
SECTION 500 TELEPHONY ADMINISTRATION

500.1 OVERVIEW

After your connections have been established (see Section 200), you are ready to call into the system. Remember that you may either use laptop administration or telephony administration to configure the Espresso™ unit. This section refers to the telephony administration.

To access the system, perform the following steps:

1. Dial any of the extension numbers connected to the voice processing system or dial the voice mail hunt group number.
2. The system responds with the this prompt: “Thank you for calling. If you know your party’s extension, you may dial it now. If you know your party’s name, but not their extension, please **dial 4**. To reach an operator, **dial 0** or remain on the line. To listen to the instructions again, **dial ***.”

If the system is in night mode, it plays the following: “Thank you for calling. Our offices are closed. Please call back at a later time.” If the menu greeting has been re-recorded, a different prompt will be played.

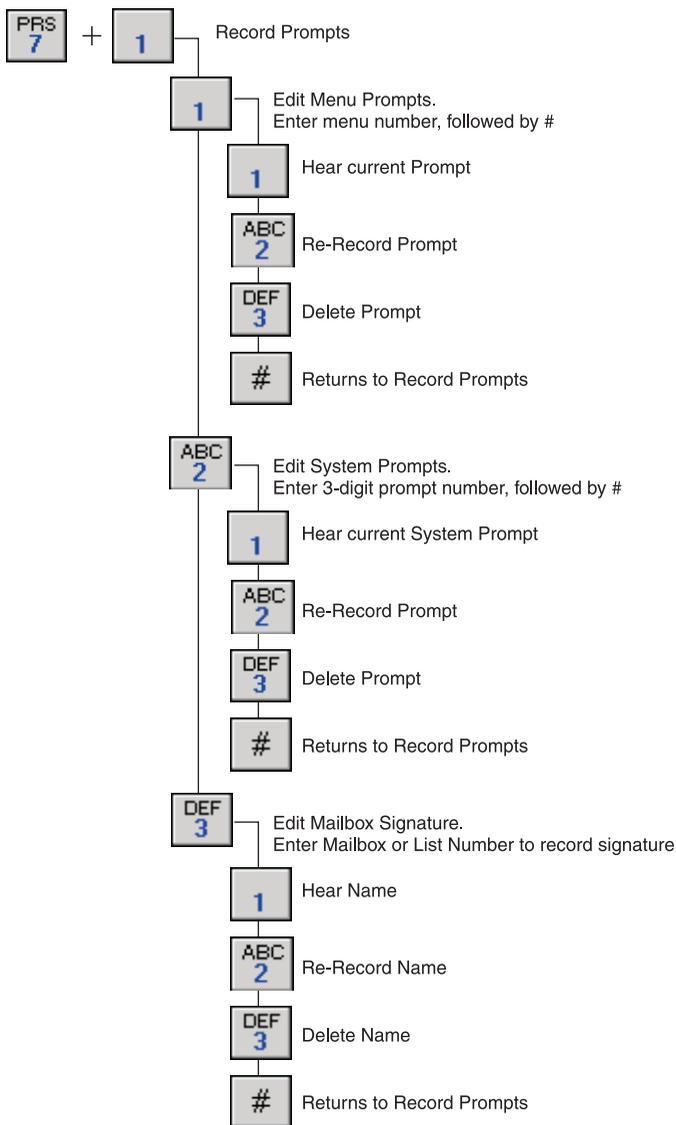
3. To access voice mail, **press 7**.
4. Enter mailbox number.
5. **Press S** followed by the mailbox’s password. The default password is 0000.
6. **Press 7** to access administrator functions. If the mailbox is not in the supervisor Class of Service, then the system prompts for the administrator password. The default administrator password is [2275].
7. **Press 8** for system administration.
8. **Press 2** to select a phone system.
9. The system will then prompt you for a Phone System number. Select the number for the system listed in SECTION 200.5 that most closely matches your phone system.
10. System will confirm your input and then reset.
11. Once your system restarts, the voice processing system will be configured for your specific phone system.

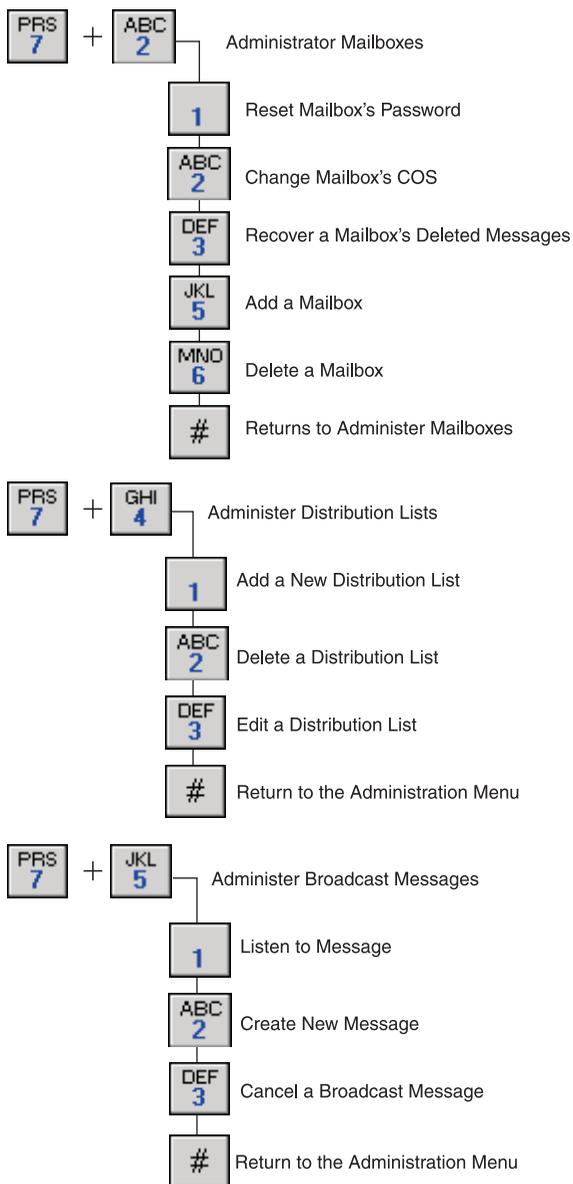
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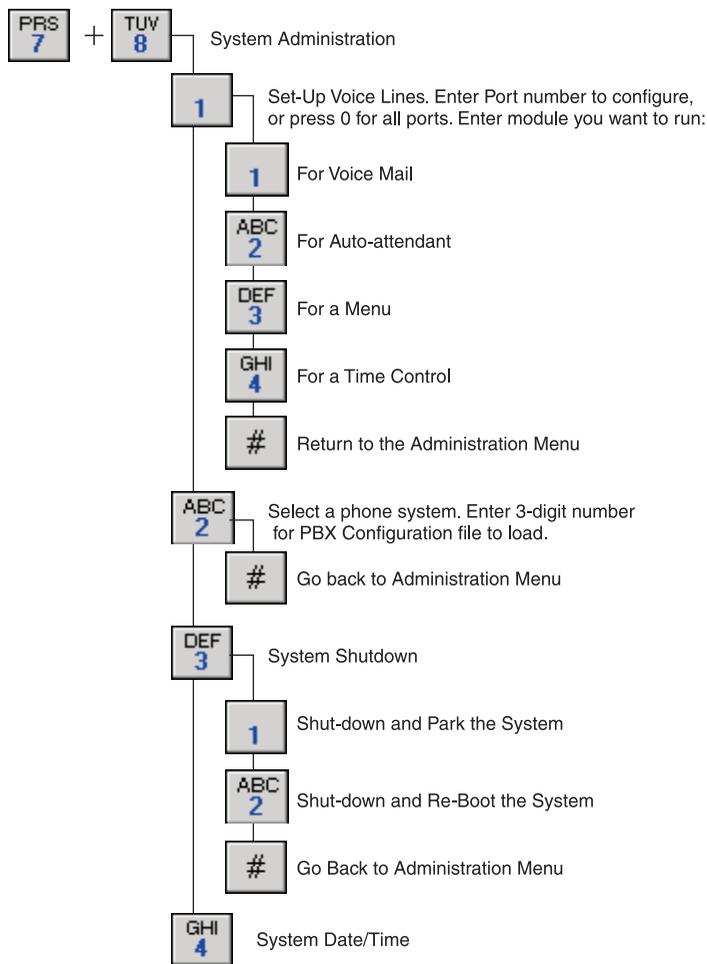
With the telephony administration, you can only enter data through a touch-tone telephone.

500.2 SUPERVISOR FUNCTIONS

The following diagrams are an overview of the Administrative Functions menu.







500.3 SELECTING PHONE SYSTEMS

To select a Phone System, follow the steps outlined in SECTION 500.1 for calling into the system. Then enter [8] for system administration, followed by [2] to select a phone system by number. See SECTION 200.4 for more information on selecting phone systems, and for a general description of each Phone System.

500.4 RECORD PROMPTS

The Record Prompts option allows for the recording of various prompts in the system. With this option, the administrator can edit three types of prompts:

- Menu prompts
- System prompts
- Mailbox signatures

Menu prompts are prompts that are played during menu processing. A caller will hear this prompt instructing them on what keys to press for a menu.

System prompts are generic prompts for basic system functions, such as the voice mail instruction prompt or the auto attendant instruction prompt. These can be customized for your particular installation.

Mailbox signatures are the recorded names associated with a particular mailbox.

NOTES

For all of these prompts, if the prompt itself does not exist, then all you can do is record a new one. If it does exist, then you can play, rerecord, or delete the prompt.

A. Editing Menu Prompts



The Editing Menu Prompts option allows you to overwrite the default menu prompts. It plays the current menu greeting (if it exists) and enables you to record or re-record a greeting. If a greeting already exists, you can change it or delete it.

The following are the prompts you will hear:

“Enter the menu number followed by [#]. Press just [#] to go back.”

At this point, enter the menu number. (Default Menus are 100-179).

- [1] To hear greeting
- [2] To re-record
- [3] To delete
- [#] When finished

B. Editing System Prompts



The Editing System Prompts menu allows re-recording of default system prompts. The table below outlines the customizable prompts you can use while in the Record Prompts option of the Administrative Functions menu. All prompts should be located in the VOX directory. You can record new information to replace the default prompt, or you can create a blank prompt (with one byte of data) to suppress certain prompts.

The following are the prompts you will hear:

“Enter the three-digit prompt number to re-record followed by [#]. Press just [#] to go back.” At this point, enter the prompt number to edit. (Default prompt numbers are 001-012. See SECTION 500.4 A for more information).

- [1] Listen to Current System prompt
- [2] To re-record the Current Custom prompt
- [3] To delete the Custom System prompt
- [#] To edit another prompt

Table 500-1: Editing System Prompts

Prompt	Prompt Number	Description
VOPGPRES.VOX	001	Preamble prompt that plays in front of a numeric page. <i>“Page message is...” “You have a message to call.”</i>
VMINSTR.VOX	002	Voice mail instructions prompt. <i>“Enter the mailbox number of the person you are trying to reach. Press O for the operator. Press [*] for the directory.”</i>
VMSYSGRT.VOX	003	First system greeting. Played if selected in COS. <i>“The person you have tried to reach is not available. Please leave a message after the tone.”</i>

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Table 500-1: Editing System Prompts (*Continued*)

Prompt	Prompt Number	Description
VMSYSGR2.VOX	004	Second system greeting. Played if selected in COS. <i>"Begin speaking at the tone. When you are finished recording, you may hang up or press any key for more options."</i>
VMRECKEY.VOX	005	Replaces the record start key prompt. <i>"To start recording, press 1."</i>
VMRECOPT.VOX	006	Replaces the record option prompt. <i>"To send message, press 1; To play message, press 2; To cancel message, press 3; To append message press 4; To re-record message press 5."</i>
DIRGETDI.VOX	007	Prompt asking for lookup digits in directory. <i>"Enter the first four characters of the person's last name. For Q, press 7. For Z, press 9."</i>
AAINSTR.VOX	008	Provides auto-attendant instructions. <i>"Enter the extension number of the person you are trying to reach. For the company directory press [. To reach an operator, press 0."</i>
AAHVCALL.VOX	009	Prompt announcing that an extension has a call. <i>"You have a call."</i>
AACALLFO.VOX	010	Announces that the extension has a call for a particular extension. <i>"Call for..."</i>
AASCNASK.VOX	012	Prompt asking caller to say name. <i>"Who may I say is calling?"</i>
AAXFRMSG.VOX	013	Prompt telling callers you are going to be transferred. <i>"Please hold while I transfer you to..."</i>
AAHOLD.0	014	First prompt played when the system needs to put a caller on hold and the COS says to play hold files. <i>"Please hold. We appreciate your patience..."</i> By default, this prompt is not active on the system.

Table 500-1: Editing System Prompts (Continued)

Prompt	Prompt Number	Description
AAHOLD.1	015	Hold files played when the system needs to put a caller on hold and the COS says to play hold files. "Please continue to hold..."
AAHOLD.2	016	Hold files played when the system needs to put a caller on hold and the COS says to play hold files. "Please continue to hold..."
AAHOLD.9	023	Hold files played when the system needs to put a caller on hold and the COS says to play hold files. "Please continue to hold..."

C. Editing Mailbox Signatures



Mailbox signatures are, for example, the names played in the company directory listing, the names inserted in Class of Service mailbox greetings, etc. The Editing Mailbox Signatures option allows you to change a mailbox signature or a list (group) of signatures.

A system list is a group of mailboxes where you can send specific messages; for example, a group of mailboxes corresponding to people in a certain department of your organization.

The following are the prompts you will hear:

“Enter the mailbox or list number to record signature followed by [#]. Press just [#] to go back.”

At this point, enter the mailbox or list number followed by #.

The system then plays the current signature for list or mailbox.

- [1] To hear name
- [2] To re-record
- [3] To delete
- [#] When finished
- [#] Administration Menu - returns you one menu level up.

500.5 ADMINISTER MAILBOXES

The Administer Mailboxes menu enables you to reset mailbox passwords, create new mailboxes and delete mailboxes. With this option, the administrator has control over and can change the actions of the subscriber's (user) mailbox.

The Administer Mailboxes menu consists of the following options:

- Reset mailbox password
- Change mailbox COS
- Recover mailbox deleted messages
- Add a mailbox
- Delete a mailbox

A. Reset Mailbox Password



This option enables the administrator to reset the mailbox passwords. This is helpful if, for example, a password is forgotten.

The following are the prompts you will hear:

“Enter the mailbox number followed by [#].”

At this point, type in the mailbox number followed by #. (See system documentation for mailbox ranges). The system plays the current password.

“To leave password as entered press [#]. To change, enter new password followed by [#].”

Enter the new password followed by # or just press [#].

If you change the password, the system says “The new password is yyyy, press [#] to confirm or [*] to cancel.” Return to Administer Mailboxes menu.

If you do not change the password, the system says, “Password has not been changed.” Return to Administer Mailboxes menu.

B. Change Mailbox COS



This option enables you to change a particular mailbox to a different Class of Service. For example, you may have a COS that is set for a different language, or a message record length that is different.

NOTES

The COS you are changing to must already exist. Refer to Section 600.8, C Class of Service (COS), for more on the available COS options.

The following are the prompts you will hear:

“Enter the mailbox number followed by [#].”

Enter the mailbox number followed by [#].

The system plays the current class of service.

“To leave class of service as entered, press [#]. To change, enter new class of service followed by [#].”

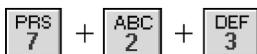
Enter the new class of service followed by [#] or just press [#].

If you change the class of service, the system says “The new class of service is yyy, press [#] to confirm or [*] to cancel.”

If you press [*], the system says “Class of service has not been changed.” Return to Administer Mailboxes menu.

If you press [#], the system says “Class of service has been changed.” Return to Administer Mailboxes menu.

C. Recover a Mailbox's Deleted Messages



This option enables deleted message recovery prior to nightly system/message cleanup.

The following are the prompts you will hear:

“To recover messages for a particular mailbox, enter the mailbox number followed by [#]. To go back, press [#].”

Type in the mailbox number followed by [#].

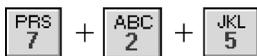
If there are no deleted messages, then the system will say, “No deleted messages were found for mailbox mmm,” where mmm is the mailbox number.

If there are deleted messages, then the system will say, “X deleted messages were found for mailbox mmm,” where mmm is the mailbox number and X is the number of deleted messages.

“Press [#] to go ahead with message recovery. Press [*] to skip recovery.”

If you press [*], then the system returns you to the Administer mailboxes menu.

If you press [#], then the system says, “Messages are being recovered.” Returns you to the Administer mailboxes directory.

D. Add a Mailbox

This option enables you to dynamically add a mailbox to the system. If you have added a new subscriber to your phone system, you will want to use this option.

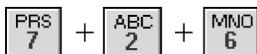
The following are the prompts you will hear:

“Enter the mailbox number to add followed by [#].
Press just [#] to go back.”

Enter the mailbox number followed by [#].

“Mailbox has been added.”

Return to Administer Mailboxes

E. Delete a Mailbox

This allows you to delete a mailbox from the system.

The following are the prompts you will hear:

“Please enter the mailbox number to delete followed by [#].“

Enter the mailbox number followed by [#].

The system says “You have selected to delete mailbox yyy to delete. Press [#] to confirm or [*] to cancel.”

If you press [#], the system says, “Mailbox has been deleted.”
Return to Administer Mailboxes.

If you press [*], the system says, “Mailbox will not be deleted.”
Return to Administer Mailboxes.

[#]. Return to the Administration Menu - Returns up one menu level.

500.6 ADMINISTER DISTRIBUTION LISTS

The Administer Distribution Lists menu is where an administrator can create or delete a distribution list.

A distribution list is a way to create a collection of mailboxes and assign it a group number. If you want to send a message to a group of mailboxes, you can send it to one list number instead of to each one individually. Thus, distribution lists simplify the process of getting messages out to specific groups of subscribers.

A. Add a New Distribution List

Enables you to add a new distribution list.

The following are the prompts you will hear:

“Enter the system list to add followed by [#]. Press just [#] to go back.”

Enter the system list number.

“List number yyy created”

“Press [*] to add members to the list, or [#] to go back.”

If you press [*], go to Edit a Distribution List for further instructions.

If you press [#], return to the Administer Distribution lists.

B. Delete a Distribution List

Allows you delete an existing distribution list.

The following are the prompts you will hear:



“Enter system list to delete followed by [#], or press [*] for a directory of lists. Press [#] to go back.”

If you press [*], then gives you a listing of all system lists. “You have reached end of the lists.”

If you enter the list number to delete, then the system says, “You have entered the following list to delete xxx. Press [#] to confirm or [*] to cancel.”

If you press [#], then the system says “List number xxx deleted.”

If you press [*], then the systems says “list not deleted,” and sends you to the beginning of Delete a Distribution List.

C. Edit a Distribution List

This option enables you to change an existing distribution list, and add users to a current distribution list.

The following are the prompts you will hear:



“Enter system list to edit followed by [#], or press [*] for a directory of system lists. Press [#] to go back.”

If you press [*], then gives a directory of system lists. “You have reached the end of the directory of lists.” Go to the top of Edit a distribution list.

If you enter the number to edit, then the system says “xxx, Press [#] to confirm or [*] to cancel.”

If you press [*], then the system returns you to the top of Edit a Distribution List.

If you press [#], then the system says:

- [1] “To listen to a directory of members in the list”- Plays the members of the distribution list.
- [2] “To add members to the distribution list”- Allows you to add mailboxes or other distribution lists to the current list.

- [3] “To delete members from the distribution list”- Deletes members from the distribution list.
- [#] “To return to the Administration menu” - Returns to the Edit Distribution list menu
- [#] Return to the Administration Menu- Returns up one menu level.

500.7 ADMINISTER BROADCAST MESSAGES

In this menu, a broadcast message gets put into a mailbox. A broadcast message goes, by default, to every existing subscriber in your voice mail system. The Administer Broadcast Messages prompt enables you to play a currently-recorded broadcast message or create a new one. A system can have up to 10 broadcast messages (0-9).

Broadcast messages are different from distribution lists in the following ways:

- Broadcast messages take up less disk space.
- A broadcast message automatically enters a subscriber’s mailbox and is played automatically when the mailbox is accessed. The subscriber does not need to retrieve it.

The following is the prompt you will hear:

“You have x broadcast messages active”.

A. Listen to Message

Enables you to listen to an existing broadcast message.

The following are the prompts you will hear:



“Active broadcast messages are,” and the system plays the active broadcast messages.

“Select the message number to play. To repeat selections press [*]. When finished, press [#].”

If you press [*], then the selections are repeated.

If you press [#], then the system returns to the Administer Broadcast messages.

If you enter a message number, then the system plays the message. Returns to Administer Broadcast Messages.

B. Create New Message

With this option, you can create a new broadcast message.

The following are the prompts you will hear:

“Available broadcast slots are,” plays available slots to record a message.

“Select which message number to create. To repeat selections, press [*]. When finished, press [#].”

If you press [*], the system displays the Create a New Message menu.

If you press [#], the system will “replay available broadcast slots”.

If you enter an available broadcast slot, the system says, “You have selected to create broadcast message number y”, where y is the number you chose.

[1] To send broadcast message

[2] To listen to the recording

[3] To cancel

[4] To append to the recording

[5] To re-record the message

[#] To go back

C. Cancel a Broadcast Message

This option enables you to cancel an already distributed broadcast message.

The following are the prompts you will hear:

“Active broadcast messages are,” and the system plays the active broadcast messages.

“Select the message number to delete. To repeat selections, press [*]. When finished, press [#].”

If you press [*], the system repeats the active messages.

If you press [#], the system returns you to the Administer Broadcast Messages menu.

If you enter a number to delete, then the system says “Delete broadcast message number x. To confirm deletion, press [#]. To abort, press [*].”

If you press [*], the system says, “Broadcast message not deleted.”

If you press [#], the system says, “Broadcast message deleted.”

[#]. Return to the Administration Menu- Returns up one menu level.

500.8 SYSTEM ADMINISTRATION

With this option, the administrator has control over and can change the behavior of the voice mail system via the telephone.

A. Set Up Voice Lines



This option enables you to determine what will run on voice lines. You can designate how individual lines will behave or how lines will behave as a whole.

As part of the voice lines option, you can configure port numbers.

A port number is the voice channel on a port system, such as 1-4 on a 4-port system and 1-8 on an 8-port system. You can press 0 to configure all ports.

The following are the prompts you will hear:

“Please enter the port number to configure, or press [0] for all ports.”

If the caller enters a port number, then the system says “Port x is configured to run.” and plays the configuration of that line.

If the user enters [0], the system says “Press [1] to hear how each line is configured, or press [0] to continue.”

If the caller enters [1], the system plays how each line is configured.

If the caller enters [0], the system says, “Enter the module you want to run.”

In the Enter Module to Run prompt, you have the option to run the following modules:

- **Press 1** for Voice mail
- **Press 2** for Auto-attendant
- **Press 3** for Menu
- **Press 4** for Time Control
- **Press #** to go back

Voice Mail

If you pressed [1], the prompt says: “You have selected Voice mail, press [#] to confirm, or [*] to cancel.”

- The prompt then says “Please enter the mailbox to run, or press [#] to continue.”
- Press [#] if you want to prompt the user for the mailbox number, or
- Enter the mailbox number, if you want to place the caller in a mailbox.
- At this point, the prompt says: “You are about to change your line settings, press [#] to confirm or [*] to cancel”.
- When [#] is pressed, the prompt then says, “Run code has been changed. The system will now reset itself.” The system reboots.
- Auto Attendant** If you pressed [2], the prompt says: “You have selected Auto attendant, press [#] to confirm, or [*] to cancel.
- The prompt then says “Please enter the extension to run, or press [#] to continue.”
- Press [#] if you want to prompt the user for the extension number or
- Enter the extension number, if you want to the caller to be sent to an extension.
- At this point, the prompt says: “You are about to change your line settings, press [#] to confirm or [*] to cancel”.
- When the [#] is pressed, the prompt then says, “Run code has been changed. The system will now reset itself.” The system reboots.
- Menu** If you pressed [3], the prompt says: “You have selected Menu, press [#] to confirm, or [*] to cancel.
- The prompt then says “Please enter the menu to run, or press [#] to continue.”
- Type in the menu number to run. You must enter a valid menu number.
- At this point, the prompt says: “You are about to change your line settings, press [#] to confirm or [*] to cancel”.
- When the [#] is pressed, The prompt then says, “Run code has been changed. The system will now reset itself.” The system reboots.
- Time Control** If you pressed [4], the prompt says: “You have selected Time Control, press [#] to confirm, or [*] to cancel.

The prompt then says: “Enter the time control to run, or press [#] to continue.”

Type in the time control to run. You must enter a valid menu number.

At this point, the prompt says: “You are about to change your line settings, press [#] to confirm or [*] to cancel”.

When the [#] is pressed, the prompt then says, “Run code has been changed. The system will now reset itself.” The system reboots.

B. Select a Phone System



The Select a Phone System option enables you to change the default Phone System configuration. For more information on selecting phone systems, see SECTIONS 200.4 and 500.3.

The following are the prompts you will hear:

“Enter the three digit number for the Phone System configuration file you want to load, followed by the [#], or press just [#] to go back.”

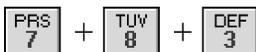
If you press just [#], then the system returns you to the System Administration menu.

If you enter the Phone System configuration file, then the system says, “You are about to replace your current configuration file with a new one. Press [#] to confirm or [*] to cancel.”

If you press [*], then the system says “Configuration file has not been changed.”

If you press [#], then the system says, “Configuration file has been changed. The system will now reset itself.” The system reboots.

C. System Shutdown



The System Shutdown option shuts down the system.

The following are the options of the System Shutdown menu:

- Shut down and park the system
- Shut down and re-boot the system
- Set a special shutdown code and shut down

For more information on these options, see the shutdown information in SECTION 600.9 Pull-Down Menus.

The following are the prompts you will hear:

- [1] To shutdown and park - The system says, “The system will now reset itself.” The system will now shut down.
- [2] To shutdown and reboot - The system says, “The system will now reset itself.” The system will now shut down and reboot itself.
- [3] To shutdown and enter a special shut down code - “Enter the 1- to 3-digit shutdown code, followed by a #. Press just # to go back.”

If you press just #, the system returns you to the System Administration menu.

If you enter a shutdown code, then the system says, “You have selected shutdown code x. Press [#] to confirm or [*] to cancel.”

If you press [*], then the system returns to the System Shutdown menu.

If you press [#], then the system says, “The system will now reset itself.” The system reboots.

D. System Date and Time



Changes system date and time:

The following are the prompts you will hear:

“Enter the two-digit month 01 through 12. Press [*] to go back or [#] to cancel.”

Type in the two-digit month.

01= January, 02=February, etc 12=December

If you press [#], the system will reprompt for the month.

If you press [*], the system displays the Setup Lines menu.

“Please enter the two-digit day 01 through 31. Press [*] to go back or [#] to cancel.” Type in the two-digit day.

If you press [#], the system will reprompt for the month.

If you press [*], the system displays to the Setup Lines menu.

“Please enter the four-digit year. Press [*] to go back or [#] to cancel.” Enter the four digits.

If you press [#], the system will reprompt for the day.

If you press [*], the system displays to the Setup Lines menu.

“Please enter the two-digit hour 00 through 23. Press [#] to go back or [*] to cancel.” Enter the time in a 24-hour clock format, where 13=1:00p.

If you press [#], the system will reprompt for the year.

If you press [*], the system displays to the Setup Lines menu.

“Please enter the two-digit minute 00 through 59. Press [*] to go back or [#] to cancel.” Enter the minute of the hour.

If you press [#], the system will reprompt for the hour.

If you press [*], the system displays to the Setup Lines menu.

Prompts you to confirm the date and time you entered. “Press [#] to confirm. Press [*] to cancel.”

If you press [#], then “The system’s date and time has been changed. The system will now reset itself.” The system reboots.

If you press [*], then the system displays the Setup Lines menu.

[#]. Return to Administration Menu- Returns up one menu level.

NOTES

You can change the Admin Password in the Registry.