval, select "___ occurrences within." Type the number of occurrences. In the "minutes" field, type the number of minutes for the time interval.
- 6 Click "OK."
- 7 Click "Finish."

To set a subscriber to receive error notices

- 1** Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2** On the Notification tab, in the “Events” window, do one of the following:
 - Select an event. Click “Toggle” to change the event’s status to “Yes.”
 - To turn on notification for all events, click “Subscribe All.”
- 3** Click “Finish.”

To turn off error notices for a subscriber

- 1** Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2** On the Notification tab, in the “Events” window, do one of the following:
 - Select the event. Click “Toggle” to change the event’s status to “No.”
 - To turn off notification for all events, click “Clear All.”
- 3** Click “Finish.”

See also

Setting the system to send error messages.....	71
Using the error log.....	406

Changing options for a subscriber

Access options control subscriber access to certain system features. If you want to enable or disable an option, select or clear that option.

To change the options for a subscriber

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Options tab.
- 3 Select or clear the options.
- 4 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Live Record | One-Key Dialing | Fax | Fax Voice Annotation | Fax Action | Fax One-Key Dialing | Email

General | Call Transfer | Transfer/Screening | Greetings | Alter Greeting | Messages | Notification | Options

Conversation:

- ☒ Allow access to setup options
- ☐ Play receipt summary after all messages heard
- ☐ Announce message lengths
- ☒ Use menu mode conversation
- ☐ Use hands-free message retrieval
- ☐ Play time stamp before message
- ☒ Allow access to old messages
- ☐ Allow access to public messages
- ☐ Receive notification for public messages
- ☒ Allow urgent messages
- ☐ Hear conversation in traditional order
- ☒ Enable speech recognition

Administration:

- ☒ Include in alphabetic directory assistance
- ☒ Require first-time enrollment
- ☒ Allow to change transfer settings
- ☒ Allow to change greetings
- ☐ Allow to change holding settings
- ☐ Allow to change delivery settings

Message Addressing/Recording:

- ☒ Allow to send messages
- ☐ Leave messages for guests and groups only
- ☒ Allow to address a message to multiple recipients
- ☐ Address messages by extension
- ☒ Allow to edit subscriber-to-subscriber messages
- ☒ Allow to redirect messages
- ☒ Enable call return (internal calls)
- ☐ Request return receipts on successful faxes
- ☒ Allow access to public message groups
- ☒ Allow private messages
- ☒ Allow future delivery
- ☒ Allow to request return receipts
- ☐ Always request return receipts
- ☒ Enable live monitor
- ☐ Enable call return (external calls)

Remote Message Addressing:

- ☒ Allow messages sent to remote sites
- ☐ Announce when messages opened at remote sites
- ☒ Allow urgent messages sent to remote sites

< Back | Next > | Finish | Cancel | Refresh | Apply | Help

Conversation

Allow access to setup options Allows a subscriber to change setup options by phone, including personal greetings, message groups, call transfer, message delivery, recorded name, spelled name, security code, and directory listing.

Play receipt summary after all messages heard The subscriber gets a summary when all messages have been heard. To avoid redundant receipts and summary announcements, select “Always request return receipts” when this option is selected.

Announce message lengths The voice messaging system announces how long messages last; for example, “You have three new messages totaling 3 minutes, 20 seconds. Would you like to hear them?”

Use menu mode conversation The subscriber hears the menu conversation instead of the Yes-and-No conversation.

Use hands-free message retrieval The subscriber can retrieve messages without entering digits because the system does not ask “Would you like to hear them?” between message lists.

Play time stamp before message The subscriber hears when a message was left, before hearing the message. To play message time stamps after messages, clear this check box.

Allow access to old messages The subscriber can review old messages.

Allow access to public messages The subscriber can access public messages.

Receive notification for public messages The system notifies the subscriber when a public message is received. Use with the “Allow access to public messages” option for subscribers who want their message-waiting lamps lit when public messages are received.

Allow urgent messages The subscriber can mark messages urgent.

Hear conversation in traditional order The subscriber hears the Yes-and-No conversation in this order: check new messages, leave messages, change greetings, and review old messages. Subscribers with touch-tone phones press # twice for setup options other than greetings.

Enable speech recognition The subscriber can use the system by speaking commands instead of pressing touchtones. This feature must be turned on systemwide. To turn on speech recognition for the subscriber, select this check box. To turn off speech recognition for the subscriber, clear this check box.

NOTE: *A subscriber cannot use the Soft Keys feature on a digital phone and the speech recognition feature at the same time. If both features are enabled on the system, speech recognition is available only when accessing the voice messaging system from an internal analog phone, or from an outside line.*

Administration

Include in alphabetic directory assistance Includes the subscriber in the automatic (alphabetic) directory assistance.

Require first-time enrollment Directs the subscriber to enroll himself or herself by phone the next time they call the system. With this setting, the system does not try to deliver messages to a subscriber until they have enrolled.

Allow to change transfer settings Allows the subscriber to change his or her own call transfer settings by phone.

Allow to change greetings Allows the subscriber to change their personal greetings.

Allow to change holding settings Allows the subscriber to change his or her own call holding settings by phone.

Allow to change delivery settings Allows the subscriber to change his or her own message delivery settings by phone.

Message addressing and recording

Allow to send messages The subscriber can send messages to subscribers, guests, or groups.

Leave message for guests and groups only The subscriber can send messages only to his or her guests and message groups.

Allow to address a message to multiple recipients The subscriber can address a message to more than one person at a time.

Address messages by extension Lets the subscriber send messages by using the extension number of the recipient, instead of the first three letters of the last name.

Allow to edit subscriber-to-subscriber messages The subscriber can add to, listen to, or rerecord a message for another subscriber.

Allow to redirect messages The subscriber can redirect messages.

Enable call return (internal calls) The subscriber can press a touchtone key or a Soft Key on a Dterm phone to return a call to another subscriber. The system dials the other subscriber's extension. This feature must be enabled systemwide, or this option will not be available.

Request return receipts on successful faxes The subscriber can mark fax messages for explicit return receipt.

Allow access to public message groups The subscriber can create public message groups or send messages to public message groups.

Allow private messages The subscriber can mark messages as private, preventing the recipient from redirecting the message.

Allow future delivery The subscriber can mark messages for future delivery.

Allow to request return receipts The subscriber can mark messages for explicit return receipt.

Always request return receipts Marks every message sent by the subscriber for return receipt. To avoid redundant receipts and summary announcements, also use the “Play receipt summary after all messages heard” option in the Conversation group.

Enable live monitor The subscriber can hear a message with the speaker on their phone as the message is being recorded by an outside caller. The subscriber can answer the phone during the recording to connect with a caller. This feature must be supported by the phone system, and must also be enabled systemwide.

Enable call return (external calls) The subscriber can press a touchtone key or a Soft Key on a Dterm phone to return a call to an outside caller. The system dials any phone number provided by caller ID. This feature must be supported by the phone system, and must be enabled systemwide.

Remote message addressing

Allow messages sent to remote sites Allows the subscriber to send messages to subscribers and message groups at remote sites. This option can be used only on voice messaging systems with optional network messaging feature. The feature lets two or more voice messaging systems transmit messages from one system site to another.

Announce when messages received at remote sites Sets the voice messaging system to announce when a recipient at a remote site first listened to each message. When this checkbox is cleared, the system announces when the message was transmitted.

Allow urgent messages sent to remote sites Allows the subscriber to send urgent messages to subscribers and message groups at remote sites. Urgent messages are sent independent of the regular message delivery schedule.

Changing live record options for a subscriber

The live record feature lets subscribers record phone conversations, which are stored as voice messages in the subscriber's voice mailbox. The subscriber can keep the recording for later reference, or redirect it to another subscriber or group of subscribers. For example, instead of writing messages, a receptionist can record a conversation in a voice message, then redirect it to the correct person.

Local laws may require a periodic beep while a conversation is being recorded. The phone system or the voice boards can provide this beep. (See the Caution for more information.)

The subscriber can use this feature either by pressing programmable keys on a phone, or through ViewMail. The technician programs the phone system to enable the live record feature on subscribers' phones, and programs the keys on the phones to record, pause, and stop live recording.

The system manager enables the live record feature for subscribers, specifies the maximum length of a live recording, and specifies the extensions at which a subscriber can use the live record feature with ViewMail.

CAUTION: *The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

To change live record options

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Live Record tab.
- 3 To turn on the live record feature, select "Enable live record."
- 4 In the "Maximum live record time" field, select the number of seconds.
- 5 Below the "Live record extension for ViewMail" field, select "Use subscriber's extension." Or, select "Use extensions," then type a range of extensions. For example, type 201 - 205.

6 Click “Finish.”

The screenshot shows a configuration window titled "Subscriber - Green, Pat (Ext: 1234)". The window has a tabbed interface with the following tabs: "Fax Voice Annotation", "Fax Action", "Fax One-Key Dialing", "General", "Call Transfer", "Transfer/Screening", "Greetings", "After Greeting", "Messages", "Notification", "Access Options", "Live Record" (selected), "One-Key Dialing", and "Fax".

Under the "Live Record" tab, the following options are visible:

- ☒ **Enable live record**
- Maximum record time: seconds
- Live record extensions for ViewMail:
 - ☒ On subscriber's extension
 - ☐ On extensions:

At the bottom of the window, there are buttons for "< Back", "Next >", "Finish" (highlighted), "Cancel", "Refresh", "Apply", and "Help".

Maximum live record time The maximum length, in seconds, of a live record voice message. The maximum value is 6000 seconds. When a live record session reaches the maximum record time, the subscriber hears three short beeps.

Live record extensions for ViewMail The extensions a subscriber can use to record calls. You can either allow subscribers to use their own extension, or a range of extensions.

Changing one key dialing options for a subscriber

With one key dialing, callers can press one key to route their calls. For example, you can route calls quickly to directory assistance, subscriber extensions, transaction boxes, voice-detect boxes, language-select boxes, or interview boxes.

When a caller presses a key that has a one key dialing option set, the voice messaging system immediately acts on that key.

In the event that the one key dialing conflicts with an extension ID, you can use the “One key delay” field to set the number of seconds that the system pauses and waits for a caller to enter additional keys.

One key dialing can be used with the language select box, opening greeting box, transaction boxes, and directory menus. Subscribers can then offer this menu of choices in their personal greetings.

To change one key dialing options

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the One-Key Dialing tab.
- 3 Type the system IDs in the numbered menu choice text boxes, as appropriate.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.
- 5 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fax Voice Annotation		Fax Action		Fax One-Key Dialing	
General	Call Transfer	Transfer/Screening	Greetings	After Greeting	Messages
Notification		Access Options		Live Record	One-Key Dialing
Fax					

During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:

1:	<input type="text"/>	Search...	6:	<input type="text"/>	Search...
2:	<input type="text"/>	Search...	7:	<input type="text"/>	Search...
3:	<input type="text"/>	Search...	8:	<input type="text"/>	Search...
4:	<input type="text"/>	Search...	9:	<input type="text"/>	Search...
5:	<input type="text"/>	Search...	0:	<input type="text"/>	Search...

One-key delay: seconds

< Back

Next >

Finish

Cancel

Refresh

Apply

Help

Changing e-mail options for a subscriber

With e-mail integration, subscribers can use text-to-speech technology to hear their e-mail messages by phone. Subscribers can include e-mail message totals in their new message count, forward all voice messages to their e-mail inbox automatically, and forward all incoming faxes to their e-mail inbox as well.

To change e-mail options

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber's name.
- 2 Select the E-mail tab.
- 3 Select the e-mail post office from the list.
- 4 In the Login name field, type the subscriber's e-mail account name.
- 5 Select or clear the check boxes next to each of the e-mail options.
- 6 Click "Finish."

The screenshot shows a window titled "Subscriber - Green, Pat (Ext: 1234)". It has a tabbed interface with the following tabs: General, Call Transfer, Transfer/Screening, Greetings, After Greeting, Messages, Notification, Options, Live Record, One-Key Dialing, Fax, Fax Voice Annotation, Fax Action, Fax One-Key Dialing, and E-mail. The "E-mail" tab is selected. Inside the tab, there is a "Post office:" dropdown menu, a "Login name:" text field, and a list of six checkboxes with their corresponding labels: "Access e-mail messages from voice mail", "Count e-mail messages in message totals" (which is checked), "Require e-mail password for each login", "Forward voice mail to the e-mail system", "Forward faxes to the e-mail system", and "Receive e-mail notification of new fax/voice mail". At the bottom of the window, there are buttons for "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Post office Sets which post office the voice messaging system connects to for the subscriber's messages.

Login name Accepts the e-mail name, or the ID, of the subscriber who can then hear e-mail messages through the voice messaging system.

Access e-mail messages from voice mail The subscriber can hear e-mail messages by phone. The system's text-to-speech reader plays the message for the subscriber. The subscriber can reply, delete, archive, redirect, or save the e-mail message as new.

Count e-mail messages in message totals The system includes e-mail messages in the subscriber's new message count.

Require e-mail password for each login The system asks the subscriber to enter an e-mail password when the subscriber accesses a mailbox by phone.

Forward voice mail to the e-mail system The system forwards the subscriber's voice messages to the subscriber's e-mail inbox automatically. The voice message is stored as an e-mail message with a .wav file attachment. The subscriber hears voice messages with a computer's speakers, instead of by phone.

Forward faxes to the e-mail system The system forwards the subscriber's incoming faxes to the subscriber's e-mail inbox automatically. The fax is stored as an attachment to an e-mail message. The subscriber can print the fax on a local or network printer.

Receive e-mail notification of new fax/voice mail The system sends a notification message to the subscriber's e-mail inbox when a new fax or voice message is received.

Setting up a fax box for a subscriber

ActiveFax lets callers leave fax messages for a subscriber, just as they can leave voice messages in a subscriber's voice mailbox. When you create a fax box for a subscriber, the system automatically applies the default fax mail options set on the default subscriber template.

With ActiveFax you can customize many fax mail options for individual fax boxes. The features you can customize for subscribers include:

- The introductory recording a caller hears immediately before the system transfers the call to a fax port. The subscriber cannot record this introduction by phone. The system manager can record it on the NEAXMail AD-64 administration console. Subscribers can record their own fax greeting by phone or computer.
- Whether callers can leave a voice annotation with a fax, and edit or review this recording before sending the fax.
- Whether the system delivers faxes to a fax machine immediately upon arrival, without notifying the subscriber.
- Whether the system announces a new fax to the subscriber, even if the caller did not leave a voice annotation.
- How the system handles a call when no fax port is available.
- Whether one key dialing options are available for the subscriber's fax box.
- How the system handles a failed fax delivery for a subscriber. You can set the number of rings the system waits before ending the delivery attempt, and the number of minutes the system waits before trying again to deliver the fax.

System actions when no fax port is available

The Fax: Action tab controls how the system handles the call when no fax port is available. For example, you can have the caller hold, leave a message, or route to another system ID. You can also set the action the system takes after a caller leaves a message, or chooses not to hold.

Following are the actions available for a fax box:

Hold until a fax port is available Allows the caller to hold for a fax port. Voice detect call holding is not available.

Take a message Records a message for the owner of the voice mailbox.

Route to Routes the caller to another system ID. If you choose this option, type the system ID in the text box.

Route to operator Routes the caller to the operator box.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt asking whether the caller needs further assistance, pauses, says good-bye, then disconnects.

Restart Returns the caller to the opening greeting box.

To create a fax box for a subscriber

- 1** Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2** Select the Fax tab.
- 3** Click “Create.”
- 4** In the “System ID” field, type the system ID for the fax box. Click “OK.”
- 5** If desired, record a greeting or an introduction for the fax box. Next to the “Greeting” or “Introduction” field, click “Edit.”
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 6** Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

Fax: Voice Annotation | Fax: Action | Fax: One-Key Dialing

General | Call Transfer | Transfer/Screening | Greetings | After Greeting | Messages

Notification | Access Options | Live Record | One-Key Dialing | Fax

Personal Fax Box: None

System ID:

Owner: Green, Pat

Voice name:

Greeting:

Introduction:

< Back | Next > | Finish | Cancel | Refresh | Apply | Help

To set up voice annotation

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Fax: Voice Annotation tab.
- 3 To allow callers to record a message with their fax, select “Prompt the caller to record a voice annotation for an incoming fax.” In the “Maximum length for a caller’s voice annotation” field, type the number of seconds. The maximum number is 300.
- 4 To allow callers to edit their recording, select “Allow callers to rerecord their voice annotations.”
- 5 To send notification to the subscriber with each new fax, select “Notify the subscriber of each fax even if there is no voice annotation.”
- 6 Click “Finish.”

To set up automatic fax delivery

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Fax: Voice Annotation tab.
- 3 Clear all the check boxes.
- 4 Click “Finish.”

The screenshot shows a window titled "Subscriber - Green, Pat (Ext: 1234)". It has a tabbed interface with the following tabs: General, Call Transfer, Transfer/Screening, Greetings, After Greeting, Messages, Notification, Access Options, Live Record, One-Key Dialing, and Fax. The "Fax: Voice Annotation" tab is selected. Inside this tab, there are three checkboxes: "Prompt the caller to record a voice annotation for an incoming fax" (checked), "Allow callers to re-record their voice annotations" (unchecked), and "Notify the subscriber of each fax even if there is no voice annotation" (checked). Below the first checkbox, there is a text field labeled "Maximum length for a caller's voice annotation:" with the value "90" and a unit "seconds". At the bottom of the window, there are buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

To set up the action when there is no fax port available

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Fax: Action tab.
- 3 In the “If no fax port is available to receive the fax” group, select the action. The actions are described above.

- 4 If you allow callers to hold or leave a message, in the “After the caller has left a message or chosen not to remain on hold” group, select the action. The actions are described above.
- 5 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

General | Call Transfer | Transfer/Screening | Greetings | After Greeting | Messages

Notification | Access Options | Live Record | One-Key Dialing | Fax

Fax Voice Annotation | **Fax Action** | Fax One-Key Dialing

If no fax port is available to receive the fax:

- ☐ Hold until a fax port is available
- ☒ Take a message
- ☐ Route to: Search...
- ☐ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

After the caller has left a message or chosen not to remain on hold:

- ☐ Route to: Search...
- ☒ Route to the operator
- ☐ Hang up
- ☐ Say bye
- ☐ Restart

< Back | Next > | **Finish** | Cancel | Refresh | Apply | Help

To set up one key dialing for a fax box

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Fax: One-Key Dialing tab.
- 3 Type the system IDs in the numbered menu choice text boxes, as appropriate.
- 4 In the “One key delay” field, set the number of seconds that the system pauses and waits for a caller to enter additional keys.
- 5 Click “Finish.”

Subscriber - Green, Pat (Ext: 1234)

General	Call Transfer	Transfer/Screening	Greetings	After Greeting	Messages
Notification	Access Options	Live Record	One-Key Dialing	Fax	
Fax Voice Annotation		Fax Action		Fax One-Key Dialing	

During the greeting and good-bye prompts, callers can press a phone key to be routed elsewhere in the system. Enter the system ID that corresponds to the choices available in these prompts:

1: <input type="text"/>	<input type="button" value="Search..."/>	6: <input type="text"/>	<input type="button" value="Search..."/>
2: <input type="text"/>	<input type="button" value="Search..."/>	7: <input type="text"/>	<input type="button" value="Search..."/>
3: <input type="text"/>	<input type="button" value="Search..."/>	8: <input type="text"/>	<input type="button" value="Search..."/>
4: <input type="text"/>	<input type="button" value="Search..."/>	9: <input type="text"/>	<input type="button" value="Search..."/>
5: <input type="text"/>	<input type="button" value="Search..."/>	0: <input type="text"/>	<input type="button" value="Search..."/>

One-key delay: seconds

< Back Next > Finish Cancel Refresh Apply Help

To set how the system handles a failed fax delivery attempt for a subscriber

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Notification tab.
- 3 In the Delivery group, select the Fax Delivery device. Click "Edit."
- 4 If necessary, in the Message Delivery window, select the "Enable" check box.
- 5 In the "Wait...rings before failing the attempt" field, type the number of rings that the system waits for the fax machine to answer the call before ending the delivery attempt.
- 6 In the "If delivery attempt failed..." field, type the number of minutes the system waits before attempting message delivery again.
- 7 If desired, clear the "Enable" check box.

8 Click “OK.”

9 Click “Finish.”

Enrolling subscribers

There are two ways to enroll subscribers:

- You can enroll subscribers by completing the fields on the tabs for each individual subscriber.
- Subscribers can self-enroll. With this method, add a range of subscribers by using the default subscriber template with the “Require first-time enrollment” access option selected. This access option directs subscribers to enroll themselves by phone when they first call the voice messaging system.

When you enroll subscribers, as the system manager, you may want to perform the following tasks after general enrollment is completed:

- Delete any unused subscriber mailboxes.
- Go through the subscriber directory and enter a full name for each new subscriber.

To allow a subscriber to self-enroll

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 Select the Access Options tab.
- 3 Select the “Require first-time enrollment” check box.
- 4 Click “Finish.”

Resetting a subscriber to the default template settings

At any time, you can reset the fields on a subscriber's tabs to the settings on the default subscriber template. When you reset a subscriber, all customized settings are returned to the defaults. The subscriber's security code is reset to the default security code on System > System Settings, on the Security tab.

To reset a subscriber to default subscriber template settings

- 1 Go to Subscribers > Subscriber Directory, then select the subscriber name.
- 2 Click "Reset."
- 3 Click "Yes."

See also

Setting a default security code for subscribers..... 75

Resetting a subscriber's security code

You can reset a subscriber's security code. If the system is set up to require security codes, the system resets the subscriber's security code to the default. Otherwise, the subscriber's security code is deleted.

To reset a subscriber's security code

- 1 Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2 On the General tab, click the "Reset" button to the right of the "Security code" field.
- 3 Click "Yes."
- 4 Click "Finish."

See also

Setting a default security code for subscribers..... 75

Deleting subscribers or subscriber messages

From the subscriber directory, you can delete a single subscriber or a range of subscribers. You can also delete only a subscriber's messages.

When you delete a range of subscribers, the system lets you select whether to include all messages, routing boxes, private message groups, or guests owned by the subscribers.

To delete a single subscriber

- 1 Go to Subscribers > Subscriber Directory.
- 2 Select the subscriber, then click "Delete."
- 3 Click "Yes."

To delete a range of subscribers

- 1 Go to Subscribers > Subscriber Directory.
- 2 Select the first subscriber in the range.
- 3 Do one of the following:
 - To select consecutive subscribers, press and hold Shift, then click the last subscriber in the range.
 - To select subscribers that are not consecutive, press and hold Ctrl, then click each subscriber.
- 4 Click "Delete."
- 5 Click "Yes."
- 6 If desired, on the Subscriber delete options dialog, select the following:
 - For subscribers who have messages, select "Delete subscriber," "Do not delete subscriber," or "Ask first."
 - For subscribers who own routing boxes or private message groups, select "Delete subscriber," "Do not delete subscriber," or "Ask first."
 - For subscribers who host guests, select "Delete subscriber," "Do not delete subscriber," or "Ask first."
- 7 Click "OK." Follow the on-screen instructions.

To delete only a subscriber's messages

- 1** Go to Subscribers > Subscriber Directory, then double-click the subscriber name.
- 2** Select the Messages tab.
- 3** Click "Delete Messages."
- 4** Click "Yes."
- 5** Click "Finish."

Adding guests

Some subscribers may wish to provide a more personal interface through the voice messaging system for special clients, contacts, friends, or family. Rather than be treated as just another caller, they can be greeted by name and given direct access to exchange messages with a particular subscriber.

Such people are enrolled on the system as guests of a subscriber. A guest is assigned to a particular subscriber, and can trade messages with the host subscriber.

Guests are limited to leaving messages for their host. If a guest wants to leave a message for another subscriber or try an extension, the guest must do so as an outside caller. In addition, guests cannot change their voice name or notification options over the phone. These must be set by the system manager.

You set up the voice name, language, and message notification for a guest, just as you do for a subscriber.

To add a guest

- 1 Go to Subscribers >Guest Directory.
- 2 Click “New.”
- 3 In the New Guest dialog box, select a host subscriber name.
- 4 Complete the other fields as appropriate, then click “OK.”
- 5 In the Guest Directory, double-click the guest that you added.
- 6 On the General tab, confirm the correct language is set.
- 7 To allow guests to leave urgent messages, on the Messages tab, select the “Allow callers to leave urgent messages” check box.
- 8 To mark all messages from the guest as urgent, select the “Mark all messages urgent” check box.

Changing a guest's name, personal ID or language

After adding a guest, you can change the guest's name, personal ID, or language. Guest names are not listed in directory assistance.

To record a guest's name, you can use a sound card and microphone, or establish a local connection. For details, see "Making recordings," on page 29.

To change a guest's general settings

- 1 Go to **Subscribers > Guest Directory**, then double-click the guest name.
- 2 Select the **General** tab.
- 3 In the "Name" field, confirm that the name is correct. Guest names are not listed in directory assistance.
- 4 If desired, in the "Personal ID" field, type a different personal ID.
- 5 If desired, in the "Language" field, select the guest's language.
- 6 Next to the "Voice name" field, click "Edit" to change the recording.
 - If using a sound card and microphone: Click "Record," say the name into the microphone, then click "Stop." Click "OK."
 - If using a local connection: Click "Connect," then answer the phone. Click "Record," say the name into the phone handset, then click "Stop." Click "OK."
- 7 Click "Finish."

Guest - Larson, Les (ID: 9555)

General | Messages | Notification

Guest of: Simmons, Sandy

Name: Larson, Les

Personal ID: 9555

Language: [dropdown menu]

Voice name: 00:00:01

New messages: 0 messages for a total time of 00:00:00

Total messages: 0 messages for a total time of 00:00:00

< Back Next >

Changing a guest's notification and delivery options

You can set whether a guest can leave urgent messages for the host subscriber, and you can set up voice and fax message notification for guests.

To change a guest's message and notification settings

- 1 Go to Subscribers > Guest Directory.
- 2 Double-click the guest name.
- 3 Select the Messages tab.
- 4 To allow the guest to leave urgent messages, select the "Allow callers to leave urgent messages" check box.
- 5 To send all messages from the guest as urgent, select the "Mark all messages urgent" check box.
- 6 Select the Notification tab.
- 7 In the Delivery group, double-click the message delivery device you want to change.
- 8 In the "Message Delivery" window, select the "Enable" check box to activate message delivery.
- 9 In the "Phone number" text box, type the number the voice messaging system calls to deliver messages to the guest.

For Pagers, in the "Phone number" field, enter the pager number followed by commas. The number of commas depends on the amount of time the system must wait for the paging system to answer. You can also enter a code after the commas as a message waiting indicator. For example, 2065551234,,,,104#.

For fax delivery, use the phone number or extension for the fax machine.

- 10 In the "Schedule" fields, set the time and days that the system delivers messages to this number.
- 11 In the "Method" fields, set the mode that the system delivers messages.
- 12 In each "Wait..." field, type the number of minutes that the system waits to attempt delivery of the first new message and the number of rings that the system waits before ending the delivery attempt.

- 13** In the “If delivery attempt failed...” field, type the number of the minutes the system waits before attempting message delivery again, then click “OK.”
- 14** Click “Finish.”

Deleting guest information

From the guest directory, you can delete guests and guest messages. When you delete a subscriber directory, you automatically delete all guests owned by that subscriber.

To delete a guests

- 1 Go to Guests > Guest Directory.
- 2 Select the guest, then click “Delete.” Click “Yes.”

To delete a guest’s messages

- 1 Go to Guests > Guest Directory.
- 2 Select the guest name, then click “Properties.”
- 3 Select the Messages tab.
- 4 Click “Delete Messages.” Click “Yes.”
- 5 Click “Finish.”



CHAPTER 13:

Groups

Groups overview

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Adding message groups

Changing or deleting message groups

Setting up outside caller group messaging

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Groups overview

In the Groups directory, you can set up message groups, directory groups, and directory menus. Although message groups and directory groups serve different purposes, each involves grouping subscribers in ways that make voice messaging work more conveniently and efficiently.

Message groups

Message groups provide a convenient way to deliver the same message to several subscribers at once. When you send a message to a message group, it is available to all subscribers listed as members of that group. As system manager, you can create and maintain message groups on the NEAXMail AD-64 administration console. Subscribers can create and maintain their own message groups from any touch-tone phone by accessing their setup options. Guests cannot create or send messages to message groups.

Directory groups

Directory groups are used in setting up numeric directory assistance, where callers can locate a subscriber's extension by pressing numbers to move through a directory of subscribers. Group subscribers by a common characteristic, such as being in the same department or location. Then create a menu of choices that assigns a single touchtone to each directory grouping, and add the directory groups to the directory menu to create one key dialing menus. When a caller requests numeric directory assistance, the system plays the names of subscribers in the directory group along with their extensions. For setup steps, see "Numeric directory assistance overview" on page 378.

You may want to have both a message group and a directory group for some departments or sets of subscribers. With a message group you can send the same message to the subscribers. With a directory group the system lists the subscribers in numeric directory assistance.

Using the All Subscribers group

The All Subscribers group enables a subscriber to send messages to all subscribers.

This message group consists of all enrolled subscribers. Every voice messaging system has this message group installed, and subscribers are automatically added to the group when their names are entered in the system.

There are two ways the system manager can remove subscribers from this group:

- Remove the subscriber from the system
- Delete the subscriber name from the group

Subscribers are automatically removed from this group when they are deleted from the system. It is also possible to open the All Subscribers Group and delete the subscriber name. However, when the All Subscriber Group is deleted or renamed, the system automatically recreates the group (with all enrolled subscribers) when it restarts.

To send a message to the All Subscribers group

- 1 Call the voice messaging system and access your voice mailbox.
- 2 Follow the instructions to leave a message.
- 3 When prompted, enter the first three letters of the All Subscribers Group name.

Adding message groups

Every message group has an owner—either the subscriber who creates the group by phone or the subscriber who is assigned as the group's owner by the system manager. A system manager can be a group owner too.

Some groups are owned by the voice messaging system instead of by a subscriber or system manager. Groups owned by the system can be changed only on the NEAXMail AD-64 administration console, not by phone. However, the system manager can reassign a group owned by the system to a new owner to let that person change the group by phone.

You can create two kinds of message groups—private and public. The only person who can send messages to a private group is the group's owner. Group members can hear a private group message but cannot send messages to a private group.

***NOTE:** If the site uses Multisite Messaging, you may also add a Local Access group. See “Creating and changing local access groups,” on page 374 for instructions.*

By contrast, all subscribers on the system can send messages to public groups. A subscriber does not have to be a member of the group to send messages to a public group. However, the system manager can restrict any subscriber from creating and sending messages to public groups, by clearing the “Allow access to public message groups” check box on the Access Options tab for the individual subscriber.

To record a group's name, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To create a private or public message group

- 1 Go to Groups > Message Groups.
- 2 Click “New.”
- 3 In the “Name” field of the New Message Group dialog box, type the group name (or group number, if you are using numeric groups). If you plan to use the group for outside caller group messaging, do not include any numbers or spaces in the group name, or exceed 9 characters.
- 4 Select the group type.
- 5 To change the owner, click “Change Owner,” select the name from the list, then click “OK.”

6 On the General tab, select the distribution method.

7 Click “Edit” next to the “Voice name” field.

- If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
- If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”

8 Add members to the group. To do this:

- Click “Add.”
- To add names individually, hold down the CTRL key, then click each name you want.
- Or, to add a range of names, hold down the SHIFT key. Click the first name in the range, then click the last name in the range. Click “OK.”

9 Click “Finish.”

The screenshot shows the 'Message Group' dialog box with the 'General' tab selected. The 'Name' field contains 'Activities Committee'. The 'Type' section has three radio buttons: 'Public' (selected), 'Private', and 'Local access'. The 'Owner' field contains 'SYSTEM', with 'Change Owner...' and 'Remove Owner' buttons to its right. The 'Distribution method' section has two radio buttons: 'Dispatch' and 'Broadcast' (selected). The 'Voice name' field contains '00:00:00' with an 'Edit...' button to its right. Below this is a 'Members' section with a table and three buttons to its right.

Name	Last Contacted	Type
Simmons, Sandy		Subscriber

Buttons to the right of the Members table: 'Add Local...', 'Add Remote...', 'Remove'. A 'Delete Messages' button is located below the table.

At the bottom of the dialog are buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Name The name of the group. If the group is to be used for outside caller group messaging, the group name can not include any numbers or spaces, or exceed 9 characters.

Type All subscribers can send messages to a public group, even if they are not group members. Only the group owner can send messages to a private group. A local access group allows local members of the group to send messages to the local members and remote site members.

Owner The subscriber who owns the group. The owner of the group can add members to the group over the phone, or delete the group. If this is a private group, the owner is only person who can send messages to the group.

Change owner Clicking this button opens a dialog box listing all the subscribers in the system. Select a name from the list, then click “OK.” to change the owner of the group. This button only applies to public and local access groups.

Remove owner Click this button changes the owner of the group to “System.” This button only applies to public and local access groups.

Distribution method Indicates the distribution method for messages sent to this group. When set to “Dispatch,” only the first group member to listen to a message receives it. When set to “Broadcast,” all members of a group hear the message when they listen to messages.

Voice name The recording used to identify the group to a caller.

Members A list of all the members of the group.

Add Local Clicking this button opens a dialog box listing all the subscribers in the local system. Select a name or names from the list, then click “OK” to add members.

Add Remote This button only applies to Local Access groups on systems using the message networking feature. See “Creating and changing local access groups,” on page 374.

Remove Clicking this button deletes the selected member from the group.

Delete Messages Deletes all of the group’s messages.

See also

Changing options for a
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groups.....374

Changing or deleting message groups

Only the owner of a group can make changes to the group over the phone, including adding and deleting message groups or their members. A system manager may make changes to any group on the NEAX-Mail AD-64 administration console.

To add a group member

- 1 Go to Groups > Message Groups, then double-click the group name.
- 2 On the General tab, click “Add.”
 - To add names individually, hold down the CTRL key, then click each name you want.
 - Or, to add a range of names, hold down the SHIFT key. Click the first name in the range, then click the last name in the range. Click “OK.”
- 3 Click “Finish.”

To delete messages for a message group

- 1 Go to Groups > Message Groups, then double-click the group.
- 2 On the General tab, click “Delete Messages.” Click “Yes.”
- 3 Click “Finish.”

To remove subscribers from a message group

- 1 Go to Groups > Message Groups, then double-click the group name.
- 2 On the General tab, in the Members group, select the member name. Click “Remove.”
- 3 Click “Finish.”

To delete a message group

- 1 Go to Groups > Message Groups, then select the group name.
- 2 Click “Delete.” Click “Yes.”

***NOTE:** If the group has messages, you are given a choice to delete or save them.*

To assign a new owner to a public message group

- 1 Go to Groups > Message Groups, then double-click the group name.
- 2 On the General tab, click “Change owner.”
- 3 Select the name of the new owner, then click “OK.”
- 4 Click “Finish.”

Setting up outside caller group messaging

Messages from external callers can be routed to groups from a personal mailbox, interview box, or transaction box. For example, a call to Technical Support can be routed to the entire Technical Support group. If dispatch messaging were used, the message would be delivered when the first member of the group checked voice mail, and no one else in the group would hear the message.

Outside caller messages are usually routed to public groups. If you want to route an outside caller message to a private group, use a transaction box where the owner of the private group is also the owner of the transaction box. Outside caller group messaging cannot be implemented directly from one key dialing fields.

To record a name or greeting, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To set up group messaging for a transaction box or personal mailbox

- 1** Create the group that you want to receive outside caller messages. The group name must be no more than 10 characters, cannot contain spaces, and must be unique.
- 2** Go to the transaction box or personal mailbox in which callers will leave messages.
- 3** On the After Greeting tab, select the “Take a message for group” field, then select a group from the list.
- 4** On the Greetings tab, record a day and night greeting telling callers that their messages will be received by the group.
- 5** Click “Finish.”

Creating and changing local access groups

Local access groups are a group option provided with Multisite Messaging. You can create a local access group to enable a subscriber to simultaneously send one message to a group of subscribers at local and remote sites.

Local site group members can send messages to the local access group but remote site group members can only receive messages.

You can change public groups to local access groups. However, when you change local access groups to public groups, remote site group members are deleted from the group.

To create a local access message group

- 1 Go to Groups > Message Groups.
- 2 Click “New.”
- 3 In the “Name” field of the New Message Group dialog box, type the group name (or group number, if you are using numeric groups). If you plan to use the group for outside caller group messaging, do not include any numbers or spaces in the group name, or exceed 9 characters.
- 4 Select the “Local access” group type.
- 5 To change the owner, click “Change Owner,” select the name from the list, then click “OK.”
- 6 Click “Edit” next to the “Voice name” field.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 7 Add local members to the group. To do this:
 - Click “Add Local” to display the names of local subscribers.
 - To add names individually, hold down the CTRL key, then click each name you want.
 - Or, to add a range of names, hold down the SHIFT key. Click the first name in the range, then click the last name in the range. Click “OK.”

8 Add remote members to the group. To do this:

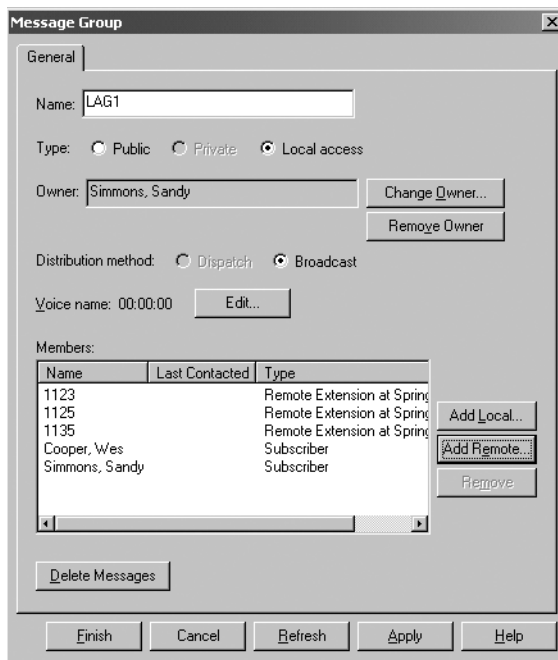
- Click “Add Remote.”
- Select the Remote site from the Remote Network Node list.
- If the remote site uses AMIS or VPIM, type the extension number of the user in the “Remote Extension” field. Click “Add extension.”
- If the remote site uses the PlusNet protocol, a list of remote subscribers appears on the dialogue. To add names individually, hold down the CTRL key, then click each name you want. Click “Add subscriber.”
- Click “OK.”

9 Click “Finish.”

To change a local access group to a public group

***CAUTION:** When you change local access groups to public groups, remote site group members are deleted from the group.*

- 1** Go to Groups > Message Groups, then double-click the group name.
- 2** On the General tab, for Type, select “Public.”
- 3** When asked to confirm, click “Yes.”
- 4** Click “Finish.”



Name The name of the group. If the group is to be used for outside caller group messaging, the group name can not include any numbers or spaces, or exceed 9 characters.

Type All subscribers can send messages to a public group, even if they are not group members. Only the group owner can send messages to a private group. A local access group allows local members of the group to send messages to the local members and remote site members.

Owner The subscriber who owns the group. The owner of the group can add members to the group over the phone, or delete the group. If this is a private group, the owner is only person who can send messages to the group.

Change owner Clicking this button opens a dialog box listing all the subscribers in the system. Select a name from the list, then click "OK." to change the owner of the group. This button only applies to public and local access groups.

Remove owner Click this button changes the owner of the group to "System." This button only applies to public and local access groups.

Distribution method Indicates the distribution method for messages sent to this group. When set to “Dispatch,” only the first group member to listen to a message receives it. When set to “Broadcast,” all members of a group hear the message when they listen to messages.

Voice name The recording used to identify the group to a caller.

Members A list of all the members of the group.

Add Local Clicking this button opens a dialog box listing all the subscribers in the local system. Select a name or names from the list, then click “OK” to add members.

Add Remote Clicking this button opens the Message Group Remote Member Selection. Select the remote site. If the remote site uses the VPIM or AMIS protocol, enter the extensions of the remote members. If the site uses the PlusNet protocol, select the remote members from the list. Click “OK” to add members.

Remove Clicking this button deletes the selected member from the group.

Delete Messages Deletes all of the group’s messages.

See also

Adding message groups368

Numeric directory assistance overview

Numeric directory assistance lets callers press numbers instead of letters to look up a subscriber's extension. This is useful for callers who do not have letters on their phone keypads. Setting up numeric directory assistance involves grouping subscribers by a common characteristic, then creating a menu of choices from which callers can select.

Callers can use the system's wildcard digit to select a numbered message group. For example, if the wildcard digit is 1, pressing "511" lists all message groups starting with number 5. The specific wildcard digits vary for each voice messaging system. For information on determining or changing your system's wildcard digits, see the *Installation Guide*.

Subscribers must have voice names recorded and have an extension ID to be available for numeric directory assistance.

Numeric directory assistance setup steps

- 1 Create directory groups and submenus.**
Assign subscribers to the directory groups, and create submenus.
- 2 Add a directory menu.**
This menu is the main directory menu for numeric directory assistance. Assign the directory groups and submenus to the main directory menu.
- 3 Rerecord the opening greeting.**
When you rerecord the opening greeting, tell callers which system ID to enter to reach the main directory menu. (This is the system ID set up when you add a directory menu.) Also tell callers how to use numeric directory assistance once they have reached the menu of choices.
- 4 If necessary, change the voice prompt.**
If you have arranged subscribers in directory groups by any other category than department, record a new voice prompt, then paste the new recording in as voice prompt DR008. For details, see "Copying or pasting voice field recordings" on page 419.

See also

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Recording an opening greeting ..165

Creating directory groups

Directory groups are used in numeric directory assistance. Subscribers are divided into directory groups by a common characteristic, such as being in the same department. For example, a company might have three directory groups, including its sales, shipping, and customer support departments. Subscribers can also be grouped by location, work schedule, or other commonality.

Setting up numeric directory assistance requires special configuration on the NEAXMail AD-64 administration console. You add directory menus and directory groups, then manually add subscribers to directory groups.

Numeric directory assistance requires ongoing maintenance as new subscribers or groups are added to or deleted from the system. Subscribers themselves cannot change their own listing in the numeric directory by phone.

Directory groups differ from message groups in the following ways:

- You cannot leave a message for a directory group.
- Every directory group is owned by the system.
- A directory group can have its own system ID in the “Directory ID” field.

The list of directory group members also includes the member’s recorded name in the Voice Name column and extension ID in the Extension column. Each subscriber’s recorded name and extension ID are added automatically when you add the subscriber to the directory group.

You can create a directory group for each grouping of subscribers to be listed in the numeric directory. Record a name for each directory group. Define who belongs in the directory group by adding subscribers to it. Subscribers can be listed in more than one directory group.

To record a name for a directory group, you can use a sound card and microphone, or establish a local connection. For details, see “Making recordings,” on page 29.

To add a directory group

- 1 Go to Groups >Directory Groups.
- 2 Click “New.”
- 3 In the New Directory Group dialog box, type a name, and if desired, an ID for the group. Click “OK.”
- 4 In the “Voice name” field, record a name for the directory group or menu. You must record a name in order for the group or menu to be available from numeric directory assistance.
- 5 Add members to the directory group. To do this:
 - Click “Add.”
 - To add names individually, hold down the CTRL key, then click each name you want.
 - Or, to add a range of names, hold down the SHIFT key. Click the first name in the range, then click the last name in the range. Click “OK.”
- 6 Click “Finish.”

Directory Group

General

Name: Technical Support

Directory ID:

Voice name: 00:00:01 Edit...

Members:

Name	Voice Name	Extension
Simmons, Sandy	00:00:01	9696

Add Remove

Finish Cancel Refresh Apply Help

Directory ID Lets callers access the group when they enter the ID or routes callers to the group automatically.

Creating directory menus

A directory menu lists the name of each directory group or submenu. The system automatically creates a one key dialing menu from the list of directory groups and menus. Outside callers hear directory assistance for a particular directory group or choose a submenu by pressing a single touchtone key.

The system uses the entries under the Key and Directory Name columns of the Groups screen to create a one key dialing menu. The number in the Key column is the touchtone assigned to the directory group listed next to it.

You can assign a system ID to a directory menu by using the “Directory ID” field. If you assign a system ID to a directory menu, outside callers can enter this system ID to reach the menu directly. Because directory submenus are accessed from a one key dialing choice on a directory menu, most submenus do not need their own system ID.

You can also use the system ID to route callers to a directory menu automatically, by using the AfterGreeting tab in a transaction box, interview box, operator box, or public interview box, or for an individual subscriber. You can add up to eight submenus to a directory menu.

To create a directory submenu, assign a menu to another directory menu. Adding a submenu involves the same steps as adding a menu. You can assign up to eight directory groups and submenus to each directory menu.

To assign groups or submenus to a directory menu

- 1 Go to Groups > Directory Menus.
- 2 Double-click the directory menu for which you want to assign groups or submenus.
- 3 On the General tab, in the Directory groups/submenus group, select the directory key number from the list.
- 4 Click “Assign.”
- 5 On the Search By Name dialog box, select the group or submenu from the list, then click “OK.”

***NOTE:** The directory group or submenu to be added must already exist as an entry in the voice messaging system.*

- 6 Click “Finish.”

Directory Menu [X]

General

Name:

Directory ID:

Voice name: 00:00:01

Directory groups/submenus:

Key	Name	Type	Voice Name	Directory ID
1	Sales	Dir. Group	00:00:01	
2	Shipping	Dir. Group	00:00:01	
3	Customer Service	Submenu	00:00:01	
4				
5				
6				
7				
8				

Deleting directory groups or directory menus

When you delete a directory group or directory submenu from the voice messaging system, the system automatically removes it from any directory menus that contain it. Note that this could create a gap in a directory menu. For example, suppose an organization sets up numeric directory assistance with three directory groups. If the second directory group were deleted, callers would hear “For Sales, press 1. For Customer Service, press 3.”

To delete a directory group or submenu from a directory menu

- 1 Go to Groups > Directory Menus.
- 2 Double-click the directory menu name.
- 3 In the Directory groups/submenus section, select the directory group or submenu.
- 4 Click “Remove.”
- 5 Click “Finish.”

To delete a member from a directory group

- 1 Go to Groups > Directory Groups.
- 2 Double-click the directory group name.
- 3 From the Members list, select the member name.
- 4 Click “Remove.”
- 5 Click “Finish.”

To delete a directory group from the voice messaging system

- 1 Go to Groups > Directory Groups.
- 2 Select the directory group name.
- 3 Click “Delete.” Click “Yes.”

To delete a directory menu from the voice messaging system

- 1 Go to Groups > Directory Menus.
- 2 Select the directory menu name.
- 3 Click “Delete.” Click “Yes.”

CHAPTER 14:

Reports

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Using reports to monitor the system

Reports provide information about system activity and call traffic. The voice messaging system provides three different categories of reports: usage, directory and log.

Reports are an important tool for maintaining system security. It is recommended that you create reports regularly to check for unusual call activity. Verify that unused mailboxes are deleted, and that the correct subscribers have been assigned system manager status.

You can view reports using a text editor, print them on a printer connected to the voice server, or import report data into spreadsheet or word processing files.

The following table lists standard reports.

Category	Title	Format
Usage reports	System usage report	graph or table
	Usage report by system ID	graph or table
	Busy ports report	table
Directory reports	User directory report	table
	Extension ID directory report	table
	Message group directory report	table
	Directory assistance report	table
	Group membership report	table
	User membership report	table
Log reports	System log report	table
	Subscriber call log report	table
	Error log report	table
Networking reports	Remote subscriber directory report	table
	Remote message group directory report	table
	Remote call log report	table
	Message transmission log report	table
Hospitality reports	Hotel guest directory report	table
	Failed wake up call report	table
	Wake up call log report	table
	Pending wake up call report	table

Saving and storing data for reports

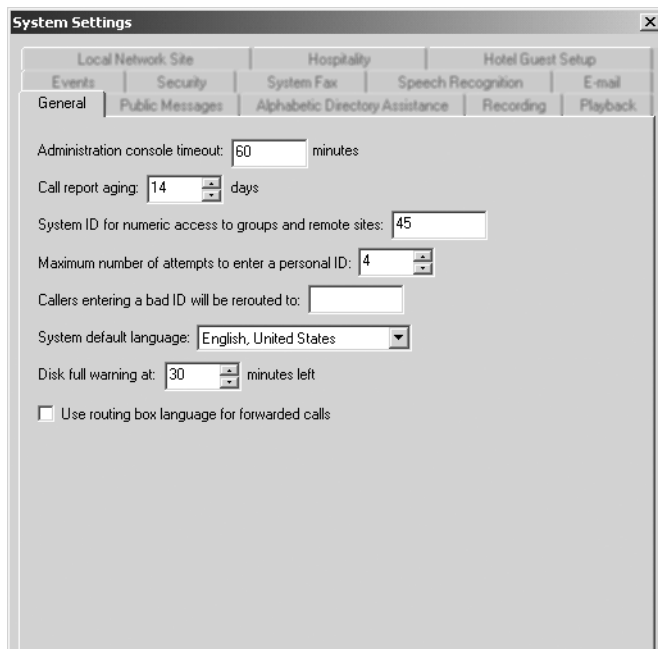
Each day, the voice messaging system creates data files containing information about system activity and call traffic. The system uses this data when you create reports.

On the System > System Settings tab in the “Call report aging” field, you set the number of days that the voice messaging system stores these data files. The voice messaging system deletes the files at midnight on the day that they expire. You can store the files for up to 999 days. The default value is 14 days.

You set start and stop dates when creating some reports. If you set more days than indicated in the “Call report aging” field, your report contains data only for the number of days in the field.

To set the storage time for report source data

- 1 Go to System > System Settings.
- 2 Select the General tab.
- 3 In the “Call report aging” field, type the number of days that you want the voice messaging system to store report data.
- 4 Click “Finish.”



The screenshot shows the 'System Settings' window with the 'General' tab selected. The window has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: Local Network Site, Hospitality, Hotel Guest Setup, Events, Security, System Fax, Speech Recognition, E-mail, General (selected), Public Messages, Alphabetic Directory Assistance, Recording, and Playback. The 'General' tab contains the following settings:

- Administration console timeout: 60 minutes
- Call report aging: 14 days
- System ID for numeric access to groups and remote sites: 45
- Maximum number of attempts to enter a personal ID: 4
- Callers entering a bad ID will be rerouted to: (empty field)
- System default language: English, United States
- Disk full warning at: 30 minutes left
- ☐ Use routing box language for forwarded calls

Evaluating voice messaging system usage

Usage reports show you patterns of system activity by each hour of the day and night. A usage report can contain data about the entire voice messaging system or be limited to individual subscribers, routing boxes, extension IDs, or directories.

It is recommended that you create system usage reports regularly to monitor any unusual call activity, especially during early morning and late night hours. Check for long periods of usage. If you see any unusual patterns, follow up by running a system log report to investigate. See “Creating system log reports,” on page 402.

You can also create a busy ports report. For details, see “Analyzing port usage” on page 391.

Usage reports can be formatted as bar graphs or tables. You can set a range of days to be covered by the report. In a usage report, the term “day” represents the hours between 6:00 A.M. and 6:00 P.M. The term “night” represents the hours between 6:00 P.M. and 6:00 A.M.

To create a systemwide usage report

- 1 Go to Reports > Usage Reports.
- 2 Double-click “System Usage Report.”
- 3 Select the start month and date, and the end month and date for the report, then click “Next.”
- 4 Select the report format, either “Table” or “Graph,” then click “Next.”
- 5 Type a path and file name for the report output. Or, click “Browse,” select the path and file name, then click “Save.”
- 6 To display the report, select “View report with,” then type the file name for the executable file of a text editor. The default editor is Write.Exe. Or, click “Browse,” select the path and file name for the text editor, then click “Open.”
- 7 Click “Finish.”

To create a usage report for a system ID

- 1** Go to Reports > Usage Reports.
- 2** Double-click “Usage Report by System ID.”
- 3** Type the system ID. For a list of available system IDs, click “Search,” select the ID from the list, then click “OK.” Click “Next.”
- 4** Select the start month and date, and the end month and date for the report, then click “Next.”
- 5** Select the report format, either “Table” or “Graph,” then click “Next.”
- 6** Type a path and file name for the report output. Or, click “Browse,” select the path and file name, then click “Save.”
- 7** To display the report, select “View report with,” then type the file name for the executable file of a text editor. Or, click “Browse,” select the path and file name for the text editor, then click “Open.”
- 8** Click “Finish.”

Systemwide usage report sample in table format

TOTAL CALLS/TIME USAGE REPORT FOR 15-Mar TO 1-Apr CREATED: 4-Apr-03 AT 4:17PM										
	TOTAL		PORT 1		PORT 2		PORT 3		PORT 4	
	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM
6A- 7A:	214	3:43	8	0:08	0	0:00	7	0:07	10	0:12
7A- 8A:	446	8:49	22	0:20	0	0:00	23	0:17	34	0:59
8A- 9A:	773	13:37	48	0:39	0	0:00	48	0:33	60	1:26
9A-10A:	829	10:44	53	0:34	0	0:00	54	0:38	57	0:41
10A-11A:	834	10:08	55	0:37	0	0:00	53	0:35	55	0:39
11A-12P:	929	11:22	65	0:41	0	0:00	65	0:38	66	1:01
12P- 1P:	748	9:40	43	0:32	0	0:00	45	0:38	51	0:48
1P- 2P:	819	9:11	54	0:41	0	0:00	50	0:31	54	0:44
2P- 3P:	730	9:13	47	0:35	0	0:00	51	0:46	52	0:42
3P- 4P:	603	9:06	38	0:36	0	0:00	37	0:27	48	1:02
4P- 5P:	507	9:29	28	0:22	0	0:00	28	0:20	34	0:46
5P- 6P:	280	5:28	14	0:08	0	0:00	15	0:13	25	0:54
DAY	7712	110:30	475	5:53	0	0:00	476	5:43	546	9:54
	TOTAL		PORT 1		PORT 2		PORT 3		PORT 4	
	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM	Ca'lls	HH:MM
6P- 7P:	171	2:35	10	0:08	0	0:00	10	0:12	14	0:18
7P- 8P:	122	1:20	3	0:02	0	0:00	3	0:03	3	0:04
8P- 9P:	70	0:38	1	0:01	0	0:00	0	0:00	0	0:00
9P-10P:	59	0:27	3	0:04	0	0:00	2	0:03	1	0:01
10P-11P:	54	0:22	2	0:01	0	0:00	1	0:01	1	0:01
11P-12A:	65	0:32	2	0:09	0	0:00	5	0:03	5	0:03
12A- 1A:	50	0:18	0	0:00	0	0:00	0	0:00	0	0:00
1A- 2A:	43	0:13	1	0:01	0	0:00	1	0:01	1	0:01
2A- 3A:	44	0:15	0	0:00	0	0:00	0	0:00	0	0:00
3A- 4A:	45	0:14	1	0:01	0	0:00	0	0:00	0	0:00
4A- 5A:	57	0:27	1	0:01	0	0:00	1	0:02	3	0:04
5A- 6A:	83	1:09	4	0:04	0	0:00	4	0:04	3	0:04
NIGHT	863	8:30	28	0:32	0	0:00	27	0:29	31	0:36
24 HRS	8575	119:00	503	6:25	0	0:00	503	6:12	577	10:30

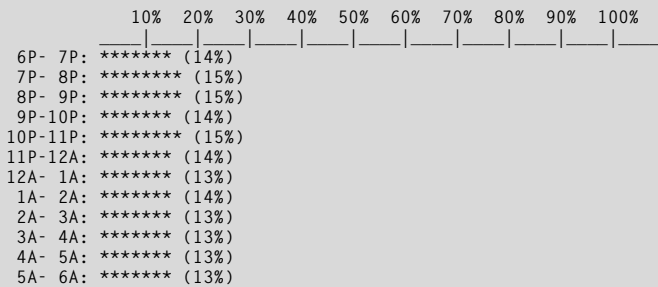
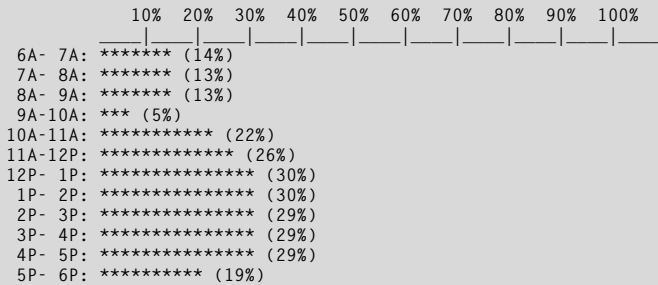
Time period column The time period for the line in the report. The top of the report lists each hour during the day (between 6:00 A.M. and 6:00 P.M.) The bottom of the report lists each hour during the night (between 6:00 P.M. and 6:00 A.M.).

Ca'lls The total number of calls received during the specified hour. The first column lists the total number of calls answered for the entire system. Remaining columns are listed by port.

HH:MM The total duration of calls during the hour, in hours and minutes.

Systemwide usage report sample in graph format

SYSTEM CONNECTION USAGE REPORT FOR 14-Oct TO 16-Oct CREATED:16-Oct-03 AT 9:14AM



Analyzing port usage

The busy ports report shows the total number of times all or selected ports were busy. It also shows the average percentage of time the ports were busy during a specific time period. You can create the report for all ports on the system or for a selected group of ports.

If all or nearly all of your ports are busy during peak hours, calls may go unanswered unless a caller lets the ring continue until a port becomes free. You may need additional ports to handle all of your incoming calls efficiently.

To create a busy ports report

- 1 Go to Reports > Usage Reports.
- 2 Double-click "Busy Ports Report."
- 3 Select a port, then click "Add." Repeat this step for each port you want to include in the report. Click "Next."
- 4 Select the start month and date, and the end month and date for the report, then click "Next."
- 5 Type a path and file name for the report output. Or, click "Browse," select the path and file name, then click "Save."
- 6 To display the report, select "View report with," then type the file name for the executable file of a text editor. The default text editor is Write.exe. Or, click "Browse," select the path and file name for the text editor, then click "Open."
- 7 Click "Finish."

Busy ports report sample

Busy Ports Analysis for 15-Mar to 1-Apr Created: 4-Apr-03 at 4:21PM
For Port 1

Hour	Count	MM:SS	Average Count	Per Day MM:SS	Percent
6A- 7A:	8	7:20	0.4	0:24	0.6%
7A- 8A:	22	19:24	1.2	1:04	1.7%
8A- 9A:	48	37:44	2.6	2:05	3.4%
9A-10A:	53	33:08	2.9	1:50	3.0%
10A-11A:	55	36:38	3.0	2:02	3.3%
11A-12P:	64	40:13	3.5	2:14	3.7%
12P- 1P:	43	31:18	2.3	1:44	2.8%
1P- 2P:	54	40:16	3.0	2:14	3.7%
2P- 3P:	47	34:32	2.6	1:55	3.1%
3P- 4P:	38	34:50	2.1	1:56	3.2%
4P- 5P:	28	21:08	1.5	1:10	1.9%
5P- 6P:	14	7:30	0.7	0:25	0.6%
DAY:	474	344:01	26.3	19:06	2.6%
6P- 7P:	9	7:14	0.5	0:24	0.6%
7P- 8P:	3	1:15	0.1	0:04	0.1%
8P- 9P:	1	0:34	0.0	0:01	0.0%
9P-10P:	3	3:20	0.1	0:11	0.3%
10P-11P:	2	0:40	0.1	0:02	0.0%
11P-12P:	2	8:42	0.1	0:29	0.8%
12A- 1A:	0	0:00	0.0	0:00	0.0%
1A- 2A:	1	0:19	0.0	0:01	0.0%
2A- 3A:	0	0:00	0.0	0:00	0.0%
3A- 4A:	1	0:19	0.0	0:01	0.0%
4A- 5A:	1	0:17	0.0	0:00	0.0%
5A- 6A:	4	3:15	0.2	0:10	0.3%
NIGHT:	27	25:55	1.5	1:26	0.1%
24 HRS:	501	369:56	27.8	20:33	1.4%

Hour The time period listed for a line of the report. Day hours are between 6:00 A.M. and 6:00 P.M. Night hours are between 6:00 P.M. and 6:00 A.M.

Count The total number of calls answered by the port during the time period.

MM:SS The total time the calls lasted, in minutes and seconds.

Average per day

Count The average number of calls answered by the port during the time period.

MM:SS The average time a call lasted during the time period, in minutes and seconds.

Percent The percentage of calls received during the time period.

Creating directory reports

Directory reports let you analyze system data for subscribers and guests, extensions, message groups, and directory assistance. You can determine when a subscriber last used the voice messaging system, the boxes and groups a subscriber owns, how many directory groups and menus the system uses, and which groups a subscriber belongs to.

It is recommended that you run directory reports regularly for security purposes. Verify that the correct subscribers are assigned system manager status, and delete any unused mailboxes.

To create a directory report

- 1 Go to Reports > Directory Reports.
- 2 Double-click the report name.
- 3 If asked, choose the message group or system ID to include. Click "Next."
- 4 Type a path and file name for the report output. Or, click "Browse," select the path and file name, then click "Save."
- 5 To display the report, select "View report with," then type the file name for the executable file of a text editor. The default text editor is Write.exe. Or, click "Browse," select the path and file name for the text editor, then click "Open."
- 6 Click "Finish."

User directory report sample

SUBSCRIBER/GUEST REPORT CREATED 4-Apr-03 AT 4:21PM							
NAME	Pers ID	Messages		Last Contact	Msg		
		New	Total		Hd/Ar	Access	
Albright, Xavier	81419	3=0:01	92=0:32	4-Apr-03	20/99	PCNB	
Barton, Leslie	85409	1=0:01	14=0:05	25-Mar-03	7 /7	PCDNB4	
Chan, Edgar	85444	0=0:00	2=0:01	4-Apr-03	0 /4	PCDNB	
Cranston, Robin	85089	14=0:02	18=0:03	31-Mar-03	0 /10	PCNMB	
DuBois, Aimee	851311	0=0:00	25=0:18	4-Apr-03	40/99	PCNMB	
Enzmann, Hector	891367	0=0:00	0=0:00	4-Apr-03	0 /4	PCNB	
Farhoud, Senna	81240	2=0:02	8=0:02	3-Apr-03	1 /4	PCNHB	
Furukawa, Craig	851169	1=0:01	37=0:22	2-Apr-03	40/99	PCDNB	
Green, Pat	85266	4=0:01	5=0:02	4-Apr-03	0 /4	PCNB	
Jackson, Ian	XXXXXXXXXX	1=0:01	17=0:11	4-Apr-03	99/99	PCNMB4	
Jones, Soula	851027	1=0:01	1=0:01	3-Apr-03	0 /4	PCNMHB	
Lu, Johnny	851315	12=0:06	12=0:06	3-Apr-03	0 /4	PCNB	
Marlowe, Rita	85414	0=0:00	0=0:00	5-Mar-03	0 /4	PCDNB	
Martinez, Carlos	81096	1=0:01	1=0:01	Never	0 /4	PCNFB	
Panieri, Alessandro	851492	13=0:07	13=0:07	2-Apr-03	0 /4	PCNB	
Sampson, Gary	81481	1=0:02	35=0:32	3-Apr-03	30/99	PCNHB4	
Santana, Maria	851257	0=0:00	7=0:05	4-Apr-03	0 /4	PCNMB4	
Turner, Carroll	XXXXXXXXXX	3=0:01	8=0:04	31-Mar-03	4 /4	PCNHB	
Van Horn, Louisa	851521	0=0:00	0=0:00	4-Apr-03	0 /4	PCNMB	
Vinh, Trina	81156	3=0:01	6=0:03	2-Apr-03	0 /4	PCNB	
Williams, Chris	85120	0=0:00	4=0:02	4-Apr-03	0 /4	PCENB4	
Yale, Hugh	XXXXXXXXXX	1=0:01	1=0:01	4-Apr-03	99/99	CNB	
Zieve, Jacob	89131	0=0:00	57=0:26	4-Apr-03	14/14	PCENB4	

Name The subscriber or guest's name.

Pers ID The subscriber or guest's personal ID. If the subscriber is a system manager, the personal ID displays as XXXXXXXX.

Messages

New The number of new messages and how long the messages last, in hours and minutes.

Total The total number of new and old messages and how long the messages last, in hours and minutes.

Last contact The last time the subscriber or guest called the system to check messages.

Msg

Hd/Ar The number of heard (old) messages, followed by the number of archived messages.

Access The access options assigned to the subscriber. The codes indicate the following:

Code	Description
A	Subscriber cannot change setup options by phone.
B	Subscriber does not receive a return receipt for a message unless a explicitly requested.
C	Subscriber is not notified of new public messages.
D	Excludes subscriber from automatic (alphabetic) directory assistance.
E	Subscriber sends messages by extension number.
F	Subscriber hears the enrollment conversation the next time the subscriber calls the system.
G	Subscriber cannot change personal greetings.
H	Not currently used.
I	Subscriber cannot add to, listen to, or rerecord messages.
J	Subscriber cannot send group messages.
K	Subscriber can change call holding by phone.
L	System announces the length of messages.
M	Subscriber hears menu options instead of questions.
N	Subscriber hears new messages without pressing any touchtone keys.
O	Subscriber cannot review old messages.
P	Subscriber cannot access public messages.
Q	Subscriber cannot mark messages urgent.
R	Subscriber cannot redirect messages.
S	Subscriber cannot send messages.
T	Subscriber hears the conversation in the traditional order.
U	Subscriber cannot send messages to other subscribers, only to his or her guests and message groups.
V	Subscriber cannot mark messages private.
W	Subscriber cannot mark messages for future delivery.
X	Subscriber cannot mark messages for return receipt.
Y	Subscriber cannot create or send messages to open message groups.
Z	System marks every message sent by the subscriber for return receipt.
1	Not currently used.
2	Not currently used.
3	Not currently used.
4	Subscriber hears e-mail messages by phone.

Code	Description
5	Subscriber's e-mail messages are not included in message totals.
6	Subscriber enters an e-mail password before hearing e-mail messages by phone.
7	Subscriber's voice messages are forwarded to the subscriber's e-mail inbox automatically.
8	Subscriber's faxes are forwarded to the subscriber's e-mail inbox automatically.
9	Subscriber is notified via e-mail when new voice messages or faxes are received.

Extension ID report sample

EXTENSION REPORT CREATED 4-Apr-03 AT 4:22PM					
NAME	Ext. Id	Transfer	Type	Options	Hold
Albright, Xavier	1240	Y->X	A->4	MC	NO
Barton, Leslie	1114	Y->X	A->4	A	NO
Chan, Edgar	1441	Y->1441	A->4		NO
Fax box of Chan,	45441				
Cranston, Robin	1043	Y->X	A->4		NO
DuBois, Aimee	1022	Y->X	A->4	MC	NO
Modem - DuBois	3204				
Enzmann, Hector	1130	Y->X	A->4		YES
Farhoud, Senna	69403	N->X	A->4	A	NO
Furukawa, Craig	1436	Y->X	A->4	SC	NO
Green, Pat	1420	Y->X	A->4	ASC	YES
Fax box of Green, P	451420				
Jackson, Ian	1060	Y->X	A->4		NO
Jones, Soula	1136	Y->X	A->4	MC	NO
Lu, Johnny	1370	Y->1370	A->4		NO
Fax box of Lu,	751370				
Marlowe, Rita	1105	N->X	A->4	MC	NO
Martinez, Carlos	1496	N->X	A->4	A	NO
Panieri, Alessandro	1123	Y->X	A->4	MC	NO
Sampson, Gary	1122	Y->X	A->4	SC	NO
Santana, Maria	1145	Y->X	A->4	MC	NO
Turner, Carroll	1700	N->X	A->4	A	NO
Van Horn, Louisa	1266	Y->X	A->4	MC	NO
Vinh, Trina	1089	Y->1089	A->4	A	NO
Fax box of Vinh	35089				
Williams, Chris	1311	Y->X	A->4	SC	NO
Williams Home	4311				
Yale, Hugh	1012	Y->1012	A->4		NO
Fax box of Yale, H	451012				
Zieve, Jacob	1257	Y->X	A->4	SC	YES
Fax box of Zieve, J	3257				

Ext. ID The subscriber's extension number.

Transfer Indicates whether the subscriber uses call transfer. The codes indicate the following:

Code	Description
Y	Call transfer is on.
N	Call transfer is off.
X	The subscriber's work extension number.
Numbers	A different extension number.

Type The type of call transfer used, either A for await answer, W for wait for ringback, or R for release. The number indicates the number of rings.

Options Any call transfer or call screening options. The codes indicate the following:

Code	Definition	Description
A	Announce	The person who answers the phone hears a beep before being connected to the caller
C	Confirm	Before a call is transferred, the person who answers the phone can choose whether to take the call.
D	Dialtone detection	The voice messaging system checks for dialtone before a call is transferred.
I	Introduce	The system plays an introduction before connecting a call.
M	Message screen	The subscriber receives a voice message that includes a caller's name, if provided.
S	Screen	Callers are asked to record their name.

Hold Indicates whether the subscriber uses call holding.

Message group report sample

Group List Report		Created	4-Apr-03 at 4:22PM
Group Name	Type	Dispatch?	Owner
331	Local Access	Yes	Albright, Xavier
333	Private	Yes	Albright, Xavier
334	Local Access	Yes	Albright, Xavier
All Sales People	Private	Yes	Yale, Hugh
All Subscribers Group	Open	Yes	·SYSTEM·
Direct marketing	Private	Yes	Enzmann, Hector
DT	Open	Yes	Furukawa, Craig
Eastern region	Open	Yes	Zieve, Jacob
Editorial staff	Private	No	Panieri, Alessandro
Lunch	Private	Yes	Jones, Soula
Marketing Team	Private	Yes	Lu, Johnny
Robin's Group	Local Access	Yes	Cranston, Robin
Northern region	Private	Yes	Jackson, Ian
Production	Open	Yes	Sampson, Gary
Proofreaders	Open	No	Barton, Leslie
Representatives	Open	Yes	Vinh, Trina
Sales	Private	Yes	Van Horn, Louisa
Southern region	Private	Yes	Green, Pat
Technical support	Private	Yes	Albright, Xavier
Sales Support	Open	Yes	DuBois, Aimee
Training	Local Access	Yes	Marlowe, Rita
Western region	Private	Yes	Farhoud, Senna

Directory assistance report sample

Directory Group List		Created	4-Apr-03 at 4:23PM
Group Name	Type	Directory ID	
Accounts	Dir Group		
Customer Service	Sub Menu		
Numeric Directory	Sub Menu	\$411	
Sales	Dir Group		
Shipping	Dir Group		
Technical Support	Dir Group		

Group membership report sample

Group Membership Report			Created 4-Apr-03 at 4:25PM		
Group Name: Sales department			Local Access Group of Yale, Hugh		
Dispatch Group: Yes			Last Message Sent: 2-Mar-03		
Member name		Last contacted	Member name		Last contacted
Chan, Edgar		3:56PM 5-Nov	Green, Pat		10:53AM 3-Mar
Marlowe, Rita		10:31AM 3-Mar	Williams, Chris		9:20AM 3-Mar

User membership report sample

Subscriber Membership Report		Created 4-Apr-03 at 4:26PM	
Chan, Edgar is a member of:			
Group Name		Group Name	
All Subscribers Group		Marketing team	
Sales		Western region	

Creating system log reports

Log reports show call activity for the entire voice messaging system or an individual subscriber. The system log report includes information on every call the voice messaging system answers, dials, or transfers, and is useful in troubleshooting voice messaging system problems. The subscriber call log report includes information on every call transferred to or placed by a subscriber.

It is recommended that you run system log reports regularly for security purposes. Check for any unusual call activity, and for any system IDs you do not recognize. Delete any unused mailboxes immediately.

The system creates an ASCII file which you can import into most database, spreadsheet, and word processing programs to do additional sorting or formatting. The Replogdd.m file (where dd represents the day and m is the month) contains a record of each call placed to the system that meets your report selection criteria.

Each record in the file is divided into data fields separated by commas. Each record is 82 characters long, including the commas and two control characters (“return” and “line feed”) ending each record. Text fields, including “Date,” “Time,” and “System ID” fields, are surrounded by quotation marks; the numeric fields for “Port” and “Length of call” are not.

To create a log report

- 1 Go to Reports > Log Reports.
- 2 Double-click “System Log Report” or “Subscriber Call Log Report.”
- 3 If asked, type the system ID for the subscriber.
- 4 Select the start month and date, and the end month and date for the report, then click “Next.”
- 5 Type a path and file name for the report output. Or, click “Browse,” select the path and file name, then click “Save.”
- 6 To display the report, select “View report with,” then type the file name for the executable file of a text editor. Or, click “Browse,” select the path and file name for the text editor, then click “Open.”
- 7 Click “Finish.”

System log report sample

Port	Date	Time	Length	Origin/Type	ID	Name
64	"03/03/30"	"09:05:18"	266	"L"."Sign in "	"ViewMail","851197"	"Barton L"
16	"03/03/30"	"10:25:25"		"DTMF received. count=1 digits=(8)		"
16	"03/03/30"	"10:25:22"	3	"A"."Public "	"Complete","OPEN"	"Opening B"
16	"03/03/30"	"10:25:26"		"DTMF received. count=1 digits=(5)		"
16	"03/03/30"	"10:25:27"		"DTMF received. count=1 digits=(1)		"
16	"03/03/30"	"10:25:27"		"DTMF received. count=1 digits=(3)		"
16	"03/03/30"	"10:25:28"		"DTMF received. count=1 digits=(6)		"
16	"03/03/30"	"10:25:31"		"DTMF received. count=1 digits=(5)		"
16	"03/03/30"	"10:25:32"		"DTMF received. count=1 digits=(2)		"
16	"03/03/30"	"10:25:32"		"DTMF received. count=1 digits=(4)		"
16	"03/03/30"	"10:25:33"		"DTMF received. count=1 digits=(8)		"
16	"03/03/30"	"10:25:41"		"DTMF received. count=1 digits=(2)		"
16	"03/03/30"	"10:25:43"		"DTMF received. count=1 digits=(2)		"
16	"03/03/30"	"10:25:44"		"DTMF received. count=1 digits=(2)		"
16	"03/03/30"	"10:25:46"		"DTMF received. count=1 digits=(2)		"
16	"03/03/30"	"10:25:48"		"DTMF received. count=1 digits=(3)		"
16	"03/03/30"	"10:25:25"	23	"C"."Owner "	"Complete","85136"	"Zieve Ja"
16	"03/03/30"	"10:25:48"		"DTMF received. count=1 digits=(6)		"
16	"03/03/30"	"10:25:49"		"DTMF received. count=1 digits=(0)		"
16	"03/03/30"	"10:25:50"		"DTMF received. count=1 digits=(0)		"
16	"03/03/30"	"10:25:48"	7	"C"."Tran Box"	"Transfer","3600"	"x"
01	"03/03/30"	"10:33:34"		"DTMF received. count=1 digits=(8)		"
01	"03/03/30"	"10:33:31"	3	"A"."Public "	"Complete","OPEN"	"Opening B"
01	"03/03/30"	"10:33:35"		"DTMF received. count=1 digits=(5)		"
01	"03/03/30"	"10:33:35"		"DTMF received. count=1 digits=(1)		"
01	"03/03/30"	"10:33:36"		"DTMF received. count=1 digits=(1)		"

Items in the report are described in the following table.

Column	Value	Description
Port	2-digit numeric	Voice messaging system port answering the call
Date	yy/mm/dd	Date of call
Time	hh:mm:ss	Time of call
Length	Up to 4-digit numeric	Duration of the call in seconds
Origin	A	Answered incoming call/Collision
	C	Continued (call routed from another system ID or box)
	D	Dialed out
	L	Local area network connection
	F	System failure
Type	Owner	Call from a subscriber
	Guest	Call from a guest
	Int Box	Call for an interview box
	Tran Box	Call for a transaction box
	Msgbox	Call for a message box
	Public	Public call
	Xfer op	Transfer to operator
	Xfer ID	Operator ID transfer
	Restart	System restarted
	Shutdown	System stopped
	ViewMail	Call to access ViewMail
	<Phone #>	System dial out to light a message waiting indicator or to do message delivery
	FAILURE	System failure (Fail codes appear in next three fields)
ID	Numeric	The system ID entered during the call
Name	Alphanumeric	Any name associated with a system ID entered during the call

Field name	Value	Meaning
Status of Call	Busy	Dial out reached a busy tone
	Complete	Call completed successfully
	Transfer	Call transferred successfully
	No answer	Dial out resulted in no answer
	No connect	Dial out resulted in no connection
	Intercept	Dial out resulted in intercept tone
	Incomplete	Dial out interrupted by local connect
	No ID	Dial out resulted in answer but no ID
	No msg	Unidentified caller hung up
	Error	Error during call or ** pressed
	Bad ID	Caller entered an unrecognized ID
	Bad SC	Invalid security code
System ID	text	Caller ID locked out
		Caller hung up
System ID	text	ID of called box, calling subscriber, or invalid ID (packet sent by switch)
Name	text	Subscriber, guest, or box

Using the error log

The error log lists information about system errors, including the port where the error occurred, and the date and time of the error. Use this report to identify voice messaging system problems.

Error codes are generated by the system in the format Mxxx-xx Exx-xx Dxxx, which means:

- Mxxx-xx is the module in which the error appears. The xx is the error location in that module.
- Exx-xx is the type of error.
- The value of Dxxx depends on the type of error. For a database error, “D” is the record number in the database file. For a memory error, “D” is the memory location, sometimes in hex or decimal format. For a voice board error, “D” is the port number having the problem.

If you cannot solve the problem with this information, contact Technical Support.

To create the error log report

- 1 Go to Reports > Log Reports.
- 2 Double-click “Error Log Report.”
- 3 Select the start month and date, and the end month and date for the report, then click “Next.”
- 4 Type a path and file name for the report output. Or, click “Browse,” select the path and file name, then click “Save.”
- 5 To display the report, select “View report with,” then type the file name for the executable file of a text editor. Or, click “Browse,” select the path and file name for the text editor, then click “Open.”
- 6 Click “Finish.”

Error log report sample

Error Log Report for 1-May to 30-Jun Created: 4-Jun-03 at 8:40AM

Contact your service representative for more information on any errors found

Error: (M1-3) (E8-8) (D1)

Port: 4

Date/Time: 4-Jun-03 at 12:00AM

Error type	Meaning
E1	Operating system or disk errors. This error indicates that database files may be missing or corrupted.
E2	Database error in key files. This error can be due to corrupted or missing files.
E3	Program errors generated by the voice messaging system.
E5	Operating system interface errors. This error indicates that database files may be missing or corrupted.
E6	Memory allocation errors. This error indicates that startup files may not have the correct configuration.
E7	Voice board errors indicating a loss of communication between the voice messaging software and a voice board. This error does not mean that the voice board is defective.
E8	Miscellaneous errors.

Creating networking reports

Four reports are available for managing the optional networking features. Networking reports give you information about subscribers and message groups at remote sites as well as remote call log information, and provide a message transmission log.

Remote subscriber directory report sample

REMOTE SUBSCRIBER REPORT CREATED 1-Dec-04 AT 4:27PM		
NAME	Mail Box ID	Remote Site
Albright, Xavier	419	Dallas office
Barton, Leslie	409	Dallas office
Chan, Edgar	444	Dallas office
Cranston, Robin	489	Dallas office
DuBois, Aimee	311	Dallas office
Enzmann, Hector	367	Dallas office
Farhoud, Senna	240	Dallas office
Furukawa, Craig	169	New York office
Green, Pat	266	New York office
Jones, Soula	427	Dallas office
Lu, Johnny	315	Dallas office
Marlowe, Rita	414	Dallas office
Martinez, Carlos	496	Dallas office
Panieri, Alessandro	492	Dallas office
Sampson, Gary	481	Dallas office
Santana, Maria	257	New York office
Van Horn, Louisa	521	Dallas office
Vinh, Trina	156	New York office
Williams, Chris	120	New York office
Zieve, Jacob	131	New York office

Remote message group report sample

REMOTE GROUP REPORT CREATED 1-Dec-04 AT 4:51PM		
NAME	Type	Remote Site
331	Local Access	Dallas office
333	Private	Dallas office
334	Local Access	Dallas office
All Sales People	Open	Dallas office
DT	Open	Dallas office
Eastern region	Open	New York office
Production	Open	Dallas office
Proofreaders	Open	Dallas office
Representatives	Open	Dallas office
Sales Support	Open	Dallas office
Training	Local Access	Dallas office

Remote call log sample

REMOTE SITE CALL REPORT LOG FOR 22-Dec TO 22-Dec CREATED:22-Dec-04 AT 2:33PM

```
01,"04/12/22","09:25:28", 15,"D","Network ","Complete","Remote tim",""
02,"04/12/22","09:26:08", 118,"D","Network ","Complete","Successful",""
02,"04/12/22","09:29:06", 151,"D","Network ","Complete","Successful",""
02,"04/12/22","09:34:05", 141,"D","Network ","Complete","Successful",""
02,"04/12/22","09:53:04", 135,"C","Network ","Complete","Successful","AAA"
02,"04/12/22","10:23:34", 708,"D","Network ","Complete","Successful",""
01,"04/12/22","10:39:59", 116,"C","Network ","Complete","Successful","AAA"
01,"04/12/22","10:42:53", 140,"C","Network ","Complete","Successful","AAA"
01,"04/12/22","10:46:35", 116,"C","Network ","Complete","Successful","AAA"
02,"04/12/22","11:01:06", 1079,"D","Network ","Complete","Successful",""
02,"04/12/22","14:20:22", 21,"D","Network ","Complete","Remote tim",""
02,"04/12/22","14:21:04", 50,"D","Network ","Complete","Remote tim",""
02,"04/12/22","14:22:18", 0,"D","Network ","Complete","No answer ",""
02,"04/12/22","14:23:08", 103,"D","Network ","Complete","Remote tim",""
02,"04/12/22","14:25:39", 118,"D","Network ","Complete","Successful",""
02,"04/12/22","14:30:31", 118,"D","Network ","Complete","Successful",""
```

Message transmission log sample

```
P00000750 T000008a0 NET_Trans L04 Z0006902925 12\07\2004 17:22:35.937 "222" ", "R", 15, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0008921103 12\07\2004 17:28:55.984 "222" ", "R", 15, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0011909537 12\07\2004 17:38:19.781 "222" ", "R", 15, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0014400354 12\07\2004 17:46:09.343 "222" ", "R", 15, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0015370194 12\07\2004 17:49:10.890 "222" ", "R", 15, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0329090469 12\08\2004 10:19:03.312 "222" ", "R", 18, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0329389379 12\08\2004 10:19:59.046 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0329688551 12\08\2004 10:20:54.812 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0329988140 12\08\2004 10:21:50.671 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0330289894 12\08\2004 10:22:46.484 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0330588877 12\08\2004 10:23:42.218 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0330886877 12\08\2004 10:24:37.906 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0331185852 12\08\2004 10:25:33.625 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0331485209 12\08\2004 10:26:29.421 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0338414101 12\08\2004 10:48:17.890 "222" ", "R", 18, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0343414598 12\08\2004 11:04:00.531 "222" ", "R", 18, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0343713641 12\08\2004 11:04:56.296 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0344012449 12\08\2004 11:05:51.984 "222" ", "R", 17, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0345034884 12\08\2004 11:09:03.500 "222" ", "R", 22, " ", ", "101", ", "901", " "
P00000750 T000008a0 NET_Trans L04 Z0345333619 12\08\2004 11:09:59.187 "222" ", "R", 17, " ", ", "101", ", "901", " "
```

To create a networking report

- 1 Go to Reports > Networking Reports.
- 2 Double-click the report name.
- 3 Select either “All remote network nodes” or “Select single network node” and choose the remote site from the list. Click “Next.”
- 4 Type a path and file name for the report output. Or, click “Browse,” select the path and file name, then click “Save.”
- 5 To display the report, select “View report with,” then type the file name for the executable file of a text editor. Or, click “Browse,” select the path and file name for the text editor, then click “Open.”
- 6 Click “Finish.”

Creating wake up call reports for a hotel

Three reports are available to help you manage the hospitality wake up call service: pending wake up calls, wake up failures, and wake up log. These reports ensure that hotel guests are receiving the wake up call services that they need. Wake up call reports should be created at least once a week. You may find it helpful to generate them more frequently during times of peak demand, such as during a large convention.

Pending wake up calls

This report lists all pending wake up calls in the system queue. It helps the system administrator monitor wake up call use and schedule alternative wake up call service if the system is unavailable. Always create this report before the system is brought down for maintenance.

Failed wake up call report

This report assists the system administrator by listing wake up calls that:

- Were scheduled for more than 10 minutes after a guest's requested time. These calls are logged as "overload" on the report.
- Remained unanswered after the maximum number of retries. This condition also generates an urgent message to the designated subscriber. These calls are logged as "max retry" on the report.
- Expired before they are made. A wake up call request expires when it cannot be made within 20 minutes of its scheduled time. This report provides the only notification for expired wake up calls. These calls are logged as "expired" on the report.

Wake up call log

This report lists all attempted wake up call dial outs. It is used as a troubleshooting tool to check when a wake up call was made. When tracked over time, wake up call usage patterns can be established and monitored.

To create a wake up call report

- 1 Go to Reports > Hospitality.
- 2 Double-click the report name.
- 3 If you selected "Wake Up call log report" or "Failed wake up call report" select the report start date, then select the end date.

4 Select the filename for the report, then select the text editor for viewing the report.

5 Click “Finish” to generate the report.

Pending wake up call report sample

PENDING WAKE UP CALL REPORT CREATED 5-Jan-04 AT 9:14am

Guest Name	Room	Date	Time		Next Attempt
Silverman, Joel	111	01/06/00	6:15am	Daily	6:15am
Barnes, William	114	01/06/00	6:15am	Daily	6:15am
Masters, Irena	112	01/06/00	6:25am	Daily	6:25am
Wu, Cheryl	115	01/06/00	6:30am	Daily	6:30am
Moss, Amaryllis	113	01/06/00	6:45am	Daily	6:45am
Geist, Joanne	110	01/06/00	7:00am	Daily	7:00am
Perez, Ricardo	116	01/06/00	7:15am	Daily	7:15am

Creating a hotel guests report

For systems with optional hospitality features, the system provides a report that lists all hotel guests. The report is sorted by guest name, if available, or by room number if the guest name is not available. This report is useful if staff want an on-demand guest list, or if you need to research a voice messaging problem for a guest. This report is also useful to have before the system is taken down for maintenance or an upgrade.

To create a hotel guest directory report

- 1 Go to Reports > Hospitality.
- 2 Double-click “Hotel Guest Directory Report.”
- 3 Select the filename for the report.
- 4 Select the text editor for viewing the report.
- 5 Click “Finish.”

Hotel guest directory report sample

HOTEL GUEST REPORT CREATED 21-APR-04 AT 5:17pm

NAME	Pers ID	Ext. Id	New Messages	Last Contact	Voice Name	In Dir?
{1149 }	51149	1149	0=0:00	04/19/04	No	No
{1150 }	51150	1150	0=0:00	04/19/04	No	No
{1151 }	51151	1151	0=0:00	Never	No	No
{1152 }	51152	1152	0=0:00	04/18/04	No	No
{1152 }	57748	7748	0=0:00	04/18/04	No	No
{1155 }	51155	1155	0=0:00	04/19/04	No	No
{1203 }	51203	1203	0=0:00	Never	No	No
{1205 }	51205	1205	0=0:00	Never	No	No
{1206 }	51206	1206	0=0:00	Never	No	No
{1207 }	51207	1207	0=0:00	Never	No	No
{1209 }	51209	1209	0=0:00	Never	No	No
{1210 }	51210	1210	0=0:00	Never	No	No
{1211 }	51211	1211	0=0:00	Never	No	No
{1212 }	51212	1212	0=0:00	Never	No	No
{1213 }	51213	1213	0=0:00	Never	No	No
{1215 }	51215	1215	0=0:00	04/20/04	No	No
{1216 }	51216	1216	0=0:00	04/19/04	No	No
{1217 }	51217	1217	0=0:00	Never	No	No
{1218 }	51218	1218	0=0:00	04/20/04	No	No
{1219 }	51219	1219	0=0:00	Never	No	No
{1220 }	51220	1220	0=0:00	04/20/04	No	No
{1221 }	51221	1221	0=0:00	04/20/04	No	No
{1222 }	51222	1222	0=0:00	04/19/04	No	No
{1223 }	51223	1223	0=0:00	Never	No	No
{1224 }	51104	1104	0=0:00	Never	No	No
{1224 }	51224	1224	0=0:00	Never	No	No

CHAPTER 15:

Voice fields and prompts

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System conversation overview

The voice of the voice messaging system consists of digital recordings of hundreds of words and sentences. Spoken by the system, these recordings are called prompts.

Prompts tell callers what action to take as they progress through the system. The system connects prompts with recorded greetings and voice names to create the conversations the system conducts with a caller.

Subscribers can record their own name and greetings by phone or by computer. The system manager can also record names and greetings on the NEAXMail AD-64 administration console.

If a sound card and microphone are installed, you can use the Prompt Editor utility to find, play and rerecord prompts on the voice server. Or, you can record prompts in .wav format using multimedia software at a different computer. Then, you can use the Prompt Editor utility to copy the new prompts onto the voice server.

Understanding system recordings

Sound recordings used by the system fall into three general categories: greetings, voice names, and prompts and phrases.

Greetings

A greeting is the recording that is played when a call is routed to a box. The opening greeting plays when an external call is routed to the opening box. Subscribers can record their own greetings for their voice mailboxes. The system manager or box owner can record greetings for other boxes, such as transaction boxes, interview boxes, voice detect boxes, and the operator box.

Voice names

Voice names identify a subscriber, guest, or group of subscribers to a caller. These are simply recordings of individuals speaking their names (or a group's name).

Prompts and phrases

A prompt is the recording the system plays, telling a caller what action to take or what is happening to his or her call. A phrase is a set of instructions that tells the system which prompts to play at a particular point in the conversation.

Each phrase in the system conversation has a name. For example, when the system gives the subscriber the option to check new messages, the subscriber hears:

“Would you like to check it (or them)?”

The phrase name that identifies this question is:

`PH_Chk_WouldLikeToCheck`

One of the instructions in the phrase tells the system to check the number of messages the subscriber has. If there is one new message, the phrase instructs the system to play prompt SL50: “Would you like to check it?” If there is more than one new message, the phrase instructs the system to play prompt SL51: “Would you like to check them?”

The same prompt can be used at several different points in the conversation. That is, the same prompt can be used by more than one phrase. Before rerecording a prompt used by more than one phrase, listen to the way in which the prompt is used in each instance.

The voice messaging system contains hundreds of prompts. For convenience, prompts relating to a specific part of the conversation are grouped into prompt sets. Each prompt set is identified by a two-letter code (for example, DR for directory). Each individual prompt is made up of a two-letter code and a number. A table of system conversation prompt set codes is below.

System conversation prompt sets

Prompt set	Description
DR	Automatic or numeric directory assistance
DS	Message delivery schedules
DT	Date and time stamps
EM	E-mail integration
ER	Voice messaging system error messages
FB	Prompts for fax boxes, available only with the ActiveFax package
FM	Prompts for fax mail, available only with the ActiveFax package
GI	Prompts for phone or account number entry
GL	Prompts used throughout the conversation
GR	Prompts for changing message groups
HD	Call holding
MB	Prompts for callers reaching a subscriber's mailbox
ME	Prompts for menu mode
NM	Numbers for time stamps and message totaling
SC	Speech recognition
SD	Prompts for urgent, private, receipts, and future delivery options
SL	Prompts for subscribers listening to messages
SM	Prompts for resetting mailboxes
SP	Prompts for setup options
SR	Prompts for subscribers recording messages
SS	Prompts for enrolling subscribers
SY	System manager conversation
VC	Prompts available only with the ViewCall Plus program

Understanding voice fields

The voice fields for recordings such as voice names, transaction box greetings, interview box questions, the opening greetings, and the operator box greetings are stored on tabs for each box.

If a voice field contains a recording, that field displays a number (for example, 00:00:31). The number represents how long, in hours, minutes, and seconds) the recording lasts. If a voice field does not contain a recording, the field displays 00:00:00.

Copying or pasting voice field recordings

You can copy greetings or names from any voice field on the NEAXMail AD-64 administration console into a file stored on the voice server.

You can also paste a recording from a file into a voice field. If you paste a recording into a voice field, the new recording replaces the recording already in the voice field. Or, you can also append a recording to the end of an existing greeting or name.

The system stores these files in a Copy folder, in the same folder where the voice messaging software is installed (for example, Vmail\Copy). The Copy folder includes a file with a beep and a file with one second of silence.

When the NEAXMail AD-64 administration console starts, the system reads the list of files in the Copy folder, and automatically makes the files available when you copy or paste. If you want to copy or paste a file to a different folder, first copy the file to the Copy folder. Then, use Windows Explorer to copy or paste to the other folder.

To copy or paste recordings, you must first establish a local connection. See “Making recordings,” on page 29 for details.

NOTE: *On the Administration console, when the audio device is set to Phone, the Copy and Paste buttons are available for voice fields. You can copy or paste a recording from a file stored in the Copy folder into any voice field. However, the Copy and Paste buttons are not available when the audio device is set to Computer.*

To select the audio device used for recording

- 1 On the NEAXMail AD-64 administration console menu bar, select Preferences > Audio Device.
- 2 To use a local connection for recording, select “Telephone.” Or, to use a sound card and microphone, select “Computer.”

Pasting a beep or silence into a greeting

You can append a beep to the end of a greeting to tell the caller when to begin speaking. See the procedure “To append a beep to a voice field” on page 421.

You can paste silence into a greeting to replace the recording. Or, you can append silence to the end of a greeting that asks a caller to press a key. Appending silence at the end of the recording, rather than just pausing as you record, usually results in a higher-quality recording. See the procedure “To paste or append silence to a recording” on page 422.

NOTE: *If you are pasting or appending a recording that is currently in another voice field, you must first copy the recording to a file before you can paste or append it to a new voice field.*

To copy a greeting or name to a file

- 1 Establish a local connection.
- 2 Go to the tab that contains the voice field for the greeting or name you want to copy to a file.
- 3 Click “Edit” to the right of the voice field.
- 4 Click “Copy.”
- 5 Type the file name. Do not include a path. To overwrite an existing file in the Copy folder, choose the file name from the list box.
- 6 Click “OK.”

To paste or append a recording into a voice field

- 1 Establish a local connection.
- 2 Go to the tab that contains the voice field for the greeting or name into which you want to paste or append the recording.
- 3 Click “Edit” to the right of the voice field.
- 4 Click “Paste.” Choose an existing file in the Copy folder from the list box.
- 5 To add the recording to the end of the recording currently stored in the field, select “Append to existing recording, if any.”
- 6 Click “OK.”

To append a beep to a voice field

- 1** Establish a local connection.
- 2** Go to the tab that contains the voice field for the greeting or name into which you want to append the beep.
- 3** Click “Edit” to the right of the voice field.
- 4** Click “Paste.”
- 5** In the “File name” list box, select Beep.
- 6** To add the beep to the end of the recording currently stored in the field, select “Append to existing recording, if any.”
- 7** Click “OK.”

To paste or append silence to a recording

- 1** Establish a local connection.
- 2** Go to the tab that contains the voice field for the greeting or name into which you want to paste or append silence.
- 3** Click “Edit” to the right of the voice field.
- 4** Click “Paste.”
- 5** In the “File name” list box, select Silence.
- 6** To add silence to the end of the recording currently stored in the field, select “Append to existing recording, if any.”
- 7** Click “OK.”

***NOTE:** This procedure copies or appends one second of silence. For a longer pause, repeat the procedure until you append as many seconds of silence as you want.*

See also

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Erasing voice field recordings

If you erase a customized recording, you cannot recover it unless you previously backed it up.

To erase a recording

- 1 Establish a local connection.
- 2 Go to the screen that contains the voice field for the recording you want to erase.
- 3 If desired, make a backup copy of the recording. To do this:
 - Click “Edit” to the right of the voice field.
 - Click “Copy.” Type the file name. Do not include a path. Or, to overwrite an existing file, choose the file name from the list box.
 - Click “OK.”
- 4 Click “Edit” to the right of the voice field.
- 5 Click “Erase.” Click “Yes” to confirm.
- 6 Click “OK.”

Backing up a voice field recording

Back up your customized recordings by copying them to a disk.

To back up a customized voice field recording

- 1 Insert a disk into drive A.
- 2 Go to the screen that contains the voice field for the recording you want to back up.
- 3 Click “Edit” to the right of the voice field.
- 4 Click “Copy.” Type the file name. Or, to overwrite an existing file in the Copy folder, choose the file name from the list box.
- 5 Click “OK.”
- 6 Open Windows Explorer. Browse to the voice server Copy folder (for example, Vmail\Copy).
- 7 Copy the file from the Copy folder to the disk in drive A.
- 8 Remove the disk from drive A and store it in a safe location.

Recovering voice field recordings

You can recover customized recordings that you have backed up on disk.

The system uses the Copy folder on the voice server to store recordings you have previously copied. You can recover these recordings by pasting them into their original voice field.

To recover a backed up voice field recording

- 1 If necessary, use Windows Explorer to copy the file(s) from a disk or other location to the voice server Copy folder.
- 2 Sign out of the NEAXMail AD-64 administration console. To do this:
 - On the System menu, select Sign Out.
 - Click “OK.”
- 3 Sign in again to the NEAXMail AD-64 administration console. To do this:
 - On the System menu, select Sign In.
 - On the Sign-in dialog box, type the name or IP address of the NEAXMail AD-64 server in the “Host” field. From the NEAXMail AD-64 server, you can type `local host`.
 - In “Personal ID” field, type a system manager ID. Your technician can provide this information.
 - In the “Security Code” field, type your personal security code, then click “OK.”
- 4 Go to the screen that contains the voice field whose recording you want to recover.
- 5 Click “Edit” to the right of the voice field.
- 6 Click “Paste.” Choose the file name from the list box.
- 7 To add the recording to the end of the recording currently stored in the field, select “Append to existing recording, if any.”
- 8 Click “OK.”

Recording prompts with the Prompt Editor utility

You can use the Prompt Editor utility to find, copy, play, and rerecord prompts. A new recording replaces an existing recording, even if the new one is shorter.

To play or record prompts with the Prompt Editor utility, you need a sound card and microphone installed in the voice server. Otherwise, use a different computer and multimedia software to record the prompts in .wav file format. Then, use the Prompt Editor utility to copy the .wav files into the correct prompt set on the voice server. You do not use a local connection to play or rerecord prompts with the Prompt Editor utility.

Changing the meaning of prompts may hinder callers from fully using the voice messaging system. Use words that are synonymous with the original wording. Touchtones and the design of other conversational features are not altered by rerecording prompts.

To start the Prompt Editor utility

- 1 On the voice server, click Start > Programs > NEAXMail AD-64 > Server Utilities. Select Voice Prompt Editor.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click "OK."
- 3 Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4 To view a list of the prompts in a prompt set, select the prompt set. Click the scroll arrows or use the scroll bar to move up and down through the list.
- 5 To exit the Prompt Editor utility, on the File menu, select Exit.

To find a prompt

- 1 Start the Prompt Editor utility.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click “OK.”
- 3 Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4 On the Edit menu, select Find. Or, click the Find icon (binoculars) on the toolbar.
- 5 In the “Search term(s)” field, type one or more words, using correct spelling, punctuation, and capitalization. The system displays any matches after you stop typing.
- 6 To display prompt information, select the prompt. The system displays the prompt set code and description, prompt number, and duration, in seconds.
- 7 To finish, click “Cancel.” Or, to display the prompt and a list of all other prompts in the same prompt set, click “OK.”

To play a prompt

- Double-click the prompt.

To play a prompt by using menu commands

- 1 Go to File > Play File.
- 2 Browse to the folder containing the file.
- 3 Select the file, then click “OK.”

To rerecord a prompt

- 1 Start the Prompt Editor utility.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click “OK.”

- 3** Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4** If necessary, use the Edit > Find command to find the prompt and its prompt set.
- 5** On the Edit menu, select “Record.” Or, click the Record icon (red circle) on the toolbar.
- 6** To begin recording, on the Prompt recorder dialog box, click the Record icon (red circle). After the beep, speak clearly into the microphone. To pause the recording, click the Pause icon (two black vertical lines).
- 7** When you are finished recording, click the Stop icon (black square).
- 8** If desired, click the Play icon (black triangle) to listen to your recording.
- 9** Click “Save.”

Copying or pasting a prompt

You can use the Prompt Editor utility to copy or paste a prompt to a file or to the Windows clipboard.

Always back up any customized prompts by copying them to a disk. You can easily recover customized prompts by copying them from the backup disk. You can also recover the original version of a prompt by copying it from the voice messaging compact disc.

To copy a prompt to a file

- 1 Start the Prompt Editor utility.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click "OK."
- 3 Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4 If necessary, use the Edit > Find command to find the prompt and its prompt set. Select the file you want to copy.
- 5 On the Edit menu, select Copy to File.
- 6 Browse to the desired folder.
- 7 In the "File name" field, type the file name.
- 8 Click "Save."

To copy a prompt to the clipboard

- 1 Start the Prompt Editor utility.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click "OK."
- 3 Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4 If necessary, use the Edit > Find command to find the prompt and its prompt set. Select the file you want to copy to the clipboard.

5 On the Edit menu, select Copy.

To paste a prompt from a file

1 Start the Prompt Editor utility.

2 Open the prompts folder. To do this:

- Go to File > Open.
- Browse to the folder containing prompts. For example, Vmail\Prompts.
- Select the folder, then click “OK.”

3 Select the language. Click the plus sign to display a list of prompt sets for the language.

4 If necessary, use the Edit > Find command to find the prompt and its prompt set. Select the file you want to paste into.

5 On the Edit menu, select Record.

6 Click the Insert file icon (clipboard with folder).

7 Browse to the desired folder.

8 Select the file name.

9 Click “Open.”

10 Click “Yes” to confirm.

To paste a prompt from the clipboard

- 1 Start the Prompt Editor utility.
- 2 Open the prompts folder. To do this:
 - Go to File > Open.
 - Browse to the folder containing prompts. For example, Vmail\Prompts.
 - Select the folder, then click “OK.”
- 3 Select the language. Click the plus sign to display a list of prompt sets for the language.
- 4 If necessary, use the Edit > Find command to find the prompt and its prompt set. Select the file you want to paste into.
- 5 On the Edit menu, select Record.
- 6 Click the Paste icon (clipboard with paper).
- 7 Click “Yes.”
- 8 Click “Save.”

Setting up first name directory assistance

If callers do not know a subscriber's extension number, they can reach the correct person without assistance from an operator by using directory assistance. By default, the system is set up to offer alphabetic directory assistance, which allows callers find a subscriber's extension by spelling the first few letters of a subscriber's last name.

However, you can use the Prompt Editor utility to allow callers to find a subscriber's extension by spelling the person's first name instead. You can also turn off first name directory assistance. Turning off first name directory assistance sets the system to ask for last names instead.

To set the system to ask for first names for directory assistance

- 1 Start the Prompt Editor utility. To do this:
 - Click Start > Programs > NEAXMail AD-64.
 - Select "Voice Prompt Editor."
- 2 On the File menu, select "Name Prompts," then select "First name."
- 3 On the File menu, select "Exit."

To turn off first name directory assistance

- 1 Start the Prompt Editor utility. To do this:
 - Click Start > Programs > NEAXMail AD-64.
 - Select "Voice Prompt Editor."
- 2 On the File menu, select "Name Prompts," then select "Last name."
- 3 On the File menu, select "Exit."

Changing the sample rate

You can change the sample rate the system uses to play prompts. You can select either 6kHz or 8kHz.

To change the sample rate for all system prompts

- 1 Go to File > Sample rate.
- 2 Select either 6kHz or 8kHz.

To change the sample rate for an individual prompt file

- 1 Go to File > Resample file.
- 2 Browse to the folder containing the file.
- 3 Select the file, then click “Open.”
- 4 Click “Yes” to confirm.

Setting up prompts for callers on hold

The music-on-hold prompts can contain music of your choice, promotional messages, or information about using call holding.

The system has 10 prompts available for playing music to callers second in line or farther back in the holding queue. The first caller in the queue is on hold with the phone system, rather than with the voice messaging system, and hears the music-on-hold provided by the phone system. The music-on-hold prompt numbers are HD023 through HD032, located in the Holding (HD) prompt set.

The first music-on-hold prompt comes with your system. It contains piano music by Mozart. You can use the Mozart prompt and the remaining music-on-hold prompt numbers to record additional music-on-hold prompts.

If you record multiple music-on-hold prompts, the system cycles through the prompts. When the voice messaging system finishes playing one music-on-hold prompt, it asks the caller whether he or she wants to continue to hold, then plays the next music-on-hold prompt in the series.

When recording music-on-hold prompts, note that the length of the prompt determines the length of the message holding cycle for the caller who is second in line or farther back. Prompts between 20 and 60 seconds in length work well. If the music-on-hold prompts are too short, the caller will be asked too frequently to press a key to remain on hold. If the prompts are too long, the caller may get tired of holding and hang up.

You can set the length of time that the voice messaging system lets the first caller remain on hold before asking if the caller wants to keep holding, leave a message, or try another extension. The length of the call holding cycle for callers who are first in line in the holding queue is set in Switch > Switch Settings on the Call Holding tab.

For additional callers in the queue, the call holding cycle is determined by the length of each of the 10 music-on-hold prompts. The system is shipped with only the first music-on-hold prompt recorded. You can change the call holding cycle for callers who are farther back in the queue by recording additional music-on-hold prompts.

To set up the call holding cycle for the caller who is first in line

- 1 Go to Switch > Switch Settings.
- 2 Select the Call Holding tab.
- 3 In the “Maximum number of attempts to transfer a call to a busy extension” field, type the number of times that you want the system to try to transfer a call before checking back with the caller.
- 4 In the “Amount of time between retries” field, type the time, in seconds, that you want the voice messaging system to wait before trying to transfer a call.
- 5 Click “Finish.”

NOTE: The actual time that a caller waits is the value in the “Amount of time between retries” field multiplied by the value in the “Maximum number of attempts to transfer a call to a busy extension” field, plus a few seconds.

To set up the call holding cycle for callers farther back in the queue

- 1 Start the Prompt Editor utility. To do this:
 - Click Start > Programs > NEAXMail AD-64.
 - Select “Voice Prompt Editor.”
- 2 Select the desired language.
- 3 Select the “HD-Holding” prompt set.
- 4 Scroll to the music-on-hold prompts (23 through 32). Select the call holding prompt you want to rerecord.
- 5 On the Edit menu, select “Record.” Or, click the Record icon (red circle) on the toolbar.
- 6 To begin recording, click the Record icon (red circle). After the beep, speak clearly into the microphone. To pause the recording, click the Pause icon (two black vertical lines).
- 7 When you are finished recording, click the Stop icon (black square).
- 8 If desired, click the Play icon (black triangle) to listen to your recording.

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- 9 Repeat steps 4 through 8 for each call holding prompt you want to change.

CHAPTER 16:

E-mail post office setup

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E-mail post office setup overview

With e-mail integration, subscribers can use text-to-speech technology to hear their e-mail messages by phone. Subscribers can include e-mail message totals in their new message count, forward all voice messages to their e-mail inbox automatically, and forward all incoming faxes to their e-mail inbox as well.

This chapter explains how to set up e-mail integration on the voice server, and how to set up e-mail features for subscribers.

E-mail setup steps

- 1 On the voice server, run the Post Office Manager utility to define e-mail post offices for the voice messaging system.**
Before you set up e-mail features for subscribers, you need to define your site's e-mail post office server names, port numbers, and domain name.
- 2 Set up a default user and set systemwide time restrictions.**
You can set up a default e-mail user to send messages if a subscriber personal e-mail account fails. You can set whether the system accepts e-mail passwords in uppercase, lowercase, or mixed case letters. You can also restrict access to e-mail by phone to a specified time period.
- 3 If desired, set up default e-mail options for new subscribers.**
If most subscribers use the same post office for e-mail, set up a default post office on the default subscriber template. Also, set default e-mail access options to set up the e-mail features most subscribers will use.

For details, see "Default IDs, language, message and e-mail post office," on page 268, and "Default subscriber options," on page 288.
- 4 Set up each subscriber's post office and login name, and customize any e-mail access options.**
For each subscriber using e-mail integration, set the post office and login name. Also, if a subscriber will use e-mail access options different from the defaults, customize e-mail access options as needed.

For details, see "Changing a subscriber's e-mail post office or login name," on page 318, and "Changing options for a subscriber," on page 338.

Using the Post Office Manager utility

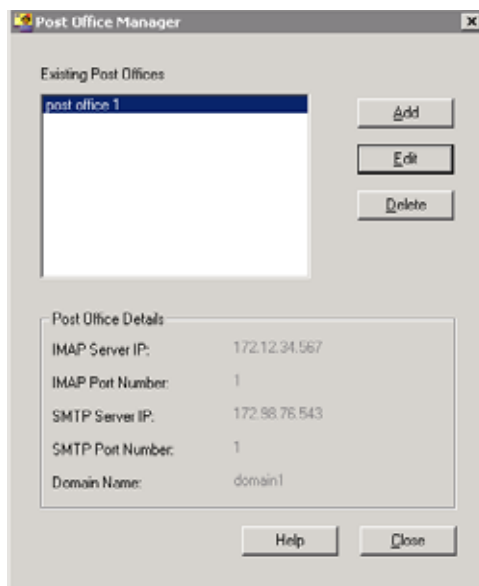
With the Post Office Manager utility, you define e-mail post office information for the voice messaging system. You can use the Post Office Manager to view details about any post offices defined for the system. You run the Post Office Manager utility on the voice server.

To run the Post Office Manager utility

- On the voice server, go to Start> Programs> NEAXMail AD-64> Server Utilities. Select Post Office Manager.

To view details about an e-mail post office

- 1 In the Existing Post Offices window, select a post office. The system displays server names, port numbers, and the domain name.
- 2 Click “Close.”



Adding or editing an e-mail post office

Before you set up subscribers to use e-mail integration, you must define your organization's post offices for the voice messaging system. To complete the fields on the Post Office Manager screens, you need to know the post office name, Internet Message Access Protocol (IMAP) server, Internet Protocol (IP) address and port, the Simple Mail Transfer Protocol (SMTP) server IP address and port, and the domain name. The network administrator can provide this information.

To add or edit an e-mail post office

- 1 On the voice server, go to Start> Programs> NEAXMail AD-64> Server Utilities. Select Post Office Manager.
- 2 To add a new post office, click "Add." Or, to edit an existing post office, select the post office name, then click "Edit."
- 3 On the Add/Edit Post Office dialog, in the "Post office name" field, type the post office name.
- 4 In the "IMAP Server" field, type the IMAP server IP address or the host name for the IMAP server.
- 5 In the corresponding "Port number" field, type the port number for the IMAP server, usually 143.
- 6 In the "SMTP Server" field, type the SMTP server IP address or the host name for the SMTP server.
- 7 In the corresponding "Port number" field, type the port number for the IMAP server, usually 25.
- 8 In the "Domain name" field, type the domain name.
- 9 Click "OK."

The screenshot shows a Windows-style dialog box titled "Add/Edit Post Office - Basic". It contains the following fields and values:

- Post Office Name: post office 1
- IMAP Server: 172.12.34.567
- Port Number (for IMAP): 1
- SMTP Server: 172.98.76.543
- Port Number (for SMTP): 1
- Domain Name: domain1

At the bottom right, there is a button labeled "Advanced".

Setting a default user and systemwide time restrictions

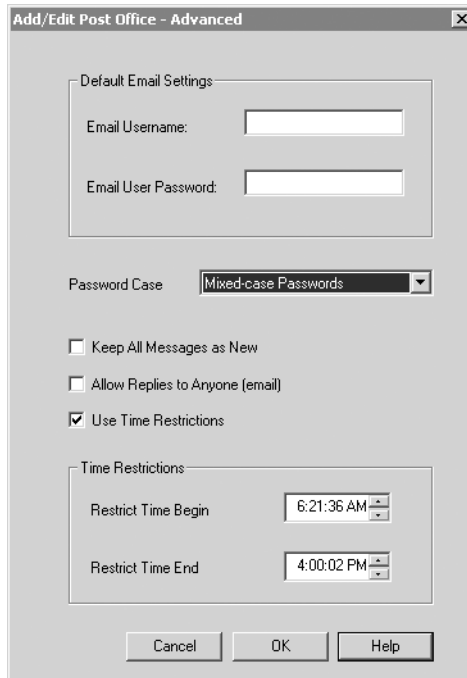
You can use the Post Office Manager utility to set these advanced options:

- Set a default e-mail user to send messages if a subscriber's personal e-mail account fails to send an e-mail message.
- Set whether subscribers must enter their e-mail password with all lowercase, all uppercase, or mixed case letters.
- Set whether the system marks all e-mail messages heard by phone as unread on the e-mail system.
- Set whether to allow subscribers to record a reply to any contact in their e-mail address book, or to an internet e-mail address.
- Restrict access to e-mail messages by phone during a specified time period.

To set a default e-mail user and systemwide time restrictions

- 1 On the voice server, go to Start> Programs> NEAXMail AD-64> Server Utilities. Select Post Office Manager.
- 2 On the Add/Edit Post Office dialog, select a post office name, then click "Advanced."
- 3 To set up a default e-mail user, in the "Default e-mail user" field type the user name. In the "Default e-mail password" field, type the password.
- 4 In the Password Case list box, select "Mixed-case passwords," "Lowercase passwords," or "Uppercase passwords."
- 5 To keep e-mail messages heard by phone marked as unread on the e-mail system, select "Keep all messages as new."
- 6 To allow subscribers to reply to any contact in their e-mail address book, or to an internet e-mail address, select "Allow replies to anyone (e-mail)."
- 7 To restrict subscribers from accessing e-mail by phone, select "Use time restrictions." In the "Restrict time begin" field, select the start time. In the "Restrict time end" field, select the end time.
- 8 Click "OK."

- 9** For the changes to take effect, shut down and restart the voice messaging software. To do this:
- On the NEAXMail AD-64 Administration console, select System> Shut Down.
 - Select either “Shut down only after all outstanding calls, and the online backup process, if in progress, is done (graceful shutdown)” or “Shut down now.”
 - Select the “Restart after shutdown” check box.
 - Click “OK.”
 - To disconnect all calls currently in progress and shut down immediately, click “Do Not Wait.” Otherwise, wait until all current calls finish and each port is shut down individually.
 - When the shutdown is complete, a dialog box will be displayed announcing this. Click “OK” to dismiss the dialog box.



The image shows a Windows-style dialog box titled "Add/Edit Post Office - Advanced". It contains several sections for configuring email settings. The "Default Email Settings" section has text boxes for "Email Username:" and "Email User Password:". Below this is a "Password Case" dropdown menu set to "Mixed-case Passwords". There are three checkboxes: "Keep All Messages as New" (unchecked), "Allow Replies to Anyone (email)" (unchecked), and "Use Time Restrictions" (checked). The "Time Restrictions" section has two time pickers: "Restrict Time Begin" set to "6:21:36 AM" and "Restrict Time End" set to "4:00:02 PM". At the bottom are "Cancel", "OK", and "Help" buttons.

Add/Edit Post Office - Advanced

Default Email Settings

Email Username:

Email User Password:

Password Case: Mixed-case Passwords

☐ Keep All Messages as New

☐ Allow Replies to Anyone (email)

☒ Use Time Restrictions

Time Restrictions

Restrict Time Begin: 6:21:36 AM

Restrict Time End: 4:00:02 PM

Cancel OK Help

CHAPTER 17:

Hospitality site setup

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Hospitality overview

The Hospitality package is a suite of optional features for use in the hospitality industry. This chapter describes how to customize voice messaging services for hotel guests, such as wake up calls, the hotel guest directory, and guest information services. For instructions for on-going system management tasks after the hospitality site is set up, see “Hospitality site management” on page 476.

The options available to all guests are shown on the System > System Settings > Hospitality tab, the System > System Settings > Hotel Guests tab and the Subscribers > Templates/Defaults > Hotel Guest Defaults > General tab. The changes that you make on these tabs affect only new guests. Additionally, you can change the settings for an individual guest by using the Subscribers > Hotel Guest Directory tabs for that guest’s room.

If you have a property management system (PMS) integration, your installer will set up the integration before you set up and customize hospitality features.

Setup steps for the Hospitality package

- 1 **Decide whether you will activate the hotel guest directory.**
See “Setting up a directory of hotel guests,” on page 444.
- 2 **Decide whether you will use overlapping room extension numbers.**
See “Using overlapping room extension numbers,” on page 446.
- 3 **Decide whether you will allow guests to set wake up calls, and set up the wake up call greeting.**
See “Setting up wake up calls,” on page 448 and “Changing the wake up call greeting,” on page 450.
- 4 **Decide who should be notified of unanswered wake up calls.**
See “Sending urgent notices for unanswered wake up calls,” on page 452.
- 5 **Decide whether your guests will receive a check in message the first time they call the system.**
See “Setting up check in messages,” on page 453.
- 6 **Set up the options for hotel guests.**
See “Setting up guest options” on page 455.
- 7 **Set up your hotel information service by using transaction boxes.**
See “Setting up a hotel information service” on page 470.

Setting up a directory of hotel guests

The hotel guest directory allows callers to be transferred to a guest's extension without the help of an operator. The numbers of the guest rooms are never given out by the voice messaging system.

Guests can choose whether they are included in the guest directory. To be included in the hotel guest directory, guests access the voice messaging system, select the guest directory option, and follow the system prompts to record their name.

The hotel guest directory conversation asks outside callers to identify the guest they are trying to reach by entering the first few letters of the guest's last name. You can allow direct transfers without confirmation when there is only one matching guest name in the directory. Or you can require that callers confirm the name before the call is transferred.

In either case, NEAXMail AD-64 requires the spelling of the guest's last name. If your hotel has an integrated PMS (property management system), the property management system can automatically send guest names to the voice messaging system. If your property management system supports spelled guest names, you can choose whether guests can change the spelling of their name in the guest directory.

If the property management system does not automatically provide this information, guests can spell their name during the enrollment conversation, or hotel staff can type guest names on the guest pages in the Subscribers > Hotel Guest Directory.

To set up the hotel guest directory

- 1 Go to System > System Settings.
- 2 Select the Hospitality tab.
- 3 If you want to use the hotel guest directory, confirm that a system ID is entered in the "Hotel guest directory ID" field. If you do not want to use the guest directory, delete the system ID and leave this field blank.
- 4 Select the "Transfer automatically if only one match found" check box to automatically transfer the caller to the guest's extension when there is only one matching guest name in the directory.
- 5 Click "Finish."
- 6 If you use the hotel guest directory, record an opening greeting that tells callers the ID to press to reach the hotel guest directory. See "Making recordings," on page 29.

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail
 Local Network Site | Hospitality | Hotel Guest Setup

Message box reset ID: 636
 Post check-out access ID: 654
 Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found
☐ Enable extension overlap (toll hotel) Entry delay: 2 seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls
 System ID: 656 Greeting: 00:00:00
 Rings: 4
 Retry interval: 10 minutes
 Retry attempts: 2
 If all retries unanswered, notify:

Check-in message

☐ Enable check-in message
 System ID: Greeting: 00:00:00

Hotel guest directory ID The system ID used to reach the directory of hotel guests. Outside callers can press this ID themselves. To disable the guest directory, delete the ID and leave the field blank.

Transfer automatically if only one match found Select this check box to automatically transfer a caller to the guest's extension.

See also

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Using overlapping room extension numbers

If the phone system uses overlapping room extension numbers of different lengths (for example, 110 and 1102), NEAXMail AD-64 must be able to distinguish between them to transfer a call or send a message lamp on or off code. An ID entry delay is used for this purpose. This delay prevents the voice messaging system from transferring the call or sending the lamp code until the complete extension number is received.

For example, if your hotel has extension numbers 110 and 1102, and the “Tall hotel” fields are not set properly, then whenever a call is transferred or a lamp code is sent to extension 1102, the voice messaging system will send the call or lamp code to extension 110 as soon as the first three digits are received. Extension 1102 never receives a call or has its message lamp lit.

The field name “Tall hotel” was originally used to describe a facility that had overlapping extension numbers because of the presence of guest rooms on floors 11 and higher. However, the “Tall hotel” fields are used whenever overlapping extension numbers exist, regardless of the number of guest room floors in the facility.

To set up overlapping room extension numbers

- 1 Go to System > System Settings.
- 2 Select the Hospitality tab.
- 3 Select the “Enable extension overlap (tall hotel)” check box.
- 4 Confirm that the “Entry delay” field is set to the number of seconds supported by the phone system. If not, select a different delay. The minimum value is one second. The maximum value is five seconds.
- 5 Click “Finish.”
- 6 Go to the Switch > Switch Settings.
- 7 Select the MWI tab.
- 8 Locate the “On (activation) code” and “Off (deactivation) code” fields. Type , , immediately at the end of the codes in each of these two fields.
- 9 Click “Finish.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail
 Local Network Site | **Hospitality** | Hotel Guest Setup

Message box reset ID: 636

Post check-out access ID: 654

Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found

☐ Enable extension overlap (tall hotel) Entry delay: 2 seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls

System ID: 656 Greeting: 00:00:00 [Edit...](#)

Rings: 4

Retry interval: 10 minutes

Retry attempts: 2

If all retries unanswered, notify: [Search...](#)

Check-in message

☐ Enable check-in message

System ID: [Edit...](#) Greeting: 00:00:00 [Edit...](#)

[Finish](#) [Cancel](#) [Refresh](#) [Apply](#) [Help](#)

Enable extension overlap (tall hotel) Sets whether you use an overlapping room extension numbering scheme (for example, extensions 110 and 1102).

Entry delay Sets the number of seconds NEAXMail AD-64 waits for additional digits before transferring a call. The default is 2 seconds. This field is enabled only if the “Enable extension overlap (tall hotel)” field is selected.

Setting up wake up calls

NEAXMail AD-64 allows guests to set up their own wake up calls. Wake Up calls are placed on ports set to Answer, Answer/Dial Answer/Messages, and Messages. NEAXMail AD-64 can make approximately three wake up calls per minute per dialout port.

If your guests experience wake up call delays, review your port configuration to determine whether you have an adequate number of ports configured for dialing.

There are several reports available to help you to monitor and manage the wake up service. See “Creating wake up call reports for a hotel” on page 410.

To set up the wake up call feature for guests

- 1 Go to System > System Settings.
- 2 Select the Hospitality tab.
- 3 In the Wake Up Call group, select the “Allow hotel guests to set up their wake up calls” check box.
- 4 In the “System ID” field, type the ID hotel staff use to record the wake up call greeting by phone. The default ID is 656.
- 5 In the “Rings” field, select the number of times a guest phone rings for wake up calls. To prevent unanswered wake up calls from being forwarded to a guest’s voice mailbox, the number of rings should be less than the number of rings that the phone system waits before forwarding calls to the voice messaging system.
- 6 In the “Retry interval” field, select the number of minutes for the system to wait to make a subsequent wake up call if the initial wake up call is unanswered. If this time interval is too long, guests may receive the wake up call too late to meet their desired schedule. If this interval is too short, the entire series of wake up calls may be missed if the guest is unavailable.
- 7 In the “Retry attempts” field, select the maximum number of retry attempts to make if a wake up call is not answered.
- 8 In the “If all retries unanswered, notify” field, type the system ID to receive an urgent message when all wake up call attempts are unsuccessful. Or, to search by name, click “Search.” Select the box, then click “OK.”
- 9 Click “Finish.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail
 Local Network Site | Hospitality | Hotel Guest Setup

Message box reset ID: 636
 Post check-out access ID: 654
 Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found
☐ Enable extension overlap (tall hotel) Entry delay: 2 seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls
 System ID: 656 Greeting: 00:00:00
 Rings: 4
 Retry interval: 10 minutes
 Retry attempts: 2
 If all retries unanswered, notify:

Check-in message

☐ Enable check-in message
 System ID: Greeting: 00:00:00

Allow hotel guests to set up their wake up calls Allows guests to set their own wake up calls. Select this check box to enable this feature, or clear it to disable this feature.

System ID Specifies the system ID of the wake up call greeting so that hotel staff can change the wake up greeting by phone. The default is 656.

Rings Specifies the number of times a guest phone rings for wake up calls. The default is 4 rings.

Retry interval Specifies the number of minutes the system waits before retrying an unanswered wake up call. The default is 10 minutes.

Retry attempts Specifies the maximum number of wake up call retry attempts. The default is 2 attempts.

If all retries unanswered, notify Sets the system ID of the mailbox where NEAXMail AD-64 leaves an urgent message when all wake up call attempts were unsuccessful.

Changing the wake up call greeting

The system comes with a standard wake up greeting that is played in the default system language. The system also lets you customize the wake up greeting that guests hear.

You can change the wake up greeting from the console on the System Settings > Hospitality tab, or you can record the wake up greeting by calling the voice messaging system and responding to system prompts. The minimum length for a custom wake up greeting is 2 seconds.

To maximize system performance, if you record a custom wake up call greeting, keep it short. The length of the wake up call greeting affects the number of wake up calls that the system can make per hour.

To change the wake up greeting by phone

- 1 Call the voice messaging system.
- 2 Dial the number specified in the “System ID” field in the Wake Up Call area on the System Settings > Hospitality tab.
- 3 Record the new greeting.

To change the wake up greeting on the NEAXMail AD-64 administration console

- 1 Go to System Settings > Hospitality.
- 2 In the Wake Up Call area, click the “Edit” next to “Greeting.”
- 3 Use the computer or a local connection to record the new greeting. The length of the recording will be displayed on the button.
- 4 Click “OK.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail

Local Network Site | **Hospitality** | Hotel Guest Setup

Message box reset ID: 636
 Post check-out access ID: 654
 Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found
☐ Enable extension overlap (toll hotel) Entry delay: 2 seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls

System ID: 656 Greeting: 00:00:00 [Edit...](#)

Rings: 4
 Retry interval: 10 minutes
 Retry attempts: 2
 If all retries unanswered, notify: [Search...](#)

Check-in message

☐ Enable check-in message

System ID: Greeting: 00:00:00 [Edit...](#)

[Finish](#) [Cancel](#) [Refresh](#) [Apply](#) [Help](#)

Greeting Stores the recording played for hotel guests when the system calls the room for a wake up call. Click “Edit” to record a different greeting. Otherwise, the system plays the default wake up call greeting.

Sending urgent notices for unanswered wake up calls

NEAXMail AD-64 provides urgent message notification when repeated wake up call attempts are unanswered by a guest.

To provide staff notifications of unanswered wake up call attempts

- 1 Acquire a dedicated pager that will be used for unanswered wake up call notification.
- 2 Set up a subscriber message box for wake up call notification. Set the message box to notify the dedicated pager number.
- 3 Go to System > System Settings.
- 4 Select the Hospitality tab.
- 5 In the “If all retries unanswered, notify” field, type the system ID that you created in step 2. For a list of boxes on the system, click “Search,” then select the name of a box from the list. Click “OK.”
- 6 Assign the dedicated pager to a hotel staff member on each shift. Instruct these staff members to promptly investigate any unanswered wake up call.

The screenshot shows the 'Hospitality' tab in the NEAXMail AD-64 configuration interface. The window has three tabs: 'Local Network Site', 'Hospitality', and 'Hotel Guest Setup'. The 'Hospitality' tab is active. It contains several input fields and checkboxes. At the top, there are three input fields: 'Message box reset ID:' with the value '636', 'Post check-out access ID:' with the value '654', and 'Hotel guest directory ID:' with the value '655'. To the right of these fields is a checkbox labeled 'Transfer automatically if only one match found'. Below these is another checkbox labeled 'Enable extension overlap (tall hotel)' and an 'Entry delay:' field set to '2' seconds. The 'Wake-up call' section is expanded, showing a checkbox 'Allow hotel guests to set up their wake-up calls'. Below this are fields for 'System ID:' (656), 'Greeting:' (00:00:00), 'Rings:' (4), 'Retry interval:' (10 minutes), and 'Retry attempts:' (2). There is also an 'If all retries unanswered, notify:' field with a 'Search...' button. The 'Check-in message' section is also expanded, showing a checkbox 'Enable check-in message' and fields for 'System ID:' and 'Greeting:' (00:00:00) with an 'Edit...' button. At the bottom of the window are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

If all retries unsuccessful, notify Sets the system ID to be notified with an urgent message if a final wake up call retry is unanswered.

Setting up check in messages

A check in message is a greeting that hotel guests hear the first time they call the system. This message is used to greet guests and provide useful information about the hotel. Guests hear the check in message only once. You can set up and record a check in message for newly enrolled guests from the console or from the phone.

The “Activate first-time enrollment” field on the Subscriber > Hotel Guest Directory > Options tab for the room must be set in order to enable check in messages. If this option is cleared, the guest does not hear the message.

You can also set up first-time enrollment on the default template for hotel guests.

To set up the check in message for a guest

- 1 Go to the System > System Settings.
- 2 Select the Hospitality tab.
- 3 Select the “Enable check in message” check box.
- 4 To allow hotel staff to record the check in message by phone, in the “System ID” field, type a system ID.
- 5 To record a different check in message, click “Edit.” Record the greeting using the computer or a local connection. Click “OK.”
- 6 Go to Subscribers > Hotel Guest Directory. Double-click the room.
- 7 Select the Options tab.
- 8 Confirm that the “First-time enrollment” check box is selected.
- 9 Click “Finish.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail
 Local Network Site | Hospitality | Hotel Guest Setup

Message box reset ID: 636
 Post check-out access ID: 654
 Hotel guest directory ID: 655 ☐ Transfer automatically if only one match found
☐ Enable extension overlap (tall hotel) Entry delay: 2 seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls
 System ID: 656 Greeting: 00:00:00
 Rings: 4
 Retry interval: 10 minutes
 Retry attempts: 2
 If all retries unanswered, notify:

Check-in message

☐ Enable check-in message
 System ID: Greeting: 00:00:00

Enable check in message Select this check box to turn the check in message option on.

System ID Sets the check in message ID for hotel staff to change the check in message by phone.

Greeting Displays the recording length for the check in message greeting. If the field displays 0:00, no greeting has been recorded and the system uses the default greeting. The default greeting plays in the default system language.

Setting up guest options

Use the Hotel Guest Setup tab to configure the remaining guest options.

- 1 **Decide whether your guests will use the multilingual guest conversation.**
See “Allowing hotel guests to select a language,” on page 456.
- 2 **Decide whether your guests will use passwords.**
See “Allowing hotel guests to use passwords,” on page 458. If they will not use passwords, see “Setting up auto-login for hotel guests,” on page 463.
- 3 **Decide whether your guests can change the spelling of their name.**
See “Allowing hotel guests to change the spelling of their name,” on page 460.
- 4 **Decide whether your guests will receive informational messages after retrieving their messages.**
See “Routing hotel guests to a transaction box after message retrieval,” on page 461.

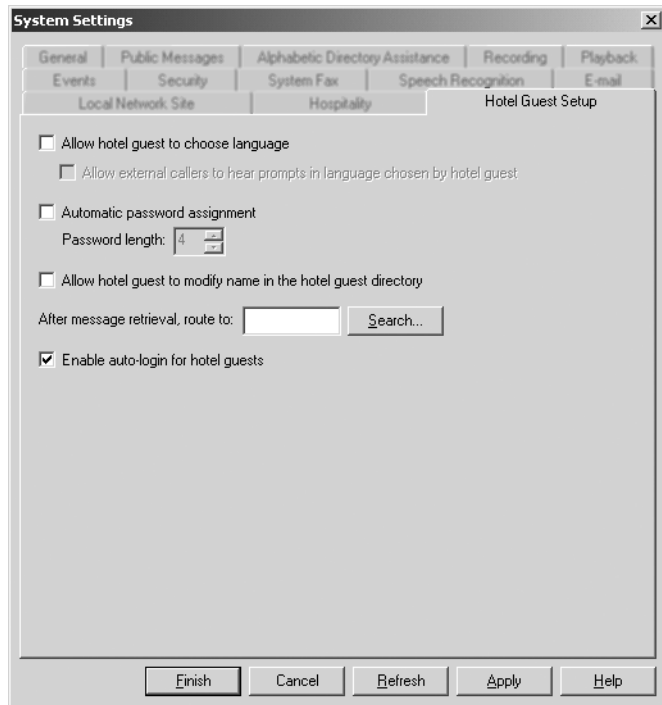
Allowing hotel guests to select a language

Depending on the languages installed on the system, hotel guests and their outside callers can hear the system conversation in the guest's language choice.

With this option, the first time a guest dials the voice messaging system, the system conversation asks the guests to choose a language. NEAXMail AD-64 offers the default system language first, then presents the other language choices in the order they were installed. A guest's language choice remains in effect until the guest either changes it or checks out.

To allow guests to select a language

- 1 Go to System > System Settings.
- 2 Select the Hotel Guest Setup tab.
- 3 Select the "Allow hotel guest to choose language" check box.
- 4 If desired, select the "Allow external callers to hear prompts in language chosen by hotel guest" check box.
- 5 Click "Finish."



Allow hotel guest to choose language Select this check box to allow guests to choose the language they hear when using the voice messaging system. This option is available only if the system includes more than one language.

Allow external callers to hear prompts in language chosen by hotel guest Select this check box to allow outside callers to hear the system prompts in the language the guest has chosen while in the guest's mailbox. This option is available only if "Allow hotel guest to choose language" is selected.

Allowing hotel guests to use passwords

The password option lets a guest set a password so that only the guest can access the guest's mailbox. This password does not appear on the NEAXMail AD-64 administration console and is not accessible to hotel staff.

If the PMS sets passwords automatically, select the “Automatic password assignment” check box, and set the number of digits for the password.

If the PMS system does not set passwords automatically, and you select the “Automatic password assignment” check box, the voice messaging system will create a password from the Hotel Guest's last name. For example, if the “Password length” field is set to four, the password will be the first four letters of the Guest's last name. If there is no last name provided, or if the name contains characters which do not appear on the phone keypad, the password will be the room number.

You can set up the system so that guests have direct access to their messages from their rooms without entering an ID or a password. See “Setting up auto-login for hotel guests” on page 463.

You set up a guest to use a password in the Subscribers > Hotel Guest Directory, on the Options tab for the room. You can also set the system to allow passwords for each new hotel guest added to the system by selecting the option on the default hotel guest template.

If a hotel guest forgets the password, go to Subscribers > Hotel Guest Directory, double-click the room, then click “Reset” on the General tab. The guest can then set a new password.

To enable hotel guests to use passwords

- 1 Go to System > System Settings.
- 2 Select the Hotel Guest Setup tab.
- 3 If your PMS integration offers password assignment, and you want the system to automatically assign passwords to hotel guests, select the “Automatic password assignment” check box. In the “Password length” field, select the number of digits in the passwords.
- 4 Click “Finish.”
- 5 Go to Subscribers > Hotel Guest Directory, then double-click the room.
- 6 Select the Options tab.

- 7 Select the “Allow password” check box to enable the guest to use the password to retrieve messages.

NOTE: This feature overrides automatic passwords enabled on the Hotel Guest Setup Table of the System Settings screen.

- 8 Click “Finish.”

The screenshot shows the 'System Settings' dialog box with the 'Hospitality' tab selected. The 'Hotel Guest Setup' section contains the following options:

- ☐ Allow hotel guest to choose language
 - ☐ Allow external callers to hear prompts in language chosen by hotel guest
- ☐ Automatic password assignment
 - Password length: 4 (with up/down arrows)
- ☐ Allow hotel guest to modify name in the hotel guest directory
- After message retrieval, route to: [text box] [Search...]
- ☒ Enable auto-login for hotel guests

At the bottom of the dialog are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Automatic password assignment Select this check box to enable the system to automatically assign passwords to hotel guests. This field applies only to PMS integrations that offer password assignment.

Password length Specifies the length of the guest password. The default is 4 digits.

Allowing hotel guests to change the spelling of their name

You can set up the system to allow guests to change the spelling of their name in the directory.

To let guests change the spelling of their name in the directory

- 1 Go to System > System Settings.
- 2 Select the Hotel Guest Setup tab.
- 3 Select the “Allow hotel guest to modify name in the hotel guest directory” check box to let guests change the spelling of their name in the directory.
- 4 Click “Finish.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
Events | Security | System Fax | Speech Recognition | E-mail
Local Network Site | Hospitality | **Hotel Guest Setup**

☐ Allow hotel guest to choose language
☐ Allow external callers to hear prompts in language chosen by hotel guest

☐ Automatic password assignment
Password length: 4

☐ Allow hotel guest to modify name in the hotel guest directory

After message retrieval, route to:

☒ Enable auto-login for hotel guests

Allow hotel guests to modify name in the hotel guest directory Select this check box to allow hotel guests to change the spelling of their names in the hotel guest directory. If you clear this check box, guests may not change the spelling of their names.

Routing hotel guests to a transaction box after message retrieval

From the System > System Settings > Hotel Guest Setup tab, you can set the system so that guests are routed to a transaction box after checking messages. This transaction box greeting can include informational messages. For example, you can use this type of message to communicate information about hotel events or local businesses and services. The message will be played according to the schedule assigned to the transaction box.

Guests hear these messages after they have finished checking messages in the voice mailbox. At any point, guests can choose not to hear the informational messages by hanging up.

To route guests to a transaction box after message retrieval

- 1 Create a transaction box. For this transaction box:
 - On the Greetings tab, record the informational message in the day, night, and alternate greetings fields.
 - In the After day Greeting and After Night Greeting groups, select “Hang up” for both actions.
- 2 Go to System > System Settings > Hotel Guest Setup.
- 3 In the “After message retrieval, route to” field, type the system ID of the transaction box you created in step 1. For a list of boxes on the system, click “Search,” then select the name of a box from the list. Click “OK.”
- 4 Click “Finish.”

System Settings

General | Public Messages | Alphabetic Directory Assistance | Recording | Playback
 Events | Security | System Fax | Speech Recognition | E-mail
 Local Network Site | Hospitality | **Hotel Guest Setup**

☐ Allow hotel guest to choose language
☐ Allow external callers to hear prompts in language chosen by hotel guest

☐ Automatic password assignment
 Password length: 4

☐ Allow hotel guest to modify name in the hotel guest directory

After message retrieval, route to:

☒ Enable auto-login for hotel guests

After message retrieval, route to Accepts the system ID of the transaction box to which hotel guests are routed after they have retrieved their messages.

Setting up auto-login for hotel guests

When hotel guests call the voice messaging service from their rooms, they do not need to enter a personal ID or password when auto-login is enabled. Auto-login is available only to a subscriber designated as a “hotel guest.” Auto-login is not available to other subscribers, subscriber guests, or transaction boxes. This option is disabled by default.

To turn on auto-login for hotel guests

- 1 Go to System > System Settings.
- 2 Select the Hotel Guest Setup tab.
- 3 Select the “Enable auto-login for hotel guests” check box. Clear this check box to turn off auto-login.
- 4 Click “Finish.”

The screenshot shows a 'System Settings' window with a tabbed interface. The 'Hotel Guest Setup' tab is selected. The window contains several settings for hotel guests, including checkboxes for language selection, automatic password assignment, and enabling auto-login. The 'Enable auto-login for hotel guests' checkbox is checked. At the bottom, there are buttons for 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

General	Public Messages	Alphabetic Directory Assistance	Recording	Playback
Events	Security	System Fax	Speech Recognition	E-mail
Local Network Site	Hospitality	Hotel Guest Setup		

☐ Allow hotel guest to choose language
☐ Allow external callers to hear prompts in language chosen by hotel guest

☐ Automatic password assignment
Password length:

☐ Allow hotel guest to modify name in the hotel guest directory

After message retrieval, route to:

☒ Enable auto-login for hotel guests

Enable auto-login for hotel guests Sets the system to allow hotel guests to log in to their voice mailbox from their room phone without entering a personal ID or password.

Understanding hotel guest IDs

The voice messaging system automatically creates a mailbox and a personal ID for each guest room extension. The personal ID is assigned to the room extension, rather than to an individual guest. The system uses the personal ID to identify the guest's mailbox.

Using room numbers as the guest room extension numbers can simplify use of the guest messaging service for both hotel staff and guests. Each page of the Subscribers > Hotel Guest Directory, which displays a guest room extension and its mailbox, can then correspond to a guest room number.

The following example illustrates how the system creates the personal ID 8638:

8 = Default guest ID prefix The default guest ID prefix, as specified in the "Default personal ID" field on the Subscribers > Templates/Defaults > Hotel Guest Defaults > General tab.

638 = Guestroom extension Guest room extensions are entered into the system during installation.

8638 = Personal ID The guest personal ID consists of the default guest ID prefix followed by the guest room extension.



The screenshot shows a window titled "Hotel Guest Defaults" with a "General" tab selected. Inside the window, there is a text field for "Default personal ID:" containing the text "8X". Below this is a label "Messages archived after check-out:" followed by a numeric spinner set to "3" and the word "days". There are four checkboxes: "Enable first-time enrollment" (checked), "Allow password" (unchecked), "Allow personal greeting" (unchecked), and "Allow callers to re-record messages" (unchecked). At the bottom of the window are five buttons: "Finish", "Cancel", "Refresh", "Apply", and "Help".

Default personal ID Specifies the convention used to create each hotel guest's personal ID. The default setting is 8X, where 8 is the ID prefix and X represents the guest's extension.

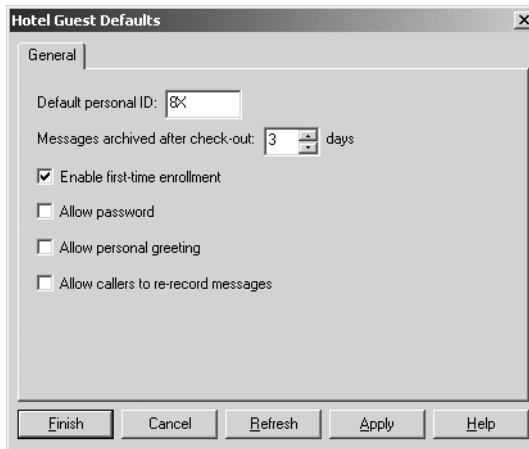
Setting up defaults for hotel guests

The Subscribers > Templates/Defaults > Hotel Guest Defaults > General tab provides default settings for hotel guests. These settings can be customized for individual guests as needed.

You can choose whether guests hear the hotel guest enrollment conversation the first time they access the voice messaging system. You can also give guests the option of recording a personal greeting for their room extension. If no personal greeting is recorded, the system plays a standard greeting. If a guest records a name, it is included in the standard greeting. Outside callers can also be allowed to make changes to messages they have recorded for guests.

To set up default hotel guest personal options

- 1 Go to Subscribers > Templates/Defaults.
- 2 Double-click the Hotel Guest Defaults template.
- 3 On the General tab, select the “Enable first-time enrollment” check box to let guests hear the enrollment conversation the first time they call the voice messaging system.
- 4 Select the “Allow password” check box to allow guests to set their own passwords.
- 5 Select the “Allow personal greeting” check box to let guests record and change their own greeting.
- 6 Select the “Allow callers to re-record messages” check box to let callers make changes to their messages.
- 7 Click “Finish.”



Enable first-time enrollment Allows guests to hear the guest enrollment conversation the first time they sign in to the voice messaging system.

Allow password Allows guests to set their own passwords.

Allow personal greeting Allows guests to record and change their own personal voice messaging greetings.

Allow callers to re-record messages Allows callers to change their messages.

Setting up the default message storage time after checkout

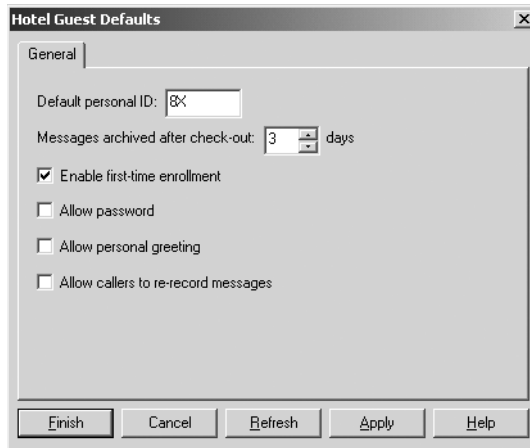
When a guest room mailbox is reset at checkout, the voice messaging system automatically creates a message storage box for any saved or unheard messages. The saved and unheard messages are stored for the number of days specified in the “Messages archived after check out” field on the Subscribers > Templates/Defaults > Hotel Guest Defaults > General tab.

The extension ID and personal ID for the guest message storage box are the same as the original room extension ID and personal ID, except that they are preceded by an asterisk (*) and end with the day the mailbox was reset, which is typically the checkout day. The following table shows how the system creates a guest message storage box.

Room extension	Message storage box	Personal ID
712	*71203 (the guest checked out on the third day of the month)	*871203

To set the length of time guest messages are archived

- 1 Go to Subscribers > Templates/Defaults.
- 2 Double-click the Hotel Guest Defaults template.
- 3 On the General tab, in the “Messages archived after check out” field, select the number of days that the voice messaging system stores messages for checked-out guests. The default value is three days.
- 4 Click “Finish.”



Messages archived after check out Sets the number of days that the voice messaging system stores messages for checked-out guests. The default is 3 days. The maximum value is 999. The minimum value is 0.

Adding hotel guest rooms

The property management system (PMS) integration usually provides all of the guest room numbers to the voice messaging system automatically. If you do not have a PMS integration that can provide guest room numbers, you can use the Subscribers > Hotel Guest Directory page to add and delete guest room numbers.

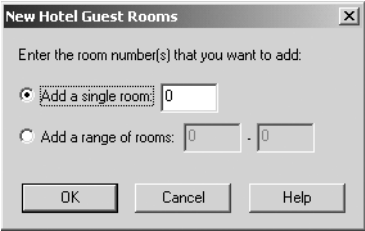
When you add the rooms, the PMS integration usually provides all the guest names to the system automatically. If you do not have a PMS integration that automatically provides guest names, you can type guest names on their directory pages.

To add hotel guest rooms

- 1 Go to Subscribers > Hotel Guest Directory.
- 2 Click “New.”
- 3 Do one of the following:
 - To add one room, select “Add a single room,” then type the room number.
 - To add a range of rooms, select “Add a range of rooms,” then type the first room number in the range, followed by the last room number in the range.
- 4 Click “OK” to add the rooms.

To manually type guest names

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the room number.
- 2 On the General tab, in the “Name” field, type the guest’s name.
- 3 To type a name for the next room, click “Next.” Otherwise, click “Finish.”



New Hotel Guest Rooms

Enter the room number(s) that you want to add:

☒ Add a single room: 0

☐ Add a range of rooms: 0 - 0

OK Cancel Help

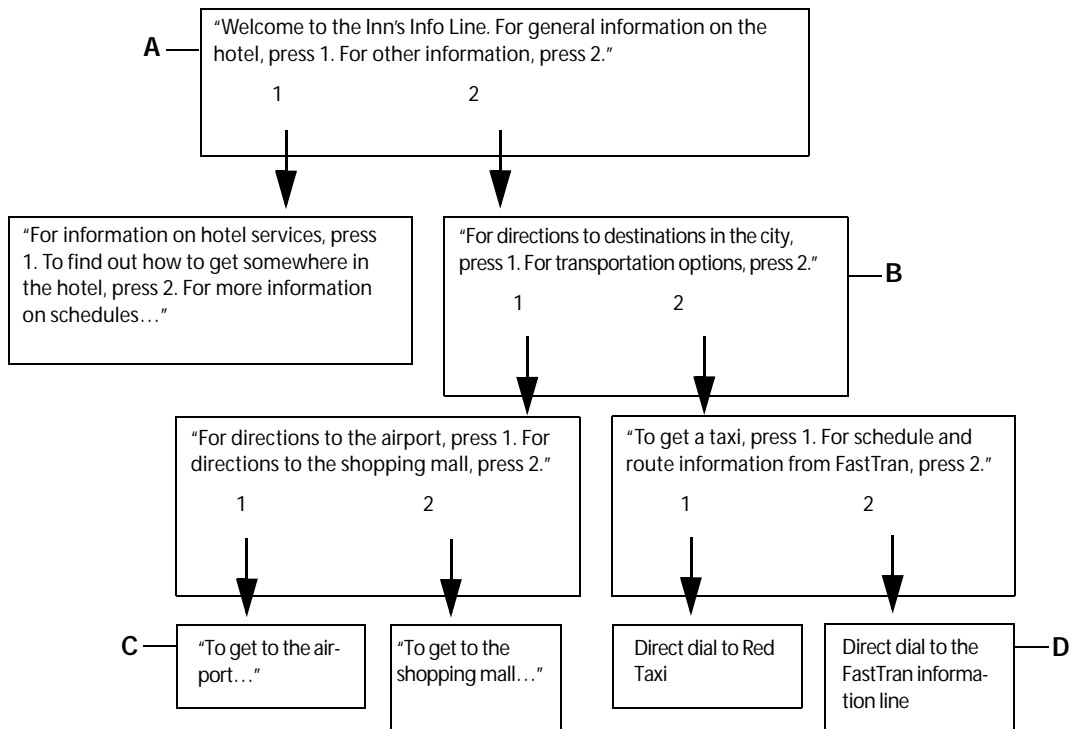
Setting up a hotel information service

A hotel information service uses linked transaction boxes to offer announcements and other information to hotel guests. Every menu or announcement in the information service is contained in a transaction box. You record the menu or announcement as the transaction box's greeting, and then set up the next set of links.

A hotel information service can meet a variety of needs, and you can easily modify the service as your needs change. You may want to provide information about hotel services, entertainment and dining, or transportation. You can also work with local businesses that want to place advertisements on your service.

If your hotel has guests who speak other languages, you may want to offer your information service in multiple languages by building parallel menus and announcements in each language. The first menu can introduce the service and offer guests a language choice by means of a one key dialing option. When guests select a language, they then hear the main menu and subsequent information in the language of their choice.

The flowchart on the next page shows an example of how a hotel information service can work.



- A** The main menu introduces the hotel information service and tells callers how to access the information they want. You can set up access to the main menu for hotel guests through a one key dialing option.
- B** Each submenu provides a list of additional choices. Be sure to tell callers which number to press for each choice.
- C** Announcements provide information to callers. After an announcement, you can give callers the option of returning to the main menu, or you can have the system say good-bye and disconnect.
- D** In an announcement, you can give callers the option of dialing a business directly from the information service.

Setting up a help option for the information service

You may want to provide a Help option in your information service to give guests guidance on what the service is and how to use it. A Help option is a special set of submenus that callers can reach easily from many places in the service. Set up each Help component in its own transaction box.

Keep the following in mind when setting up help:

- 1 Make help accessible from the main menu.**
A caller who is unfamiliar with the information service needs guidance right away.
- 2 Make the access method consistent.**
Offer the same one key dialing digit to reach the Help menu from every menu or announcement.

From a Help option, you can give callers the ability to directly dial the hotel operator. This option is useful for callers who cannot find the information they need or who are not comfortable using the system. In the transaction box where the Help text is recorded, use a one key dialing option for direct access. Typically, 0 (zero) is used for routing callers to the operator.
- 3 Provide a route back to the main menu.**
In the transaction box where the Help text is recorded, use a one key dialing option to route callers back to the main menu. Enter the main menu's system ID in the one key dialing menu.

Transferring calls to external numbers

A basic hotel information service contains menus that you set up to route callers to submenus and announcements. As you expand your service, you may want to transfer callers who select certain menu options to an internal extension or to an external phone number.

Internal call routing

Callers can be transferred to a hotel extension (for example, to room service or to the front desk).

Direct-dial option

Callers can be transferred to an external number, such as an advertiser's business. If the voice messaging system sends a call to an external number on a release transfer and the number does not answer, the call terminates. The caller is not returned to the hotel information service.

The direct-dial option depends on certain capabilities of the phone system. Keep in mind that the hotel is responsible for any long-distance charges for calls transferred to an external number by using the direct-dial option.

Using advertisers in your information service

You can incorporate a 24 hour information service for local businesses into your hotel information service, providing information to guests and generating income for your hotel. Service categories allow businesses to choose the level of visibility they want on your information service.

You can also use service categories to structure your advertisement fee schedule. For example:

Complete service sponsorship One business is the information service's primary advertiser and is featured in the main menu, which all callers hear.

Branch sponsorship A business sponsors a branch of the service to target a particular audience. For example, a ski shop might sponsor a submenu for ski conditions, transportation, and equipment.

Service announcement with direct-dial A business sponsors an announcement offering callers the option of directly dialing the business.

Service announcement A business sponsors one or more announcements in the service.

Before contacting businesses about advertising on your information service, decide which sponsorship options you want to offer and how you want to work with the businesses. Some decisions to make include:

Responsibility Businesses can provide a written script that you record, or they can record and maintain their own announcements directly over the phone.

Rate schedule You can charge by level of sponsorship, by the length or type of announcement, or by how many callers hear the announcement.

Advertiser enrollment If you want to send advertisers voice mail messages, enroll them as subscriber guests of the system manager or advertising manager. Enroll advertisers who record their own announcements as regular subscribers.

Letting advertisers record their own announcements

You can enable a business to maintain its own advertisements on your hotel information service by setting up someone from the business as the owner of the transaction box with the advertiser's announcement recorded in the transaction box greeting. The owner can then call the system and enter the transaction box ID to rerecord the greeting as needed.

To enable an advertiser to record their announcements

- 1 Set up a transaction box for the advertiser.
- 2 Enroll an individual from the business as a regular subscriber on the voice messaging system, and give them ownership of the transaction box containing their announcement in the transaction box greeting.
- 3 Provide training to the business subscriber on how to create passwords, and how to call the transaction box to record greetings.
- 4 Clarify ownership, content, and maintenance of the advertisement.

Using reports to monitor the information service

Periodically, you may want to evaluate how hotel guests are using your information service.

Keeping your information service up to date is key to building interest in the service. Make sure that the staff member responsible for maintaining an announcement rerecords it when the information becomes outdated.

For example, your hotel restaurant might provide an announcement that lists weekly specials. The restaurant manager could maintain this announcement's transaction box, and record a new menu each week over the phone.

Encourage advertisers to keep their announcements current. You can remind advertisers that their announcements will attract new customers only if they contain up-to-date information. Businesses may find it easier to record and maintain their own announcements remotely rather than send updated scripts to you.

To monitor usage of the information service

- 1 Create a usage report for each transaction box you want to evaluate. If few guests reach an announcement or a branch of your service, you may want to reevaluate the usefulness of the information or reword the recordings.
- 2 To measure call activity, create a call log. This report can help you evaluate the total call activity on the voice messaging system.

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CHAPTER 18:

Hospitality site management

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Hospitality management overview

After a Hospitality site has been set up, daily management consists of setting up individual guest mailboxes, resetting guest boxes, retrieving messages after a guest has checked out, and customizing guest mailboxes.

The Subscribers > Hotel Guests Directory screens contain information for each room and guest. The required values on this screen are automatically filled in by the voice messaging system. Most of the starting values for fields on these screens come from the PMS integration, or from the values entered on the Hospitality Setup screen or the Default Subscriber screen.

The Hotel Guests Directory also contains any customized settings or personal options that guests set for themselves or that hotel staff set for individual guests. When a guest checks out, any customized settings or personal options are automatically deleted by the system. The Hotel Guests screen is returned to the default values and is immediately ready for the next guest in that room

Setting a hotel guest's name, ID, extension and language

The optional PMS Integration package automatically sets up hotel guest room numbers, names, and mailboxes for each guest. Without a property management system integration package, guests, guest room numbers and names must be manually added to the system. If hotel staff type guest names manually, enter them using the format “last name, first name” to enable sorting of guests by last name on reports and on the Hotel Guest Directory pages.

Guests can record their names in the voice messaging system during enrollment. If a guest decides to be included in the guest directory, callers hear this recorded name when they search for the guest in the alphabetic directory.

On the **Subscribers > Hotel Guest Directory > General** tab, the system automatically displays whether the hotel guest is **Active** (checked in) or **Inactive** (checked out).

To set a guest's name, personal ID, extension and language

- 1 Go to **Subscribers > Hotel Guest Directory**. Double-click the guest.
- 2 On the **General** tab, in the “Name” field, type the guest's last name, followed by the guest's first name.
- 3 In the “Personal ID” field, type a different personal ID, if desired.
- 4 In the “Extension” field, type the extension number for the room phone.
- 5 In the “Language” list box, select the guest's language.
- 6 In the “Voice name” field, click “Edit” to record a name for the box.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 7 Click “Finish.”

Hotel Guest - Room 234 (ID: 8234)

General | Call Transfer | Greeting | After Greeting | Messages | Notification | Wake-up Call | Options

Status: Active

Name: Room 234

Personal ID: 8234 Extension: 234

Language: English, United States

Voice name: 00:00:00 Edit...

Password: Disabled Reset

Voice Messages

New messages: 0 messages for a total time of 00:00:00

Total messages: 0 messages for a total time of 00:00:00

Keep old messages for: 0 days

Keep archived messages for: 7 days

< Back Next > Finish Cancel Refresh Apply Help

Personal ID The personal ID associated with the guest room.

Extension The extension number of the room phone.

Language The language the guest uses to interact with the system.

Voice name The recorded name for the guest.

Resetting a hotel guest message box by phone

When a guest is checked out on the property management system (PMS), the PMS integration automatically resets the room's mailbox on NEAXMail AD-64 so that the mailbox is immediately available for the next guest in that room.

If the PMS is not able to provide the checkout information to the voice messaging system, the hotel staff uses the "Message box reset ID" code specified on the System Settings > Hospitality tab to check out a guest manually and reset the room's mailbox. In this case, it may be easier for housekeeping staff to reset a room's mailbox after they prepare the room for the next guest.

When a room's mailbox is reset, the system clears any special options set by the hotel staff or by the previous guest, such as the password, personal greeting, or language choice.

To reset a hotel guest room mailbox by phone

- 1 Call the voice messaging system.
- 2 Dial the "Message box reset ID" number (specified on the System > System Settings > Hospitality tab).
- 3 Dial the room extension of the guest who is checking out.
- 4 Press 1 to confirm the checkout.

System Settings [X]

General	Public Messages	Alphabetic Directory Assistance	Recording	Playback
Events	Security	System Fax	Speech Recognition	E-mail
Local Network Site		Hospitality		Hotel Guest Setup

Message box reset ID:

Post check-out access ID:

Hotel guest directory ID: ☐ Transfer automatically if only one match found

☐ Enable extension overlap (toll hotel) Entry delay: seconds

Wake-up call

☐ Allow hotel guests to set up their wake-up calls

System ID: Greeting: 00:00:00

Rings:

Retry interval: minutes

Retry attempts:

If all retries unanswered, notify:

Check-in message

☐ Enable check-in message

System ID: Greeting: 00:00:00

Message box reset ID Sets the code used by hotel staff to check out a hotel guest manually and reset the voice mailbox for the next guest. The default code is 636.

Accessing a hotel guest's messages after checkout

After a guest has checked out, any unheard messages are transferred to a special message storage box, where the messages are kept for a certain period of time. Hotel staff use the “Post check out access ID” code specified on the System Settings > Hospitality tab to let a guest access these messages. When a guest checks out, hotel staff can also check the PMS to verify that the guest has received all the messages.

To transfer a guest to the message storage box after checkout

- 1 Initiate a call transfer.
- 2 Call the voice messaging system.
- 3 Dial the “Post check out access ID” number set on the System Settings > Hospitality tab, then dial the room extension of the guest who has checked out.
- 4 Confirm the extension and checkout day.
- 5 Listen for the beep, then complete the call transfer.

The screenshot shows the 'System Settings' dialog box with the 'Hospitality' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: General, Public Messages, Alphabetic Directory Assistance, Recording, Playback, Events, Security, System Fax, Speech Recognition, E-mail, Local Network Site, Hospitality, and Hotel Guest Setup. The 'Hospitality' tab is active, showing the following settings:

- Message box reset ID: 636
- Post check-out access ID: 654
- Hotel guest directory ID: 655
- ☐ Transfer automatically if only one match found
- ☐ Enable extension overlap (tall hotel)
- Entry delay: 2 seconds
- Wake-up call:
 - ☐ Allow hotel guests to set up their wake-up calls
 - System ID: 656
 - Greeting: 00:00:00
 - Edit...
 - Rings: 4
 - Retry interval: 10 minutes
 - Retry attempts: 2
 - If all retries unanswered, notify: [empty field] Search...
- Check-in message:
 - ☐ Enable check-in message
 - System ID: [empty field]
 - Greeting: 00:00:00
 - Edit...

At the bottom of the dialog are buttons for Finish, Cancel, Refresh, Apply, and Help.

Post check out access ID Sets the code used to access a guest message storage box, where the guest can review any unheard messages after checkout. The default code is 654.

Deleting a hotel guest's password

You can reset a hotel guest's password if the hotel guest forgets the password. The hotel guest can then set a new password.

To delete a hotel guest's password

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the guest.
- 2 On the General tab, next to the "Password" field, click "Reset." Click "Yes" to confirm.
- 3 Click "Finish."
- 4 Instruct the guest to create a new password.

Hotel Guest - Room 234 (ID: 8234)

General | Call Transfer | Greeting | After Greeting | Messages | Notification | Wake-up Call | Options

Status: Active

Name: Room 234

Personal ID: 8234 Extension: 234

Language: English, United States

Voice name: 00:00:00 Edit...

Password: Disabled Reset

Voice Messages:

New messages: 0 messages for a total time of 00:00:00

Total messages: 0 messages for a total time of 00:00:00

Keep old messages for: 0 days

Keep archived messages for: 7 days

< Back Next > Finish Cancel Refresh Apply Help

Password Reset Click to delete a hotel guest's password. The hotel guest can then set a new password by phone to access the mailbox.

Setting up message storage for a hotel guest

You can specify the length of time that a hotel guest's old or archived messages are stored. When a new message arrives for a hotel guest, it is stored until it is retrieved. After the message is heard, it becomes an old message and is saved for a certain number of days.

The "Keep old messages for" field specifies the number of days that old messages are saved by the system for that hotel guest. Hotel guests may want to save some messages to listen to or respond to at a later date. Hotel guests can archive these messages.

An archived message is saved for a longer period of time than an old message. Each time hotel guests listen to an archived message, they must archive it again; otherwise, it is deleted. A message can be archived for an unlimited number of times.

To specify how long old or archived messages are saved

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the guest.
- 2 On the General tab, in the "Keep old messages for" field, select the number of days. The default value is 0.
- 3 In the "Keep archived messages for" field, select the number of days. The default value is 2.
- 4 Click "Finish."

Hotel Guest - Room 234 (ID: 8234)

General | Call Transfer | Greeting | After Greeting | Messages | Notification | Wake-up Call | Options

Status: Active

Name: Room 234

Personal ID: 8234 Extension: 234

Language: English, United States

Voice name: 00:00:00

Password: Disabled

Voice Messages

New messages: 0 messages for a total time of 00:00:00

Total messages: 0 messages for a total time of 00:00:00

Keep old messages for: 0 days

Keep archived messages for: 7 days

< Back Next >

Keep old messages for Sets the number of days the voice messaging system retains messages that have been heard but not archived. If you select 0 (zero), messages are kept until midnight of the day when they are first heard.

Keep archived messages for Sets the number of days the voice messaging system retains archived messages.

Changing a hotel guest's call transfer settings

The call transfer settings for each hotel guest are located on the Call Transfer tab for the guest.

Each new hotel guest has the same transfer option settings as those specified on the subscriber default template. You can change these default options and specify whether to transfer calls directly to a hotel guest or, if not, where to transfer the calls instead.

If the room phone is busy or unanswered, the system plays the hotel guest's greeting and takes a message.

Transfer types

If call transfer is enabled, then you must select a call transfer type. The three call transfer types are defined below. All call transfer types put the call on hold and then dial the extension. The most common choice is the Release transfer type.

Release After dialing the extension or phone number, the system releases the call. With busy or unanswered calls, the caller can leave a message if the phone system is set up to transfer the call by using call forward to personal greeting.

Wait for ringback If a call is answered within the number of rings specified in the "Number of rings before transfer" field, the system transfers the call to the extension. If the call is not answered within the specified number of rings, the call is released to the phone system.

With unanswered calls, the caller cannot leave a message unless the phone system transfers the call using call forward to personal greeting.

With busy calls, the system plays the greeting, then takes the action indicated on the After Greeting tab.

This call transfer type is not supported with phone systems that use DTMF call progress.

Await answer If the call is answered within the number of rings indicated in the "Number of rings before transfer" field, the system transfers the call to this subscriber. If busy or not answered, the system plays the greeting, then takes the action indicated on the After Greeting tab.

To change a hotel guest's call transfer settings

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the Call Transfer tab.
- 3 If you want calls to be transferred to the hotel guest, select the "Enable call transfer on incoming calls" check box, then type the extension.

Or, if you do not want calls transferred to the hotel guest, clear the "Enable call transfer on incoming calls" check box. Calls are then transferred directly to the guest's voice mailbox without ringing the room phone.

- 4 Select the transfer type.
- 5 If the selected transfer type is Await answer or Wait for ringback, then in the "Number of rings before transfer" field, type the number of rings.
- 6 Click "Finish."

The screenshot shows a configuration window titled "Hotel Guest - Room 234 (ID: 8234)". The "Call Transfer" tab is selected. The "Enable call transfer on incoming calls" checkbox is checked. Below it, the "Transfer to extension:" field contains the letter "X", with a note "(Enter the letter X for this hotel guest's extension.)". The "Transfer type:" section has three radio buttons: "Release", "Wait for ringback", and "Await answer", with "Await answer" selected. The "Number of rings before transfer:" field is set to "4". At the bottom, there are buttons for "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Enable call transfer on incoming calls Select this check box to turn on call transfer to the hotel guest's room phone. Clear this check box to set the system to transfer callers directly into the hotel guest's mailbox without ringing the room phone.

Transfer type Sets how the phone system and voice messaging system interact during call transfers to the hotel guest's room extension.

Release Places the caller on hold, dials the specified phone number, and releases the call. If a busy signal is received or the call is not answered, the caller cannot leave a message until the phone system transfers the call using call forward to personal greeting.

Wait for ringback Places the caller on hold and dials the phone number. If a busy signal is received, the greeting is played and the after greeting action is taken. If the call is answered within the number of rings specified in the "Number of rings before transfer" field, the call is transferred. If the call is not answered within the specified number of rings, the call is released to the station and the caller cannot leave a message until the phone system transfers the call using call forward to personal greeting.

Await answer Places the caller on hold and dials the specified phone number. If the call is answered within the number of rings specified in the "Number of rings before transfer" field, the call is transferred. If a busy signal is received or if the call is not answered, the greeting is played and the after greeting action is taken.

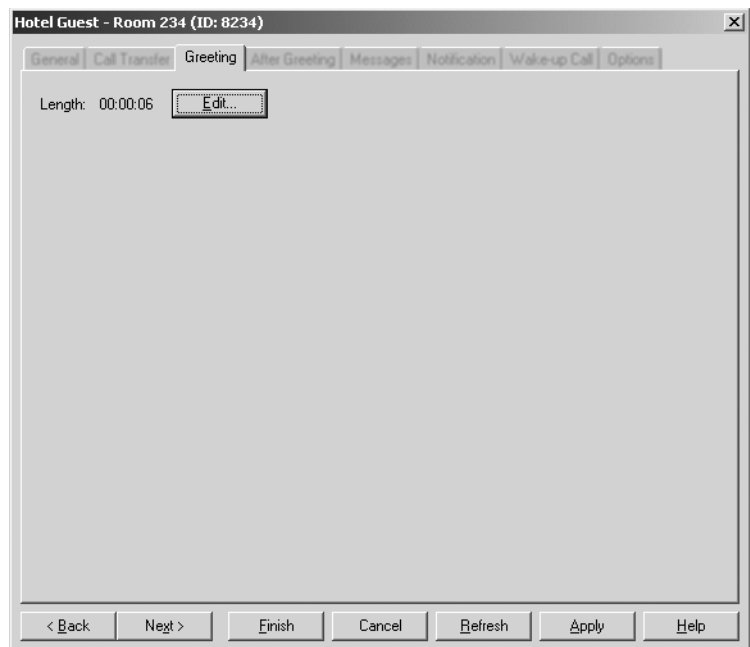
Number of rings before transfer Sets the number of times the extension rings before the call is transferred. This field is available only if the call transfer type is Await answer or Wait for ringback.

Recording a hotel guest's greeting

You can record a guest's greeting at the NEAXMail AD-64 administration console, in Subscribers > Hotel Guest Directory, on the Greeting tab. Hotel guests can change their greeting by phone.

To record a guest's greeting at the NEAXMail AD-64 administration console

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the Greeting tab.
- 3 To record a greeting, click "Edit."
 - If using a sound card and microphone: Click "Record," say the greeting into the microphone, then click "Stop." Click "OK."
 - If using a local connection: Click "Connect," then answer the phone. Click "Record," say the greeting into the phone handset, then click "Stop." Click "OK."
- 4 Click "Finish."



Length Displays the length of the greeting, in hours, minutes and seconds. If the field displays 00:00:00, no greeting has been recorded, and the system default greeting is played.

Setting the action after greeting for a hotel guest

You can change the action that the system takes after playing a hotel guest's greeting.

To change the action after a guest's greeting

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the After Greeting tab.
- 3 In the After Greeting group, select the action.
- 4 Click "Finish."

The screenshot shows a window titled "Hotel Guest - Room 234 (ID: 8234)". It has several tabs: "General", "Call Transfer", "Greeting", "After Greeting" (which is selected), "Messages", "Notification", "Wake-up Call", and "Options". Under the "After Greeting" tab, there is a section labeled "After greeting:". Below this section are several radio button options: "Take a message" (which is selected), "Take a message for group:" (with a dropdown menu and a checkbox labeled "From outside callers only"), "Route to the operator", "Route to:" (with a text input field and a "Search..." button), "Hang up", "Say bye", and "Restart". At the bottom of the window, there is a row of buttons: "< Back", "Next >", "Finish" (which is highlighted), "Cancel", "Refresh", "Apply", and "Help".

After greeting A group of options that specify the action the voice messaging system takes after playing the greeting. The available options are:

Take a message Records a message.

Route to the operator Routes the call to the operator box.

Route to Routes the call to another system ID. If this option is selected, then in the adjacent field, type the system ID that you want to route the call to.

Hang up Disconnects without saying good-bye.

Say bye Plays a prompt which offers further assistance, pauses, says good-bye, then disconnects.

Restart Returns the call to the opening greeting box.

Setting up maximum recording length for messages

You can set the maximum number of seconds allowed for a message recorded by an outside caller for a hotel guest.

To set up the maximum recording length for messages

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the Messages tab.
- 3 In the “Maximum message length” field, select the number of seconds. The default value is 90 seconds.
- 4 Click “Finish.”

The screenshot shows a software window titled "Hotel Guest - Room 234 (ID: 8234)". It has several tabs: "General", "Call Transfer", "Greeting", "After Greeting", "Messages" (which is selected), "Notification", "Wake-up Call", and "Options". Inside the "Messages" tab, there is a section labeled "Voice Messages". Within this section, there is a label "Maximum message length:" followed by a numeric input field containing the value "90" and the word "seconds". Below this, there is a checkbox labeled "Allow callers to change messages they just recorded", which is currently unchecked. At the bottom of the "Voice Messages" section is a button labeled "Delete Messages". At the very bottom of the window, there is a row of buttons: "< Back", "Next >", "Finish" (which is highlighted), "Cancel", "Refresh", "Apply", and "Help".

Maximum message length The maximum number of seconds allowed for an outside caller to record a message for a hotel guest. The default value is 90 seconds.

Setting up message notification and delivery for a hotel guest

Each new hotel guest is set up with message notification and delivery settings from the default subscriber template. You can change these settings if desired.

To change a guest's message notification and delivery settings

- 1 Go to **Subscribers > Hotel Guest Directory**. Double-click the hotel guest name.
- 2 Select the **Notification** tab.
- 3 To turn on message waiting indication on the room phone, select the **"Enable Message Waiting Indicator (MWI)"** check box.
- 4 In the **"At extension"** field, type the extension, or type **X** to use the extension set by the PMS.
- 5 To turn on message delivery, select the **"Enable message delivery"** check box.
- 6 In the **"Phone number"** field, type the extension, or type **X** to use the extension set by the PMS. You can also enter an external number, including the outdial access code and any other codes required by the phone system.
- 7 In the **Schedule** fields, set the time and days that the system delivers messages to this number.
- 8 In the **Method** fields, set the mode that the system uses to deliver messages.
- 9 In each **"Wait..."** field, type the number of minutes that the system waits to attempt delivery of the first new message, the number of rings that the system waits before ending the delivery attempt, and the number of minutes the system waits before attempting message delivery again.
- 10 Click **"Finish."**

Hotel Guest - Room 234 (ID: 8234)

General | Call Transfer | Greeting | After Greeting | Messages | **Notification** | Wake-up Call | Options

☒ **Enable Message Waiting Indicator (MWI):**
 At extension:
 (Enter the letter X for this hotel guest's extension.)

Current MWI state: Off

☐ **Enable message delivery**
 Phone number:
 (Enter the letter X for this hotel guest's extension.)

Schedule: to
☒ Su ☒ M ☒ T ☒ W ☒ Th ☒ F ☒ S

Method: ☒ Each ☐ Batch ☐ Urgent

Wait minutes before the first delivery attempt
 Wait rings before failing the attempt
 Wait minutes before retrying if delivery attempt fails

< Back Next >

Enable Message Waiting Indicator (MWI) Select or clear this check box to turn message waiting indication on or off.

At extension Accepts the extension ID where the hotel guest receives message waiting indication.

Current MWI state Specifies whether message waiting indication is currently on or off.

Enable message delivery Turns message delivery on or off.

Phone number The phone number the system calls to deliver messages to the hotel guest.

Schedule (time interval and days) Accepts the hours and days when this phone number is used for message delivery. Select beginning and ending hours as hh:mm, for example, 08:30.

Method Allows selection of one of the following message delivery methods:

Each Starts message delivery as soon as each new message arrives, and repeats delivery each time a new message arrives. There is no delivery delay available with this method.

Batch Starts message delivery as soon as a new message arrives. If this delivery attempt is unsuccessful, the voice messaging system waits the specified delivery interval before retrying this number. With this method, the system delivers messages no more frequently than the interval scheduled.

Urgent Starts message delivery only when a new, urgent message arrives, and repeats delivery each time a new, urgent message arrives.

Wait... minutes before the first delivery attempt Sets the number of minutes between the arrival of a new message and the first attempt to deliver it.

Wait... rings before failing the attempt Sets the number of rings that the voice messaging system waits for an answer when attempting message delivery to the phone number.

Wait... minutes before retrying if the delivery attempt fails Sets the number of minutes that the voice messaging system waits after an unsuccessful message delivery attempt before retrying the message delivery number. An attempt is unsuccessful when the delivery number is busy, unanswered, answered by a person who does not enter a personal ID, or answered by an answering machine.

Setting the time for a wake-up call

If necessary, hotel guests can set and change their own wake up call time. They can set up either a single wake up call or a daily wake up call for each day they are at the hotel.

Hotel staff should become familiar with this procedure, in the event that a guest requires assistance setting up or changing a wake up call.

To add or change a guest wake up call by phone

- 1 Tell the hotel guest to call the system to check messages.
- 2 When asked, press 1 to set up the wake up call.
- 3 Enter the wake up time using the phone keypad. For example, 700 represents 7:00.
- 4 Press 1 for A.M. or press 2 for P. M.
- 5 Press 1 to receive the wake up call one time only, or press 2 to receive the wake up call each day you are checked in to the hotel.
- 6 Press 1 to confirm.

To add or change a guest wake up call at the administration console

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the Wake Up Call tab.
- 3 Select the “Enable wake up call” check box.
- 4 In the “Time” field, select the wake up time.
- 5 If desired, select the “Daily” check box.
- 6 Click “Finish.”

Hotel Guest - Room 234 (ID: 8234)

General | Call Transfer | Greeting | After Greeting | Messages | Notification | **Wake-up Call** | Options

☒ **Enable wake-up call**

Time: 7:00 AM

☐ Daily

< Back | Next > | **Finish** | Cancel | Refresh | Apply | Help

Enable wake up call Sets the system to call the hotel guest at the specified time.

Time Specifies the wake up call time.

Daily Specifies whether the hotel guest will receive a wake up call just once, at the time shown in the “Enable wake up call, at” field, or every day the guest is at the hotel.

Changing personal options for a hotel guest

Hotel staff can view and change options for a hotel guest on the Options tab for that guest. The options are:

- Whether the hotel guest hears the enrollment conversation the next time the guest calls the system to check messages.
- Whether outside callers can find the hotel guest's extension in the alphabetic directory.
- Whether the hotel guest can record a greeting.
- Whether the hotel guest can set a password.

To change personal options for a hotel guest

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the hotel guest name.
- 2 Select the Options tab.
- 3 To turn on the enrollment conversation, select the "Activate first-time enrollment" check box.
- 4 To add the hotel guest's name to the directory of extensions for outside callers, select the "Include in guest directory" check box.
- 5 To allow the hotel guest to record a personal greeting, select the "Allow personal greeting" check box.
- 6 To allow the hotel guest to set a password, select the "Allow password" check box.
- 7 Click "Finish."



Activate first-time enrollment Sets the system to play the enrollment conversation the next time the hotel guest calls the system.

Include in guest directory Sets whether the hotel guest is listed in the directory of extensions for outside callers.

Allow personal greeting Allows the hotel guest to record a personal greeting for their room extension. If no personal greeting is recorded, the system plays a standard greeting.

Allow password Allows the hotel guest to assign a password for their mailbox.

Deleting hotel guests or their messages

If you delete a hotel guest at the NEAXMail AD-64 administration console, the system automatically deletes all messages for that guest. If necessary, you can delete only the guest's messages from the system.

To delete a hotel guest

- 1 Go to Subscribers > Hotel Guest Directory. Select the guest you want to delete.
- 2 Click "Delete."
- 3 Click "Yes" to confirm the deletion.

To delete a hotel guest's messages

- 1 Go to Subscribers > Hotel Guest Directory. Double-click the guest.
- 2 Select the Messages tab.
- 3 Click "Delete Messages."
- 4 Click "OK" to confirm the deletion.

Restoring a hotel guest's mailbox

Hotel staff can restore a guest's mailbox if the guest was accidentally checked out. If a staff person restores the room on the same day that the checkout was recorded on the PMS, the PMS integration can restore unheard messages and guest options. If you do not have a PMS integration that can restore messages and guest options on the voice messaging system, perform the following procedure.

If a guest decides to change rooms, some property management systems can automatically transfer a guest's messages to the new room's mailbox. If a guest moves into a room already occupied by another guest, some property management systems can merge the two mailboxes. See your PMS documentation for details.

To manually restore a guest's mailbox and personal settings

- 1 Go to Subscribers > Hotel Guest Directory. Select the new guest.
- 2 Click "Delete."
- 3 Click "Yes" to confirm the deletion.
- 4 Change the personal ID and room extension ID in the guest's message storage box to the original IDs for the room.

Transferring callers to a hotel guest's mailbox

Guests can retrieve their messages while away from their room by calling the hotel operator and being transferred to their mailbox. You can also transfer an outside caller directly to a guest's mailbox to leave a message.

From their room phone, hotel guests can determine whether they have messages by checking the message waiting indicator on the phone. Guests can then retrieve messages by calling the voice messaging system. Or, if the phone system supports easy message access, guests can press a button on their room phone. Refer to the phone system documentation to determine whether easy message access is available.

Perform the following procedures to transfer a guest or an outside caller directly to a mailbox.

To transfer a checked-in guest directly to a mailbox

- 1 Initiate a call transfer.
- 2 Enter the voice messaging system number, the default guest ID (usually 8), and then the guest room extension.
- 3 Complete the call transfer.

To transfer a caller directly to a guest's mailbox

- 1 Initiate a call transfer.
- 2 Enter the voice messaging system number, the room extension, and then the transfer override code.
- 3 Complete the call transfer.

CHAPTER 19:

NEAXMail AD-64 message networking

Message networking overview

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Adding a new remote site.....

Setting up general parameters for a remote site

Setting up message delivery for a remote site

Setting up the local site

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Message networking overview

NEAXMail AD-64 message networking allows subscribers to send, receive, reply to, and forward voice messages to subscribers on other voice messaging systems, just as they do with subscribers on the local system. Subscribers can also include remote subscribers on distribution lists.

NEAXMail AD-64 provides a range of features and capabilities to support networking with remote voice messaging systems. NEAXMail AD-64 supports protocols that allow message networking with other NEAXMail AD-64 or NEAXMail AD-40 systems, or with voice messaging systems from different manufacturers.

With message networking, your system is called the local system, and subscribers on your system are called local subscribers. The other voice messaging systems are called remote systems, and the subscribers on the other systems are called remote subscribers.

This chapter explains how message networking works, and how to set up networking features on the voice server.

The subscriber experience

Subscribers address messages to remote subscribers by spelling the first three letters of the name of the remote system, followed by the name or extension of the desired recipient.

***NOTE:** Messages may be addressed by subscriber name only if the remote site uses the PlusNet protocol. See “About networking protocols,” on page 507.*

If ActiveFax or e-mail integration is enabled on the local NEAXMail AD-64 system, subscribers can also forward fax and e-mail messages to remote subscribers by phone.

Network setup

You must enroll each remote site in your system in order to send or receive messages from the site. Similarly, the administrator at each remote site must configure your site as a remote site.

Before setting up a messaging network, assemble the information for each site and determine which sites need to communicate with each other. Then set up the sites as follows:

- 1 Determine which protocol to use for communicating with each site.**
See “About networking protocols,” on page 507.
- 2 Add each remote site to the network.**
See “Adding a new remote site,” on page 508.
- 3 Configure each remote site.**
See “Setting up general parameters for a remote site,” on page 510.
- 4 If using the PlusNet or AMIS protocol, set up message delivery for each site.**
See “Setting up message delivery for a remote site,” on page 513.
- 5 Configure the local site.**
See “Setting up the local site,” on page 515.
- 6 If using the PlusNet protocol, set up the directories.**
See “Understanding directories,” on page 518.

About networking protocols

NEAXMail AD-64 supports three networking protocols: PlusNet, AMIS and VPIM. Not all message networking features are available with each protocol.

The PlusNet protocol provides advanced messaging features, including urgent and private messages, unlimited number of messages per call, unlimited message length, unlimited number of recipients per message, and message addressing by subscriber name. PlusNet is a proprietary NEAXMail AD-64 protocol that can be used only for networking with other NEAXMail AD-64 or NEAXMail AD-40 systems.

Audio Messaging Interchange Specification (AMIS) and Voice Profile for Internet Mail (VPIM) are industry protocols for communication between voice messaging systems. The protocols allow messages to be exchanged between different voice messaging systems, which may reside at different physical locations, and be made by different manufacturers.

Though they provide similar functionality, AMIS and VPIM are based on different technologies. AMIS is a telephony-based protocol, exchanging messages via the public phone system. VPIM is a network-based protocol, exchanging messages via the Internet.

AMIS is an older protocol, and though widely used, has limited capabilities. It is an analog protocol. Messages are played over the phone lines in real time, and DTMF tones are used for communication and control of the message transfer between the two voice messaging systems. Message exchange is therefore slow and subject to audio degradation.

AMIS can greatly reduce long-distance toll charges. Messages can be batched together and sent when toll rates are lowest. Because messages are sent in real time, however, the costs may remain substantial.

VPIM is a newer protocol, based on Internet mail specifications. VPIM uses SMTP to transport voice messages over TCP/IP networks. As a digital protocol, VPIM causes no loss of audio quality. By using the Internet, VPIM eliminates long-distance toll charges entirely.

VPIM is easier to set up and maintain than AMIS, and also provides a greater range of voice messaging functionality. NEC recommends that VPIM be used whenever the remote system supports this protocol.

Adding a new remote site

To communicate with a remote system, the remote system must be defined on the local NEAXMail AD-64 system. The location definition includes all the information required for NEAXMail AD-64 to establish communication and exchange messages with the remote system. In the case of an AMIS or PlusNet location, this consists of the phone number to dial to reach the remote system. In the case of a VPIM location, this consists of the Internet domain name of the remote system.

You create the local definition by adding the remote site.

To add a new remote site

- 1 Go to Remote Sites.
- 2 Click “New.”
- 3 At the Model Selection dialog, do one of the following:
 - To create the new site with default settings, click “OK.”
 - To base the settings for the new site on an existing site, select the existing site from the Model after list, then click “OK.”

The New Remote Site dialog will appear.

- 4 In the “Name” field, type the remote site name.
- 5 In the Protocol list, select the protocol, either AMIS, VPIM, or PlusNet.
- 6 In the Type group, select either Public or Private. Type the country code if applicable, area code, and phone number. For private networks, type a Private ID for the site.
- 7 If the site uses the VPIM protocol, in the “Domain name” field, type the domain name for the site.
- 8 Click “OK.”

New Remote Site [X]

Name:

Protocol:

Type: ☒ Public ☐ Private

Country code:

Area code:

Phone number:

ID:

(Note: The type of a site cannot be changed after the site is created.)

Domain name:

OK Cancel Help

Setting up general parameters for a remote site

After adding a remote site, set up the general networking parameters for the site. If necessary, you can change these parameters at a later time.

To set up general networking parameters

- 1 Go to Remote Sites, then double-click the site name.
- 2 On the General tab, in the “Name” field, edit the name of the remote site if necessary.
- 3 To change the recording of the remote site name, click “Edit” next to the “Voice name” field.
 - If using a sound card and microphone: Click “Record,” say the name into the microphone, then click “Stop.” Click “OK.”
 - If using a local connection: Click “Change number.” In Local Connect Number dialog box, enter the phone number of your phone then click “OK.” Click “Connect,” then answer the phone. Click “Record,” say the name into the phone handset, then click “Stop.” Click “OK.”
- 4 In the Protocol list, select the protocol, either AMIS, VPIM, or PlusNet.
- 5 In the Type group, select either Public or Private. For the public network, type the country code if applicable, area code, and phone number. For private networks, type a Private ID for the remote site.
- 6 If the site uses the VPIM protocol, in the “Domain name” field, type the domain name for the remote site.
- 7 In the Restrictions group, select either “No restrictions,” or “Local site can only receive messages from remote site,” or “Local site can only deliver messages to remote site,” or “Disable network messaging between local site and remote site.”
- 8 Click “Finish.”

Remote Sites - San Francisco sales office (ID: 4152345678)

General | Call Data | Message Delivery | Directory

Name: San Francisco sales office

Voice name: 00:00:00 Edit

Protocol: AMIS

Type: ☒ Public Country code: Area code: 415 Phone number: 2345678

☐ Private ID:

Domain name:

Restrictions: ☒ No restrictions
☐ Local site can only receive messages from remote site
☐ Local site can only deliver messages to remote site
☐ Disable network messaging between local site and remote site

Messages: Delete All Messages

< Back Next > Finish Cancel Refresh Apply Help

Name Sets a name for the remote site.

Voice name Stores the recording of the remote site name.

Protocol Sets the protocol for the remote site, either AMIS, VPIM or PlusNet.

Type Indicates the type of the remote site, either public or private.

Public For public networks, sets the country code if applicable, area code, and phone number for the remote site.

Private For private networks, sets the ID for the remote site.

Domain name Sets the domain name (host name) of the remote site.

Restrictions Sets whether there are any restrictions to message delivery to or from the remote site.

No restrictions Allows the system to receive message delivery calls from this remote site and to place message delivery calls to this remote site.

Local site can only receive messages from remote site Prevents the local system from placing message delivery calls to this remote site.

Local site can only deliver messages to remote site Prevents the local system from receiving message delivery calls from the remote site.

Disable network messaging between local site and remote site Prevents the local system from placing message delivery calls to and receiving message delivery calls from this remote site.

Delete All Messages Click this button to delete all messages awaiting delivery to the remote site.

Setting up message delivery for a remote site

The Message Delivery tab specifies the times at which calls to remote PlusNet or AMIS systems can be initiated. Outbound calls will only be made during the open hours of the selected schedule. By limiting the schedule to times at which long-distance toll charges are lowest, you can minimize the cost of message networking calls.

After adding a remote AMIS or PlusNet site, set up the delivery times for messages to the remote site.

To set up message delivery for a remote site

- 1 Go to Remote sites, then double-click the site name.
- 2 Select the Message Delivery tab
- 3 Select the “Schedule 1” check box.
- 4 In the Schedule fields, set the time and days that the system delivers messages.
- 5 In the “Phone number” field, type the phone number for the remote site, including the outdial access code and any other codes required by the phone system.
- 6 In the “Number of rings” field, select the number of rings allowed before the delivery attempt fails.
- 7 In the “Notification interval” field, select the number of minutes between delivery attempts. The default value is 30 minutes.
- 8 If desired, complete the corresponding fields for Schedule 2.
- 9 Click “Finish.”

Remote Sites - San Francisco sales office (ID: 4152345678)

General | Call Data | Message Delivery | Directory

☒ Schedule 1

2:00 AM to 4:00 AM

☒ Su ☒ M ☒ T ☒ W ☒ Th ☒ F ☒ S

Phone number:

Number of rings: 4

Notification interval: 30 minutes

☒ Schedule 2

12:00 AM to 12:00 AM

☒ Su ☒ M ☒ T ☒ W ☒ Th ☒ F ☒ S

Phone number:

Number of rings: 4

Notification interval: 30 minutes

< Back Next > Finish Cancel Refresh Apply Help

Schedule 1 & 2 (time interval and days) Accepts the hours and days when this phone number is used for message delivery to the remote site. Select beginning and ending hours as hh:mm, for example, 08:30.

Phone number Sets the number for the remote site, including outdial access code and any other codes required by the phone system.

Number of rings Sets the number of rings allowed before the delivery attempt fails.

Notification interval Sets the number of minutes that the voice messaging system waits after an unsuccessful message delivery attempt before retrying the message delivery number. An attempt is unsuccessful when the delivery number is busy or unanswered.

Setting up the local site

After you add the remote sites, you need to set up the local site before subscribers can exchange messages with subscribers at other locations.

To set up the local site

- 1 Go to System > System Settings.
- 2 Select the Local Network Site tab.
- 3 To allow local subscribers to send messages to remote systems, select “Allow outgoing calls.” You must also tell subscribers the ID to use when sending messages to remote sites. See “Setting an ID for numeric groups and remote sites,” on page 51.
- 4 In the “Country code” field, type the country code for the local system. If you do not know your country code, consult your local phone service provider. The country code can be up to five digits.
- 5 In the “Area code” field, type the three digit area code for the local system.
- 6 In the “Phone number” field, type the seven digit phone number for the local system. Do not use hyphens.
- 7 In the “Private ID” field, type the private ID for the local system.
- 8 In the “Domain name” field, type the domain name for the local system.
- 9 To allow remote subscribers to send messages to subscribers on your local system, select “Accept incoming calls.”
- 10 Click “Finish.”
- 11 *To export a subscriber directory to the remote system, see “Exporting directories” on page 519.*

The screenshot shows the 'System Settings' dialog box with the 'Local Network Site' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with the following tabs: General, Public Messages, Alphabetic Directory Assistance, Recording, Playback, Events, Security, System Fax, Speech Recognition, E-mail, Hospitality, and Hotel Guest Setup. The 'Local Network Site' tab is active and contains the following controls:

- Two checked checkboxes: 'Accept incoming calls' and 'Allow outgoing calls'.
- A group box labeled 'AMIS/PlusNet' containing four text input fields: 'Country code:', 'Area code:', 'Phone number:', and 'Private ID:'.
- A group box labeled 'PlusNet' containing a 'Directory:' label and an 'Export...' button.
- A group box labeled 'VPIM' containing a 'Domain name:' label and a text input field.

At the bottom of the dialog are five buttons: 'Finish', 'Cancel', 'Refresh', 'Apply', and 'Help'.

Accept incoming calls Select this check box to allow remote subscribers to send messages to subscribers on the local system. Clear this check box to prevent local subscribers from receiving messages from remote systems.

Allow outgoing calls Select this check box to allow local subscribers to send messages to subscribers on remote systems. Clear this check box to prevent local subscribers from sending messages to remote systems.

Country code The country code for the local system. To determine the country code, contact your local phone service provider. The country code can include up to five digits. This field only applies to AMIS and PlusNet sites.

Area code The three digit area code for the local system. This field only applies to AMIS and PlusNet sites.

Phone number The seven digit phone number for the local system. Do not use hyphens. This field only applies to AMIS and PlusNet sites.

Private ID Sets the ID remote subscribers use to send messages to the local site. This field only applies to AMIS and PlusNet sites.

Directory Export Click “Export” to export the directory from the local system to a remote system. This process adds local names to the remote directory so that remote subscribers can send messages to subscribers on the local system.

Domain name The domain name for the local system. This field only applies to VPIM sites.

Understanding directories

Before PlusNet site subscribers can send and receive messages, the sites must first exchange subscriber and group information.

NOTE: *Exported directory information can only be used by other PlusNet sites. The VPIM and AMIS protocols do not support directory information exchange.*

Periodically, you also need to synchronize the remote directory to ensure that the local site has the most current list of remote subscriber names.

Choose one of the following methods for the first directory exchange between sites.

Manual export/import The manual method updates directory information without using phone lines. You can transmit information on disk or tape, by using a modem, or over the Internet. This method is recommended if large directories are involved, or if using phone lines would require a long-distance call. For instructions, see “Exporting directories,” on page 519 and See “Importing directories,” on page 521.

Synchronization The synchronization method updates directory information by using an analog phone line. This method is recommended when the directory sizes are small, and when only a local call is required. For instructions, see “Synchronizing directories,” on page 522.

Exporting directories

Before your subscriber and group information can be imported by a remote site, you must export your directory information. The exported information can be transferred to the remote site on disc or tape, by using a modem, or over the Internet.

NOTES

- *Exported directory information can only be used by other PlusNet sites. The VPIM and AMIS protocols do not support directory information exchange.*
- *Message delivery to all remote sites is disabled during the export procedure. The voice messaging system continues to take calls while exporting information.*

To export the local site directory

- 1 Go to System > System Settings.
- 2 On the Local Network Site tab, clear the “Allow outgoing calls” check box.
- 3 Click “Apply.”
- 4 Click “Export.” The Local Network Site Export dialog appears.



- 5 Select the Remote site that you plan to export the directory to.
- 6 Click “Export.” The directory data is written to the C:\Vmail\vm site folder on your local voice server hard disk. The system displays a message telling you the path name.
- 7 Click “Finish.”

NOTE: *The directory information has not been sent to the remote site. It has been written to a file on the local disk. The data must be transferred manually to the remote site and imported. See “Importing directories,” on page 521.*

- 8 When the export is complete, go to System > System Settings.

- 9 On the Local Network Site tab, select “Allow outgoing calls.”
- 10 Click “Finish.”

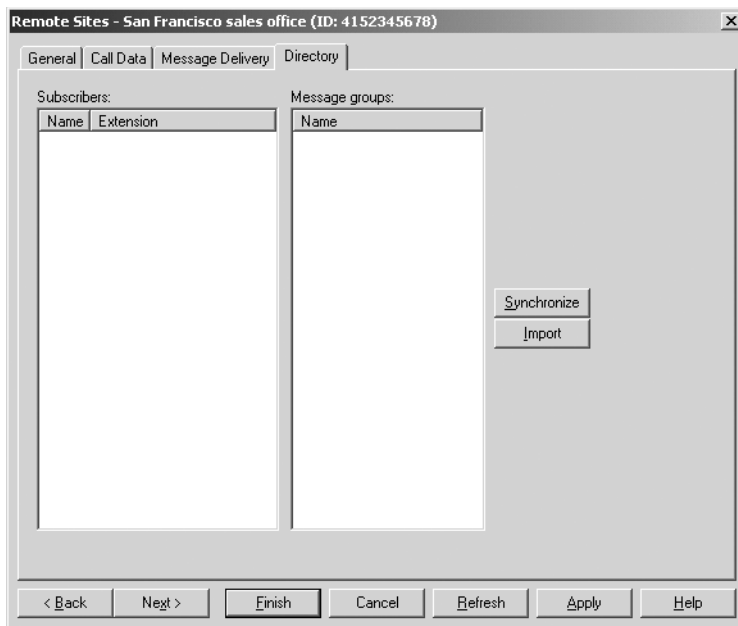
Importing directories

After you have completed exporting the directory information, the directory file must be copied to the voice server hard disk of each participating PlusNet remote site. The directory information then needs to be imported from the hard disk to the voice messaging system's database.

NOTE: *Directory information can only be imported from other PlusNet sites. The VPIM and AMIS protocols do not support directory information exchange.*

To import a remote site directory

- 1 Copy the directory information received from the remote site to the C:\Vmail\vm site folder on the voice server hard disk.
- 2 On the Administration console, go to Remote sites, then double-click the site name.
- 3 Select the Directory tab.
- 4 Click "Import," then click "OK."
- 5 Click "Finish."



Synchronizing directories

Before PlusNet site subscribers can send and receive messages to other PlusNet sites, the sites must first exchange subscriber and group information.

The first synchronization between sites may require hours to transmit over phone lines, so it is important to determine whether the manual or synchronization method is best for each site.

During the first directory update, the directory information that sites exchange includes:

- Subscribers' spelled names, voice names, and extensions.
- Message groups' spelled names or numbers, voice names, and group types.

Estimate the transmission time before selecting the synchronization method for the directory update. Transmission time for each subscriber or group is approximately 90 seconds. Each local site must individually update directory information with each remote site in the Multisite Messaging network.

NOTE: *Directory information can only be synchronized between PlusNet sites. The VPIM and AMIS protocols do not support directory information synchronization.*

To synchronize a remote site directory

- 1 Go to Remote sites, then double-click the site name.
- 2 Select the Directory tab.
- 3 Click "Synchronize," then click "OK" to confirm.
- 4 Click "Finish." The voice messaging system will compile the directory information, call the remote site, and complete the synchronization automatically.

Remote Sites - San Francisco sales office (ID: 4152345678)

General | Call Data | Message Delivery | **Directory**

Subscribers:

Name	Extension
------	-----------

Message groups:

Name

Synchronize
Import

< Back Next > **Finish** Cancel Refresh Apply Help

Determining call data for a remote site

You can determine call data for a remote site, such as the date and time of the last local incoming and outgoing calls, as well as any failed attempts to exchange messages with the site.

To determine call data for a remote site

- 1 Go to Remote sites, then double-click the site name.
- 2 Select the Call Data tab.
- 3 View the call data.
- 4 If desired, in the “Disable site when failed total reaches” field, set the number of failures allowed. The default value is 3.
- 5 Click “Finish.”

The screenshot shows a dialog box titled "Remote Sites - San Francisco sales office (ID: 4152345678)". It has four tabs: "General", "Call Data" (which is selected), "Message Delivery", and "Directory". The "Call Data" tab displays the following information:

- Last incoming call**
 - Date/Time: -----
 - Status:
 - Messages sent: 0
 - Messages received: 0
- Last outgoing call**
 - Date/Time: -----
 - Status:
 - Messages sent: 0
 - Messages received: 0
- Total failed outgoing calls:** 0 (with a "Reset" button next to it)
- Disable site when failed total reaches:** 3 (with a spin box control)

At the bottom of the dialog box, there are several buttons: "< Back", "Next >", "Finish", "Cancel", "Refresh", "Apply", and "Help".

Disable site when failed total reaches The number of times the system attempts to reach a remote site to deliver messages before preventing subscribers from sending messages to remote subscribers at that site.

NOTE: Because the VPIM protocol is based on e-mail delivery, the Messages received fields will always display “0” for VPIM sites, because no receipt data is sent back from the remote site.

Deleting messages for a remote site

You can delete the messages waiting for delivery to a remote site.

To delete messages for a remote site

- 1 Go to Remote sites, then double-click the site name.
- 2 Select the General tab.
- 3 Click “Delete All Messages.”
- 4 Click “Yes.”
- 5 Click “Finish.”

Remote Sites - San Francisco sales office (ID: 4152345678)

General | Call Data | Message Delivery | Directory

Name: San Francisco sales office

Voice name: 00:00:00 Edit

Protocol: AMIS

Type: ☒ Public Country code: Area code: 415 Phone number: 2345678

☐ Private ID:

Domain name:

Restrictions: ☒ No restrictions
☐ Local site can only receive messages from remote site
☐ Local site can only deliver messages to remote site
☐ Disable network messaging between local site and remote site

Messages: Delete All Messages

< Back Next > Finish Cancel Refresh Apply Help

Delete All Messages Click this button to delete all messages awaiting delivery to the remote site.

CHAPTER 20:

Training

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Training overview

After you are familiar with the voice messaging system and how it operates, you can train others to use the system.

This chapter outlines how to train others to make full use of the voice messaging system, and includes tips for training:

- Subscribers
- Operators and receptionists
- System managers
- The person who will record voice prompts and greetings

Training subscribers

Subscriber training is by far the most important part of the training process. It is crucial that subscribers understand and value the voice messaging system.

The system has many features, but you do not need to teach them all at once. Your training will be more effective if you concentrate on the features essential for using the system. As subscribers become familiar with the basics or develop special needs, you can provide additional training.

Keep the following guidelines in mind when designing a training program:

- Train in small groups. Seven to ten subscribers is a good number.
- Hold the training sessions at a convenient time in a place that is free from interruptions.
- Use a speakerphone so that everyone in the room can hear.

Training session setup steps

- 1 Set up a test subscriber on the system.
- 2 Record a name and a personal greeting for the test subscriber.
- 3 Turn off call transfer for the test subscriber.
- 4 Put a subscriber-to-subscriber message in the test subscriber's mailbox.

For example, record a message that says, "Hi, welcome to the voice messaging system. This is what we call a subscriber-to-subscriber message, which is one subscriber leaving a message for another subscriber. While listening to a message, press 3 to hear a menu of quick message actions, such as deleting the message or replying to it."

- 5 Prepare copies of the *Quick Reference Card* to distribute at the training sessions.

For each subscriber, write their name, extension, and personal ID in the place specified on the *Quick Reference Card*.

If there are users who need a large-print version of the *User Guide*, print the *User Guide* PDF file from the NEAXMail AD-64 Support compact disc enlarged to 125 percent.

- 6 Set up a message box for questions from subscribers.
Designate one member of your support group to respond to subscribers' questions.

System security

As you train subscribers, explain the importance of following the recommended security practices:

- Train subscribers to avoid security codes that match their birthday, child's name, or social security number.
- Train subscribers not to program a speed-dial key with their security code.
- Train subscribers not to write down their security code or share the code with others.
- Distribute your organization's security policies in writing to all employees.

Subscriber training session outline

The training session should cover the basic functions of the voice messaging system and demonstrate to subscribers that the system is easy to use. Here is a suggested class outline:

1 Distribute the *Quick Reference Card*.

Stress that subscribers will not need this card for day-to-day use of the system, because the system's prompts will lead them through the system.

2 Leave a message as a caller.

Turn on the speakerphone and dial the system as a caller. Wait until most of the opening greeting has played before pressing the touchtone keys.

If the system has directory assistance, enter the System ID for the directory and demonstrate how a caller selects a subscriber from the directory. If the system does not have directory assistance, dial the extension for the test subscriber.

Because call transfer is turned off, the test subscriber is unavailable. The system plays the subscriber's greeting and offers to take a message. Leave a simple message such as: "Hello, Ms. Jones, this is Sam Smith. Please call me as soon as you get this message. Thank you." Hang up.

3 Check messages as a subscriber.

Call the system as the test subscriber to check messages. When the system answers, enter the test subscriber's Personal ID.

Let the system greet you, announce the number of new messages (there will be two), play the sample message you recorded before the session, and ask for a reply.

4 Record a short reply.

When the system plays the message you recorded in step 2 and prompts for a reply, record a short response to the message.

When the system says "There are no further messages," press * (star character) three times and hang up.

5 Listen to the test subscriber's reply.

Call the system as in step 3, but this time call as yourself and enter your Personal ID. Listen to the reply from the test subscriber and hang up.

6 Send a message to another subscriber.

Call the system. When it answers, enter your Personal ID. Press 5, then follow the instructions to leave a message for the test subscriber. After leaving a brief message, hang up.

7 Stress the importance of using a security code.

A security code protects subscribers from the unapproved use of their voice mailboxes and protects their businesses from fraudulent use of the voice messaging system. Encourage subscribers to:

- Change their security code frequently. Use a code that is easy to remember but difficult for others to guess.
- Never tell anyone their security code or write it down.
- Tell the system manager if their *Quick Reference Card* is lost or stolen.

8 Summarize the entire procedure.

Emphasize that callers just need to listen and enter menu options. To prove how easy it is to leave a message, ask someone in the class to leave a message for the test subscriber, and talk the person through the process.

9 Answer questions and encourage everyone to call the system to check for new messages.

10 Consider TeLANophy training.

See "TeLANophy training" on page 532.

The day after

The day after the training session, record a group message for all subscribers, soliciting problems and questions. If you receive a message indicating that a subscriber is confused or frustrated with the voice messaging system, call or visit that person to better understand the problem and help resolve it.

In addition, protect the voice messaging system from unapproved access by checking the subscriber directory frequently during the first few days to be sure that new subscribers are enrolling by phone.

To see who has and has not enrolled, run the user directory report. “Never” in the Last contact column indicates that a subscriber has not enrolled. Contact any subscribers who have not enrolled and encourage them to do so as soon as possible. After everyone has enrolled, delete unused voice mailboxes from the system.

One week after

A week after the training session, leave a group message for all subscribers asking them to call you with any questions or problems.

Yes-and-No conversation

Some subscribers may want to use the system’s Yes-and-No conversation instead of the menu conversation. You can tell subscribers that the Yes-and-No conversation is available by leaving a group message or mentioning the Yes-and-No conversation in the training memo.

Setting up the Yes-and-No conversation is easy—just clear the “Use Menu Conversation” check box on the Access Options tab for any subscriber who prefers using the Yes-and-No conversation.

Training subscribers on additional features

After training subscribers how to use basic voice messaging features, you may want to consider training subscribers to use additional features.

TeLANophy training

TeLANophy is a suite of programs that combines features of the voice messaging software, the phone system, and a LAN. TeLANophy subscribers can manage live phone calls and all types of messages visually on their computer screens. Subscribers need to know the following basic information about using TeLANophy.

Starting a TeLANophy program

To begin using a TeLANophy program, set up the program with the voice server name and protocol. Subscribers will need to know their personal ID and security code.

Subscribers can start a TeLANophy program by double-clicking its icon.

If the system has more than one TeLANophy program, subscribers can double-click the ViewApps icon to start all TeLANophy programs simultaneously.

Starting ViewMail for Microsoft Messaging or Lotus Notes

ViewMail for Microsoft Messaging or ViewMail for Lotus Notes starts automatically when the e-mail program is started. Subscribers can begin exchanging voice messages after the e-mail program is installed, and ViewMail is set up at each workstation.

How to get information about using TeLANophy programs

Information is available in online Help. Subscribers can start online Help from their workstations in the following ways:

- Click “Contents” on the Help menu.
- Press F1 in the TeLANophy program.
- Click “Help” on a system screen.
- In Windows, choose Start > Programs > TeLANophy, then click the “Help” button.

ViewCall Plus PIM integrations

Subscribers can use the instructions in online Help to set up and use personal information manager (PIM) integrations with ViewCall Plus. If a PIM requires a user to log on when starting the program, start the PIM before starting ViewCall Plus.

To access PIM setup in online Help for ViewCall Plus

- 1 On the ViewCall Plus Options menu, select “Personal database.”
- 2 Click “OK” to accept the message in the PIM Configuration dialog box.
- 3 In the Personal Options Database Welcome window, click “Help.”

See also

Changing options for a
subscriber338

Training operators and receptionists

The operator, or receptionist, is an advocate for the voice messaging system and needs to understand its benefits: for example, the system answers calls on fewer rings, transfers calls more quickly, records long messages, and delivers messages in the caller's own voice. The operator's attitude and comfort level with the system can have a significant influence on system acceptance by subscribers and external callers.

Hold operator training at a phone console identical to the one the operator uses. This means you will teach the operator at the customer site in most cases. It is crucial that the operator not handle calls during training. Forward calls to another phone or console, or have someone else handle calls while the operator is in training.

Training operators to answer calls

Teach the operator how to answer calls transferred from the system versus from direct phone lines. Sometimes there is no way to tell the difference between direct calls and system transfers. In this case, help the operator come up with a suitable phrase that can be used to answer all types of calls.

If the voice messaging system is used as an automated attendant, acting as a receptionist by answering and routing calls, encourage the operator to tell callers the extension they are being transferred to. This will help educate frequent callers and lighten the operator's call load. The operator also must know how to transfer calls into voice mailboxes. The timing of the transfer is fairly critical on some phone systems, so have the operator practice a few times with you on the line as the caller.

While training the operator, look for ways to make things easier on the particular operator console. For example, you may be able to program speed-dial numbers or buttons to help the operator transfer calls to voice messaging.

Follow up

Make yourself available for several days after the training session to answer questions. Also, follow up in a week or so to check that the operator is comfortable with the system.

Training system managers

To effectively train a system manager, you must know the system well enough to be a system manager yourself. You should know how to operate and configure the system on the NEAXMail AD-64 administration console, as well as by phone.

A system manager needs a broad understanding of the voice messaging system, because he or she will be expected to respond to questions and provide one-on-one assistance. All system managers should be able to perform routine maintenance such as:

- Adding and deleting subscribers
- Rerecording the opening greeting
- Signing in to the NEAXMail AD-64 administration console
- Modifying system default settings
- Creating new groups and transaction boxes

Consider scheduling more advanced training sessions later to cover creating reports, backing up the system, changing schedules, and customizing the system as needed.

When training a system manager, use a working voice messaging system. Your dealer may have a demonstration or training system set up for this purpose.

The training session

The system manager training session should be at least one hour long. It must be held on a functioning voice messaging system, preferably away from the customer site. If you must hold the training at the customer's site, the session should be away from the trainee's usual work space and kept free of interruptions. The trainee should already be comfortable using the system as a subscriber.

Follow up

After training a system manager, you should be available for several days to answer questions. It may be wise to schedule two separate training sessions one week apart.

Training for recording greetings

The voice messaging system comes with hundreds of standard prompts already recorded, so that customers can begin using the system as soon as possible. However, some customers like to have a familiar voice on their system, and having someone available at the site who can record modifications and updates is convenient.

Keep in mind that the voice messaging system may be the first contact a caller has with the organization. Following these guidelines will help ensure that callers have a pleasant experience. Apply these principles when making recordings:

Be informative

Callers need signposts along the way. For example, if they call after working hours, make sure that the night greeting gives regular business hours and explains how to leave a message.

Be courteous and welcoming

All callers deserve the best service. Make greetings courteous and welcoming.

Give callers options

Callers need to feel they are in control. If given choices in a friendly, straightforward manner, callers will make their choices confidently. Let callers know they have options: they can leave a message; they can reach an operator at any time; they can choose to hold; they can enter another extension if the one they have called is busy; if they have touchtone phones, they can repeat any prompt by pressing #; or they can return to their previous choice.

Give callers no more than four choices at one time. Put the most frequently used choices in the opening greeting.

Sound pleasantly professional

The recorded greetings should sound professional but also have a pleasant, human quality. Callers will be much more likely to listen to and follow clear, friendly greetings. Try to use only one voice when recording greetings. Hearing one reassuring, friendly voice will help make callers feel comfortable.

The way in which greetings and prompts are phrased is also important. “If you know your party’s extension, you may enter it at any time” sounds friendlier than “Enter the extension you are calling now.”

The training session

The recorder should understand the voice messaging system from both the caller's and the subscriber's perspectives. The training session for recording should include:

- An overview of the system features and NEAXMail AD-64 administration console screens.
- How to make recordings. For details, see "Making recordings" on page 29.
- Proper use of tone (not squeaky high or too deep), intonation (friendly with a good rhythm), volume (loud enough to hear but not so loud as to distort), and timing (no pauses after names, pauses in prompts where appropriate).
- Preparation of a written script.
- Practice recording, then listen to the practice recordings on the phone and adjust volume and tone as needed.

A good voice training session requires about an hour. If the person will also be recording names for the system, allow an extra hour or two.

Remember that the person making the recording may be sensitive to criticisms of his or her voice. Select words of instruction and criticism carefully and give plenty of encouragement. You want the person speaking to enjoy making the recording, because that enjoyment will come through in the recordings, enhancing the sound of the system.

Training memo

You can use the training memo to introduce subscribers to the features of the new voice messaging system. On the memo, check the appropriate boxes for the system features that will be used at your site. Then, photocopy this memo for every subscriber and distribute it with the subscriber's *Quick Reference Card*. Fill in the subscriber's name, extension, and personal ID in the specified place in each subscriber's *Quick Reference Card*.

You may want to send a group message to all users welcoming them to the voice messaging system and encouraging them to send you a reply. That gives them practice using the system and confirms that they are enrolled and using it.

MEMORANDUM

To:

From: System Administrator, extension _____

Re: The new voice messaging system

We have installed a new voice messaging system. It is menu-based, so it is easy to use. All you have to do is listen to the menu and enter the number for a particular task. The *Quick Reference Card* explains how to use the system's many time-saving features and lists all the tasks you can accomplish and their corresponding keys.

Instead of menus, the system can also be set up to play a Yes-and-No conversation, where you press 1 for Yes and 2 for No. If you prefer to hear the Yes-and-No conversation, please let me know.

The system:

- Answers all incoming calls.
- Answers incoming calls only when the receptionist is busy.
- Provides voice mail only.
- Automatically takes a message for you if your extension is busy or does not answer.

The system will notify you of waiting messages:

- By lighting the message waiting lamp on your phone.
- By displaying a message on your phone.
- By activating a special dial tone on your phone.
- By calling your phone once every 30 minutes.
- By saying you have new message when you call the system.

Training checklist

Use this checklist to help organize and track training.

Local site information				
Site name_____				
System Manager name(s) _____				
Operator name_____				
People trained to record prompts _____				
Configuration (circle features in use)				
Automated Attendant	Voice Mail	Call Forward to Personal Greeting	Message Delivery	Message Lamps
Item	Date Scheduled	Date Finished		
Subscriber Training	_____	_____		
Distribute memo	_____	_____		
Distribute <i>Quick Reference Cards</i>	_____	_____		
Training Sessions	_____	_____		
• Group 1	_____	_____		
• Group 2	_____	_____		
• Group 3	_____	_____		
Leave a starter group message	_____	_____		
Leave a follow-up group message	_____	_____		
System Manager Training	_____	_____		
First training session	_____	_____		
Follow-up session	_____	_____		
Operator Training	_____	_____		
First training session	_____	_____		
Follow-up session	_____	_____		
Recording Training	_____	_____		

CHAPTER 21:

Troubleshooting

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Troubleshooting overview

Topics in this chapter identify problems related to voice messaging system installation, maintenance, and customization. Refer to the general topics listed in the table below to find information about a type of problem, or refer to the index for specific topics.

If you experience a problem that you cannot solve using the information and the resources cited, or you experience a problem that is not discussed, contact your technician or Technical Support.

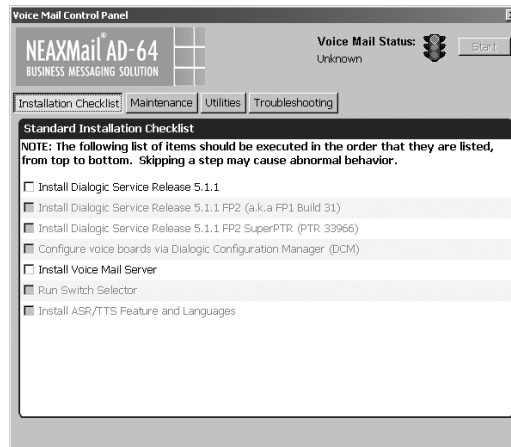
Symptom or problem	See
Calls are released with the “Await answer” transfer type	“Testing phone system tones with the PBX-pert utility” on page 556
Error message “Demonstration copy, system key not found”	“The system key” on page 548
Problems are reported after a voice messaging system upgrade	“Upgrade issues” on page 549
Delivery of subscriber messages is delayed, or subscriber message notification delays occur	“Delayed messages” on page 550 and “Delays in message notification” on page 552
Voice server hard disk is full	“Disk full error messages” on page 553
System does not identify touchtones correctly	“Touchtone sensitivity” on page 554 and “Testing phone system tones with the PBX-pert utility” on page 556
Call transfer problems	“Call transfer initiation problems” on page 555
Problems with voice server hardware	“Computer hardware components and peripherals” on page 560
Problems detecting sound or silence correctly	“Silence threshold problems” on page 557
Problems with networking or TeLANophy	“Networking and TeLANophy” on page 562
Increased number of busy signals occur	“Networking and TeLANophy” on page 562
Phone system integration problems	The phone system <i>Integration Guide</i> or the phone system documentation

About the Voice Mail Control Panel

The Voice Mail Control Panel is the central management interface for installing and maintaining the voice messaging system. The Voice Mail Control Panel includes four tabs:

- Installation Checklist
- Maintenance
- Utilities
- Troubleshooting

Installation Checklist

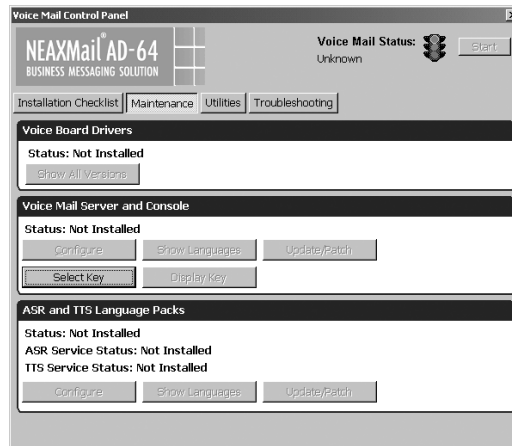


The Installation Checklist tab facilitates orderly installation of the voice messaging software. All the required software components are listed under the Installation Checklist tab, in the order in which they are normally installed.

The Voice Mail Control Panel automatically detects which components are installed, and displays this in the Installation Checklist. If the check box next to a software component is selected, the component is already installed; if the check box is cleared, the component is not yet installed.

The Installation Checklist also ensures that software components are installed in the correct order. If a cleared check box is shaded, this indicates that the component cannot be installed at this point. The Voice Mail Control Panel will not allow a particular component to be installed if a prerequisite component has not yet been installed.

Maintenance

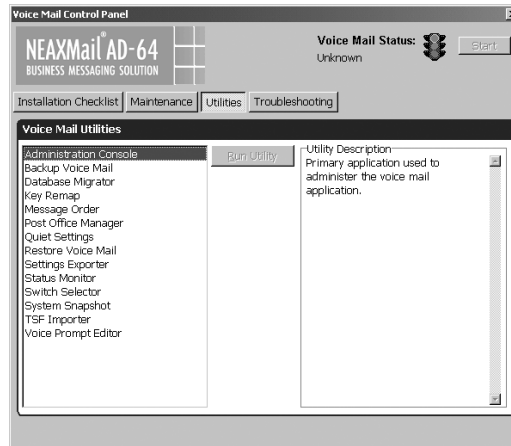


The Maintenance tab allows you to view information about various system parameters, including:

- Installed voice board drivers
- Installed voice prompt languages
- Installed ASR languages
- Installed TTS languages
- Installed hospitality languages
- Features enabled on the security key

The Maintenance tab also enables the installation of additional ASR and TTS languages.

Utilities



The Utilities tab provides a convenient location to start various system utilities.

Administration Console The Administration Console is the main management interface for the voice messaging system. The Administration Console can be installed on any Windows 98/NT/2000/XP computer.

Backup Voice Mail The Backup Voice Mail utility is used to back up the voice messaging system. It is recommended the system is backed up on a regular basis.

Database Migrator The Database Migrator utility is used to migrate from older OS/2 based systems, or update from previous software versions, to the latest software version. The Database Migrator automatically converts the database from the older system into the correct format, and imports it into the new system.

Key Remap The Key Remap utility is used to change the keypad mapping. When callers use the keypads on their touch-tone phones to enter alphabetic data the keypad mapping determines how numeric digits on the keypad are mapped to letters of the alphabet.

Message Order The Message Order utility is used to change the order in which messages are played back to subscribers when they call in to retrieve messages over the phone.

Post Office Manager The voice messaging system can integrate with various third party e-mail systems. The Post Office Manager utility is used to set up the integration with one or more e-mail systems.

Quiet Settings The Quiet Settings utility is used to specify the silence threshold settings for the voice messaging system.

Restore Voice Mail The Restore Voice Mail utility is used to restore a backup of the voice messaging system.

Settings Exporter The Settings Exporter utility is used to export phone system and system settings for use on another voice messaging system.

Status Monitor The Status Monitor allows the user to monitor the current activity of the voice messaging system. The Status Monitor can be installed on any Windows 98/NT/2000/XP computer.

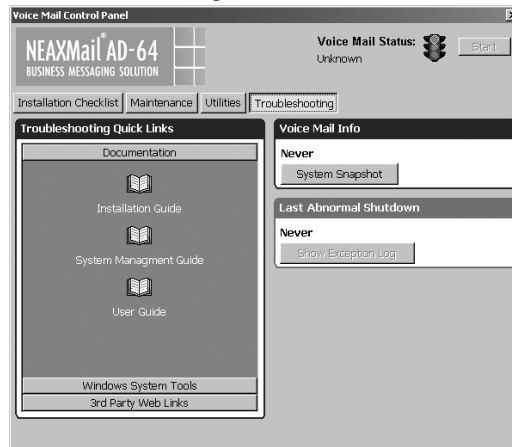
Switch Selector For the voice messaging system to work correctly with the phone system, the phone system manufacturer and model must be specified. The Switch Selector utility is used to specify the correct phone system.

System Snapshot The System Snapshot utility creates a summary of the current system information, and stores it in file VMSInfo.txt on the desktop. This file is useful for troubleshooting purposes.

TSF Importer The TSF Importer utility is used to convert the TSF file created by the Dialogic PBXpert program into tone settings used by the voice messaging system.

Voice Prompt Editor The Voice Prompt Editor is used to record, play back or edit the voice messaging conversation prompts. The utility is also used to switch between the first name and last name conversations.

Troubleshooting



The Troubleshooting tab allows you to view current system configuration information to assist in troubleshooting. The buttons on this tab should only be used when you are instructed to do so by Technical Support. The tab is divided into three sections.

Voice Mail Information This section displays the date of the last System Snapshot recorded for the system. Clicking the System Snapshot button creates a summary of the current system information, and stores it in file VMSInfo.txt on the desktop. This file is useful for troubleshooting purposes

Last Abnormal Shutdown This section displays the date and time of any abnormal shutdowns or system crashes. If the system has never been shut down abnormally, the field will be green and display “Never.” Clicking the “Show Exception Log” button will display the Exception Log file, if it exists.

Troubleshooting Quick Links This section contains shortcuts to the voice messaging software documentation, Windows system utilities, and web sites which may be useful for troubleshooting.

The system key

Use the procedure below to confirm the system key is installed correctly. If the system fails to detect the system key when the voice messaging software starts, the Status Monitor displays only two ports. The system starts as a demonstration copy.

To confirm the system key is installed correctly

- 1 Shut down the voice messaging software, and turn off the voice server.
- 2 Confirm that the system key is firmly connected to the correct parallel port.
- 3 Turn on the voice server.
- 4 Sign in to the system.
- 5 Go to System > System Information.
- 6 Verify that the correct number of ports and options is displayed.

If “Demonstration copy, system key not found” is displayed, confirm that the system key is connected to the correct parallel port. If there is more than one parallel port, move the key to another parallel port. Repeat steps 2 through 6.

- 7 If the problem persists, verify that the serial number is correct. To do this:
 - Go to Start > Settings > Control Panel.
 - Double-click “WIBU-KEY.”
 - On the Contents tab, in the “Serial” field, determine the system key serial number.
 - Verify that the serial number displayed matches the serial number on the label of the Security Key File disk. If not, install the correct system key, then re-run the Setup program.

Upgrade issues

When upgrading your system to the latest version of NEAXMail AD-64, there are four different upgrade types:

- 3.5-inch disk upgrade from an OS/2 version
- Network upgrade from an OS/2 version
- Direct connection upgrade
- Version update from an earlier version of NEAXMail AD-64

With a disk upgrade, the new system can use most voice messaging system database files from the old system. However, no customized prompts, messages, voice names, and greetings are available after the upgrade.

A network upgrade from an OS/2 version includes the database files, voice names, and greetings.

With all upgrade types, some switch and integration settings may need to be customized through the Windows registry settings. See the *Installation Guide*, your phone system *Integration Guide* (if applicable to your system), and the phone system manufacturer's documentation for details.

Reports of missing archived messages

When performing a version update, which spans several days, archived messages may be deleted if the archive days limit was reached during the upgrade process. All messages older than the archive days limit will be deleted when the system is brought back online. To prevent this from happening, tell users to re-archive their messages prior to beginning the upgrade process.

Delayed messages

Occasionally, you may receive a complaint about new messages being delayed or arriving late in a subscriber's voice mailbox.

Although it may sometimes appear that the voice messaging system is delaying the delivery of a new message, the system never holds a new message and delivers it at a later time unless the "Future message delivery" option is set by the sender.

Perceptions of delayed or late messages are real, however, and should be taken seriously. Something is happening that causes the subscriber to think that messages are being delayed.

The following options can help you investigate and resolve delayed message reports.

Check the clock settings

Make sure that the clocks in the office and the subscriber's wristwatch agree with the voice server's clock setting.

Also, check to see if the voice messaging system is ever logged on to another server— for example, to do a backup on the LAN. If your network logon script is set to synchronize the time settings, the LAN server could be changing the clock setting when the voice messaging system logs on.

Use Diagnostic Traces

Use the Diagnostic Traces option to pinpoint the problem. When the subscriber first reports an instance of a delayed message, enable Diagnostic Traces on the voice messaging system.

The Diagnostic Traces option adds important troubleshooting details to a call log. When Diagnostic Traces is disabled, the call log only indicates when the subscriber accessed the subscriber conversation. When it is enabled, the call log details everything that happened during a message-checking session.

When the next delayed message report comes in, create an individual call log for the day of the occurrence. Print the report and use it to pinpoint why messages may appear to be delayed. When you discuss the problem with the subscriber, you will be able to explain what happens and what the subscriber can do to resolve the situation.

When you finish troubleshooting the problem, disable Diagnostic Traces. Diagnostic Traces should only be enabled while troubleshooting a problem. If Diagnostic Traces is left enabled, your voice messaging system's hard disk may fill up unnecessarily.

See also

Diagnostic traces.....564

Delays in message notification ..552

Delays in message notification

Delays in message notification may be the cause of delayed message reports. The messages are arriving properly, but the subscriber's message notification may be delayed. When the system is operating normally, subscribers receive notification of new messages immediately after the message is left.

The following situations can cause message notification delays:

- The “Future message delivery” option was set by the sender.
- If all dial ports are busy, the system cannot process all message notifications promptly. Create the call log for the dial ports to determine if you need more dial ports.
- If all the ports are busy, the system cannot dial any extension to activate message lights.
- If the Switch settings in NEAXMail AD-64 are not completed properly, the phone system integration may interfere with message notification. See your phone system *Integration Guide* for more information.
- If the connection between a workstation and the network is terminated, or if a problem arises with the connection, the system cannot update ViewMail with notification of new messages. Try pressing F5 to refresh the ViewMail window. If refreshing does not update the window, restart ViewMail. If starting does not update the window, restart the workstation and reconnect to the network.

Disk full error messages

If you receive disk full warning messages, perform the following steps to reclaim disk space on the voice server.

To reclaim disk space on the voice server

- 1 Check the contents of the public interview box. Confirm that at least one subscriber has the “Allow access to public messages” and the “Allow access to public message groups” check boxes selected on their Access Options tab.
- 2 Confirm that the subscribers who have access to public messages are routinely reviewing and taking action on the messages in this box. Also, check in System > System Settings, on the Public Messages tab, that the “Keep old messages for” and “Keep archived messages for” fields are set correctly. The default values are 0 (zero) hold days and 2 archive days. Higher values for hold and archive days may require additional disk space.
- 3 Check the “Keep old messages for” and “Keep archived messages for” fields for the default subscriber and for individual subscribers. The default values are 0 (zero) hold days and 2 archive days. Higher values for hold and archive days may require additional disk space.
- 4 Check if Traces are enabled. Traces should only be enabled for troubleshooting. Traces require more disk space.
- 5 Determine whether sufficient disk space is available before starting a backup with the verify option. The verify option writes a temporary file to the voice messaging system hard disk, which may cause the disk full error message.
- 6 Generate a subscriber report.
 - Look for subscribers whose “Last contacted” field is “never.” Delete old messages for these subscribers.
 - Look for subscriber accounts that do not match actual subscribers and delete them.
- 7 If none of these steps resolves the problem, contact your technician or Technical Support.

Touchtone sensitivity

The voice messaging system detects real touchtones dialed by a caller while screening out “false” touchtones that occur in natural human speech. The system distinguishes between them on the basis of length. Dialed touchtones are usually longer than the similar tones in speech, so the system ignores tones under a specified length.

The voice messaging system stores three different minimum lengths for touchtones, each of which is specified in milliseconds. For example, if you enter the number 2, the system ignores tones shorter than one 200ths of a second.

The touchtone sensitivity lengths are set on the Touchtones tab in Switch > Switch Settings, in the “Touchtone sensitivity” fields. The “When playing a prompt” field value is used when the system plays a prompt and expects a caller to enter touchtone keys. The “When playing a message” field value is used when the system plays a message and expects a caller to enter digits. The “When recording a message” field value is used when the system records a message and does not expect a caller to enter any digits.

If you find that the voice messaging system is not identifying touchtones, reduce the length of these field values. Reduce the number by one until the system consistently detects dialed touchtones.

Users of analog cellular phones are the most likely to complain about the system not recognizing touchtones. Unfortunately, due to the inherent limitations of analog transmission, you may not be able to fully resolve the problem for those subscribers.

Call transfer initiation problems

One or more of the following may indicate a problem with transfer initiation settings:

- After hearing the prompt, “Please wait while I try that extension,” the caller hears touchtones and the call is not transferred.
- After hearing the prompt, “Please wait while I try that extension,” the caller is disconnected.

Check phone system selection

Make sure that the correct phone system has been selected in Switch Settings. See “Switch setup overview” on page 94.

Check hookswitch flash timing

Some phone systems require a longer hookflash than other systems. Confirm that the duration of the hookswitch flash is set up correctly in the Hookflash Time Definition fields on Switch > Switch Settings > Dialout. See “Setting dialout codes” on page 104.

Testing phone system tones with the PBXpert utility

The Dialogic® PBXpert™ utility tests the busy, reorder, disconnect, and dial tones from the phone system.

Once PBXpert learns the system's call progress tones and GTD (general touchtone detection), it then creates a TSF file, which can then be imported and used to troubleshoot any call progress and GTD problems.

To run PBXpert

- 1 Shut down the voice messaging software.
- 2 On the Windows desktop, click "Start," then click the Programs > Intel Dialogic System Software > PBXpert menus.
- 3 Use the PBXpert wizard to set up a TSF file. When setting up the TSF file, skip the TAPI settings screen.
- 4 After the TSF file is created, in the "Select a tone file to import" field, select the TSF file that you just created, then click "Import."
- 5 Save your tone data and quit PBXpert.
- 6 Start TSF Importer from the voice mail directory.
- 7 In the TSF Tones dialog box, confirm the tone settings are correct, then click "Use Tones."
- 8 Restart the voice messaging software to begin your testing.

NOTE: For more detailed instructions, refer to Dialogic's PBXpert online Help.

Silence threshold problems

The silence threshold for voice boards can be set to a value between -38 dB to -50 dB. The default value used by the voice boards is -38 dB. Most systems perform best with the silence threshold set somewhere between -38 dB and -42 dB. If the silence threshold is set too high or too low, the voice messaging system may have difficulty correctly detecting sound or silence, and may not handle calls properly.

If the silence threshold is too high

One or more of the following occurrences may indicate that the silence threshold for the voice boards is set too high:

- The voice messaging system disconnects callers when they record messages.
- Callers must speak loudly when routed to voice detect boxes, or the voice messaging system does not handle calls properly.
- For Await Answer call transfers to a subscriber's extension, the subscriber must speak loudly when answering the phone, or the call is disconnected.

If the silence threshold is set too high, the voice boards detect silence when a caller is still speaking or waiting to be transferred to an extension. As a result, callers may be cut off while recording messages, and voice detect boxes or Await Answer transfers work only when the caller speaks loudly. Calls from external callers are typically quieter than calls from internal extensions, so problems are usually experienced by external callers first.

If the silence threshold is too low

One or more of the following occurrences may indicate that the silence threshold for the voice boards is set too low:

- The voice messaging system is slow to connect calls transferred to a subscriber's extension, particularly calls transferred by a voice detect box, or with the Await Answer transfer type.
- When recording a message, the voice messaging system does not detect that the speaker has finished. Instead, to stop recording, the speaker must press a touchtone key, or replace the phone handset.

The ambient background noise of the phone system and of the general environment is normally above -50 dB for most voice messaging systems. If the silence threshold is set too low, the voice boards detect

sound at all times. As a result, the system does not properly terminate recordings, and subscribers receive long messages of silence. The system may not correctly handle calls to voice detect boxes, and Await Answer transfers may not work.

Adjusting the silence threshold

To adjust the silence threshold for the voice boards, try the following:

- Change the value in the “Pause durations allowed while recording” fields on the Recording tab in System > System Settings.
- Run the Quiet utility to change the silence threshold as necessary.

To change the recording settings

- 1 Go to System > System Settings.
- 2 Select the Recording tab.
- 3 In the “Pause durations allowed while recording” fields, do the following:
 - If the system is disconnecting callers while they record messages, increase the values.
 - If the system does not detect when a speaker has finished, decrease the values.
- 4 Click “Finish.”

To run the Quiet utility

- 1 Open Windows Explorer, then browse to the Vmail folder.
- 2 Double-click the Quiet utility.
- 3 In the “Silence threshold” list box, select a different setting.
- 4 Click “OK.”
- 5 Click “OK” again to confirm.

6 Shut down the voice messaging software. Do the following:

- On the NEAXMail AD-64 administration console, go to System > Shut Down.
- On the Shutdown Options window, select “Shut down only after all outstanding calls are finished (graceful shutdown)” or “Shut down now.” Click “OK.”
- If you choose to shut down now to disconnect all calls currently in progress, click “Do Not Wait.” Otherwise, wait as all current calls finish, and each port is shut down individually.
- Clear the “Restart after shutdown” check box. Click “OK” to confirm.

7 Restart the computer. Do the following:

- On the taskbar, click “Start,” then select “Shut Down.”
- Select “Restart,” then click “OK.”

Computer hardware components and peripherals

Troubleshooting instructions for problems with the voice server hardware components and peripherals are presented in the following sub-topics:

- Startup problems
- Voice boards or other devices not recognized

Startup problems

If the system will not start after a new installation or upgrade, perform the following procedure.

To resolve startup problems

- 1 If an error occurs when starting the system, you may have a disk in drive A. Remove the disk and restart the system.
- 2 If the Dialogic service fails to start, associated errors will be written to the Windows Event log. Use the Dialogic Configuration Manager (DCM) to diagnose any voice board problems.

If an IRQ setting conflict is indicated, confirm that the voice board jumper switches are set to the correct IRQ settings. See “Table of IRQ settings” in Appendix C, “Hardware settings and connections,” in the *Installation Guide*.

Also, if the remote computer uses an external modem, confirm that it is turned on and connected to a serial port with 16550 or higher UART chip support before installing the software.

- 3 Any LAN or network errors are indicated in the Windows Event log during startup. To troubleshoot any LAN or network related errors, refer to the Windows documentation.

Voice boards or other devices not recognized

If the voice server does not recognize voice boards or other devices, perform the following procedure, “To troubleshoot unrecognized voice boards or other devices.”

Or, if you suspect that the voice board equipment is malfunctioning, check the *Installation Guide*. If after checking this guide you cannot locate the problem, contact Technical Support.

To troubleshoot unrecognized voice boards or other devices

- 1 Confirm that expansion boards are firmly seated in the mother-board slots and that each board is properly configured.
- 2 Check the IRQ (hardware interrupt) settings. See “Appendix B, Hardware settings and connections,” in the *Installation Guide*.
- 3 Confirm that your CD-ROM driver software is current. Contact Technical Support if you need assistance.
- 4 If the voice server has a built-in sound card, check that the sound card is disabled. Built-in sound cards often conflict with voice boards.

Networking and TeLANophy

The corrective actions described in this section may require the network administrator's assistance.

TeLANophy and busy ports

When TeLANophy programs are installed, certain performance problems may occur, including message notification delays and an increase in the percentage of busy signals.

Installing TeLANophy programs, particularly ViewMail, means subscribers will be using TeLANophy to connect to phone ports. ViewMail users without sound devices will use voice messaging ports to record and listen to messages. These users can increase the amount of traffic on voice messaging ports. If the voice messaging system is operating at or near port capacity, adding ViewMail may occasionally cause all the ports to be busy. The number of subscribers who can simultaneously use voice messaging is limited by the number of ports on the voice messaging system.

Optimizing performance on a busy system

To alleviate performance problems on a busy system, perform the following tasks:

- Restrict some ports from using TeLANophy.

The voice messaging system includes a special option that limits the number of ports available for making phone connections with network-based subscribers. To prevent a port from dialing out to a TeLANophy workstation, go to Ports > Available Ports, double-click the port, then select the "No LAN connection" check box. This will keep at least some ports available for the system to use for processing voice messaging traffic.

- Disconnect immediately.

Encourage subscribers to disconnect immediately after listening to or recording messages. ViewMail does not disconnect immediately, which allows subscribers to play or record a series of messages without breaking the connection. However, if a subscriber does not hang up, minimize the ViewMail window, or choose "Disconnect" when finished, the connection remains open for 3 minutes and ties up a port.

Enabling firewall access

To allow access through a firewall, you need to know the TCP/UDP port. This value for TeLANophy is TCP port 1024.

Using PC sound devices

If subscribers have Windows-compatible sound devices installed on their workstations, let them know they can listen to and record messages through their workstations instead of through the phone. This eliminates the need for a voice port connection.

Act! 4.0 and 5.0 field mapping

You cannot customize field mappings when you set up ACT! 4.0 and 5.0 as the personal database option in ViewCall Plus.

Subscriber is unable to change a caller's name

ViewMail users cannot replace "Unknown caller" with the caller's name. Changing the caller's name in the message window is not supported.

Diagnostic traces

The NEAXMail AD-64 administration console includes a special diagnostic feature called traces. The traces feature allows a technician to classify system messages and troubleshoot system problems.

The types of traces available depends on the system configuration and features installed. Diagnostic traces provide detailed information about operating system events and files. Replog traces provide detailed information about call activity.

To turn on diagnostic traces

- 1 Go to Traces > Diagnostics.
- 2 Select the trace name.
- 3 Click “Properties.”
- 4 On the General tab, for the debug reporter, select a level.
- 5 For the event reporter, select a level.
- 6 For the file reporter, select a level.
- 7 Click “Finish.”

To turn off diagnostic traces

- 1 Go to Traces > Diagnostics.
- 2 Select the trace name.
- 3 Click “Properties.”
- 4 On the General tab, for the debug reporter, select “None.”
- 5 For the event reporter, select “None.”
- 6 For the file reporter, select “None.”
- 7 Click “Finish.”

To turn on replog traces

- 1 Go to Traces > Replog.
- 2 Select the trace name.
- 3 Click “Properties.”
- 4 On the General tab, for the replog reporter, select a level.
- 5 Click “Finish.”

To turn off relog traces

- 1 Go to Traces > Replog.
- 2 Select the trace name.
- 3 Click “Properties.”
- 4 On the General tab, for the relog reporter, select “None.”
- 5 Click “Finish.”

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