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The logo for PathFinder IS. It features a purple square icon on the left containing a white stylized 'P' with a path leading to a square. To the right of the icon, the word 'Path' is written in a bold purple font, 'Finder' in a bold black font, and 'IS' in a bold black font.

# PathFinder IS

In-Skins Voice Mail

*for Vodavi XTS-IP Systems*

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Issue	Release Date	Changes	Page
2.1a (Supplement)	8-05	When XTS-IP "2.2" is released for production, the PathFinder IS material will be added to the Programming & Operations manual.	Chapter 6

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set/2005

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# 6

## PathFinderIS - Hard Drive-Based Voice Mail

The *XTS-IP* Key Telephone System can easily be converted to a voice processing system by simply installing a Vodavi Voice Mail Interface Board, and the PC/Laptop Administration program, also known as: the *In-Skins Admin*.

Together, they will allow a System Administrator to set up voice mail parameters using a computer, or a touch-tone telephone in a local or remote setting.

This chapter describes the features, administration, and user operation of the *PathFinder IS* voice mail system as it pertains to the Vodavi *XTS-IP* system.



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## Product Description

The *PathFinder IS* makes a voice mail system an affordable option for any small business. It plugs right into the phone system itself, eliminating the need for more expensive external equipment.

### *Basic Features*

The *PathFinder IS* was designed to enhance business productivity with a wide-array of system features to benefit both system administrators and the users.

### System Capabilities

Notification	Advanced pager, cell phone, and command file notification features
System Access	Administration access via serial port or USB port
Wizard Interface	To assist with initial setup of voice mail system
Remote Programming	Via external user modem
12 Ports	Unlimited mailboxes
KSU Clock Control	3 different KSU time periods to answer incoming calls
Message Storage	Allows 200+ hours of storage time

### System Modules

Auto-Attendant ( <i>Dial-by-Name</i> )	Allows callers to reach appropriate person without operator assistance.
Call Forwarding	Forward calls directly to a mailbox without system administrator help.
Menu Routing	Route callers more efficiently. <i>Example:</i> for Sales, press 1, for Service, press 2, etc.
Time Controls	Allows customized menus to run at specified times.
RAN Announcements ( <i>for UCD function</i> )	Play messages to callers while they are waiting to speak with a person.

### User Options

Call Screening ( <i>Ans Machine Emulation</i> )	Listen to messages while being recorded (determine whether to pick up the phone to speak with the caller).
Message Forwarding	Direct messages to appropriate people quickly and efficiently.
Message Storage	Save messages for future reference.
Message Wait Light	Light indicates new voice mail messages.
Pager Notification	Choose to be notified when system receives new messages.
Remote Access	Check voice mail messages from any touch-tone phone.

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## Programming the Voice Mail System

The following *XTS-IP* system features must be programmed using a touch tone telephone and a personal computer. This section describes these system programming requirements.

### *Card Slot Programming*

#### **Description**

The Card Slot Programming feature provides a means to assign the peripheral cards to alternative peripheral card slots. The Voice Mail Interface Board can be installed in slot 1-7 of Cabinet 0 and in slots 0-7 of Cabinets 1, 2, and 3.

#### **Programming Steps**

1. Press **FLASH** and dial **[24]**. The following message displays:

CABINET 0 ENTER BUTTON NUMBER
----------------------------------

2. Press the button corresponding to the desired cabinet (CAB). Buttons #17-22 represent cabinets 0-5. The following message displays:

CAB 0	SLOT XX	00-22
DTIB		

3. Press the button corresponding to the desired SLOT location (Buttons #1-9 indicate peripheral card slots 0-8).
4. Enter a valid number to identify the type of card plugged into the selected slot:  
**[18] = VM2B** (Hard Drive-based VMIB).
5. Press HOLD to save the entry. A confirmation tone sounds and the display updates.
6. Press the reset button on the Main Processing Board (MPB).

#### **Conditions**

- » After programming the card slot, a system reset must be performed using **FLASH 80, Button 20**. For more details, refer to "System Reset" in Chapter 2 of the *XTS Programming & Operations* manual.
- » If a caller ID card is used in the system, you must use **FLASH 40, Page C, Button #2** to set the Ring Delay Timer to a setting of 05 (sec). This allows sufficient time for receipt of ICLID information from the telephone company. Refer to "Ring Delay Timer in Appendix A of the *XTS Programming & Operations* manual.

## Recorded Announcement Tables

### Description

The *PathFinderIS* can be used as a RAN Announcer for both ACD and UCD Groups (whichever is available). In either case, a RAN mailbox is provided to play the announcement.

This feature establishes the type, index (port) number and message length for the 32 available Recorded Announcements (RAN). There are 32 RAN Tables that can be programmed. Table 1 can be the answer port for unanswered incoming calls to a UCD group.

### Programming Steps

If Recorded Announcement (RAN) devices are installed to operate with ACD/UCD, these tables must be programmed.

#### To program a Table for PathFinder IS:

1. Press **FLASH** and dial **[62]** to enter Page A programming.

The 1st flexible button (top left) lights for programming ACD/UCD RAN Announcement Table #1, and the following message displays:

ANNOUNCEMENT TABLE 1			
TYPE #	IDX	####	TIME ###

2. To change to another ACD/UCD RAN Announcement Table, press **FLASH 62** and the desired flexible button (2-8 for Tables 2-8 respectively).

-or-

Press **FLASH 62, Button 20** (Page B programming), and then press the desired flexible button (1-16 for Tables 17-32 respectively).

3. Dial **[4]** for the Voice Mail function.
4. Dial the desired Voice Mail Group number, using a 4-digit format, e.g., for Voice Mail Group 440, enter 0440.
5. Dial a three-digit menu number [000-999].
6. Dial [0-9].

0 = No DTMF Detection, No Messages Played (default)

1 = DTMF Detection, No Message

2 = No DTMF, Place In Queue Message

3 = DTMF Detection, Place In Queue Message

4 = No DTMF, Hold Time Message

5 = DTMF Detection, Hold Time Message

6 = No DTMF, Both Messages

7 = DTMF Detection, Both Messages

8 & 9 = Not used at this time

7. Press **HOLD** to save the entry. A confirmation tone sounds and the display updates.



To program a Table for a CO Line port, an SLT port, or a RAN Hunt Group port, refer to "Recorded Announcement Tables" in Chapter 4 of the XTS Programming & Operations manual.

#### To clear entries:

1. Press the **[#]** button.
2. Then press **HOLD**.

## Programming Devices for Hard Drive-based Voice Mail System

*PathFinder IS* programming is accomplished by using a touch-tone telephone and a personal computer. This table shows how to access the various voice mail functions, and also indicates who can modify the parameter settings.

**Table 6-1: Hard Drive-Based Voice Mail Functions**

Function	COMPUTER	TELEPHONE	
	PC/Laptop Admin	Keyset Admin	Mailbox Owner
<b>GENERAL</b>			
Shutdown system	●	●	
Re-initialize system	●		
Set date and time	●	●	
Software version	●		
Disable system caching	●		
Run Debug module	●		
Operator transfer settings	●		
Assign function module to voice lines	●	● <u>u</u>	
Command files	● <u>u</u>		
View logs	●		
Set owner send options	●	●	
Set owner edit options	●		
Administer broadcast messages		●	
Set message cascading	●		
Set call options	●		
Set call screening and waiting	●		● <u>u</u>
Set last options	●		
Administer system lists		●	
Set pager / phone number notify	●		●
<b>REGISTRY</b>			
Reset Registry to default	●		
Add / Edit Registry items	●		
<b>EDIT PROMPTS</b>			
Menu prompts		●	
System prompts		●	
Mailbox signature		●	●
<b>SUBSCRIBER PROGRAMMING</b>			
Add / Delete / Edit subscribers	●	● <u>u</u>	
COS	●	●	
Name (for company directory)	●		

Function	COMPUTER	TELEPHONE	
	PC/Laptop Admin	Keyset Admin	Mailbox Owner
Password	●	●	●
Department	●		
<b>SUBSCRIBER MAILBOX</b>			
Time control	●		
Operator	●		
Cascade to mailbox	●		
Play greeting action	●		
Action	●		● =
Record name		●	● =
Off premise notification	●		● =
Notification settings	●		
<b>SUBSCRIBER EXTENSION</b>			
Time control	●		
Transfer type	●		●
Screening and holding	●		● =
Administer personal lists			●
Administer guest mailboxes			●
Administer personal notepad			●
Recover deleted messages		●	
Record greetings			●
Standard			●
Busy			●
Time sensitive			●
Temporary			●
<b>CLASS OF SERVICE</b>			
Add / Delete / Edit COS	●		
<b>MENUS</b>			
Add / Delete / Edit menus	●		
<b>TIME CONTROLS</b>			
Add / Delete / Edit time controls	●		
● denotes limited programming options			

## Programming System Functions Via Computer

### Before You Begin

#### PC Specifications

Consider the following specifications for the PC that will be connected to the voice mail system and running the *In-Skins Admin* program.

<b>Memory</b>	128 MB RAM (PC133) on board -2.5" form factor
<b>Drives</b>	EIDE (ATA100) Hard Drive CD-Rom Drive
<b>PC Connectors</b>	PS2 keyboard connector PS2 mouse connector 2 USB connectors  RS232 DB9 male connector for admin/diagnostic
<b>Monitor</b>	VGA circuitry (800x600) with 15-pin connector
<b>Keyboard &amp; Mouse</b>	PS2 models
<b>Operating System</b>	Windows XP or Windows 2000

#### PC Accessibility

You can perform administrative functions using a laptop or PC that is connected directly to the voice mail system.

- » To connect the voice mail system to a PC, a straight-through cable is required.
- » Make sure the voice mail system is running before starting the *In-Skins Admin* program.
- » (You can verify this by dialing a port number to see if a connection is made, or by checking the *PathFinder IS* card to see if two of the three green LEDs are lit.)
- » To install the *In-Skins Admin* program, run the setup routine on the software CD provided.
- » Once the *In-Skins Admin* program is installed, the Integration wizard will help you connect to the voice mail system. You will need a mailbox number and password to log in: use mailbox **100** and password **0000**.

*Powering Up the System* -- When the *XTS-IP* KSU is powered up, the *PathFinder IS* system will also start. From the time the voice mail card is powered on, it will take about 4 minutes before the system is ready to process calls or to perform remote maintenance.

*Shutdown/Reset Warning* -- Before turning off the KSU or resetting the *PathFinder IS* card, you should always attempt to "shutdown and park" the voice mail system using either a digital telephone or the *In-Skins Admin* program. For more details on this feature, refer to "[Shutdown Wizard](#)" on page 6-12.

*PC/Laptop Administrator Login* -- To access the voice mail system as an administrator, ... enter the system defaults which are: mailbox number **100**, and password **0000**.

### Software Installation

To install the *In-Skins Admin* program on the Administrator's computer:

1. Place the *In-Skins Admin* software CD in the CD-ROM drive, it should launch automatically.
2. Once the CD loads, click the "Install" option. Program files will start to transfer to the PC.
3. When the "*In-Skins Admin Setup*" window appears:

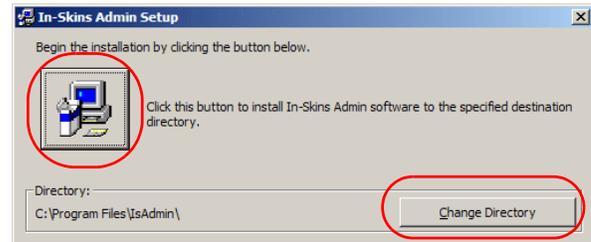
Click on the "computer" icon to accept the default directory (c:\Program Files\IsAdmin),

-or-

Click on the "Change Directory" button to select another location.

4. After choosing the file destination, the necessary program files will be copied to the directory you selected.

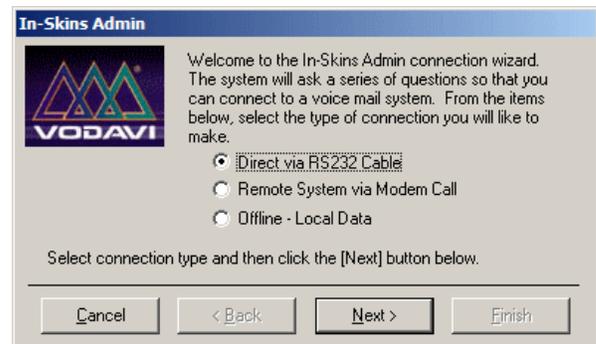
» » » When the installation is complete, restart the computer.



### Starting the In-Skins Admin Program

During the installation routine for easy access, the *In-Skins Admin* program was placed on the administrator's computer under *Start>Programs>Inskins Admin*. Each time you open the program, the "Connection Wizard" will display the following connection options:

- » Direct via RS232 Cable
- » Remote System via Modem Call
- » Offline - Local Data

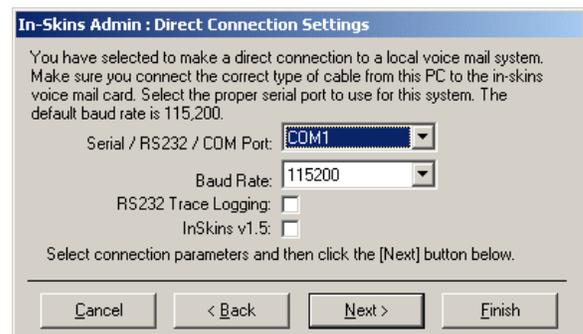


The voice mail system can be administered locally or remotely, or you can work offline to add multiple names and station numbers.

#### Local XTS IP Site

For a local connection, use a "straight through" cable to connect the KSU to the serial port of the laptop or PC where the *In-Skins Admin* program will be installed.

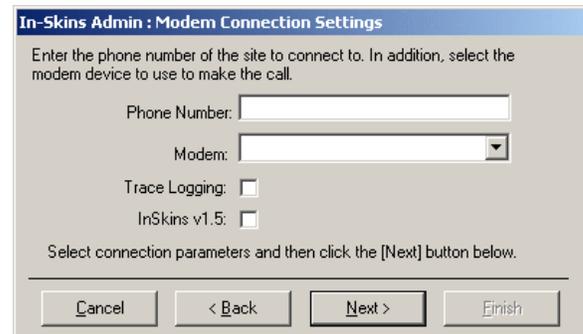
1. With the voice mail system running, start the *In-Skins Admin* program.
2. When the "Welcome" window displays, select **Direct via RS232 Cable** and click NEXT.
3. Type in a new system name, or select a name from the dropdown list, and click NEXT.
4. Select the appropriate COM port for your system, then choose the proper baud rate for your modem. The default baud rate is 115200.
5. Enter a valid mailbox number and password, then click FINISH to connect to host system.



### Remote XTS IP Site

If you will be connecting a laptop to the voice mail system from a remote location, then you will need to use the PC's serial port and connect it to your own external modem.

1. With the voice mail system up and running, start the *In-Skins Admin* program.
2. When the "Welcome" window displays, select the **Remote System via Modem Call** option and click NEXT.
3. Type in a new system name, or select a name from the dropdown list, and click NEXT.
4. Enter the phone number of the site to which you want to connect, select the modem device to use to make the call, then click NEXT.
5. In order to connect to the host system, enter a valid mailbox number and password and click FINISH.

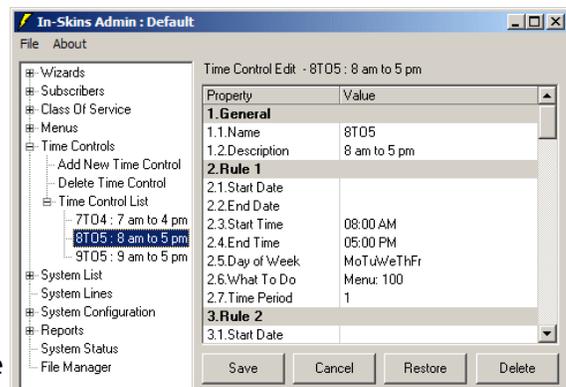


### Navigating in the System

The sections that follow describe the system menus in the same order that they appear in the *In-Skins Admin* program window. The menu options are:

Wizards	help to perform system functions: backup/restore/shutdown/upgrade/logging
Subscribers	set up mailbox, notification, and station settings
Class Of Service	define voice mail, owner, and attendant options
Menus	assign voice prompts and key menu actions
Time Controls	set up "time-sensitive" rules
System List	create system-wide distribution lists
System Lines	determine how lines should answer calls and what menus to run
System Configuration	modify system settings: VM, Registry, License, IP Addresses, & KSU Clock Control
Reports	generate statistical reports: call activity, logs, and messages
System Status	view line activity: call status, number of calls and their duration
File Manager	access voice mail files and directories

- » In the "left" window, double-click on any option to expand its related topics.
- » Select a topic and the *Property/Value* window on the "right" will show the settings available for that specific item.
- » Depending on the topic you select, you will be able to:
  - type in a specific value, or
  - choose items from a dropdown box, or
  - click an ELLIPSES button [...] to open the next option window.

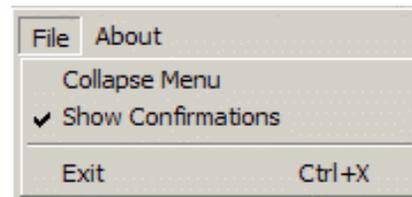


- » After making changes to the system, click one of the "action" buttons presented before selecting another menu. The available buttons are: Save | Cancel | Restore | Add | Delete.

### Program Window Options

The **FILE** dropdown menu allows you to:

- » Close all expanded menu items at the same time by clicking on the "Collapse Menu" function. For easy viewing, this option only displays the MAIN menus.
- » Enable the "Show Confirmations" function. This option allows you to verify and/or modify your changes before updating the system. This function is TURNED ON (✓) by default.



The **ABOUT** menu displays the software version of the *In-Skins Admin* program being used to run your voice mail system. This information could be helpful when working with Vodavi Technical Support.

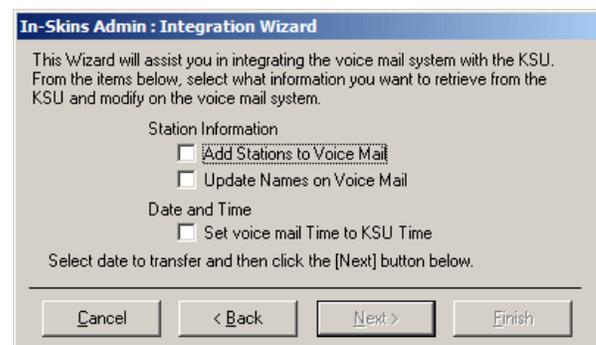
### Wizard Applications

#### Integration Wizard

The Integration Wizard is a program that can be used to obtain various types of information directly from the KSU to help you with the setup process.

From the items below, select the information you want to retrieve from the KSU and modify on the voice mail system.

- ✓ Add Stations to Voice Mail
- ✓ Update Names on Voice Mail (see note)
- ✓ Set Voice Mail Time to KSU Time



To Update Names AND increase response time ...

- 1) Work in "Offline Mode".
- 2) Update all names at the same time.
- 3) Make sure you SAVE your entries, then Upload the changes to the KSU.

*What Will Happen:*

- Anytime the voice mail system is started or reset, the "Integration Wizard" window will appear to allow you to select the information you wish to download.
- The wizard settings will override any phone system integration programming that was previously entered.
- The "Integration Wizard" is accessible from the *In-Skins Admin* program menu where a user can run this program at anytime.
- The voice mail unit will build a list of mailboxes and corresponding extensions based on this information. The station name field will be used as the subscriber name.
- Mailbox numbers will be created based on the VMID field in the station number download.
- Once the download is complete, a confirmation screen will display a successful download message from the KSU.

### Backup Wizard

The Backup Wizard will create a backup file of data generated by the VM system.

**FILE LOCATION** -- The backup data is stored on the computer where the program resides under the Program Files\lsAdmin\Backups directory with a "date\_time" filename for easy identification: yyyyymmdd\_hhmm.

**BACKUP CRITERIA** -- You will be able to select the type of items you want to backup:

- Level 1 includes system, subscriber, and menu settings.
- Level 2 includes Level 1 settings, plus, greetings/signatures and voice prompts.
- Level 3 includes Levels 1 and 2, plus, mailbox voice messages.



### Restore Wizard

When needed, the Restore Wizard will allow you to perform a partial or complete restore of the voice mail system settings.

**RESTORE USING BACKUP FILES** --

Choosing the "Restore from a file set on this computer" option will restore specific system files from data previously backed up and stored on the Admin computer.



You will be able to choose which items you want to restore: Subscriber Data, Class of Service, Menus, Time Controls, System Configuration, and/or data from Other Files.

**RESTORE TO DEFAULT SETTINGS** -- Selecting the "Restore system to factory settings" option will reinitialize the system to its original state. This action will cause all current data to be lost, and the system to shutdown.

**NOTE** ... Both options will require the system to be shutdown (no calls will be taken).

### Shutdown Wizard

The Shutdown Wizard will allow you to save your recent changes to the voice mail system and select which shutdown method you wish to use, park or restart.

**COMMIT CHANGES TO C: DRIVE** -- If you have made operating system changes, check the box to save those changes.

**SHUTDOWN AND RESTART** -- If you wish to recycle the voice mail system (i.e., to change system settings), select the restart option.

**SHUTDOWN AND PARK** -- If you are going to turn off the KSU (i.e., to install new hardware), then you should select to park the system.

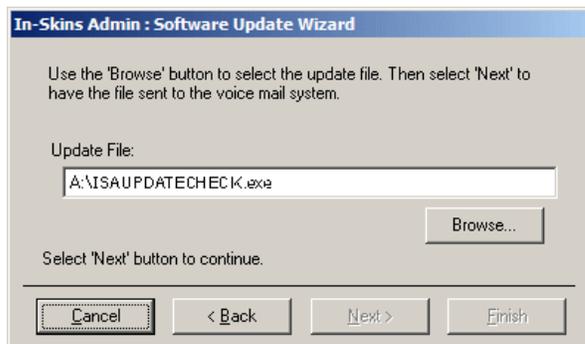


### Software Update Wizard

The Software Update Wizard will assist you in performing periodic software upgrades to the voice mail system.

To Start the Upgrade Process:

1. Insert the voice mail upgrade software floppy disk.
2. From the *In-Skins Admin*, select the "Software Update Wizard" menu.
3. Click the BROWSE button and select the "update" file on the floppy disk.
4. Then click NEXT to have the file sent to the voice mail system.
5. When the upgrade process is complete, you will be prompted to "Reset" the voice mail system. This function is recommended during off-peak hours, as it will prevent any calls from being taken.



### Logging Wizard

The Logging Wizard will create a system log based on the YES/NO value you select for each function shown in the "What to Log/Debug" list.

FILE LOCATION -- The system will automatically place the new log file on the Administrator's PC under:  
*c:\Program Files\IsAdmin\Host\_Data*

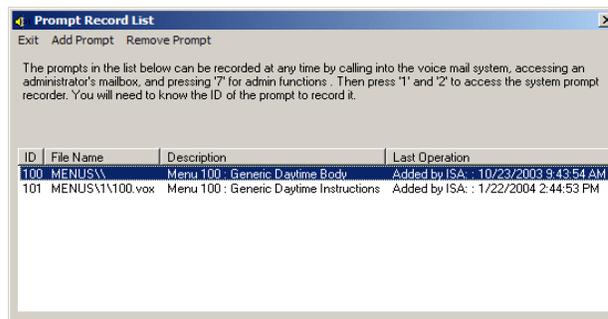
USAGE -- By selecting only those modules you want to review, these logs will help to isolate possible system conflicts or problems.

What to Log	What to Debug
Call Start and Stop	Basic Foundation
Voice Mail	Voice Mail
Auto-Attendant	Auto-Attendant
Menus	Menus
Voice Mail Owner	Voice Mail Owner
Directory	Directory
Track Messages	Events
Message Manager	Message Manager
Notification	Notification
Time Controls	Time Controls
Integration	Integration

### Prompt Record List Wizard

The Prompt Record List Wizard will allow you to view a list of all previously recorded voice prompts.

- » A prompt may be recorded at any time by calling into the voice mail system, accessing an administrator's mailbox, and pressing [7] for Admin Functions.
- » Select options [1] and [2] to access the system prompt recorder. You will need to know the ID number of the prompt in order to record the new message.
- » To view a list of the default system prompts available, refer to *"Hard Drive-based Default System Prompts"* on page 6-52.



## Subscriber Menus

A Subscriber is someone who owns an extension and mailbox on the voice mail system. The "Subscribers" menu displays the mailboxes, extensions, and names associated with those subscribers.

In the left window, double-click on "Subscribers" to display related menu options. Then select one of the following action menus: Add, Delete, or Subscriber List to set up parameters.

### **To Add a New Subscriber:**

1. Click "Add New"; then enter the number for the station and mailbox you want to link to the subscriber. Typically, the mailbox number is the person's extension, or it can be different in the case of a user having more than one mailbox.
2. Type in the first and last name of the subscriber in their respective fields. (The last name entry will also be used for the Company Directory.)
3. To use another subscriber's mailbox as a TEMPLATE, select an existing mailbox number from the dropdown list. This option will copy over all mailbox and extension settings to the new subscriber for easier editing.
4. When finished, click the ADD button. A system message will confirm that the new subscriber was added.

### *Adding a RANGE of Subscribers:*

1. Click "Add Range"; then enter the starting number for the station and mailbox ranges.
2. In the "Number to Create" field, type the total of consecutive numbers you want to add to the system.
3. Then click ADD, the system will automatically update the system.  
To verify that the new numbers have been added ... click on the template dropdown arrow to actually see the new numbers.

### **Editing the Subscriber List**

Double-click on "Subscriber List" and then select the desired subscriber. From this list, you can change a subscriber's general settings (name/password/COS), and those that pertain to their specific mailbox and/or station, to include notification parameters.

### **To Delete a Subscriber:**

1. After selecting "Delete Subscriber", click in the "Station" field. A current list of station numbers will display.
2. Select the station number you want to remove, then click the DELETE button.
3. When the "Delete Subscriber" window displays, click YES to confirm your action.

### *Deleting a RANGE of Subscribers:*

1. After selecting the "Delete Range" option, click in the "First Station to Delete" field.
2. Then click on the dropdown arrow and select the starting number in the range.
3. Click in the "Last Station to Delete" field, and then click on the dropdown arrow.
4. Select the ending number in the range, and click the DELETE button.
5. Click YES when the "Delete Subscriber Range" confirmation window displays.

SUBSCRIBER Options	Description
<b>GENERAL</b>	While in the subscriber's screen, if you click on one of the subscribers, you can edit and verify such items as passwords and user names.
Station Mailbox	Enter the Station and/or Mailbox number you want to add to the system, or to modify the existing information.
First Name Last Name	Change as needed. The "Last Name" field is the name used in the Company Directory.
Password	Enter the number to be entered by the mailbox user to retrieve mailbox messages. Use the default password when accessing the mailbox for the first time. Initially, it should be set to a code that is easy to remember. The user can then change the password later as needed. Default = 0000
Department	Enter the department or area in which the employee works.
Class of Service	Select the Class of Service to associate with this mailbox. Note that if the Class of Service field is left blank, the voice mail system defaults to the last COS used by the system. In a system that uses multiple COS, errors could arise. You should assign a class of service to each extension to avoid potential problems. Default = BASIC
Tutorial	Determines whether a subscriber will have access to the tutorial to help set up their mailbox. This option is typically used for new subscribers. Default = ON
<b>MAILBOX SETTINGS</b>	Click on Mailbox Settings to edit options like Time Control, Operator Station, and Cascade Mailbox.
Time Control	Calls are often handled differently in the evening, during the weekend, or on holidays than they are during regular business hours. The time control function lets you define a set of alternative actions that <i>PathFinder IS</i> will perform for a given time setting. Time controls are created by selecting Time Control from the main menu. If you do not intend to use Time Controls, set to NONE. Refer to " <a href="#">Time Control Menus</a> " on page 6-29 for more information.
Operator Station	Enter a personal operator for the mailbox. This is used when a caller dials [0] while connected to a mailbox. The call is transferred to an alternate extension instead of to the system-wide operator. This can be used to transfer calls to a personal assistant.
Cascade Mailbox	Message cascading is a feature that will copy or move messages left for the originating mailbox to another mailbox. In order to use message cascading, the originating mailbox's Class of Service (COS) must be configured to allow the feature. Refer to " <a href="#">Class of Service Menus</a> " on page 6-18 for more information on the COS settings. Within the mailbox settings, you only need to enter the destination mailbox. This feature will not work until the COS settings have been properly administered. Typical uses include archiving and notification of no answer to messages left in a mailbox (i.e. for Customer Service).
<b>MAILBOX ACTION</b>	Click "Play Greeting" if the voice mail system is to play the greeting recorded for this mailbox when the mailbox is accessed. Use the dropdown list to select the action that the mailbox will perform when a message is left.
Play Greeting	Determines whether or not the system will play a greeting when a mailbox receives a call.

SUBSCRIBER Options	Description
<p>- MAILBOX ACTION, cont'd -</p> <p>What to do</p>	<p>Select from the following options:</p> <p>TAKE A MESSAGE - records messages in the mailbox for later retrieval.</p> <p>FORWARD TO ANOTHER MAILBOX - sends caller to an alternate mailbox. Notification and MWI rules of the "forwarded to" mailbox apply.</p> <p>FORWARD TO EXTENSION/STATION - sends the caller to an extension. Extension settings of the "forwarded to" extension apply.</p> <p>FORWARD TO MENU - sends the call to a menu where further options may be provided to the caller. Refer to <i>"Menu Options" on page 6-26</i> for details.</p> <p>FORWARD TO TIME CONTROL - causes the voice mail system to execute the assigned time control and take the appropriate action. Refer to <i>"Time Control Menus" on page 6-29</i> for details. Use caution when selecting this option.</p> <p>FORWARD TO MODULE - automatically runs another module when the mailbox is accessed. Special applications only.</p> <p>MAILBOX IS OFF - disables the mailbox's ability to take messages. This option plays the prompt "Mailbox is off," to the caller.</p> <p>MAILBOX IS FULL - plays a message to the mailbox owner stating that the mailbox cannot record any new messages until old ones are deleted. Plays a message to the caller saying the mailbox is full.</p>
Forward to	When "Forward to Mailbox" or "Forward to Extension/Station" is selected, enter the mailbox or station number where you want to forward your calls.
<b>NOTIFICATION</b>	Notification refers to external numbers (i.e., pager, mobile, etc.). MWI is handled in the Registry and/or COS. Refer to <i>"Class of Service Menus" on page 6-18</i> .
Notification Type	<p>Select from the following options:</p> <p>TURNED OFF - disables message notification completely.</p> <p>IMMEDIATE - sends notification immediately upon receiving messages.</p> <p>TIMED - sets a time to notify mailbox owner of new messages.</p> <p>URGENT - instructs system to only send notification if message left is marked urgent.</p>
Phone Number	Enter the phone number to dial for notification.
Phone is Pager	When choosing any method of notification, you will see a Pager Notification checkbox. Check this if the notification number is a pager. Be sure to press the OK button before leaving this window.
Notification Time	To receive your messages at a specific time, enter the time using the hh:mm format.
<b>STATION SETTINGS</b>	Select Station Settings to edit the actions for mailbox numbers as well as to change transfer options and time controls.
Time Control	Calls are often handled differently in the evening, during the weekend, or on holidays than they are during regular business hours. The time control function lets you define a set of alternative actions that the voice mail system will perform for a given time setting. Time controls are created by selecting Time Control from the Setup menu. If you do not intend to use Time Controls, set to NONE.

SUBSCRIBER Options	Description
<b>STATION ACTION 1</b>	The <i>In-Skins Admin</i> program provides three action fields that determine how the system handles incoming calls. The voice mail system refers to the three options in a cascading order. That is, the first field has precedence over the second, while the second field has priority over the third.
What to do	<p><i>Select from the following options:</i></p> <p>BLIND TRANSFER - indicates an unsupervised transfer to the requested extension. This option is commonly used with phone systems that support call forwarding and inband integration.</p> <p>SUPERVISED TRANSFER - allows the system to monitor call transfers to determine whether the called extension is busy or is not being answered. If the call is not answered, the system refers to the subsequent Action entries (Action 2) for instructions on handling the call. Only 1 transfer type (Supervised or Blind) can be selected at a time.</p> <p>FORWARD TO EXTENSION/STATION - sends calls to the specific extension entered in the Extension field.</p> <p>FORWARD TO MAILBOX - forwards calls to the specific mailbox entered in the Mailbox field. Usually this is the called extension's personal mailbox.</p> <p>FORWARD TO MENU - forwards calls to the specific menu entered in the Menu field. Refer to <i>"Menu Options"</i> on page 6-26 for more details.</p> <p>FORWARD TO TIME CONTROL- -runs the designated time control file and takes the actions designated for the current time. Refer to <i>"Time Control Menus"</i> on page 6-29 for details.</p> <p>FORWARD TO MODULE - forwards callers to a custom script module.</p>
Number to dial	Enter the number that applies to the transfer and forwarding options selected.
Screen Caller	When a person dials an extension through the auto attendant, the call screening feature prompts the caller to state his name. The voice mail system plays the caller's name to the extension owner before the call is actually transferred. The extension owner can either accept or reject the call, or send it to another extension or voice mailbox. This option works only with Supervised Transfer.
Holding Allowed	Gives the caller the opportunity to hold on the line in the event the called party is busy. The caller hears the following prompt: "I'm sorry, [extension's name] is busy. If you would like to hold, press [1]. To try another extension or leave a message for this extension, press [2]." This option works only with Supervised Transfer.
<b>STATION ACTION 2 &amp; 3</b>	The options available depend on the selection for Action 1.
When	<p><i>Select from the following options:</i></p> <p>DO ALWAYS - means the action will always take place.</p> <p>ONLY ON BUSY - instructs the voice mail system to use this option if the previous transfer results in a busy signal.</p> <p>ONLY ON NO ANSWER - instructs the voice mail system to use this option if the transferred call was not answered.</p>
What to do Number to dial Screen Caller Holding Allowed	<i>Refer to Station Action 1 ...</i>

## **Class of Service Menus**

Class of Service involves features and settings applied to a group of subscribers. The Class of Service (COS) screen displays the COS name and description. To begin any COS operation,

Each voice mailbox and extension is associated with a Class of Service (COS) that defines its attributes. All mailboxes and extensions with the same COS operate identically in terms of COS options available to users. Grouping mailboxes and extensions into classes of service lets you change options for all the mailboxes and extensions in the same class simultaneously.

By supporting multiple COS, the voice mail system allows you to provide users with system feature options on an as needed basis. If you create more than one COS, you can save time by creating a COS template that serves as the basis for each COS you create.

In the left window, double-click on "Class Of Service" to display the other menu choices. Then select one of the following action menus: Add, Delete, or edit COS List.

### **To Add a New COS:**

1. Under the *Class of Service* menu, click "Add New COS".
2. Enter the name you want to link to this COS in the "Name" field.
3. Then, enter a general description that will identify the COS.
4. To use another Class of Service as a TEMPLATE, select an existing COS from the dropdown box. This option will copy over all COS settings to the new COS for easier editing.

### **Editing the COS List**

Double-click on "COS List" and then select the desired class of service. From this list, you can change the general settings (Name/Time Control/User Type), and the parameters that pertain to voice mail greeting and messages, and mail box owner capabilities.

### **To Delete a COS:**

1. Click in the "COS Name" field, a dropdown box will appear on the right.
2. Click on the arrow to display the COS items available.
3. Select the COS you want to remove, then click the DELETE button.
4. When the "Delete COS" window displays, click YES to confirm this action.

CLASS OF SERVICE Options	Description
<b>GENERAL</b>	The General COS section allows you to set up the values for the most common class of service settings.
Name Description	Enter a brief name & description of the COS to help identify it in other operations.
Time Control	Calls are often handled differently in the evening, during the weekend, or on holidays than they are during regular business hours. The Time Control function lets you define a set of alternative actions that the voice mail system will perform for a given time setting. If you do not intend to use Time Controls, leave this setting "blank." Refer to <a href="#">"Time Control Menus" on page 6-29</a> for more details.  <i>NOTE</i> ... Use only with help from Vodavi Technical Support.
User Type	Set user type to 99 only when granting system administrator access. For all other uses, this should be set to 10. Types 02-98 are not used.
Event Counters	Leave default set to "None" if you do not want to refer to system usage.  Select which group(s) you want to monitor access to mailboxes and extensions: Callers, Owners, or Callers and Owners.
Language	By default, the mailbox and extension prompts will be played in English.
Restrict OutDial, maximum digits	You can use this field to disable long distance dialing from the extension or from mailbox notification by entering the number of digits required for local calls (typically 7 or 10).  This setting determines how many digits <i>PathFinder IS</i> can outdial for notification or from an extension. This will also affect the Locator feature.
<b>VOICE MAIL GREETING</b>	This section allows you to select from pre-recorded messages or prompts to be used when greeting a caller.
Greeting Type: Personal	The personal greeting is a message played to a calling party before a message is recorded to a mailbox. If the owner does not record a personal greeting, the System (default) greeting is used.
Greeting Type: System	A generic message used when no personal greeting has been recorded. If both the Personal and System greetings are activated, the voice mail system will only play the personal greeting when one has been recorded.
Greeting Type: System Add-On	A shorter version of the System default greeting that follows a personal greeting. This greeting plays "Begin speaking at the tone. To stop recording press any key, etc." whereas the regular System greeting plays "The person you have tried to reach is unavailable, begin recording..."
Greeting Type: Class of Service	Greeting that will play a single greeting for all mailboxes that share the same Class of Service. This is done to conserve disk space by eliminating the need for each mailbox to have its own greeting prompt. Class of Service can also be used as an add-on to a personal greeting.
Greeting Type: Voice Insert	Plays a Class of Service prefix prompt followed by a name prompt, which in turn is followed by Class of Service postfix prompt. This is often done to personalize a COS greeting while limiting the amount of disk space used.
Greeting Length, seconds	Enter the amount of time, in seconds, for each greeting.
Park and Page Allowed	If option enabled, the following will occur: if a call comes into a mailbox, and during the mailbox greeting the caller presses 7, the caller will be transferred to a park location and the system will initiate a company-wide broadcast page for the mailbox owner.  <i>NOTES</i> ... The mailbox greeting must include instructions for dialing [7] to access Park and Page. (This option is not available on all systems.)

<b>CLASS OF SERVICE Options</b>	<b>Description</b>
<b>VOICE MAIL MESSAGE</b>	This section allows you to set up the values for the VM messages used by your system.
Message Type: Voice	The most common message type and is typically the only option selected. Allows callers to leave a voice recording for the called party. If mailboxes using this COS wish to receive numeric page messages, then check the Page item.
Message Type: Page	Allows callers to leave a numeric message. Note that a single mailbox can store a combination of any or all message types. Even mailboxes set for voice messages can be notified using a numeric pager. This setting only applies to inbound messages, and not to the notification type. If more than one type of message is selected, select one as the default.
Default Message Type	If the mailbox is set up to receive more than one type of message, and the caller does not select a message type, this Default option will determine which message type the system will record.
Message Type Menu	Leave this option set to NO if the mailbox owner should handle access to different message type options in the mailbox greeting. Select this option if you want the voice mail system to present the caller with a menu such as: To leave a voice message, press [1]; To leave a page message, press [2].
Message Length, seconds	This option determines the amount of time allocated to a message. After the specified number of seconds has elapsed, the caller will be presented with the normal Send Menu as if the caller had pressed a key to stop recording. The recommended length is 120 seconds.
Message Count, messages	This option determines the maximum number of messages that can be stored in a mailbox. When the number of messages in a mailbox exceeds this parameter, the mailbox plays a message saying it is full. No further messages will be taken until the number of messages in the mailbox is reduced. A maximum of 50 messages is recommended.
Message Retention, days	The voice mail system can automatically delete messages that have been stored longer than a specified amount of time. The recommended retention period is 30 days by default; this can be extended or shortened, depending on your specific needs.
Record Key	Leave this option set to NO if you want the voice mail system to automatically begin recording a voice message. When this is turned on, the caller must first press a key for recording to begin.
<b>VOICE MAIL CALLER</b>	--
Record Stop Key; 8=Urgent	Select this option to activate the one-key urgent message send feature. With this option turned on, if an outside caller presses [8] to end the recording of a voice message, the message is <i>marked urgent, sent, and the caller proceeds to Last Options</i> .  <i>NOTE...</i> The mailbox greeting must include instructions for dialing [8] for urgent messages
Caller Record Options	If this option is selected and the caller presses a key after leaving a voice message, the caller will hear the following menu options:  Press [1] to send the message Press [2] to play the message Press [3] to cancel Press [4] to append the message Press [5] to re-record the message
Caller Send Option: Urgent	Urgent messages are preceded by an Urgent prompt, trigger immediate notification, are played as the first of a group of messages.

<b>CLASS OF SERVICE Options</b>	<b>Description</b>
- VOICE MAIL CALLER, cont'd - Caller Send Option: Private	Private messages cannot be forwarded, and are preceded with a warning to pick up the phone if messages are being played on a speaker phone.
Last Options	Select according to what you want the system to do once the caller has left a message. OFF - plays "thank you" and hangs up. ON - plays the default menu options. The default menu options are: To access another mailbox, press [1]. To access an extension, press [2]. To disconnect, press [9]. To transfer to an operator, press [0]. RUN MENU - checks for entry in Last Options Menu field.
Last Options Menu	If Last Options is set to "Run Menu", the Last Options Menu is played. <i>NOTE</i> -- If Last Options is set to OFF, a caller's ability to navigate in the system will be limited.
<b>VOICE MAIL OWNER</b>	This section determines the modifications individual users can make to their personal mailboxes.
First Time Help	Check this option if you want to have each new user prompted to record such essential parameters as a mailbox greeting, a mailbox name, and a password.
Message Date Time	The voice mail system can announce the date and time that a message was received. MANUAL NATURAL - user must press a key to hear the date and time. Natural means we say the date and time in general terms; for example, saying "Monday," or "yesterday." Press [8] after the message has played. MANUAL FULL - user must press a key to hear the full date and time. An example would be "Monday, February 28, 2004, at 7:00 p.m." Press [8] after the message has played. AUTOMATIC NATURAL - date and time are played automatically at the beginning of each new message. The user does not have to press any keys. AUTOMATIC FULL - full date and time are automatically played. The user does not have to press any keys.
Message Ordering	Determines the chronological order in which messages are played. NEWEST MESSAGE FIRST - The last message left in chronological order will be the first one played. OLDEST MESSAGE FIRST - The first message left in chronological order will be the last one played.
<b>OWNER PLAY OPTIONS</b>	These parameters determine the functions available to users when playing messages in their mailbox.
Allow Saving Messages	Allows users to save messages for later retrieval. Press [2] to save messages.
Require Confirming Delete	Requires users to press the [#] key after pressing [3] to delete a message. This is used as a safeguard against accidental deletion.
Allow Reply	Allows users to reply to the message by pressing [5].
Allow Forwarding	Allows users to forward messages to other mailboxes or to an outside number. Press [4] to forward messages.

<b>CLASS OF SERVICE Options</b>	<b>Description</b>
- OWNER PLAY OPTIONS, cont'd - Allow Dialing Source	Allows the user to connect to the person responsible for sending the message.
Allow Skipping Messages	Allows users to skip messages by pressing [6] then [3] while listening to a message.
<b>OWNER SEND OPTIONS</b>	These parameters determine the functions available to users when sending messages from their mailbox.
Sending Not Allowed	Is used for creating simple mailboxes which cannot send a message.
Allow Urgent	Allows the user to assign urgent status to a message. Urgent messages are preceded by an Urgent prompt, trigger immediate notification, and are played as the first of a group of messages.
Allow Confidential	Allows the user to specify that a message cannot be forwarded and is preceded with a warning to the recipient that the message is confidential.
Allow Future Sends	Allows delivery of messages at a future time and date.
Allow Sending to Outside Number	Allows the user to send a message to an outside number. This option should be used with caution since the voice mail system will try to call an outside number and play the message.
Allow Sending to System List	Allows the user to send messages to a system-wide list. The list is maintained by the administrator.
Allow Confirmation	Enables the user to request receipt information for a marked message, so that the system notifies the sender when either the message has actually been listened to or the message was not heard before the notification attempts expired.
<b>OWNER EDIT OPTIONS</b>	These parameters determine the mailbox customization available to users within this COS.
Change Password	Restricts unauthorized access to the mailbox. Enables the mailbox owner to change the mailbox password. This is typically set to NO when a mailbox is for temporary use.
Edit Greeting	Allows the mailbox owner to edit their greeting, and is typically enabled. The greeting is a message played to a calling party before a message is recorded to a mailbox.
Edit Name	Allows the owner to change the mailbox name, which is used in prompts associated with the mailbox. Name / Signature is an identifier for a mailbox. It is used when calls are transferred, and when messages are forwarded, replied to, or sent.
Edit Notification	Allows the owner to change such notification settings as the extension or phone number to call, and the time of notification (such as for a pager). Notification is the indication of new messages in mailboxes. This does not affect message waiting indicators on telephones.
Edit Mailbox State	Allows the owner to turn the mailbox off and use one of the following: greeting only, forward calls to an extension, forward calls to a mailbox, or forward calls to menu. Use the NO setting when a simple mailbox is desired and there is a possibility of activating erroneous forwarding.
Edit Personal Lists	Allows the user to create up to 10 personal lists and maintain them over the telephone. Personal distribution lists are numbered from 0 to 9. Each contains personalized lists of mailboxes that are addressed as a group for simplifying delivery.

<b>CLASS OF SERVICE Options</b>	<b>Description</b>
- OWNER EDIT OPTIONS, cont'd - Edit Guest Mailboxes	<p>Allows the owner to communicate with a guest that does not have a mailbox on the system. Each system mailbox can have up to 10 guest mailboxes. Each mailbox owner administers guest mailboxes and assigns a unique number to each guest.</p> <p>Owners may send messages to guest mailboxes by following the prompts for sending to other address types.</p> <p>Guests retrieve messages by pressing [4] during the owner's greeting. The guest then enters their unique number (phone number or social security number, etc.), followed by [#]. The guest may then retrieve messages sent by the mailbox owner and reply back to the mailbox owner.</p>
Auto-Attendant Settings	Allows the mailbox owner to edit extension settings. The mailbox owner can also change forwarding and transfer types.
Personal Notepad	Gives the mailbox owner access to a personal voice note pad. The voice note pad is referenced with an index. The index can be any 8-digit number with an associated voice file. For example, a personal note pad could be used for saving phone numbers and addresses.
Allow Transferring Out	<p>Allows the mailbox owner to transfer to other extensions or mailboxes. This option should be set to NO in a service bureau application or when the auto attendant is not used.</p> <p>At the top level of mailbox owner, the caller can press 0. The system will respond "To access another mailbox, press [1]. To access an extension, press [2]."</p>
Deleting Unheard Messages	Allows the mailbox owner to pull-back messages that were sent to another local mailbox. The system will prompt the owner for the destination mailbox, and then check to see if any unheard messages from the owner are still in the destination mailbox. The system will play each message and allow the owner to selectively delete.
<b>VOICE MAIL NOTIFICATION</b>	This menu describes the notification options used to tell mailbox owners when they have a new message.
Message Waiting	<p>The voice mail system sends message waiting commands to phone systems that support message waiting lights or similar notification devices.</p> <p>OFF - does not light MWI. An example would be a mailbox not having an internal telephone.</p> <p>ON FIRST MESSAGE - only sends commands to phone system to notify you after the first new message.</p> <p>ON EVERY MESSAGE - sends command after each new message.</p>
MWI Set Sequence	String to send to phone system in order to activate MWI Lamp.
MWI Clear Sequence	String to send to phone system to deactivate MWI Lamp.
Event Handler Group	Event handler groups handle notification settings like message waiting and pager notifications. On a two-line system, line two is, by default, the notification line. On all other systems, the last two lines on the system are used for notification. Note that you can program the voice mail system on a Class of Service basis (in the Notification Options dialog box) to use only pre-selected lines for outgoing notification.
Voice Notify: Password Required	Set to Password Required to force the owner to enter a password to retrieve messages.
Voice Notify: Msg Pickup Allowed	Set to Message Pick-Up Allowed to allow message retrieval. Note that allowing message pick up without a password can undermine the privacy and security of the mailbox. Also, voice notification should not be used on systems that are using blind or release transfers.

CLASS OF SERVICE Options	Description
- VM NOTIFICATION, cont'd - Message Cascading	This option gives the voice mail system great flexibility in delivering a message. Any incoming message, depending on the cascade setting, can be redirected to other mailboxes.
	OFF - set to OFF to suppress this function.
	IMMEDIATELY - causes cascading to begin immediately, allowing duplicate messages to be stored in several mailboxes.
	WHEN NOTIFY FAILS - forwards the message to another mailbox only when the notification has failed and the mailbox owner has not retrieved the message.
Cascade Only Urgent Messages	Set option to YES to cause only those messages marked urgent to be cascaded.
Original Message	These options are available when Message Cascading is set to: Immediate or When Notify Fails.
	LEAVE AS NEW - stays in mailbox as a new message.
	SAVE ORIGINAL - causes the message to be saved in the original mailbox once the forwarding is completed.
	DELETE ORIGINAL - causes the original message to be deleted from the original mailbox once the forwarding is completed.
Notification Interval, minutes	This parameter determines the time interval between each notification attempt to the number defined in mailbox notification settings until the owner retrieves the message. The time is measured in minutes, with a maximum interval of 999 minutes.
Notification Attempts	This parameter determines how many times the voice mail system will attempt to notify a mailbox owner of the number defined in mailbox notification settings after receiving a new message. The maximum attempts is 999.  <i>NOTE</i> ... Notification attempts will continue as long as there is a new message in the mailbox.
Retry Page Attempts	This option allows turning off pager retries while leaving all other retry options in tact. Since most pagers have memory and reminder features, the owner should not be repeatedly paged for the same message.  <i>NOTE</i> ... However, since Pager Retries are directly related to Notify Attempts, you may receive a "limited" number of notifications attempts.
Notification Script	This feature allows complex notification scripts to be created on a per Class of Service basis. This option can only be used if a notification script has already been written. The <i>In-Skins Admin</i> comes preloaded with 10 notification scripts that are similar in their function and only vary based on timers. <input type="checkbox"/> The name of the scripts are: PAGER6.CF, PAGER8.CF ... PAGER22.CF and PAGER24.CF. The number in each name represents how long after dialing the paging service, the voice mail system waits before it sends the mailbox number. <input type="checkbox"/> After sending the mailbox number, the voice mail system's predefined scripts will send a *, urgent message count, another *, new message count, another *, followed by the saved message count. <i>FOR EXAMPLE</i> ... if mailbox 123 was being notified and had 1 urgent new message, 2 non-urgent new messages and 15 saved messages, the following would be sent: 123*1*2*15. Some pagers display "*"s as "-s, so the display could look like: "123-1-2-15"

CLASS OF SERVICE Options	Description
<b>AUTO-ATTENDANT CALL OPTIONS</b>	These parameters allow a user to change their extension settings from their mailbox.
Blind Transfers Allowed	Select this option to allow unsupervised call transfer where the voice mail system simply forwards the call to the requested extension. This option is commonly used with hunt groups or when you are certain the phone will be answered.
Supervised Transfers Allowed	Select this option if you want the voice mail system to monitor the transfer to determine whether the called extension is busy or is not being answered.
Call Screening Allowed	When a caller dials an extension, Call Screening prompts the caller for a name. This information is then given to the called party before the call is actually transferred. The called party can either accept or reject the call.
Call Holding Allowed	This allows the caller to hold if the called party is busy. The caller hears: "I'm sorry, [extension's name/signature] is busy. If you would like to hold, press [1]. To try another extension or leave a message for this extension, press [2]."
Extended Options Allowed	This option must be set to YES in order to activate any of the following auto-attendant call options that have been turned on: <input type="checkbox"/> Blind Transfers Allowed <input type="checkbox"/> Supervised Transfers Allowed <input type="checkbox"/> Call Screening Allowed <input type="checkbox"/> Call Holding Allowed
<b>AUTO-ATTENDANT</b>	--
Hold Type	This setting (also related to Call Holding) determines what a caller hears if an extension is busy and the caller elects to be put on hold. SILENCE - keeps the call connected but the caller will hear nothing while on hold. FLASH HOOK - causes the voice mail system to execute a flash-hook when the caller is placed on hold (if provided by the phone system, the flash-hook will activate background music). PLAY HOLD FILES - caller will hear recorded messages that have been prepared for the voice mail system. Up to nine hold files can be recorded. Hold files are recorded using telephone-based administration. The first prompt file is recorded by selecting system prompt 014. The second prompt is 015. The entire range of nine files is accessed by using the numbers 014 through 022.
Hold Interval, secs	This setting (related to Call Holding) determines how long the voice mail system will wait before retrying a busy extension. <i>For example...</i> if the voice mail system attempts to ring a busy extension, and if the hold interval is set to 10 seconds, it will retry the extension every 10 seconds until a connection is made or until it reaches its retry limit. The time is measured in seconds, with a maximum interval of 999 seconds.
Call Queuing	This option allows multiple calls to be placed on hold for a single extension. Turning this on causes the voice mail system to hold the calls in a queue until they are answered. Queued calls are answered in the order they are received.
Screen Record Length, secs	This option determines the amount of time in which a caller must respond with a name when prompted to do so through Call Screening. The time is measured in seconds, with a maximum interval of 999 seconds.

<b>CLASS OF SERVICE Options</b>	<b>Description</b>
- AUTO-ATTENDANT, cont'd - Play Call Source	Checking this means that, if a message is left in a mailbox to where the extension was forwarded, the originally dialed extension is identified at the start of the message. Leaving this unchecked omits the identifier of the originally dialed extension.
Transfer Prefix	The dial sequence entered before dialing an extension number.
Transfer Postfix	The dial sequence entered after dialing the extension number.

## Menu Options

A menu is essentially a list of actions that is executed through touch-tone keys. For example, "For sales, press [4]. For support, press [5]. For administration, press [6]...". A menu can perform up to 13 actions, with each action corresponding to a key on a standard telephone keypad (including # and \*), plus 1 action as a time-out.

An action is a set of instructions selected from the Menu Action List. It tells the system how to respond when a specific key is pressed. Actions can be linked to other modules (transfer calls to extensions via auto attendant), or perform a special feature (play a pre-recorded message).

### **To Add a New Menu:**

1. Under the *Menus* directory, click "Add New Menu".
2. Enter the name you want to link to this Menu.
3. Then enter a general description that will identify the Menu.
4. To use another Menu as a TEMPLATE, select a menu number listed in the dropdown box. This option will copy over all Menu settings to the new Menu for easier editing.

### **Editing the Menu List**

Double-click on "Menu List" and select the desired menu. These multi-level menus are used to direct users and callers to information, assist them in performing tasks, and guide them in their use of the system.

### **To Delete a Menu:**

1. Under the *Menus* directory, click "Delete Menu".
2. Click in the "Menu Name" field, then click the dropdown arrow to display other Menus.
3. Select the Menu you want to remove, then click the DELETE button.
4. When the "Delete Menu" window displays, click YES to confirm this action.

MENU Options	Description
<b>GENERAL</b>	Indicates a 3-digit numeric name that will be used to reference the new menu. The system is preloaded with menus in the 100 range. The menus that you create should be between 200-998.
Name	
Description	Enter a brief description of the menu's function that will remind you of its purpose. Default = Generic Daytime
Password	Specify the password to protect the online recording action. This password is required when a caller accesses the Record Prompts action. Default = 2275
Time Control	Calls are often handled differently in the evening, during the weekend, or on holidays than they are during regular business hours. The time control function lets you define a set of alternative actions that the voice mail system will perform for a given time setting. Time controls are created by selecting Time Control from the Setup menu. If you do not intend to use Time Controls, set to NONE.
Time Out	Specify the length of time, if the caller presses no key, that the time-out action is to run. Default = 5
Retries	Specify the number of times the caller can initiate an invalid option. If the caller initiates another invalid action, the Max Retries key action is taken. Default = 3
<b>PROMPTS</b>	Enter the file name that should be played. This file name will be added to the prompt recorder list so that it can be recorded online. To see the current list of prompts, click the PROMPT LIST button.
Introduction	
Body	The prompts in the list below can be recorded at any time by calling into the voice mail system, accessing an administrator's mailbox, and pressing [7] for admin functions. Then press [1] and [2] to access the system prompt recorder. You will need the ID of the prompt to record it.
Instructions	Select the instructions prompt that contains the information the caller needs to choose which keys to press. Enter the filename with the VOX extension. The menu number should match the instruction filename. A typical instruction prompt would be: "Press [4] for sales."  <i>NOTE</i> ... almost all menus have instruction prompt files. You can also have hidden menu options that are not described in the prompt.
<b>MENU ACTIONS</b>	<i>WHAT TO RUN</i> - This window opens when you click the ELLIPSES button [...] next to the desired value to select what you want the system to do.
Time Out Action	Select a menu action when a caller does not press any key before the Time-Out period has elapsed. Default = Operator
Retry Action	Choose a menu action for callers that reach the maximum number of invalid Retries allowed. Default = Operator
Key * Key # Key 0 Key 1 Key 2 Key 3 Key 4 Key 5 Key 6 Key 7 Key 8 Key 9	Play Instructions Voice Mail Operator AutoAtt-Start AutoAtt-Start AutoAtt-Start Extension Mailbox Invalid Option Voice Mail Record Prompts Hang Up
	Key actions determine the response invoked when a particular key is pressed. Each dial-pad key is associated with a key action field.  Clicking on any Key Action displays the Key X Action dialog box, where you can define the key.  By clicking on one of the items in the Action section, you can view a brief description of the action you have selected.  <i>EXAMPLE</i> ... if you select the operator option, you are notified that the system will transfer the caller to the operator.  » » » <i>The menu action modules are briefly defined on the next page.</i>

MENU Options	Description
- MENU ACTIONS, cont'd -	VOICE MAIL - sends callers to a pre-defined mailbox (if selected), or prompts the caller for a mailbox number.
	AUTO-ATTENDANT - performs several automated call transfer operations for Blind and Supervised call options.
	MENU - executes the selected menu. Enter the menu number to run.
	OWNER ACCESS - gives access to mailbox owner features. Can be used in in-band integration or to provide access through a hidden key on a menu.
	RUN MODULE - runs other modules supported by the voice mail system.
	TIME CONTROL - takes actions based on time, date, and day of the week parameters, as specified in a time control setting. Refer to <i>"Time Control Menus"</i> on page 6-29 .
	COMMAND FILE - runs the command file script.
	COMPANY DIRECTORY - provides a directory listing, for mailboxes or extensions.
	RUN ACTIVEX - runs an <i>ActiveVex</i> module such as: <i>AvDCC.run</i> for Desktop Call Control.
	OPERATOR - transfers a caller to an operator by doing a blind transfer to [0].
	INVALID OPTION - plays the message "Invalid option" and repeats the instructions.
	DISABLED KEY - makes pressing a key with this action have no effect, as if the key were never pressed.
	PLAY PROMPT - plays the indicated voice prompt file. Alternately, you can select a prompt based on its directory location and the specific file name, such as 4:help.vox. The available directories include 1:Modules, 2:Prompts, 3:Messages, 4:VOX, 5:Mailbox, 6:Menus, 7:dBase, 10:Data, and 20:Data. <i>For Example ...</i> to have the system play the mailbox greeting for mailbox 123, enter the following as the prompt name: 3:123.GRS.
	PLAY INSTRUCTIONS - replays the instructions prompt, such as, "To hear this menu again press...".
RECORD PROMPTS - allows a caller to re-record prompts for a menu. The caller, after pressing the key associated with this action, is prompted for the menu password. The Instruction ( <i>Play Prompt</i> ) file attached to the key, can then be recorded or edited.	
HANGUP - plays the message "thank-you for calling" prior to disconnecting the caller. <i>For Example ...</i> a menu might include this option at the end of a list, "press [4] for sales, [5] for support, [#] to return to previous menu, and [9] to hang up".	

## Time Control Menus

Time Controls can be used to route calls, send callers to voice mail, and play menus based on time and day settings. Up to 10 separate time periods can be defined within a time control setting, allowing you to make a time control as simple or as complex as you wish.

Time Control searches by date, then day, then time. Time Controls can be chained together to allow more than ten day/time options. The Time Control menu displays time control names and descriptions.

### To Add a New Time Control:

1. Under the *Time Controls* directory, click "Add New Time Control".
2. Enter the name you want to link to this Time Control.
3. Then enter a general description that will further identify the Time Control.
4. To use another Time Control as a TEMPLATE, select a previously created Time Control listed in the dropdown box. This option will copy over all Time Control settings to the new Time Control for easier editing.

### Editing the Time Control List

Double-click on "Time Control List" and the available time controls will display. From here you can select the time-sensitive rule parameters you want to change.

### To Delete a Time Control:

1. Click in the "Name" field, a dropdown box will appear on the right.
2. Click on the arrow to display all available Time Controls.
3. Select the Time Control you want to remove, then click the DELETE button.
4. When the "Delete Time Control" window displays, click YES to confirm this action.

TIME CONTROL Options	Description
<b>GENERAL</b>	The <i>In-Skins Admin</i> program comes preloaded with these commonly used time controls: 7TO4/8TO5/9TO5.
Name	Enter a short name that will be used to reference the new time control.
Description	Enter a description that further identifies the time control.
<b>RULES 1-10</b>	Allows you to set up TC parameters for 10 different rules.
Start Date End Date	Enter a start and end date, using the MM/DD format (01/01 through 12/31), to indicate specific start and end dates to which the time control will be applied. <i>NOTE</i> ... when specifying date and time, leaving either field blank means you want the option to apply to ALL dates.
Start Time End Time	Enter a start and end time, using the 24-hour format (00:00 through 23:59), to indicate the specific times during the day that the time control will be active.
Day of Week	When the "Edit Days of Week" window displays, click on each day to which the time control item should apply, then click OK.
What To Do	When the "What to Run" window displays, select the specific action to be performed during the indicated dates, days of the week, and hours during the day from the drop-down list. Refer to " <i>Menu Options</i> " on page 6-26 for a description of these actions.

<b>TIME CONTROL Options</b>	<b>Description</b>
- TIME CONTROLS, cont'd - Time Period	Enter a number from 1-9 to distinguish between different time-related events within a time control. The time period is most often used to control which mailbox greetings will play when a mailbox is reached. Typically, the system uses 1 for daytime, 2 for evening, and 3 for weekend. If in doubt, set Time Period to 1.  <i>NOTE ... A 10th time period can be used to "chain" time controls together.</i>

## System List Options

An administrator can create a system list for a specified group of mailboxes. The list can then be used to send certain messages of interest to only those individuals (e.g., Sales or Support).

### **To Add a New System List:**

1. Under the *System List* menu, click "Add New System List".
2. Enter an "unused mailbox number" that you want to link to this System List.
3. Then, enter a general description that will identify the System List and click SAVE.

### **Editing a System List**

Under the System List menu, select "System Lists" and click on the list you wish to modify. The "Manage List" area will allow you to Add and Delete members to the list.

#### *Adding a New Member*

1. Select the "Click to Add" field.
2. When the "Add New Members" window displays, either double-click on each mailbox you want to add to the list, or select each item and click the ADD MEMBER button.  
You can also select SHOW LISTS or SHOW MAILBOXES to display other lists or mailboxes.
3. When all members have been added, click OK. The mailboxes you selected will appear in the Members area.
4. Make sure you click the SAVE button to retain your selections.

#### *Deleting a Member*

1. Select the "Click to Select" field.
2. When the "Delete Members" window displays, you can either double-click on each mailbox you want to delete, or select an item and click the REMOVE MEMBER button.
3. When all members have been deleted, click OK. The mailboxes you selected will no longer appear in the Members area.
4. Click the SAVE button to update the system with your changes.

#### *Members*

The "Members" area displays the mailboxes linked to the system list you selected. From this same area, you can delete a member from a list by clicking on their mailbox. To delete a member ... click OK when the system asks you to confirm your delete action.

### **To Delete a System List:**

1. Click "Delete System List", then click in the "Number" field.
2. Click on the dropdown arrow, and select the previously created System List you want to remove from the system.
3. Click the DELETE button, then click YES when the confirmation window displays.

## System Line Menus

The Voice Lines window allows you to view voice line actions. The feature defines how the voice mail system will answer incoming calls. Clicking on "How to Answer" for the appropriate line will display the System Line options. From here you can specify the actions for the line you selected.

<b>SYSTEM LINE Options</b>	<b>Description</b>
<b>DEFAULT LINE</b>	
How to Answer	Click on the ELLIPSES button [...] to open the "What to Run" window. Then select which module you want the system to follow. When available, the appropriate options will also display. Refer to "What to run, modules" on page 6-27.
PBX Name	XTS-IP system by default
<b>LINE (1-8)</b>	
	The Voice Lines function displays the number of voice lines for which your XTS-IP system installation is configured.
How to Answer	Refer to description above ...
Event Group	The system allows you to group lines that can handle certain types of outbound tasks. Leave this setting blank for lines that will not handle outbound tasks. Typically, 5 is used for basic notification, paging, and MWIs. Values = 0-9
Blockage Group	This setting allows you to monitor the voice mail traffic. Each line can be placed in a "Blockage" group so that when all of those lines are busy, no new calls will be received. The information may be used to verify that voicemail has enough ports to support your company's call traffic. Values = 1-9
PBX Name	XTS-IP system, by default

## System Configuration Menus

The System Configuration window allows you to modify the parameters of basic and optional system modules.

» In the left window, double-click on "System Configuration" to display the other menus.

» Then click on one of the following menus to display their parameters:

Module Settings

VPIM\*

Locator Settings

Fax Settings\*

DCC Switchboard Settings

Unified Messaging Settings

Registry Settings

License Viewer

IP Addressing

KSU Clock Control

Check INI Files



\* The VPIM and FAX selections are both "optional modules" that require a license to enable their functionality.

### Module Settings

SYSTEM CONFIGURATION	Description
<b>MODULE SETTINGS</b>	The system uses this information to determine how many digits to expect when asking a caller for a mailbox, extension, or password.
Digit Lengths	MAILBOX LENGTH - maximum digits = 7 / default = 3
	EXTENSION LENGTH - maximum digits = 7 / default = 3
	PASSWORD LENGTH - maximum characters = 9 / default = 4
Record/Playback	MINIMUM RECORD LENGTH (seconds) - determines the shortest allowable length of a recorded message. If minimum message length is set too short, you may receive a disconnect tone. Range = 1-999 / Default = 2
	TRUNCATE RECORDING (x10 msec) - determines how much time the system trims from the end of a mailbox message whose recording was terminated by a silence or tone detection. (0 is recommended)
	RECORD TONE LENGTH - determines the duration of the beep tone that the system gives callers before recording a message. Default = 0.2 secs
	FF AND REW SPEED (x1/10 sec) - determines the time intervals that are skipped in a message when the designated REW (6+7) or FF (6+8) keys on the telephone key pad are pressed. The recommended interval is 50 to 100 tenths of a second. Range = 0-999 / Default = 50
Auto-Attendant	CALL ATTEMPT INTERVAL (seconds) - specifies the amount of time before the system retries an extension when a caller is in queue. A 10 - 20 second interval is recommended. Call Queue Interval is dependent on the extension's COS. Range = 1-999 / Default = 30

SYSTEM CONFIGURATION	Description
<p>- MODULE SETTINGS, cont'd - Voice Mail</p>	<p><i>Message Cleanup:</i> TIME OF DAY - specifies when voice mail system should delete messages that have exceeded the retention period. Format = hh:mm AM or PM</p> <p>DAY OF WEEK - performs this housekeeping function at the time specified for each day of the week selected. Message Cleanup should occur when the phone system is inactive (i.e., midnight to 3:00 a.m.)</p> <p><i>Other Settings:</i> MWI REFRESH TIME - should be set for a time to ensure all message waiting indicator lights are correct.</p> <p>QUICK JUMP DTMF KEY - specifies the touch-tone key a caller can press to bypass leaving a message once a mailbox greeting has begun. Default = #</p> <p>PAGER MAILBOX DELAY, secs - specifies the amount of time the voice mail system delays when dialing a pager number for notification. This value defines the delay after dialing the pager number and before dialing the mailbox number. If using a command file for notification, this value is not used. Default = 10</p> <p>PASSWORD ATTEMPTS - number of times a caller is allowed to try entering a valid password. After this number is exceeded, the system can be programmed to take a programmable option. Default = 2</p> <p>NOTIFICATION SEND KEYS - are a series of DTMF key signals that the system sends with the message notification that cancel the incoming channel and end the loop. Since the keys are sent for all voice notifications, some users may find this a nuisance, and the recommended setting is "blank"</p>
<p>Directory</p>	<p><i>Type of Directory:</i> LIST MODE - this default mode provides a caller with all matching entries in a complete list. The caller can enter an extension or mailbox number at any time during the list playback.</p> <p>PAGE Mode - gives the caller several matching entries, then a caller must press a key to go to the next page, or set, of entries.</p> <p>SINGLE MODE - presents the caller with a list of all matching entries, one at a time. Callers must press a key to indicate whether they want to select the most recently read name, or hear the next matching entry.</p> <p>MAXIMUM KEYS - the number of digits a caller can enter before the system begins to look up directory entries. Range = 1-999 / Default = 4</p> <p>MAXIMUM WAIT, secs - the amount of time the system waits for the Maximum Keys while a caller is entering the numbers to spell the subscriber's name on the keypad. Range = 1-999 / Default = 8</p>
<p>Operators</p>	<p>GENERAL OPERATOR TRANSFER STRING - sends callers dialing [0] to the previously selected number as a blind transfer. (string = "&amp;, 0" (Hookflash, Pause, 0)</p> <p>VOICE MAIL OPERATOR - determines what happens when a caller presses [0] while using voice mail. If an operator is designated, a time-out or [0] key pad entry transfers the caller to the designated operator. The operator can then provide caller assistance.</p> <p>AUTO-ATTENDANT OPERATOR - determines what happens when a caller presses [0] while using the auto-attendant module. If zero is indicated, the system uses the General Operator setting for any [0] dialed.</p>

SYSTEM CONFIGURATION	Description
- MODULE SETTINGS, cont'd - Logging	These settings allow you to select which modules send information to the log files.
	WHAT TO LOG - The raw data is a chronological history of all events that occur in the <i>XTS-IP</i> system and can be used to evaluate real-time activity. Data includes: <input type="checkbox"/> time, date, line, module, and a description of each event. <input type="checkbox"/> items that can be formatted into reports to help measure performance. Changing these selections may alter certain reports, refer to " <a href="#">Log Reports</a> " on page 6-59 for details.
	WHAT TO DEBUG - Module debugging is a sophisticated diagnostic tool used to resolve problems with the <i>XTS-IP</i> system. DO NOT run <i>XTS-IP</i> with module debugging turned on, as it can slow performance. Use debugging only as needed.
Retries & Timeouts	CALLER RETRY ATTEMPTS - number of times a caller can retry entering an option. Range = 1-999 / Default = 3
	OWNER TRY ATTEMPTS - number of times a mailbox owner is permitted to retry entering an option. Range = 1-999 / Default = 2
	INTERDIGIT TIMEOUT, secs - length of time between digits. Used in cases where the length of the entry is unknown. Default = 5
	SINGLE DIGIT TIMEOUT, secs - length of time that a caller can press a digit before <i>XTS-IP</i> assumes the digit is being repeated. Default = 2

**VPIM (optional) Settings**

The settings for the "optional" VPIM module controls the voice mail system's ability to send and receive messages to other systems via TCP/IP connections. Systems enabled for VPIM messaging can network together and exchange voice & fax messages without incurring voice line charges. This is possible because the systems use the Internet to send and receive messages.

The VPIM application is controlled via KSU licensing that can be displayed in IsAdmin under: System Configuration > License Viewer.

SYSTEM CONFIGURATION	Description
<b>VPIM (optional module)</b>	The VPIM Settings screen allows the administrator to enable VPIM support, set the area code length and specify the domain.
VPIM Settings	<p>ENABLE VPIM SUPPORT - the "Yes" setting turns on VPIM messaging. If this function is not in use, the setting should be set to "No".</p> <p>AREA CODE LENGTH - this numeric value sets the length for the "VPIM location code" for this system. Each system in a VPIM network can use different lengths for area codes. A typical value is 3. Valid settings are from 1 to 9.</p> <p>RETURN ADDRESS DOMAIN - the IP name or number (xxx.xx.x.xx) of this machine so that remote systems can connect to this system. Typically the name will be "PathFinder.ourdomain.com"</p>
Remote Locations	<p>The VPIM Remote Location screen allows the administrator to create new remote area codes and specify the information for them.</p> <p>A remote location must be configured before messages may be sent to other sites within the network.</p> <p>DESCRIPTION - enter a descriptive title for each remote location.</p> <p>AREA CODE (<i>VPIM location code</i>) - the prefix that callers will enter for outbound messages.</p> <p><i>Example ... if the remote system has a mailbox number 1234, and the location code for that system is 770, the caller would enter 7701234. (This is not your local "area code" number.)</i></p> <p>MAILBOX LENGTH - the length of the mailbox number on the remote system. The voice mail module uses this number to validate the remote mailbox.</p> <p>IP NAME OR ADDRESS - enter the IP name or address of the remote system's <i>VPIM Server</i>.</p>

SYSTEM CONFIGURATION	Description
- VPIM SETTINGS, cont'd - Server Timers	Typically, the parameters for the VPIM Server Timers do not require any modification.
	QUEUE INPUT DELAY - the designated period of time the system will wait before accepting e-mail messages in the VPIM Message Queue.
	QUEUE OUTPUT DELAY - the designated period of time the system will wait before releasing e-mail messages from the VPIM Message Queue.
	MAXIMUM SEND ATTEMPTS - specifies the number of attempts the e-mail server will use to deliver a message.
	MAINTENANCE TIME - the specified time that the system will perform maintenance functions. (Off-peak hours are recommended.)
	PROCESS DELAY (x10msec) - the designated period of time the system will wait before processing e-mail messages in the VPIM Message Queue.
	MESSAGE BATCH SIZE - maximum size in bytes for each message. Messages that are above this value will not be downloaded.
	LOG RETENTION (days) - determines how many days of old log files should be saved. The default setting is 60 days.

### Locator Settings

SYSTEM CONFIGURATION	Description
<b>Locator Settings</b>	The Locator feature is automatically enabled for XTS-IP based systems. However, for users to be able to use advanced rule processing they must have a license for the DME Desktop Call Control program.
Locator General Settings	<p><i>Settings for Locator:</i></p> <p>LOCATOR ENABLED - No            USE VODAVI PARK SETTINGS - Yes            SCREEN CALLERS - No            DEFAULT TO VOICE MAIL - No</p> <p><i>Number of Times to Prompt:</i></p> <p>INTERNAL CALLED PARTY - 2            EXTERNAL CALLED PARTY - 3</p>
Locator Transfer Settings*	<p>*The Locator Transfer Settings are only used if the "Use Vodavi Park Settings" shown above is set to No.</p> <p><i>Digit Numbers (set up parameters for each extension/mailbox)</i></p> <p>TRANSFER START -            CONNECT -            REJECT A BUSY -            REJECT A NO ANSWER -            CALLER REJECT -</p>

**FAX (optional) Settings**

SYSTEM CONFIGURATION	Description
<b>FAX Settings (optional module)</b>	Licensing for fax is controlled via the KSU license information. <i>The KSU values are:</i> 0 = Off - no fax ports 1 = 4 ports of fax 2 = 8 ports of fax
<i>FAX Control Settings</i>	ADMIN PASSWORD - 2275 EVENT GROUP FOR SENDING - 5 FAX ID FOR THIS SYSTEM - VMAIL ALLOW VOICE ATTACHMENTS - Off
<i>FAX On Demand</i>	MAXIMUM DOCUMENTS PER CALL - 3 CALLERS MUST CALL FROM FAX - No
<i>FAX Send Parameters</i>	COVER SHEET FILE: XXXX.TIF - RETRY ATTEMPTS - 2 RETRY INTERVAL (minutes) - 5

**Using Fax on XTS-IP InSkins Systems**REQUIREMENTS

- » The *In-Skins Admin* voice mail software (version 2.5 or higher) & *In-Skins Admin* program.
- » An *XTS-IP* voice mail card with the FAX mezzanine card.
- » An *XTS-IP* KSU that has the FAX licensing set to 1 or 2.

INSTALLATION AND SETUP

1. Boot the voice mail system normally.
2. Connect to the system using the *In-Skins Admin* program.
3. Verify that the system has fax capability.
  - a. Select System Configuration > License Viewer.
  - b. Make sure the "FaxPorts" parameter is set to **4 or 8**.
4. Verify the current fax parameters.
  - a. Select System Configuration > Fax Settings.
  - b. Review these parameters and make any necessary changes,  
-or-  
Use the "default" fax settings.
  - c. If you are adding a FAX module to an existing *XTS-IP* system, make sure you set the "Event Group for Sending" to **5**.
  - d. Take note of the "Admin Password" as it will be used later for sending in Fax On Demand documents.

### FAX MESSAGING

To use Fax Messaging so that a mailbox can receive fax messages, and then send them to another fax machine:

1. Determine the COS assigned to the mailbox(es) that will be sending and receiving faxes.
2. Edit the appropriate COS using the *In-Skins Admin* program.
  - a. Under the COS record, change the "3.3 Message Type: FAX" setting to **Yes**.
  - b. If you also want Fax to be the mailbox's default message type, change the "3.5 Default Message Type" to **Fax**.
  - c. Click the [Save] button to apply the changes made to the COS.
3. Advise mailbox owners to change their greeting to reflect how the new fax capability can be accessed.

The mailboxes associated to this COS should now be able to receive and send faxes. If *Unified Messaging* is also being used, fax messages will be delivered to the desktop via SMTP or POP3 depending on the settings selected.

### FAX ON DEMAND

To use Fax On Demand:

1. Access the *In-Skins Admin* program to edit the menu where the Fax On Demand functions will be located.
2. Edit the menu key that will be used to access the Fax On Demand function.
  - a. Select Menus > Menu List > the menu number > and the desired Menu Action.
  - b. Click the "Key" number you wish to use, and change the run code in the dropdown box to "Fax On Demand".
  - c. Leave the parameter field "blank". This blank field will prompt the caller to enter the document numbers they wish to retrieve. When finished, click OK.
  - d. You may also press "\*" to gain admin access and "send in" new documents.
3. Click the [Save] button to apply the menu changes.
4. Record the menu prompt to reflect the new access key.
5. Call into the system from a fax machine with your Fax On Demand documents loaded into the fax machine.
  - a. When you hear the menu prompt, press the Fax On Demand access key.
  - b. Press "\*" and then enter the admin password followed by "#".
  - c. You can then record a short audio description and fax in the document.
  - d. Repeat this step for all the documents you wish to "send in".
6. When an outside caller reaches the Fax On Demand prompts, they can enter their phone number followed by the document numbers they wish to retrieve.



*Fax Document Numbers -- Use 2 or more digits to identify each fax document. The system will not recognize single digit numbers.*

**DCC Switchboard Settings**

DCC (Desktop Call Control)

When a voice mail system is started with DCC enabled, the DCC SwitchBoard will automatically start. In addition, each user will need to have DCC enabled in their Class of Service (COS).

- » The client DCC software is included on the In-Skins Admin CD. Each user will need to install the software on their desktop and they will need to have network connectivity back to the In-Skins system.
- » To determine the IP address of the In-Skins voice mail, the administrator can run: System Configuration - IP Addressing and click the [Show IP Info] button.
- » There are a few settings in IsAdmin to control the Switch Board. They do appear in a PathFinder system if you run DCC Switchboard and select File - Configuration from that application.
- » These settings should not be modified by the user unless instructed to by technical support.

DME (Desktop Mailbox Editor)

The only item required for this feature is to have the license turned on and to have the client systems install the client software.

- » The clients will need to know the IP address of the voice mail system (see DCC information above).
- » Inside the DME application, if a user needs access to the Administrator functions, their COS will need to have a User Type of 99. The default COS of "Admin" is set for 99.

SYSTEM CONFIGURATION	Description
<b>DCC Switchboard Settings</b>	<i>Desktop Call Control:</i>
	These fields show the default setting for the DCC program: DISABLE EVENT LOG OUTPUT - 1
	LOG RETENTION (days) - determines how many days of old log files should be saved. Default setting is 66 days.
	CONNECTION HEARTBEAT (mins) - determines how often DCC Client connections should be validated. The default setting is 15 minutes.
	NETWORK PORT - determines which port the Switchboard will communicate on for TCP and UDP protocols. The default setting is 207 for both protocols.
	CLIENT TIMEOUT (secs) - determines the interval that the module will use to generate holding call confirmation prompts. The default setting is 60 seconds.
	CALLER-ID TIMEOUT 1 (secs) - 7 CALLER-ID TIMEOUT 2 (secs) - 4
	If the phone system is equipped to send, or if the caller enters Caller ID, the <i>PathFinder IS</i> DCC will analyze and display the information. When the Subscriber enables either Caller ID option, a system message will display the appropriate amount of time for the No Answer Timeout setting.

### **Unified Messaging Settings**

With Onelook Unified Messaging, all messages (voice, facsimile, and e-mail) can be retrieved from the subscriber's desktop which will allow the user to send and receive voice mail messages through Microsoft Exchange or Outlook. Instead of having to dial into a phone system to retrieve messages, the messages will appear in their desktop Inbox. Messages can be archived and kept indefinitely without having to keep them in a voice mailbox.

**FAX MESSAGES** -- With Onelook, fax messages received in a voice mailbox through Onelook can also be read. Onelook has full synchronization, which means that when a message is marked as read or deleted in the desktop Inbox, they will be marked as read or deleted in the voice mailbox as well. In order to receive fax messages via Onelook, you must have the fax option enabled within Onelook.

**PROTOCOLS USED** -- Users can pick up messages using POP3 or IMAP4 protocols. To have the system execute an SMTP Push of voice messages (which is the preferred method), the administrator will need to use DME to specify the SMTP Push address and enable it for each user.

**CALLER ID DISPLAYS** -- If the optional Desktop Call Control module is active, and your system has Caller ID, Onelook will display caller ID information on both voice and fax messages when presented to a client's desktop.

<b>SYSTEM CONFIGURATION</b>	<b>Description</b>
<b>UNIFIED MESSAGING SETTINGS</b>	Desktop Voice Mail Delivery / Desktop Voice Messaging: The following system settings will need to be administered for Unified Messaging to work properly. These settings can also be found by running the "Unified Messaging Server" and then selecting "View >Settings".
	RETURN ADDRESS DOMAIN - the name or TCP/IP address of your e-mail server (e.g., <i>Vodavi.com</i> ) that allows a Subscriber to reply to their messages.
	OUTBOUND SMTP SERVER - the e-mail address that messages are posted from, the address must be "Internet" visible.
	ADMIN E-MAIL ADDRESS - the e-mail address of the person designated to send and receive system e-mail messages.
	WAVE FILE FORMAT - this setting lets you choose the audio file size allowed in client e-mails: small, medium, or large.
	FAX FILE FORMAT - allows different file formats to be selected when sending fax attachments. The JPG and BMP formats split multi-page faxes into multiple files. The TIF format sends multiple pages in one file.
	SEND AUDIO FILES AS - by default, this parameter is set to "WAV Format". When the <i>optional</i> DCC module is present, the "VVM Format" setting that uses less band width may be used to send messages internally.
	INCLUDE NAME IN "TO" ADDRESS - Yes or No

### E-MAIL CLIENT SETTINGS

To use *Microsoft Outlook* for sending/receiving e-mails and responding to voice mail messages from the Desktop, each client must modify their e-mail settings as described.

#### *Setting Up POP3 Pull on MSOutlook 2003*

1. From *Microsoft Outlook* / Tools / E-mail Accounts, select "Add a new e-mail account" and click "Next".
2. Select "POP3" and click "Next".
3. When the Internet E-mail Settings (POP3) window displays, complete all fields in the User/Logon/Server Information sections.
  - Your Name -- The name as listed in the company directory (ex: Jeff Brown)
  - E-mail Address -- ex: jbrown@vodavi.com
  - User Name -- client extension number
  - Password -- client voice mailbox password
  - Incoming mail server (POP3) -- IP address of the *PathFinder* Server
  - Outgoing mail server (SMTP) -- same IP address used for incoming mail
4. Click the "More Settings" button and complete the following:
  - a. From the "General" tab, enter the name of this e-mail account (ex: Pathfinder).
  - b. From the "Outgoing Server" tab, select "Use same settings as my incoming mail server".
  - c. "Connection" parameters are already set based on your IT department.
  - d. "Advanced" settings should already be configured as shown:
    - Incoming server (port 110)
    - Outgoing server (port 25)
    - "Leave a copy of messages on the server" (must be checked)
5. When completed click "Next"; then click "Finish" to close the wizard.

Once *Outlook* is restarted, any voice messages received will start appearing in their mailbox.

SYSTEM CONFIGURATION	Description
<b>REGISTRY SETTINGS</b>	The Registry contains system variables that control the behavior of the voice mail system.
Registry List	For a complete list of the registry items that come with a new <i>PathFinder IS</i> system, contact Vodavi Technical Support.
<b>LICENSE VIEWER</b>	<p>Licensing -- Most of the advanced applications are controlled via the KSU licensing. Using the KSU licensing, technicians can enable features using KSU programming. When the voice mail system boots up, it polls the KSU for the license information and uses that information to determine what features to enable.</p> <p>The License Viewer displays "Read Only" information that identifies the KSU and the number of licenses purchased for each available module.</p>
License Information	<p>CHALKTALK - feature not available</p> <p>DCC (Desktop Call Control)</p> <p>DME (Desktop Mailbox Editor)</p> <p>EMAIL READING - feature not available</p> <p>FAX PORTS - 0 = Off (0 fax ports), 1 = 4 fax ports, 2 = 8 fax ports</p> <p>LANGUAGE - multiple languages not available</p> <p>LICENSE DATA - the string of numbers shown represent the number of licenses purchased and detected by the KSU.</p> <p>UMServer / Onelook / Desktop Voice Message - The number of license is controlled via a counter in the KSU licensing. The mapping from the license value to the actual number used is as follows:</p> <p>0 = no users allowed  1 = 5 users  2 = 25 users  3 = 100 users  4 = 250 users  5 = 500 users  6 = 750 users  7 = 995 users</p> <p>VOICE PORTS - shows the total number of ports on the voice mail card (12). The system can support up to 16 voice ports. The number of ports is controlled via the KSU licensing.</p> <p>VPIM -</p>
KSU Information	<p>KSU Serial Number - shows the identification number of the KSU.</p> <p>KSU System Type - identifies the name of the voice mail system, default = <i>PathFinder IS</i></p> <p>KSU Version - shows the KSU software version.</p>

SYSTEM CONFIGURATION	Description
<b>IP ADDRESSING</b>	The IP Addressing area does not need to be completed, unless you plan to use your internal Local Area Network (LAN) for faster downloads and file transfers.
	<p><i>Current IP Settings:</i></p> <p>Network Name -                      Use DHCP Server - Yes*                      - IP Address - xx.xxx.xx.xxx                      - IP Subnet Mask- xxx.xxx.xxx.x                      - Gateway Address- xxx.xxx.xx.x                      DNS Server - xxx.xxx.xx.x                      DNS Server #2                      WINS Server                      WINS Server Secondary</p> <p>*When the DHCP Server value is set to YES, the LAN server machine will automatically locate the IP Address, Subnet Mask, &amp; Gateway Address and send it to the <i>In-Skins Admin</i> computer.</p> <p><i>New IP Settings:</i></p> <p>Network Name                      Use DHCP Server                      - IP Address                      - IP Subnet Mask                      - Gateway Address                      DNS Server                      WINS Server</p>
<b>KSU CLOCK CONTROL</b>	This setting allows you to change the application that runs, for inbound calls, whenever the KSU is put into different modes (or time periods). You will also need to set up each line that should be controlled by the KSU clock setting.
	Select Daytime, Nighttime, or Special Action and click the ELLIPSES button [...]. When the "What to Run" window displays, choose the module you want the system to follow and the appropriate options will display.
<b>CHECK INI FILES</b>	This wizard interface is used to check the current INI and database settings to make sure they remain consistent.
	<input type="checkbox"/> First run the wizard in "Report" mode and review the modifications indicated. <input type="checkbox"/> Then run the wizard in "Fix" mode to actually apply the changes.

## Report Options

The *In-Skins Admin* Reports menu lets you generate various reports and system logs to help with maintaining and troubleshooting the voice mail system. The types of reports are: Activity, Settings, Company Directory, Logs, Messages, and Greetings & Signatures. To see examples and suggested uses for these reports, refer to *“System Maintenance” on page 6-53*.

### Setup Reporting Menu

The “Setup Reporting” option will let you choose the number of lines to print per page, and whether or not the report should have a header. By default, the *Notepad* application is used to view reports.

#### Running a Report

After clicking the RUN REPORT button, the “Generating Report” window will display a general system message until the report is finished. Depending on the report/parameters selected, the processing time could take a few seconds or several minutes to complete.

The voice mail system will then send the report to the following directory on the *In-Skins Admin* PC ... c:\Program Files\lsAdmin\Host\_Data

## System Status

This “View Only” menu can be used to monitor the status of the active phone lines connected to the voice mail system.

The “System Status” window displays the following information:

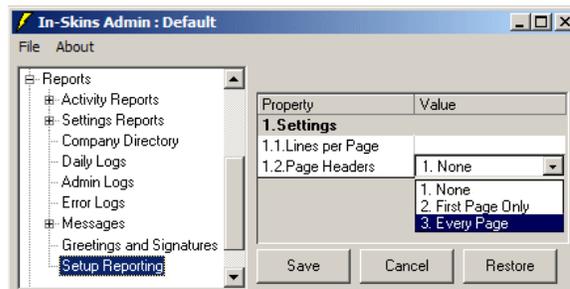
- ❑ Each active line number and its current call status.
- ❑ Number of calls taken for that day, and the total call duration.

## File Manager

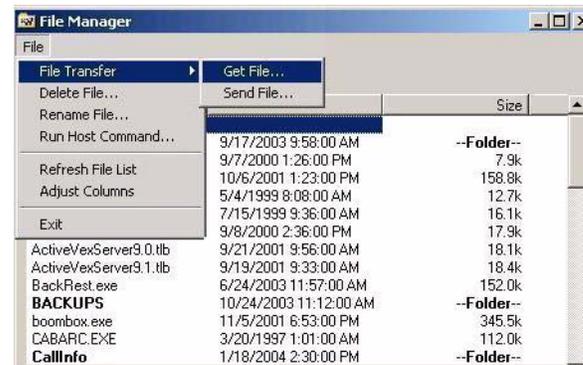
The File Manager menu is an easy way to access the voice mail system files. This menu can be used to launch a system application, or to help with troubleshooting.

*Example* ... after reporting a problem to Vodavi Technical Support, you might be asked to provide a specific system file for diagnostic purposes.

Double-click on File Manager. When the window displays, first click on the specified file. Then go to: **File > File Transfer > Get File**. After the requested file is downloaded, you can send it to Technical Support for review.



Line	Status	Call Count	Duration
001	Vodavi Digital: Wait for Call	9	00:01:18
002	Vodavi Digital: Wait for Call	1	00:00:09
003	Vodavi Digital: Wait for Call	0	00:00:00
004	Vodavi Digital: Wait for Call	0	00:00:00
005	Vodavi Digital: Wait for Call	1	00:00:05
006	Vodavi Digital: Wait for Call	0	00:00:00
007	Vodavi Digital: Wait for Call	0	00:00:00
008	Vodavi Digital: Wait for Call	8	00:01:22
009	MsgMan: Wait (3)	0	00:00:00



## Programming System Functions Via Telephone

After connections are established, the system is ready to accept calls. You can either use the Laptop Administration or Telephone Administration (*has limited access*) to configure the voice mail system. This section describes Telephone Administration.

Using the Mailbox Administration function allows an administrator to control and change the following subscriber mailbox actions:

- add and delete mailboxes
- reset mailbox passwords
- recover deleted messages
- create system lists

### Administrator Login

To access the system as an Administrator, perform the following steps:

1. Dial any extension number connected to the voice mail system.
2. Once you hear the main greeting, press [7] to access the voice mail system and enter a mailbox number.
3. When prompted, press [\*] followed by the password. The default password is 0000.
4. Press [7] again to access Administrator functions. If the mailbox is not in the supervisor Class of Service, the system will prompt for the administrator password. The default administrator password is [2275]. The password must be entered within 3 seconds.



**Note**

*With Telephone Administration, data is entered only through a touch-tone telephone. The Admin Password can be changed in the Registry (only by using the laptop/PC). If you have not configured your phone system, do so now. Refer to "System Configuration Menus" on page 6-32 for more information.*

### System Administrator Menus

After logging in to the voice mail system, an Administrator will be prompted to select one of the following menus:

- [1] Record Prompts
- [2] Administer Mailboxes
- [4] Administer Distribution Lists
- [5] Administer Broadcast Messages
- [8] System Administration
- [#] Return

#### **Record Prompts Options [7+1]**

The Record Prompts feature lets a System Administrator edit the following types of prompts:

- Menu Prompts*      instruct a caller of the keys to press for different options.
- System Prompts*    are used for basic system functions such as: instructions for the voice mail or auto-attendant module. (These prompts can be customized.)
- Mailbox Signatures* are the recorded names associated with a specific mailbox.

### *Editing Menu Prompts*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [1] to select Edit Menu Prompts.
4. Enter the desired menu number, followed by [#]. Default menus are 100-179.
5. Select the desired action, and press [#] when finished.
  - [1] to hear greeting
  - [2] to re-record
  - [3] to delete

### *Editing System Prompts*

Editing System Prompts allows re-recording of default system prompts. Refer to [Table 6-2 on page 52](#) for a list of the customizable prompts used while in the Record Prompts option of the Administrative functions. All prompts are located in the VOX directory. Record new information to replace the default prompt, or create a blank prompt (with one byte of data) to suppress certain prompts.

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [2] to select Edit System Prompts.
4. Enter the prompt number to re-record, followed by [#]. Default prompts are 100-121.
5. Select the desired action, and press [#] when finished.
  - [1] listen to current system prompt
  - [2] to re-record the current custom prompt
  - [3] to delete the custom system prompt

### *Editing Mailbox Signatures*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [3] to select Edit Mailbox Signatures.
4. To record a signature, enter the mailbox or list number for a group of mailboxes, followed by [#]. The system will play the current signature for that entry.
5. Select the desired option, and press [#] when finished.
  - [1] to hear name
  - [2] to re-record
  - [3] to delete
  - [#] when finished

### **Mailbox Administration Options [7+2]**

Mailbox Administration resets mailbox passwords, creates and deletes mailboxes. With this option, the administrator controls and changes the subscriber's mailbox actions.

#### *Resetting the Mailbox Password*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [1] to reset the mailbox password.
4. Enter the mailbox number followed by [#]. The system will play the current password.
  - a. To leave password as entered, press [#]. The system will confirm that the password has not been changed and return to Mailbox Administration.
  - or-
  - b. To change password, enter the new password followed by [#]. After the system repeats the new password, press [#] to confirm. You will return to Mailbox Administration.

#### *Changing the Mailbox COS*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [2] to change the mailbox COS.
4. Enter the mailbox number followed by the [#] key. The system will play the current class of service.
  - a. To leave class of service as entered, press [#]. The system will confirm that the class of service has not been changed and return to Mailbox Administration.
  - or-
  - b. To change the class of service, enter the new COS followed by [#]. After the system repeats the new class of service, press [#] to confirm. You will return to Mailbox Administration.



Refer to *"Class of Service Menus"* on page 6-18 for more information on the available COS options.

#### *Recovering Deleted Messages from a Mailbox*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [3] to recover a mailbox's deleted messages.
4. Enter the mailbox number followed by [#].
  - a. If the mailbox HAS NO deleted messages, the system will confirm that no deleted messages were found for that mailbox and return to Mailbox Administration.
  - or-
  - b. If the mailbox HAS deleted messages, the system will confirm the number of deleted messages found for that mailbox. Press [#] to proceed with message recovery. When finished, the system will return to Mailbox Administration.

### *Adding a Mailbox*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [4] to add a mailbox.
4. Enter the mailbox number to add followed by [#]. The system will confirm that the mailbox was added and return to Mailbox Administration.



*BEFORE you can add mailboxes via the telephone ... a template mailbox must have been defined in the Registry using PC/Laptop Administration. Refer to "Modifying Registry Variables" on page 6-62 for more details.*

### *Deleting a Mailbox*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [5] to delete a mailbox.
4. Enter the mailbox number to delete followed by [#].
5. After the system repeats the mailbox number you selected, press [#] to confirm. You will return to Mailbox Administration.

### **Distribution List Options [7+4]**

A distribution list is a collection of mailboxes assigned a group number. A message can be sent to a group of mailboxes using one list number. Thus, distribution lists simplify sending messages to groups of subscribers.

#### *Adding a New Distribution List*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [1] to add a new Distribution List.
4. Enter the system list number to add followed by [#]. The system will confirm the list number created. When prompted, select one of the following:
  - a. Press [\*] to access the Edit a Distribution List menu for further instructions.  
-or-
  - b. Press [#] and the system will return to Distribution List Administration.

#### *Deleting a Distribution List*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [2] to delete a Distribution List.
4. When prompted, select one of the following options:
  - a. To delete a list ... enter the desire system list number followed by [#]. After the system confirms the list number to delete, press [#] to confirm. You will return to Distribution List Administration.  
-or-
  - b. To hear existing list numbers ... press [\*]. After selecting the desired list number, press [#] to go back, then press [2] to Delete a Distribution List.

*Editing a Distribution List (add members)*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [3] to edit a Distribution List.
4. When prompted, enter one of the following options:
  - a. Enter the number of the distribution list to edit, followed by [#]. The system will confirm your selection.  
-or-
  - b. Press [\*] for a directory of system lists. Enter a list number, then press [#] to validate the number entered. The system will present these options:
    - [1] listen to a directory of members in the list
    - [2] add members to the distribution list
    - [3] delete members from the distribution list
    - [#] return to the Administration menu

**Broadcast Message Options [7+5]**

Broadcast Message Administration plays a currently recorded broadcast message or allows you to create a new one. By default, this menu option places a broadcast message into every subscriber's mailbox in the voice mail system. A system can have up to ten broadcast messages (0-9).

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

- Broadcast messages use less disk space.
- A broadcast message automatically plays when a subscriber accesses their mailbox.

*Listening to a Broadcast Message*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3. Press [1] to hear previously recorded Broadcast Messages. The system will play the active broadcast message numbers. Select the message number to play followed by [#].
4. When prompted, enter the message number you want to hear. The system will play the selected message and then return to Broadcast Message Administration.

*Creating a New Broadcast Message*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3. Press [2] to create a new broadcast message. The system will play the available broadcast slot numbers. Select which message number you want to use, followed by [#].
4. To create a new message, enter an available broadcast slot. The system will confirm your selection, and then present the following choices:

[1] send broadcast message	[4] append to the recording
[2] listen to the recording	[5] re-record the message
[3] cancel	[#] return

*Canceling a Broadcast Message (already distributed)*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of broadcast messages that are active.
3. Press [3] to cancel a broadcast message.
4. After listening to the available broadcast messages, select the message number to delete and press [#] to confirm.
5. To delete a broadcast message, enter the desired message number and press [#] to confirm.
6. Press [#] to accept the delete action. The system returns to Broadcast Administration.

**System Administration Options [7+8]**

With this option, the administrator controls and can modify the operation of the voice mail system, via the telephone.



*Changing these settings from default values may cause erratic system operation and may require PC/Laptop Administration to correct.*

*Setting Up Voice Lines*

This option determines what functions are available on the voice lines, and determines how lines are answered. Configuring the port numbers is part of the voice line options.

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] for System Administration.
3. Press [1] to select Set-Up Voice Lines.
4. Enter the port number to configure, or press [0] for all ports.
  - a. If you enter the desired port number, the system will confirm the module being used and play the configuration of that line.
  - b. If you press [0] to configure all ports, select one of the following options:

Press [1] and the system will play how each line is set up.

-or-

Press [0] and the system will prompt you to enter the module number that you want to run. After entering the desired module number, press [#] to confirm the change.

The menu choices are:

- [1] for Voice Mail (*uses mailbox number*)
- [2] for Auto-Attendant (*uses extension number*)
- [3] for Menu
- [4] for Time Control

Press [#] again to return to previous level, or enter the phone system configuration file. The system will confirm that the "run code" was changed, and then reset itself.

*Shutting Down the System*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [3] and select one of the following options:
  - a. Press [1] to shut down and park. The system will reset itself.
  - b. Press [2] to shut down and reboot. The system will shut down and reboot itself.  
For more details, refer to the *"Shutdown Wizard" on page 6-12.*

*Resetting the System Date and Time*

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [4]. The system will automatically reset itself, and you will return to System Administration.

## Voice Prompts

The following table lists the voice prompts included with the voice mail system.

**Table 6-2: Hard Drive-based Default System Prompts**

Number	Prompt	Description	Filename
100	<i>You have a message to call.</i>	Preamble prompt that plays in front of a numeric page.	VOPGPRE.VOX
101	<i>Enter the mailbox number of the person you are trying to reach. Press [0] for the operator. Press [*] for the directory.</i>	Presents the Voice Mail instructions prompt.	VMINSTR.VOX
102	<i>The person you have tried to reach is not available. Please leave a message after the tone.</i>	First system greeting, plays if selected in COS.	VMSYSGRT.VOX
103	<i>Begin speaking at the tone. When you are finished recording, you may hang up or press any key for more options.</i>	Second system greeting, plays if selected in COS.	VMSYSGR2.VOX
104	<i>To start recording press [1].</i>	Replaces the <i>Record Start Key</i> prompt.	VMRECKEY.VOX
105	<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>	Replaces the record option prompt.	VMRECOPT.VOX
106	<i>Enter the first four characters of the person's last name. For Q, press [7]. For Z, press [9].</i>	Asks for lookup digits in directory.	DIRGETDI.VOX
107	<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>	Provides auto attendant instructions.	AAINSTR.VOX
108	<i>You have a call.</i>	Announces that an extension has a call.	AAHVCALL.VOX
109	<i>Call for ...</i>	Announces a call for a specific extension.	AACALLFO.VOX
110	<i>Who may I say is calling?</i>	Asks caller to say their name.	AASCNASK.VOX
111	<i>Please hold while I transfer you to ...</i>	Tells callers they will be transferred.	AAXFRMSG.VOX
112	<i>Please hold. We appreciate your patience ...</i>	First prompt played when system must place a caller on hold, if selected in COS.  <i>NOTE ...</i> By default, this prompt is not active on the system.	AAHOLD.0
113 to 121	<i>Please continue to hold...</i>	Hold file(s) played when system must place a caller on hold, if selected in COS.	AAHOLD.1 through AAHOLD.9

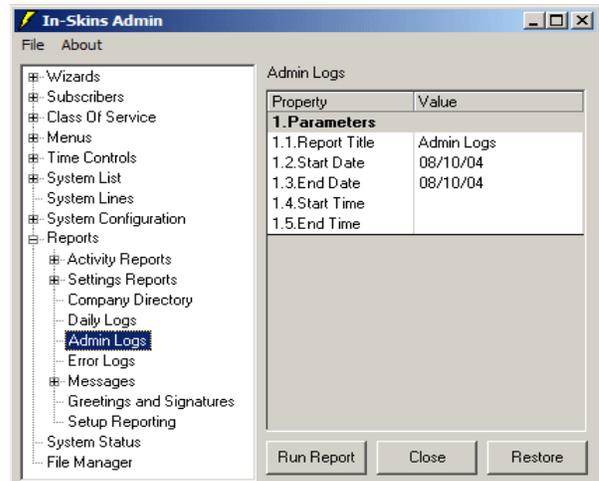
## System Maintenance

The System Reports section describes the various system reports and how they might be used. These system reports can help diagnose problems, allocate resources, and improve the voice mail system’s efficiency. The types of reports include: Activity, Settings, Greetings/ Signatures, Logs Messages, and Company Directory.

### How to Run Reports

You can request specific data when generating a report by:

- First selecting the report type from the *Reports* menu shown on the left.
- Then choosing the report parameters that display on the right. The fields available will depend upon the type of report being generated.



Report Title	The name of the report selected from the <i>Reports</i> menu will automatically appear in this field. If desired, the report name may be changed.
Date	Enter the start and stop dates, which must be in MM/DD/YY format. If date fields are left blank, the <i>In-Skins Admin</i> selects all records with any date.
Time	Enter the complete start and stop times in 24-hour format (HH:MM:SS). If left blank, <i>In-Skins Admin</i> selects all records with any time.
Mailbox, Extension, COS Menu, or Time Control	Use the dropdown lists to select the appropriate first and last items for selection criteria.
Last Name Documents	Enter the appropriate selection criteria range for the report you want to generate.
Sort Order	When this option is available, select the order you want to see for that report: Mailbox, Extension, or Name.

- All reports are viewed with *Notepad*. This Windows application will allow you to print or save a report.
- In the *Settings* reports, if no data is available for a particular field, that field is not shown in the report.
- When entering selection criteria for a report, the *In-Skins Admin* remembers the last criteria entered in any report and offers that as a default selection.  
*For example ...* if you run a mailbox settings report, the mailbox range used in that report appears when you run a different report with a mailbox range criterion.

## Activity Reports

Activity Reports reflect voice mail use. Data for the reports are obtained from the voice mail system logs.

Date	Time	Calls	Duration
06/30/04	5:00am- 5:59am	10	00:09:37
	6:00am- 6:59am	40	00:18:17
	7:00am- 7:59am	77	00:46:34
	8:00am- 8:59am	137	01:13:01
	9:00am- 9:59am	177	01:43:23
	10:00am-10:59am	185	01:33:53
	11:00am-11:59am	193	01:37:46
	12:00am-12:59am	163	01:29:10
	1:00pm- 1:59pm	203	01:51:06

Call Traffic Usage Report -- displays call traffic information. You can choose the specific details you want to see by selecting from the following type of reports: Usage by Hour, Calls by Hour, Traffic by 1/4 Hour, Duration by 1/4 Hour, and Simultaneous Traffic by 1\4 Hour.

Report Data	Use
Data sorted by date and time (hour)	This report demonstrates when the system is the most and least active, the uses include:
Total number of inbound and outbound calls	
Combined duration of all calls	
	<input type="checkbox"/> Determining staffing requirements <input type="checkbox"/> Determining volume of after-hours calls

Mailbox Usage Report -- provides the log lines related to mailbox activity. The report (sorted by date): tracks each time the mailbox was accessed, the length of the message left, and the number of times that the owner accessed the mailbox.

Report Data	Use
Mailbox number and name of mailbox owner	A review of the Mailbox Usage report reveals the amount of activity of each mailbox on the voice mail system. Owners of mailboxes with <i>low activity</i> may not fully understand how to use the voice mail system and may need more instruction. Users with <i>high activity</i> should be reminded to remove messages.
Message Length (elapsed time of recording)	
Line that a call came in on	
Number of messages recorded (Msg Left)	Take note of the average length of a call. When the average length approaches the maximum message length, the max message length may need to be increased.
Time of mailbox entry	
Out-dial/Notification events	This report can also be used in client bill-back situations (like shared tenant environments) executive suites, or hotels. The report can be output to disk, then imported into a billing program.
Number of messages retrieved	
Total Trunk Access	
Duration between the caller's initial connection, and subsequent hang-up after leaving a message or time required for mailbox owner to retrieve messages	

**Extension Usage Report** -- identifies inbound call activity to a specific extension, and describes the results of a call transfer initiated by the voice mail system. The call can either be connected or dropped. A dropped call (either a busy or unanswered extension) may route to a mailbox, operator, or menu. The report, sorted by date, documents inbound calls and their results. The report documents the time the call was made, as well as its duration. In addition, the report documents specific call activity.

Report Data	Use
<i>Possible data includes:</i>	A review of the Extension Usage report can help with the following: <ul style="list-style-type: none"> <li><input type="checkbox"/> Scheduling agents or operators more effectively</li> <li><input type="checkbox"/> Determining a need for additional phone lines</li> <li><input type="checkbox"/> Identifying subscribers who miss a large number of calls</li> </ul>
Answered -- call was answered	
No Answer -- extension did not answer	
Busy -- extension was busy	
Connect -- call was connected	
No Ring Back - extension did not respond	
Blind Transfer -- call transfer type	

**Menu Usage Report** -- identifies user traffic within menus, indicating what information callers are most interested in by the number of times specific menus are accessed. This can help determine a menu's usefulness and whether the number of channels that allow access to it are sufficient to support the traffic.

Report Data	Use
Selected reporting period	This information may be useful to others besides the system administrator.  <i>For example, with the following menu: "Press 1 for information on product X; press 2 for information on product Y ..."</i> the sales manager can determine the number of requests for each option.  The Menu Usage report includes the total number of requests for each menu key.
Selected menu as the subject of the report	
Time of day that the menu was accessed	
Caller's key selection while in the menu	

**Notification Report** -- indicates the number of times a mailbox was alerted to notification attempts.

Report Data	Use
Selected reporting period	This information can be used to determine if notifications are being executed in a timely fashion.  The Notification activity report may be sorted by user name, extension, or mailbox.
Selected mailbox for the report	
Time of day the notification was executed	
Number of notification attempts	
Line number where notification went out	
Number of times a caller can initiate an invalid option	

## Setting Reports

Settings reports identify various voice mail system settings that were entered during configuration. Information is available for mailboxes, extensions, and menus.

```

REPORT.211 - Notepad
File Edit Format Help

Mailbox Settings Summary
06/30/04 16:26:52                               Page: 01
Mailbox Range: 6000 to 6037

Mailbox  Extension  Name                Action
-----
6000    0              FORWARD TO MAIN GRT  Frwd to Time Ctrl DAYMODE
6004    6004           Greeting & Take Msg
6005    6005           MICHAEL JAMES        Greeting & Take Msg in
6006    6006           VICTOR MASON         Greeting & Take Msg in 6029
6007    6007           RONALD GRAHAM        Greeting & Take Msg
6008    6008           MICHELLE ATKINS      Greeting & Take Msg
6009    6009           CHRISTOPHER CAREY    Greeting & Take Msg in
6010    6010           VICTORIA LEE        Greeting & Take Msg
6011    6011           KARL JOHNSON         Greeting & Take Msg in
6012    6012           BRETT STEPHENS       Greeting & Take Msg in
6013    6013           CAROL DAVIDSON       Greeting & Frwd to Mbx 6409
6014    6014           ELIZABETH WELLS     Greeting & Take Msg in
6015    6015           PAUL RUSSELL         Greeting & Take Msg in

```

**Mailbox Settings Summary Report** -- outlines the configuration of each mailbox connected to the system.

Report Data	Use
Mailbox number	This information can be used to keep track of all mailboxes on the voice mail system.
Associated extension number	
Mailbox owner's name	The data may be helpful in maintaining mailboxes in a dynamic work environment.
Mailbox state	The Mailbox Settings Summary report may be sorted by user name, extension, or mailbox.

**Mailbox Settings Detail Report** -- provides an in-depth review of the configuration of each mailbox in the system.

Report Data	Use
Mailbox number	This information is helpful in resolving problems with mailboxes.
Associated extension number	
Mailbox owner's name	The Mailbox Settings Detail report may be sorted by user name, extension, or mailbox.
Mailbox state	
Class of service of mailbox owner	
Group (Department)	
Notification state	
Password	

**Extension Settings Summary Report** -- summarizes the configuration of each extension in the system.

Report Data	Use
Extension owner	This information is helpful in resolving problems with extensions, such as transfer and forwarding problems.  The Extension Settings Summary report may be sorted by user name, extension, or mailbox.
Associated mailbox number	
User name	
Transfer options	
Action options	

**Extension Settings Detail Report** -- provides more detailed information about each extension in the system.

Report Data	Use
In addition to the information contained in the Extension Settings Summary report, this report also provides the class of service assigned to the extension.	This information is helpful in resolving problems with extensions, such as transfer and forwarding problems.  The Extension Settings Detail report may be sorted by user name, extension, or mailbox.

**Class of Service Settings Report** -- You can run a report for details on each defined Class of Service.

Report Data	Use
Class of service name and description	The COS report is used to review and maintain class of service options.
General settings	
Voice mail and Auto-Attendant settings, including notification rules	

**Menu Settings Report** -- provides a complete description of each menu and the action programmed for each key.

Report Data	Use
Menu name	The purpose of this report is to describe all of the menu settings in a simple and easy format.  You can easily determine how the key actions of your menus are configured.
Action assigned to each key on the telephone keypad (refer to " <a href="#">MENU ACTIONS</a> " on page 6-27 for more information)	
Voice mail and Auto-Attendant settings, including notification rules	

Time Control Settings Report -- lists the options for the selected time controls.

Report Data	Use
Time Control name	Use this report to review the various time control settings. It can be helpful in planning new time controls and maintaining those currently on the system.
Description	
Date	
Day	
Time	
Action	

Registry Settings Summary Report -- identifies the various registry settings.

Report Data	Use
This report provides a system-wide overview of current Registry settings.	This is a comprehensive report that includes all system settings. As such, it is a powerful troubleshooting and supervisory tool for maintaining the voice mail system.

Registry Settings Detail Report -- If you need more information than what is included on the Summary report, you can run a Registry Settings Detail report.

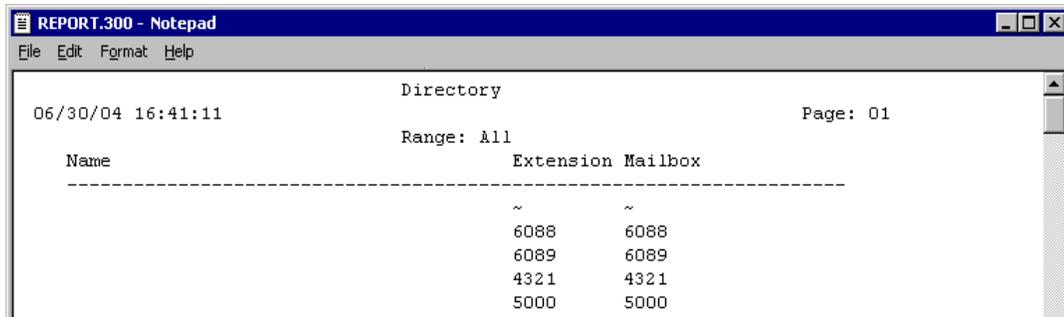
Report Data	Use
The Registry Settings Detail report provides the same information as the Registry Settings Summary report, but also includes an explanation of each setting, default values, and the type of registry variable.	This is a comprehensive report that not only includes all system settings, but a description of each. As such, it is a powerful troubleshooting and supervisory tool for maintaining the voice mail system.

System Distribution Lists Report -- provides a listing of each system distribution list used on the voice mail system.

Report Data	Use
List Number	This is a comprehensive report that lists all current system lists which makes it a powerful evaluation and supervisory tool for maintaining the voice mail system.
Members' extension numbers	
Members' names	

### Directory Reports

The Directory report gives a listing of all subscribers with their first name, last name, extension number and mailbox number.

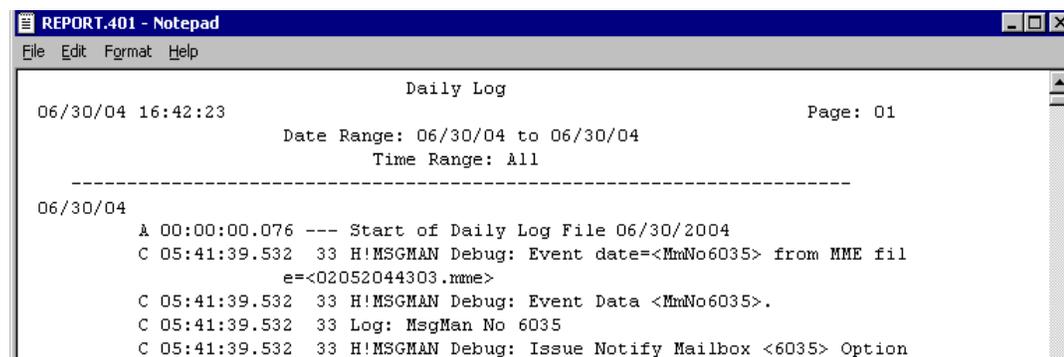


**Directory Reports** -- Company Directory Reports can be generated for the entire directory, or specific name ranges can be designated.

Report Data	Use
The <i>Company Directory</i> report associates subscribers with specific mailboxes and extensions.	Print this report regularly and reference it for maintenance.  The <i>Company Directory</i> report can also be used to create company telephone lists.

### Log Reports

Log reports provide information about the voice mail system and system error messages. Logs are used as diagnostic tools to trace voice mail activity, and are primarily used for debugging and technical support functions.



**Daily Log Report** -- provides a detailed listing of the voice mail system activity.

Report Data	Use
All entries are listed by time of occurrence and by line number.	Review this report to check on daily the voice mail system activity. This report should not be confused with the Error Log.  There are instances, however, when both are used together for diagnostic purposes.

**Admin Log Report** -- shows all activity resulting from the operation of the voice mail system.

Report Data	Use
All entries are listed by time of occurrence.	Review this report to check the activity between voice mail and the XTS-IP system, and when the actions occurred.  This information could be useful when diagnostic data is needed to help resolve program and/or system issues.

**Error Log Report** -- lists any error messages resulting from the operation of the voice mail system.

Report Data	Use
Both hardware and software malfunctions are reported.	Review this report to check on errors in the voice mail system activity.  Each line of the report shows a specific error condition that has occurred. Each error condition is listed by time of occurrence.

### Message Reports

Message reports provide the system administrator with a means to determine the current status of messages in voice mailboxes.

```

REPORT.501 - Notepad
File Edit Format Help
|
|                                     Message Summary
| 06/30/04 16:51:23                                     Page: 01
|                                     Mailbox Range: 6000 to 6037
| Mailbox  Msg Type      New      Saved      Size
|-----
| 6004
|      Voice      :      0 New,      1 Saved =  0.0 meg, 13.6 sec
|
| 6006
|      Voice      :      1 New,      1 Saved =  0.1 meg, 34.7 sec
|
| 6008
|      Voice      :      8 New,      3 Saved =  1.0 meg, 357.8 sec

```

**Message Summary Report** -- summarizes various status conditions for the mailboxes on the voice mail system.

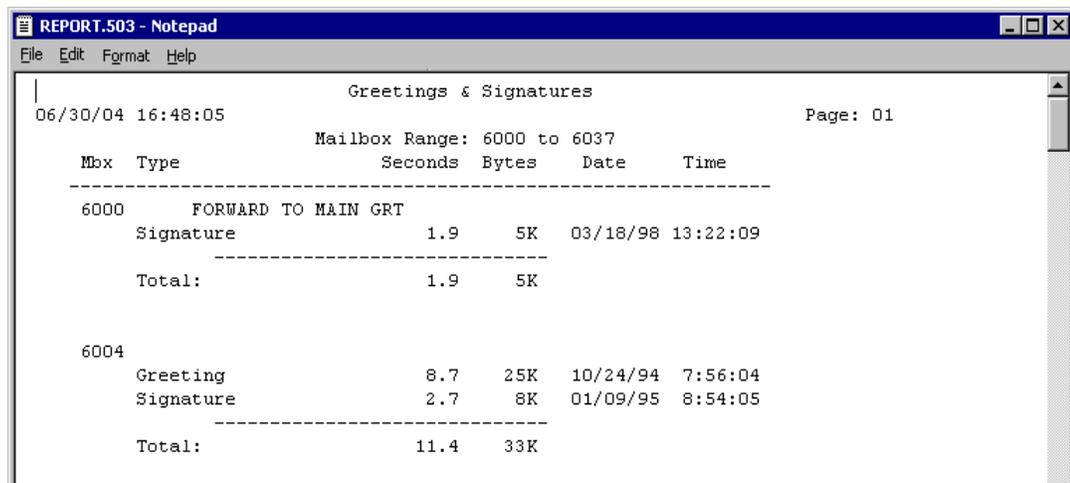
Report Data	Use
Name & mailbox number of mailbox owner	This report shows the total messages stored on the hard drive for each mailbox.  It can help determine if messages are being stored too long or if the voice mail system resources are being monopolized by any one user.
Total number of new messages	
Total number of saved messages	
Total time for all messages	
Total occupied disk space per owner	

**Message Detail Report** -- allows the system administrator to select a mailbox and view its current status.

Report Data	Use
Name & mailbox number of mailbox owner	This report shows all messages that are stored on the hard drive. It can help determine if messages are being stored too long or if the voice mail system resources are being monopolized by any user.
N for new message	
S for saved message	
Mailbox message was sent from	
Message size in seconds	
Date and time message left	
Filename of the message	

**Greetings & Signatures**

The Greetings & Signatures report provides the system administrator with a means to determine the amount of time and space being used by each mailbox holder for their recorded greetings and signatures.



**Greetings & Signatures Report** -- allows the system administrator to monitor the length and size of mailbox owners' greeting and signature files.

Report Data	Use
Mailbox number or range of numbers	This report is another tool that the system administrator can use to analyze and control the proper distribution of voice mail system resources.
Type of mailbox greeting	
Total recorded time and file size	

## Changing Command Files



**IMPORTANT:** Before attempting to change the Command Files for your XTS-IP system

... **Contact Vodavi Technical Support** for assistance.

Command Files are used to expand the basic system to meet the needs of special notification/paging systems, phone systems, TIE lines, and special installations. The voice mail system Command Files can be used in the following areas:

- mailbox notification
- extension forwarding
- directly from a menu

### **Pager Notification Timing**

When creating a command file for pager notification, the timing of the digits to be sent from the voice mail system to the pager is critical. The command file must be synchronized with the timing of the pager being used. You will need to take the following actions:

FIRST ... Call the paging company to determine the timing of the pager.

NEXT ... Calculate the amount of time from when you dialed the last digit to the pager company and the time the pager company asks for the digits to be sent to the pager.

THEN ... Modify Sleep time to same time you calculated for digits to be sent to the pager.

### **Pre-defined Command Files**

The self-contained voice mail unit has several pre-defined command files that are located in the \HELLO\CFFILES subdirectory.

- » The file names are: PAGER10.CF, PAGER12.CF, PAGER14.CF, PAGER16.CF, PAGER18.CF, PAGER20.CF, PAGER22.CF, PAGER24.CF, PAGER6.CF, and PAGER8.CF.
- » The numeric portion of the name indicates the number of seconds between dialing the pager number and sending the mailbox digits to the paging company.

## Modifying Registry Variables



**IMPORTANT:** Before attempting to change the Registry Settings for your XTS-IP system ... **Contact Vodavi Technical Support** for assistance.

The Registry is a database of settings that controls how the voice mail system operates. By making changes to settings in the Registry, you can affect how the system will perform.

- » You can make changes to the Registry using the *In-Skins Admin* program, or any communications package that supports ANSI terminal emulation (e.g., ECom).
- » After making changes to the Registry that affect the system, the voice mail system may need to be restarted for the changes to take effect.

## Troubleshooting

### Technical Support

#### **Running Diagnostics on the PathFinder IS ...**

If you experience any problems with the voice mail system, the best way to diagnose the system is to connect a monitor and USB mouse and USB keyboard directly to the *PathFinder IS* card. This will allow you to watch the data generated by the different voice mail applications more closely, and help to isolate where the problem appears.

- » The colors and images on the PC monitor may appear blurry unless you change the monitor's resolution to: 1024 X 768.

#### **Adding a USB Modem to the In-skins Device ...**

In addition to the device you are connecting, you will also need a powered USB hub, USB mouse, USB keyboard, and VGA display. It is suggested that you use a D-Link DUB-H4 hub. You will also need a method for getting the new device's drivers to the *PathFinder IS* system. You can use a USB thumb-drive or a network shared drive/folder.

Complete the following steps:

1. Connect the powered hub to the *PathFinder IS* card.
2. Connect a monitor to the *PathFinder IS* device.
3. Connect a USB keyboard and mouse through the USB hub.
4. Make sure you have video, keyboard and mouse control of the in-skins device.
5. In this order, shutdown Process-Monitor, PathFinder and DataServer.
6. Open up a DOS window and execute the following command:  
**ewfmgr c: -commit**  
This command tells the system to retain any changes made to the operating system configuration.
7. Using a PC and a USB thumbdrive or a network share, copy the new USB device drivers or installation files to a new folder on the D: drive.
8. Follow the directions for the USB device to install it. Assume you are installing on XP Professional.



*For the USB to serial port adapters, you should connect them directly to the USB port on the PathFinderIS card. If they are connected to the USB hub, then the system will not detect them on reboot. You should connect USB mouse, keyboard and modems to the hub.*

9. Once the device has been installed, you should restart the in-skins device so that all of the configuration changes can be written to the hard drive.
10. Once the system has rebooted, test the new device. If new changes need to be made, make sure you re-run the "ewfmgr c: -commit" command to make them permanent before rebooting.

*For more information on managing devices on in-skins, see the FAQ on device management.*

**Starting the In-Skins Admin Program ...**

If you cannot start the *In-Skins Admin* program:

- » Make sure your cable connections are secure.
- » Verify that the COM port settings in Windows "Control Panel" have a baud rate of 115,200.

**Shutting Down and Resetting the System ...**

The "reset button" on the voice mail card will allow you to reset the voice mail system, but not the KSU. This button is located between the network jack and the serial port jack.

**KSU Time**

If the KSU time is set prior to the year 2000, Windows XP will consider the date to be invalid and will crash on start up.

**HyperTerminal Boot Up Messages**

During the boot up sequence (after the Windows o/s has loaded), the *PathFinder* boot steps are executed. During this time, the system will send small information messages out through the RS-232 port at a speed of 115.2k, N, 8, 1.

If you connect a PC running a terminal communications program (e.g., HyperTerminal), you will see system messages similar to the following:

```
2004.06.30 15:01:14 Starting system
2004.06.30 15:01:16 EWF Restore
2004.06.30 15:01:20 Checking for updates
2004.06.30 15:01:22 Starting DigiTalk drivers
2004.06.30 15:01:24 Registering all components
2004.06.30 15:01:26 Reindexing data files
2004.06.30 15:01:37 Creating folders and configuring IP
2004.06.30 15:02:21 Starting PathFinder
2004.06.30 15:02:22 Starting DataServer
```

---

## User Operations

This section describes how a mailbox owner can use the features of the *PathFinder IS* voice mail system.

### *How to Use the Voice Mail System*

After entering the voice mail system, you will be prompted to make selections from a list of options that will allow you to move through the system and access the desired mailbox or voice mail function.

#### **Menu Structure**

A menu is a group of features or selections that may be accessed from the dial pad of any touch-tone telephone by pressing [0-9], [#], or [\*].

*For example ...*

- When a mailbox number is entered, the system will respond: "Press [1] to retrieve messages. Press [2] to send a message. Press [8] for personal options."
- When you select [8] for personal options, the system will offer general topics such as: "Press [1] to edit greeting. Press [2] to change your password."

#### **Special Keys**

Special navigation keys can be used to perform various actions based on the function selected. The designated keys are: \*, #, 9.

##### **[\*] Key**

Pressing the [\*] key will allow you to perform the following types of functions:

- » Replay the current menu options.
- » Select other related menus when available.
- » As a new user, pressing the [\*] key multiple times will replay the menu choices in order to become more familiar with the system.

##### **[#] Key**

Pressing the [#] key will allow you to perform the following functions:

- » Complete a step (*lets the system know you are finished*).
- » Return to the previous menu.
- » Send a voice message.
- » Confirm a selection (*allows you to change an entry*).

##### **[9] Key**

Pressing the [9] key will hang up or disconnect your phone from the voice mail system.

## Getting Started

### Setting Up Your Mailbox

You will need the following information from your system administrator in order to set up your mailbox: the number to reach the voice mail system, your mailbox number, and your temporary default password.

Once you obtain this information, follow these steps:

1. Call in to the voice mail system: \_\_\_\_\_ (example ... dial 440 for the voice mail group).
2. Once connected, you will hear the system greeting.
  - a. Press [\*] and enter your mailbox number.
  - b. Then enter your default password: \_\_\_\_ (0000).
3. When prompted, press [8] for Personal Options, then press [2] to Edit Password.
  - a. Enter your new 4-digit password number followed by [#].
  - b. Press [#] again to confirm your entry.
4. When the Personal Options menu returns, press [3] to Edit Name.
  - a. Then press [2] to record your name.
  - b. Press [#] when finished recording.
5. When the Personal Options menu returns, press [1] to Record Greeting.
  - a. Press [1] again for the Standard Greeting options.
  - b. Press [2] to record your standard greeting.
  - c. Press [#] to stop recording.

Your mailbox is now set up and ready to use.

### Accessing Your Mailbox

You can access your mailbox by either calling into the voice mail system, or by calling directly to your telephone number / personal mailbox.

#### **When Calling to the Voice Mail System:**

1. Dial the internal extension or outside phone number of the voice mail system.
2. Once you hear the system greeting, enter your mailbox number.
3. When prompted, enter your password.

Upon entering your mailbox, the system will:

- a. let you know the number of new and saved messages in your mailbox.
- b. list the Main Mailbox Menu options for you to choose your next action.

#### **When Calling to Your Telephone Number / Personal Mailbox:**

1. Call your telephone number / personal mailbox.
2. When you hear your mailbox greeting, press [\*].
3. Enter your password. The system will then tell you how many new and saved messages you have, and then play the Main Mailbox Menu.

## Message Options

Voice Messaging allows users to send and receive voice messages. This eliminates “telephone tag” and increases productivity. The following drawing shows the menu structure for voice messaging.

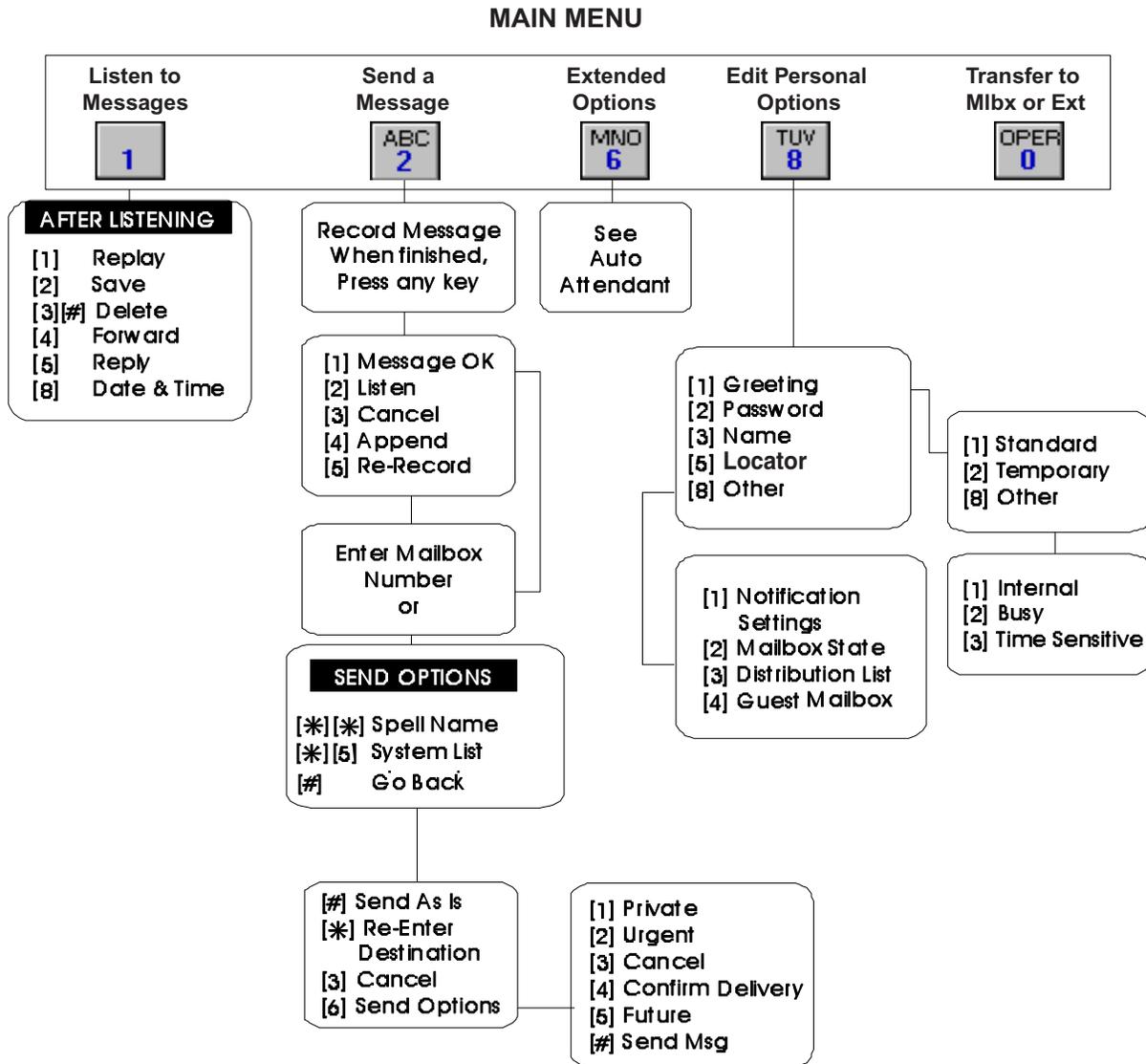


Figure 6-1: Hard Drive-based Mailbox Options -- Main Menu

## Retrieving Messages [1]

Mailbox subscribers hear their messages played back in the following order: new messages first and then previously saved messages. All messages are played in the order they were received with the oldest message played first, unless programmed differently by the System Administrator. Features can be accessed at any time. It is not necessary to wait until the end of the message.

After hearing that you have a message, press [1] to listen to the message. Your options will vary depending on whether the message is currently playing, or if the message has ended.

### **After Listening to a Message:**

When a message stops playing, the system will prompt you to select one of the following message actions:

- [1]       Replay Message
- [2]       Save Message
- [3] + [#] Delete & Confirm Message Delete
- [4]       Forward Message
  - Press [1] to Forward As Is
  - Press [4] to Leave Preamble and Forward
- [5]       Reply to Message

Respond directly to the person who left the message without entering a mailbox number. This feature is available only when the message is recorded in one mailbox, then sent to another mailbox. Calling a mailbox directly and leaving a message does not record the mailbox number for a reply.
- [8]       Hear Date & Time



*If you hang up without saving or deleting, your messages will automatically be saved in the state they originated when you accessed the mailbox.*

## **Sending a Message [2]**

Users may send messages to other mailbox owners or to a system distribution list, a personal distribution list, or to guest mailboxes. Once a message is recorded, a mailbox user can send that message to any number of mailboxes.

1. At the Main Menu, press [2] to access the Send Message options.
2. After hearing the tone, record your message.
3. When finished, press any key to end recording.
4. Before sending the message, select the appropriate option when presented:
  - [1] if message is OK
  - [2] to listen to the message
  - [3] to cancel the message
  - [4] to append to the message
  - [5] to re-record the message
5. When the message is ready to send ... press one of the following send options and the subsequent settings that apply:
  - [#] to send message as is
  - [\*] to re-enter send destination
  - [3] to cancel
  - [6] for additional send options
    - [1] Private
    - [2] Urgent
    - [3] Cancel
    - [4] Confirmation
      - [1] Certified
      - [2] Notification of non-delivery
    - [5] Future Delivery
      - Enter MM:DD:HH:MM and press one of the following options:
        - [1] AM
        - [2] PM

## *Mailbox Options*

From Personal Options Menu [8], you will have access to other personal mailbox options where you can perform the following functions:

### **[8] Other**

- [1] Notification Options
- [2] Mailbox State
- [3] Distribution List
- [4] Guest Mailbox

### **Message Notification [8+8+1]**

Message Notification instructs the system to contact the mailbox owner on receipt of a message by dialing an alternate phone number or activating a paging device.

#### ***To Set Message Notification:***

1. At the Main Menu, press [8] for Personal Options, then press [8] for Other Options.
2. Press [1] for Notification.
3. Select a notification type:
  - Immediate* -- The system dials the mailbox owner as soon as the message is left.
  - Timed* -- The system waits for a set time before dialing the mailbox owner.
  - On Urgent Only* -- Activates notification when messages are marked as urgent.

### **Mailbox State [8+8+2]**

Mailbox State determines how the system handles a call when someone tries to leave a message. Usually, this mean playing the called party's personal greeting and then prompting the caller to leave a message. However, several other features selections allow the call to be handled differently.

#### ***To Set the Mailbox State:***

1. At the Main Menu, press [8] for Personal Options, then press [8] for Other options.
2. Press [2] for Mailbox State Options, and select the appropriate action:
  - [1] Turn Greeting Off
  - [2] Turn Greeting On
  - [4] Forward to a mailbox
  - [5] Forward to an extension
  - [6] Forward to a menu
  - [7] Forward to a module
  - [8] Mailbox off
  - [#] Return to previous menu

## Distribution Lists [8+8+3]

Distribution Lists can be utilized to send a message to a large group of pre-determined mailboxes. There are both system and personal distribution lists. System lists are created and maintained by the System Administrator, whereas personal lists are created and maintained by the user. Each user can have up to 10 personal lists each containing up to 25 mailboxes. Users of the system have the following capabilities with Distribution Lists:

### **To Send a Message to a Distribution List:**

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other options.
2. Press [2] to send a message.
3. Record your message after the tone. When finished, press any key.
4. Press one of the following options:
  - [1] if message is OK
  - [2] to listen to message
  - [3] to cancel
  - [4] to append
  - [5] to re-record message

*When the message is ready to send:*

5. Enter [\*] to go to address options.
6. Press one of the following list options:
  - [5] to send to System List
  - [7] to send to a Personal List
7. Enter the System List number or the Personal List number (0-9)
8. Press [#] to confirm, or [\*] to cancel
9. Then press [#] to send, or [\*] to re-enter destination



*The options in Step 6, are "smart prompts". For example: If a user does not have access, or does not have a distribution list, the system does not announce these prompts.*

### **Personal Distribution Lists**

The voice mail system allows mailbox users to create, edit or delete up to 10 personal distributions lists. Each list may contain up to 25 mailboxes.

Use these instructions (if you are calling into a VM Port) to create a personal distribution list. Personal Distribution Lists are useful for sending out meeting reminders or other notices to special groups.

*To Create a Personal List:*

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other options.
2. Press [3] for Distribution List.
3. Press [2] to create a list.
4. Enter the list number [0-9].
5. Enter [#] to confirm

## Guest Mailboxes [8+8+4]

The voice mail system lets users create up to ten (10) guest mailboxes. Guest mailboxes are utilized by individuals who do not have a permanent mailbox on the system. They receive messages from the mailbox owner, and can also leave a reply.

### Creating a Guest Mailbox

Follow these steps to set up a guest mailbox.

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other Options.
2. Press [4] for Guest Mailbox.
3. Press [2] to create a Guest Mailbox.
4. Enter the mailbox number followed by [#]. Once a guest mailbox is created, the mailbox owner can press one of these options:
  - [1] to list mailboxes
  - [2] to create a mailbox
  - [3] to delete a mailbox
  - [4] to edit mailbox greetings

The voice mail system only uses one guest mailbox greeting for all guest mailboxes. This greeting replaces the system greeting and plays every time a guest mailbox user accesses the guest mailbox. The guest greeting should be generic. *For example ... "To see if I left you a message, enter your guest mailbox number followed by the pound [#] sign."*



The "Guest Greeting" recording must include a prompt that tells the Guest Mailbox user to enter their Guest Mailbox number followed by the [#] key.

### Leaving a Message for a Guest Mailbox

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other Options.
2. Press [2] to record a message.
3. Record your message, when finished press any key.
4. If message is OK, press [1].
5. Press [\*] for Address Options.
6. Press [4] for Guest Mailbox.
7. Enter the Guest Mailbox number followed by [#].
8. Press [#] to send the message.

### Using a Guest Mailbox

1. Have the guest call into the system and access the owner's mailbox.
2. While listening to the mailbox greeting, press [4]. (4=G for guest)
3. After pressing [4], the caller hears the guest greeting recorded by the mailbox owner.
4. Guests enter the mailbox number assigned to them followed by [#].
5. The system plays any messages stored in the guest mailbox.
6. After each message, the guest can press one of the following options:
  - [1] to replay messages
  - [2] to reply to owner
  - [3] to play next message
  - [8] to timestamp



The system automatically deletes guest messages. The Guest Mailbox owner cannot save or forward the message.