

3. System Supervisor Instructions

The procedures provided in this section indicate how a system supervisor can make changes to the system setup by calling into the system using a telephone. Each of these procedures can also be performed by accessing the Voice Mail software screens through a serial connection to a laptop PC. For procedures on making modifications through the screen interface, refer to procedures earlier in this document.

3.1 Working with Mailboxes

3.1.1 Adding, Deleting, or Modifying a Mailbox

1. From a telephone, call into voice mail and log into the supervisor mailbox 70. The system voices the Main menu:

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

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

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

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

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

6. To add a new the mailbox to the system, press **1**. The system adds the new mailbox to the mailbox database. All default settings in the mailbox are set to the default parameters settings specified in prototype mailbox 9994. The default password for the mailbox is the same as the mailbox number.

To delete the mailbox from the system, press **2**. The system deletes the mailbox from the mailbox database.

To modify the mailbox on the system, press 3. The system voices the Options menu:

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

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

| | |
|--------------|---------|
| To Replay | Press 1 |
| To Re-Record | Press 2 |
| To Delete | Press 3 |
| To Exit | Press # |

Follow the prompts to complete the procedure.

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

10. Once you record a greeting, the system voices the following prompts:

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

Follow the prompts to complete the procedure.

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

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

12. To change the call transfer feature, press 4. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
13. The system voices a prompt identifying the current call transfer set up, then voices the call transfer options:

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

Follow the prompts to complete the procedure.

14. To change the message notification feature, press 5. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

15. The system voices a prompt identifying the current message notification setup, then voices the notification options:

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

Follow the prompts to complete the procedure.

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

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

Follow the prompts to complete the procedure.

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

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

Follow the prompts to complete the procedure.

3.2 Working with Routing Boxes

3.2.1 Understanding the Routing Box Setup

The Voice Mail is pre-configured with 3 Routing boxes to process calls. Routing box 800 answers calls during office open business hours (specified as “day service” hours during set up), box 801 answers calls after day service hours, and box 821 routes calls after they have already passed through box 800 or 801.

During set up, the following greetings were recorded in Routing boxes 800, 801, and 821:

| Box | Greeting Number | Information Voiced by Greeting |
|-----|-----------------|---|
| 800 | Greeting 0 | Office Open greeting and call routing options |
| 800 | Greeting 1 | Holiday greeting and call routing options |
| 801 | Greeting 0 | Office Closed greeting and call routing options |
| 801 | Greeting 1 | Holiday greeting and call routing options |
| 821 | Greeting 0 | Call routing options |

Typically, companies offer more extensive call routing options to callers during open hours than during closed hours. Often, single-digit call routing (for example, “...*Press 2 for Sales...*”) is not offered during office closed hours, therefore the prompts and call routing options differ between box 800 and 801.

To accommodate the fact that a holiday lasts a full 24 hours, and thus holiday calls are answered by both box 800 and 801 throughout those 24 hours, a holiday greeting is provided in both box 800 and 801.

Box 800, Greeting 0 Example:

“Welcome to [Company]. If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator.”

Note: If the system is set up to provide callers single-digit call routing options (“...Press 2 for Sales...”), those options are also voiced to callers during this greeting.

Box 800, Greeting 1 Example:

“[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 801, Greeting 0 Example:

“[Company] is presently closed. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 801, Greeting 1 Example:

“[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 821, Greeting 0 Example:

“If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator.”

Note: If the system is set up to provide callers single-digit call routing options (“...Press 2 for Sales...”), those options are also voiced to callers during this greeting.

Other Greetings

Up to 10 different greetings can be recorded and stored in each Routing box. Procedures for recording additional greetings and changing the currently active greeting in each box are provided later in this section. The chart below is provided for you to note any additional greetings set up on the system:

| Box | Greeting Number | Greeting |
|-----|-----------------|----------|
| | | |
| | | |
| | | |
| | | |

3.2.2 Recording Routing Box Greetings or Changing Currently Active Greetings

1. From a telephone, call into voice mail and log into the supervisor mailbox 70. The system voices the Main menu:

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

2. Press 3 to change options. The system voices the Options menu:

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

3. From the Options menu, press 2.
4. When prompted, enter the number of the Routing box whose greeting you want to change. (Note that to change a Routing box greeting, you must be logged into the mailbox that is the designated owner of the Routing box, as specified on the Routing box's setup screen. By default, Supervisor mailbox 70 is the owner of Routing boxes 800, 801, and 821.)
5. When prompted, press 1 to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the following options, which relate to the currently active greeting:

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

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

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

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

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

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

3.2.3 Changing the Single-Digit Call Routing

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

Note that if you use the following procedure to change the single-digit call routing set up, you must update the Routing box greeting to relay new instructions to the caller. Use the procedure in section 3.2.2 to update the greeting as necessary.

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

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

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

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

3. From the Supervisors menu, **press 2** for Routing box Administration.
4. When prompted, **enter the number of the Routing box** with which you want to work.
5. When prompted, **press 1** to confirm the number you entered or **press #** if the number you entered was incorrect. Once you press 1 to confirm, the system voices the Routing Box administration menu options:

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

6. To make modifications to the Routing box, **press 3**. The system voices the modification options:
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| | |
|------------------------|---------|
| To Change the Greeting | Press 1 |
| To Change the Routing | Press 2 |
| To Exit | Press # |

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

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

| | |
|---|---------|
| To Change the Destination for the Star Digit | Press * |
| To Change the Destination for the Pound Digit | Press # |
| To Change the No Digits Destination | Press 1 |
| To Change the Invalid Digit Destination | Press 2 |
| To Change the Voice Detected Destination | Press 3 |

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

3.3 General System Maintenance

3.3.1 Enabling or Disabling a Port

- From a telephone, call into voice mail and log into the supervisor mailbox 70. The system voices the Main menu:

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

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

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

3. From the Supervisors menu, **press 4** for Port Administration.
4. When prompted, enter the **number of the line** with which you want to work.
5. When prompted, **press 1** to confirm the number you entered or **press #** if the number you entered was incorrect. Once you press 1 to confirm, the system voices the port administration options:

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

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

3.3.2 Recording a Broadcast Message for All Mailboxes

A broadcast message is automatically sent to every mailbox on the system. The message is played to the mailbox owners the first time they log into their mailbox following the recording of the broadcast message. A broadcast message does not activate any message waiting lights or indicators on subscriber telephones and does not add to the message count of new or old messages in subscriber mailboxes.

1. From a telephone, call into voice mail and log into the supervisor mailbox 70. The system voices the Main menu:

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

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

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

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

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

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

3.3.3 Transferring a Caller to a Mailbox's Voice Mail

Use the following procedure to transfer a caller directly to a mailbox, without having the system attempt to ring the mailbox's associated extension.

- Press the **TRANSFER** key on the telephone.
- Dial the number for voice mail or press the voice mail hotkey.
- Dial the **number of the mailbox** to which you want to transfer the call.
- To divert the call directly to the mailbox's voice mail, press *****.
- Hang up the telephone.

3.3.4 Troubleshooting System Problems

Follow these guidelines to effectively report problems you may encounter:

Gather as much detail concerning the situation as possible:

- Time and date the problem occurred.
 - Box and extension number(s) affected.
-

- Action immediately preceding problem.
- Action taken since problem occurred.

Attempt to duplicate the problem:

- Note the actions taken that apparently invoke the problem.
- Recall any recently made system set up changes that may be contributing to or causing the problem.
- Attempt to duplicate the problem. If you cannot duplicate the problem, it may be have been attributed to user error.