

Lucent Technologies



Octel[®] 50 Supervisor's Guide



Octel Messaging

585-313-719
Comcode 108503020
101-1841-000
Issue 1
June 1999

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C H A P T E R

1

Getting Started

The *Octel 50 Supervisor's Guide* is designed to provide information and guidance for administering and maintaining the Octel 50 system.

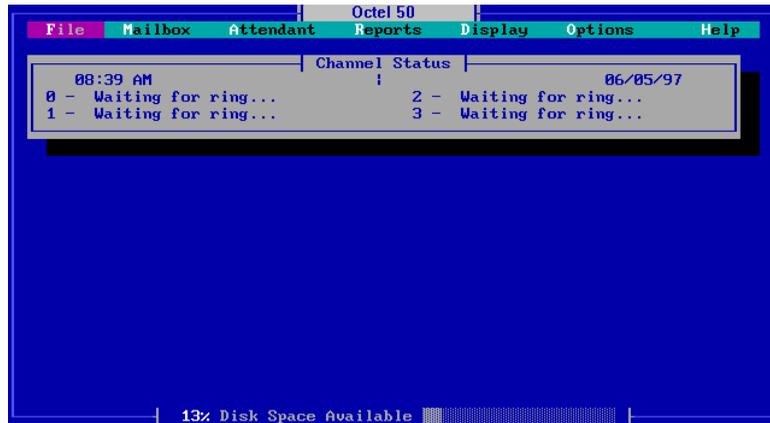
This chapter provides basic information on using the Octel 50 onscreen interface. The steps in this chapter help you:

- Navigate the Octel 50 screens
- Restart the Octel 50 system
- Use this manual

This manual provides information on using all available Octel 50 features and options. Note, however, that all features and options are not available with all systems.

Navigating System Screens

An Octel 50 screen can have several components.



Buttons—Buttons represent available options. To select a button, you can:

- Press <ALT> and the highlighted letter in the button name. For example, press <ALT+E> to select the Exit button.
- Point and click on the button using a mouse.
- Use the <TAB> key to highlight the button, and press <ENTER>.

Fields—Fields are areas of the screen where input is entered using the keyboard. A field is ready to accept input when it is active. To enter data in a field, you can:

- Point and click on the field using a mouse
- Use the <TAB> key to highlight the field, enter the information, and press <ENTER>.

Propeller—The spinning propeller indicates that the system is active and ready to process calls. If the propeller stops spinning for more than a few seconds, contact your authorized representative.

The Octel 50 main screen contains two default displays, Mailbox Status and Channel Status, and the main menu bar, which provides access to system features. To change the default displays, see the topic, “Save Screen Layout,” in Chapter 7, “The Options Menu.”

Mailbox Status—Mailbox Status indicates the number of new and saved messages in each mailbox on the system. Mailbox Status must be closed to access the main menu bar option. To close the Mailbox Status, select Exit or press <ESC>.

Channel Status—Channel Status displays the current status for each installed port, up to four ports at a time. Channel Status shows “Waiting for ring...” or “Waiting for DID...” if the port is unoccupied by a caller. When a port answers a call, you can monitor the caller’s actions on this display. For information on viewing the rest of the ports on the system, see Chapter 6, “The Display Menu.”

Channel Status also displays the current system date and time. The time based on the date and time set on the PC.

Main Menu—Seven menus display across the top of the Octel 50 Main screen: File, Mailbox, Attendant, Reports, Display, Options, and Help. These menus allow you to access the functions and features of Octel 50. To access main menu options, you must exit the Mailbox Status display.

To open a menu:

- Use the <TAB>, <SHIFT+TAB>, or right and left arrow keys to move the highlighted bar among the menus. Once your choice is highlighted, press <ENTER>.
- Press <ALT> and the highlighted letter in the menu name. For example, press <ALT+F> to open the File button.
- Point and click on the button using a mouse.

Restarting the System

You may have to manually start the Octel 50 system after you perform maintenance procedures requiring the system to be shut down. During installation, your authorized representative may have configured Octel 50 to automatically start any time the PC is rebooted. If Octel 50 is not configured to start automatically after a reboot, you can restart the Octel 50 system using following procedures.

To restart the Octel 50 system:

1. Turn on the Octel 50 PC if it is not already on.
2. From the DOS prompt, type `CD CVR` then press <ENTER> to access the \CVR directory.
3. From the \CVR prompt, type `RUNSMO3` then press <ENTER>. The Octel 50 main screen displays.

For information on shutting down the Octel 50 system, refer to Chapter 2, "The File Menu."

Using this Manual

Each Octel 50 menu is described in a separate chapter. The sections are arranged in the order the menus are presented on the main menu bar. It may be necessary to refer to two different sections of the manual to activate a feature.

The Troubleshooting the System section provides information to help you solve problems you may encounter.

Appendix A contains a series of forms to help you configure the system features.

CHAPTER 2

The File Menu

The options available from the File menu allow you to:

- Access system options using a password
- Change system passwords
- Log off from a security level
- Exit Octel 50

Password

A password is a series of digits that allows you to access certain system menu options. Octel 50 has three levels of security access:

- **Level 1 Security Access**—This level does not require a password. Anyone with access to the system's keyboard has level 1 security access. Level 1 security allows you to select the Exit and Password options from the File menu, all of the Display menu options except Command Line, and the Help menu.
- **Level 2 Security Access**—This level permits access to all options under the following menus: File, Mailbox, Attendant, Reports, Display, and Help. The only function accessible through the Options menu is AMIS Maintenance. The default password for level 2 security is 12345. Give this password to any supervisor who is permitted to create, edit, and delete mailboxes; access reports; edit attendant functions; and configure Administered AMIS nodes.

When accessing supervisor functions over the phone, use the level 2 password. See Chapter 10, "Supervisor Keypad Functions," for more information.

- **Level 3 Security Access**—This level permits access to all menu options, including the Options menu selections. The default password for this level is 67890. It is recommended that you have only one level 3 supervisor.

It is strongly recommended you change the default passwords to avoid unauthorized access to the system. For information on changing system passwords from the defaults, refer to Change Password.

To log into the system:

1. From the File menu, select Password. The Supervisor Password dialog box displays.
2. Enter the supervisor password and press <ENTER>.



As you enter your password, notice that it is displayed as a series of asterisks on the monitor for security purposes.

3. When you enter a valid password, the system displays, "Thank you, you have level 2 (or 3) security access."
4. Press <ENTER> or select OK.

Do not change the level 2 password to be the same as the level 3 password. If this happens, entering the password provides you with level 2 access only. To correct the problem, change the level 2 password to regain access to level 3 features.

Once you finish performing any supervisory functions, you should always select Logoff from the File menu. Otherwise, anyone having access to the system's PC could change mailbox setups, delete mailboxes, or alter certain parameters that could disable the system.

Although Octel 50 allows any number of mailboxes to be designated as supervisor mailboxes, all supervisors must use the same supervisor password to access and modify system features through both the keyboard and the telephone keypad. Therefore, as a supervisor, you really have two passwords when calling into the system—a subscriber password to access your own mailbox and a supervisor password to access system features.

Change Password

The Change Password option changes the supervisor password for the current security level. If you are logged in with level 2 security access and select Change Password, only the level 2 password is changed. Similarly, if you are logged in with level 3 security access and select Change Password, the level 3 password is changed.

The supervisor password must be between 2 and 9 digits in length and cannot begin with zero.

To change the supervisor password:

1. From the File menu, select Change Password. The Change Password dialog box displays.



2. In the Enter new password field, enter the new password. For security, the password displays in the field as a series of asterisks (*).
3. Verify the password by reentering it in the second field. If you entered the same password in both fields, the system displays, "Your new password has been accepted." If the second entry is not the same as the first, the system prompts you to try again.
4. Once the new password is accepted, select OK.

So you have a record of your password, write it down and keep it in a safe place. If you forget your password, you will not be able to access system features.

Logoff

Logoff returns security access to level 1. This prohibits others from using the PC keyboard to change features.

Always log off the system when you are finished performing supervisory functions.

To log off the system:

1. From the File menu, select Logoff.
2. When logoff is complete, a message box informing you that security is returned to level 1.
3. Select OK.

Logoff does not shut down the Octel 50 system. To shut down the system, select Exit from the File menu.

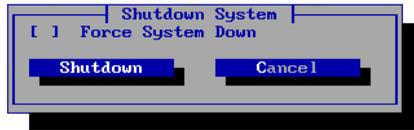
Exit

When you select Exit, the system disables all available ports so that no additional incoming calls are received. Occupied ports are disabled as calls on those ports are completed. Once all ports are disabled, the system shuts down and returns to DOS.

To avoid irreparable file damage, never turn off, restart, or reboot your PC without properly exiting the Octel 50 software. Exit the program by selecting Exit from the File menu or typing `SHUTDOWN` and pressing <ENTER> from the Command Line Interface.

To shut down the system:

1. Select Exit from the File menu. The Shutdown System dialog box displays.



2. Select Shutdown. The system shutdown completes and the \CVR prompt displays.

About Force Shutdowns

The Shutdown System dialog box contains an option to perform a Force shutdown. When you select the Force System Down option, the system shuts down immediately, and any active calls on the system are terminated. Do not perform a force shutdown unless instructed to by a technical support representative.

CHAPTER 3

The Mailbox Menu

The Mailbox menu contains options that allow you to:

- Create subscriber and guest mailboxes
- Edit subscriber mailboxes
- Delete mailboxes
- Clear information from mailboxes
- Search for a mailbox

Create Mailboxes

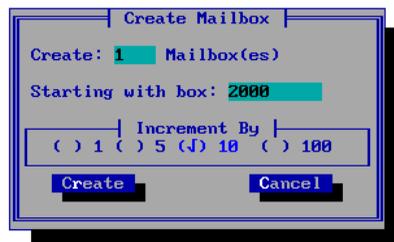
Octel 50 allows you to create system mailboxes and configure the features you want to enable for each mailbox. This section provides information on creating mailboxes using the onscreen interface. For information on creating mailboxes over the phone, see Chapter 10, “Supervisor Keypress Options.”

Before you create mailboxes, be sure to configure classes of service for the system. A class of service is a set of features that is assigned to a mailbox. If you do not want to use one of the 25 predefined classes of service, you can create a custom class of service for individual mailboxes. For information on modifying classes of service, see the topic, “Class of Service,” in Chapter 7, “The Options Menu.”

To create mailboxes:

1. From the Mailbox menu, select Create. The Create Mailbox dialog box displays.

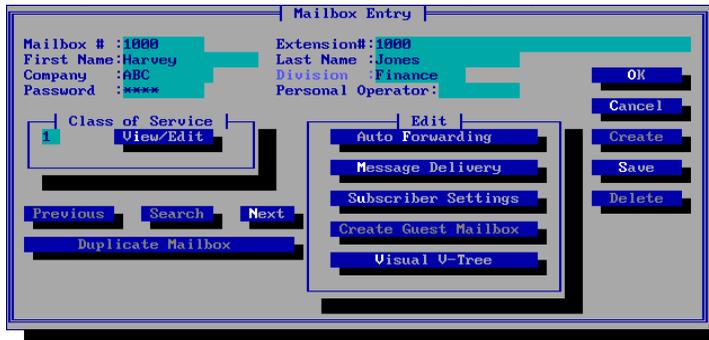
For convenience, it is recommended that you create supervisor and default operator mailboxes first.



To activate a certain field on the screen, you can press <TAB> or <SHIFT+TAB> keys to highlight the field or point and click the mouse on the field. Use the <ENTER> key to accept input for the entire dialog box.

2. In the Create _ Mailboxes field, enter the number of mailboxes you want to create.

3. In the Starting with Box field, enter the first mailbox you want to create.
4. In the Increment By box, use arrow keys to move through the choices, and press <Spacebar> to select your choice.
5. Select Create. The Mailbox Entry dialog box displays the first mailbox with the mailbox number displayed in the Mailbox field. This number cannot be changed.



6. To create all of the new mailboxes with the default system features, select Save. A dialog box displays informing you that the mailboxes have been created.

If you want the mailboxes to have the same features, configure the first mailbox before you select Save.

7. In the Extension field, enter the extension for the mailbox if it is different from the mailbox number.

When entering the extension number, you can include the following special codes if necessary:

Code	Represents
&	Flash hook
,	Pause (length specified in System Setup)
M (followed by a number)	MF type dialing (requires supporting hardware)
T (followed by a number)	Return to DTMF dialing

8. In the First Name field, enter the first name of the mailbox subscriber.
9. In the Last Name field, enter the last name of the mailbox subscriber.

The mailbox owner's first and last names are used in directory listings, reports, and searches. If you do not enter a name for a mailbox, that mailbox is not included in any system reports or searches. So the names can be alphabetized on reports properly, capitalize the first letter of both first and last names.

10. In the Company Name field, enter the name of the company to which the mailbox subscriber belongs, up to 10 characters. The company name you enter allows subscribers to send messages to all subscribers in the same company through system-wide distribution lists. Note that the company name must match the company name entered for other mailboxes exactly.
11. In the Division field, enter the name of the division to which the mailbox subscriber belongs, up to 10 characters. The division name you enter allows subscribers to send messages to all subscribers in the same division through system-wide distribution lists. Note that the division name must match the division name entered for other mailboxes exactly.

The Company and Division fields must be used consistently to properly create global distribution lists *98 and *99. Mailboxes not assigned a Division or Company are included in all division- and company-wide distribution lists, respectively.

12. If the system is not set up to assign passwords, and you want the mailbox to have a password, enter the password for the mailbox in the Password field. Subscriber passwords must be between 1 and 9 digits in length and cannot begin with zero. The system displays the password as asterisks (*) for added system security.

If the Minimum Length Password parameter is defined in System Setup as a number greater than 4 or if the parameter is changed to a new minimum length after a user's mailbox is established, the subscriber is prompted to enter a new password that complies with the defined minimum number of digits before proceeding.

13. If the mailbox requires a personal operator other than the default operator, enter the mailbox number of the personal operator. The personal operator is the person to whom a mailbox's calls default when a caller presses <0> to speak to an operator after an extension is either busy or not answered. Also, if a mailbox's calls are being handled by a V-Tree, and a caller in the V-Tree presses <0>, the caller is transferred to this operator's extension.

Callers who press<0> at the initial greeting are transferred to the system default operator specified in System Setup or the personal operator of the mailbox that answers for greeting by port.

14. To assign a predefined class of service to the mailbox, enter the class of service number in the Class of Service field. To view the predefined classes of service, select View/Edit to display the specified class of service. Use the Next and Prev buttons to view the available classes of service.



15. If the features for the predefined classes of service are not appropriate, you can select Create Custom COS to create a custom class of service, if you are logged in as a level 3 supervisor. For information on individual class of service features, see the topic, "Class of Service," in Chapter 7, "The Options Menu." To assign the custom class of service, select Accept. The Mailbox Entry dialog box displays.

When you create a custom class of service, 0 is displayed in the Class of Service field on the Mailbox Entry screen.

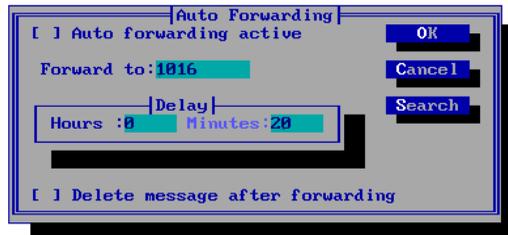
16. If you want to automatically forward messages in the mailbox to another mailbox, select Auto Forwarding under Edit, then select the appropriate options. For additional information, see the topic, "Auto-Forwarding," later in this chapter.
17. If you want to notify the mailbox subscriber of messages in the mailbox by pager or call forwarding, select Message Delivery, then select the appropriate options. For additional information, see the topic, "Message Delivery," later in this chapter.
18. If you want to change the settings the subscriber can assign to the mailbox, select Subscriber Settings, then select the appropriate options. For additional information, see the topic, "Subscriber Settings," later in this chapter.
19. If you want to create a guest mailbox for the mailbox, select Guest Mailbox, then select the appropriate options. Note that this option is not available until you save the mailbox the first time. For additional information, see the topic, "Creating a Guest Mailbox," later in this chapter.
20. If you want to create or assign a V-Tree to the mailbox, select Visual V-Tree, then select the appropriate options. Note that this option is not available until you save the mailbox the first time. For additional information, see Chapter 11, "V-Trees."
21. To save the entered features, select Save. The Mailbox Saved dialog box displays.
22. Select OK. The Mailbox Entry dialog box displays.
23. To enter mailbox features for the next newly created mailbox, select Next and repeat this procedure starting with step 7.
24. To close the Mailbox Entry dialog box, select OK. The new mailboxes display on the Mailbox Status screen of the Octel 50 main window.

Auto Forwarding

Auto forwarding forwards messages that have not been listened to for a specified AMOUNT of time from the recipient mailbox to another mailbox. For example, if a message from a prospective customer is received in a salesperson's mailbox and that salesperson has not listened to the message during a specified length of time, the system automatically places the message in another salesperson's mailbox.

You can chain together several mailboxes for auto forwarding. For example, messages in mailbox 1000 that are not listened to can be forwarded to mailbox 1200. Then, auto forwarding can be configured for mailbox 1200 to forward messages after the specified AMOUNT of time to mailbox 1300.

When you select Auto Forwarding, the Auto Forwarding dialog box displays.



To configure auto forwarding for a mailbox:

1. Highlight Auto Forwarding Active, and press <SPACEBAR>.
2. Under Delay, in the Hours and Minutes fields, enter the length of time a message can remain in the original mailbox before being forwarded to the other mailbox. The maximum delay time is 127 hours, 59 minutes.
3. If you want the message to be deleted from the original mailbox when it is forwarded to the other mailbox, select the Delete Message After Forwarding option. If this option is not selected, the message remains in the original mailbox, and a copy of the message is forwarded to the other mailbox.
4. Once you enter your selections, press <TAB> until the OK box is highlighted and press <ENTER>. (You can also press <ALT+O>

or use the mouse to select OK.) The Mailbox Entry dialog box displays.

Message Delivery

The message delivery feature allows subscribers to be notified of new messages in their mailboxes during a specified time frame by having the system call them at a specified phone or beeper number. For example, a mailbox can be set up to call the subscriber on a beeper on weekends when the subscriber is away from the office. This feature can also enable you to notify subscribers who do not have message indicators on their phones that they have new messages by having the system call their extension.

When the system calls to deliver a message, it voices the message delivery prompt similar to, *“Hello, this is your voice mail system. I have a message for <subscriber’s name or mailbox number>. Please enter your password.”* In the event that someone other than the subscriber answers the phone, the system voices the announcement three times, allowing the subscriber approximately one minute to get to the phone and enter the password. If all attempts to reach the subscriber are unsuccessful, the message is stored in the subscriber’s new message queue for later retrieval.

Whether a message delivery attempt is successful is determined by whether batch mode delivery is activated. The message delivery mode is set in the class of service. For additional information on batch mode, see Chapter 7, “The Options Menu.”

When you select Message Delivery, the Message Delivery dialog box displays.

The screenshot shows a 'Message Delivery' dialog box with the following fields and values:

- Entry #: 1
- On Time: 8:00 AM
- On Day: Monday
- Max Attempts: 5
- Busy Delay: 5
- No Ans Delay: 30
- [J] Active (with OK button)
- Off Time: 12:00PM (with Cancel button)
- Off Day: Tuesday
- Phone #: 555-1212
- Call Back: PHONE
- Line 1: 99 (with Next and Prev buttons)

To configure message delivery for a mailbox:

1. In the Entry # field, select the number to assign to the message delivery configuration. You can set up 8 different configurations to have the system call a phone or beeper. For example, you could specify Entry #1 to have the system call a beeper during business hours, and specify Entry #2 to have the system call a home phone number after business hours.
2. To turn the message delivery feature on for the entry, select the Active option.
3. In the On Time field, enter the time of day to start message delivery for the currently selected Entry number.
4. In the Off Time field, enter the time of day to end message delivery for the currently selected Entry number.
5. In the On Day field, select the day to start message delivery for the currently selected Entry number. To change the On Day, press <ENTER> when the field is highlighted (or use the mouse to point and click), and a menu of days displays. Use the up and down arrow keys to select the day.
6. In the Off Day field, select the day to end message delivery for the currently selected Entry number. To change the Off Day, press <ENTER> when the field is highlighted (or use the mouse to point and click), and a menu of days displays. Use the up and down arrow keys to select the day.

The On Day and Off Day you select determines the range of days the feature is active. For example, if you specify Tuesday as the On Day and Sunday as the Off Day, the message delivery feature will be active during the times you specify for every day of the week except Monday.

The Off Time/Off Day specified must be later than the On Time/On Day.

7. Under Retries, in the Max Attempts field, enter the maximum number of times the system should attempt to either call the phone number or beeper.

8. Under Retries, in the Busy Delay field, enter the number of minutes the system should wait before re-attempting to call a number that is busy.
9. Under Retries, in the No Ans Delay field, enter the number of minutes the system should wait before reattempting to call a number when there is no answer at the number.
10. In the Phone # field, enter the phone number to dial to notify the subscriber that a new message is in the mailbox. If the digits in the phone number are less than the number of digits defined as a local number in System Setup, the system assumes the number is an internal extension. If the number contains at least the defined number of digits, the code to access an outside line is used to place the call. If the number is for a beeper, the letter N should usually precede the number so that call progress is not used.

For both the Phone and Call Back fields, the following entry options are also available and are useful with WATS lines and pagers. You can use as many different characters as needed. However, if you use N for no call progress, it must be in the first character position.

Code	Represents
&	Flash hook
,	Pause (length specified in System Setup)
M (followed by a number)	MF type dialing (requires supporting hardware)
N (followed by a number)	No call progress (some beeper paging systems emit tones that can disrupt message delivery, use N to ignore the tones)
P (followed by a number)	Pulse (not tone) dialing
T (followed by a number)	Return to DTMF dialing

If subscribers specify the message delivery phone number through the telephone, they can include the following special codes in the phone number:

Code	Represents
*1	Pause
*2	Flash hook
*3	DTMF
*4	Pulse
*5	No call progress
**	Star

11. In the Call Back field, enter one of the following:

- The number you want to display on the beeper when the subscriber is notified. This number is usually the number the subscriber should call to access the system.

You may need to enter a comma or series of commas before the call back number to ensure the paging system receives the call back number.

- `PHONE` to have the system call the entered phone number and voice, *"I have a message for <subscriber's name>,"* when the subscriber answers the phone.
- `OPER` to have the system call the entered phone number and voice, *"<mailbox number> has not picked up messages,"* notifying the operator that the subscriber has not listened to messages in the mailbox. If you enter `OPER` in this field, the outcall will not be rescheduled. For this reason, it is recommended that a message delivery entry using `OPER` come last.

12. In the Line 1 field, enter the system port to be used if you want to use a specific port to call the subscriber. Make sure this line has been set to 2 in the `OUTBOUND` parameter in System Setup. To use any available port to call the subscriber, enter 99.

13. To configure another entry for message delivery, use the Next or Prev buttons and repeat this procedure starting with step 1.

14. To save the entered message delivery entries, select OK. The Mailbox Entry dialog box displays.

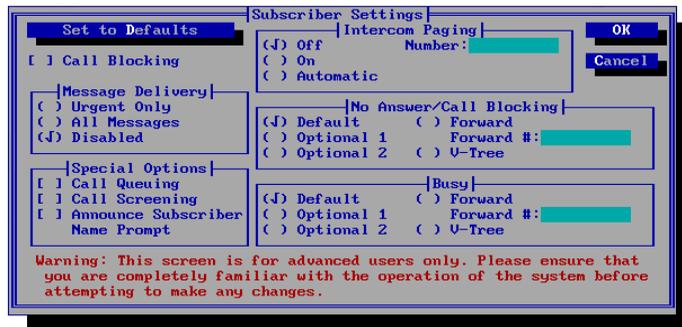
Note that message delivery times can overlap. For example, suppose entry #1 is scheduled to deliver messages to one location between 9:00 AM and 5:00 PM, and entry #2 is scheduled to deliver to another location between 12:00 noon and 6:00 PM. Also, assume that the Busy and No Answer Delays for each entry are set to 30 minutes, and the Maximum Retries field is set to four. If a message is received in the mailbox at 11:30 AM, the system will attempt to deliver the message under entry #1 first, outdialing at 11:30 AM, 12 noon, 12:30 PM, and 1:00 PM. After the Maximum Retries have been exhausted for the first entry, the system will immediately try entry #2, attempting deliveries at 1:00 PM, 1:30 PM, 2:00 PM, and 2:30 PM.

Subscriber Settings

Use the following procedures to help manage the settings subscribers have applied to their system mailboxes. You can view options a subscriber currently has set up and change those settings based on the subscriber's needs.

When you change subscriber settings, you can enable features that are not enabled in the mailbox's class of service. If you enable a feature for a mailbox that is not active in the class of service, the subscriber cannot change the option, except to turn a feature off. Once one of these features is turned off, the subscriber cannot turn it back on.

When you select Subscriber Settings, the Subscriber Settings dialog box displays.



To modify subscriber settings:

- To set all of the subscriber settings to the system defaults, select Set to Defaults. This feature allows you to reset all current settings that you or the subscriber has previously set for the mailbox.
- Under Intercom Paging select the appropriate option:
 - Off**—Does not allow callers to page subscribers through the intercom.
 - On**—Provides callers the option to page subscribers through the intercom if there is no answer at the extension.
 - Automatic**—Automatically pages the subscriber through the intercom if there is no answer at the extension.
 - Number**—Specifies the paging number if the On or Automatic option is selected. Enter the number to call to page the subscriber, if it is different than the system default paging number. For example, if the system uses zone paging, enter the number for the zone to which the mailbox is assigned. If the field is left blank, the system calls the default paging number set up on the system.

Intercom paging is available only if an intercom is connected to the system and an intercom paging number is specified either in System Setup or in the Number field.

If a subscriber is paged through the intercom, the subscriber can reroute the call from the mailbox to another extension on the system using the intercom redirect feature. If a subscriber does not answer a page, the caller has the option of leaving a message for the subscriber, calling a different mailbox, transferring to the operator, or disconnecting.

You can enter the following codes in the Number field when specifying an individual paging number. Note that the letter R must always follow a letter D or N. Otherwise, the R is ignored. If a release code is needed on a connect, follow the R with the necessary codes or commands.

Code	Represents
&	Flash hook
,	Pause (length specified in System Setup)
-	On hook
+	Off hook
H	Hard hangup (hangup/restart)
R	Release code needed on busy or no answer
X	Extension (place extension in dial string)
C#	Transfer code following, where # is the number of characters in the code
D	Dial with call progress
M	MF type dialing (requires supporting hardware)
N	No call progress (some beeper paging systems emit tones that can disrupt message delivery, use N to ignore the tones)
P	Pulse (not tone) dialing
T	Return to DTMF dialing

The options you select in steps 3-5 set up the Call Handling for the mailbox, which determines how calls to the mailbox are handled by the system under certain conditions.

3. To block all incoming calls to a mailbox to an option you specify, without first ringing the extension, select the Call Blocking option.
4. Under No Answer/Call Blocking, select the appropriate No Answer option to perform when a caller receives no answer at the subscriber's extension, or select the appropriate call blocking option if the Call Blocking option is selected:
 - **Default**—Forwards callers to the subscriber's mailbox.
 - **V-Tree**—Activates the V-Tree assigned to the mailbox. Make sure a V-Tree is created for the mailbox before you assign this option.
 - **Optional 1**—Voices the Optional 1 prompt, then forwards callers to the subscriber's mailbox.
 - **Optional 2**—Voices the Optional 2 prompt, then forwards callers to the subscriber's mailbox.
 - **Forward To**—Forwards callers to the mailbox number entered in the field next to the option.
5. Under Busy, select the appropriate option to perform when a caller receives a busy signal when calling the subscriber's extension:
 - **Default**—Forwards callers to the subscriber's mailbox.
 - **V-Tree**—Activates the V-Tree assigned to the mailbox, if one has been assigned.
 - **Optional 1**—Voices the Optional 1 prompt, then forwards callers to the subscriber's mailbox.
 - **Optional 2**—Voices the Optional 2 prompt, then forwards callers to the subscriber's mailbox.
 - **Forward To**—Forwards callers to the mailbox number entered in the field next to the option.
6. Under Message Delivery, select the appropriate option to notify users of new messages:
 - **Disabled**—Message delivery does not notify subscribers of new messages.

- **Urgent Only**—Notifies subscribers of new messages through a phone or beeper only when urgent messages are sent to the mailbox.
 - **All Messages**—Notifies subscribers of any new messages through a phone or beeper.
7. Under Special Options, select Announce Subscriber to have the system voice, *"I have a call for <subscriber's name prompt>,"* instead of the default prompt, *"One moment, you have a call,"* when the system transfers a call to an extension. This feature enables subscribers to hear whom a call is for before the transfer is completed, which is especially useful when multiple subscribers share the same extension.
 8. Under Special Options, select the Call Queuing option to place callers in a queue when the extension is busy. Ensure that call queuing prompts have been recorded so callers are notified appropriately that their call is in a queue and will soon be addressed.
 9. Under Special Options, select the Call Screening option to prompt callers to record their name to announce the call before the subscriber receives it. This feature allows subscribers to identify a caller and then determine if they want to receive the call.
 10. To save the changes made to the subscriber settings, select OK. The Mailbox Entry dialog box displays.

Guest Mailboxes

A guest mailbox is created under the sponsorship of a system mailbox and allows non-subscribers to send and receive messages. Guest mailboxes provide a convenient way for communicating with clients, potential customers, and other persons with whom a subscriber needs to share information.

A guest mailbox can only send messages to the sponsoring mailbox, but it can receive messages from any other mailbox. Since the guest mailbox does not have access to other features, such as creating distribution lists, call screening, call queuing, or intercom paging, guest mailboxes cannot be edited.

Guest mailboxes can also be created through the phone interface by accessing a supervisor's mailbox. From the Subscriber's menu, while in a supervisor's mailbox, press <8> to create the mailbox, and enter the sponsor mailbox number of the guest mailbox to create.

When you select Create Guest Mailbox, the Create Guest Mailbox dialog box displays.



To create a guest mailbox:

1. In the Enter Mailbox Number field, specify the guest mailbox to be created.

This field defaults to the sponsor's mailbox number plus one. If that mailbox number exists, the guest mailbox will be the next consecutive number. For example, if the host mailbox number is 1000 and mailboxes 1001 and 1002 already belong to system subscribers, the default guest mailbox number is 1003.

2. Select Create. The Mailbox Saved dialog box displays.
3. Select OK. The Mailbox Entry dialog box displays the sponsor mailbox settings.

Like other mailboxes, guest mailboxes can be deleted only by level 2 and level 3 supervisors. If a sponsor mailbox is deleted, all associated guest mailboxes are also deleted.

Visual V-Tree

V-Trees are menus that you can create to provide callers with options they can choose from to perform actions on the system. Callers use a V-Tree the same way they use the Attendant menu on the system, yet V-Trees are assigned to specific mailboxes, not to the entire system.

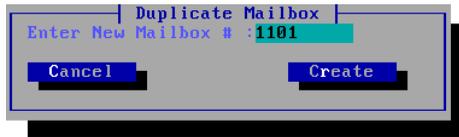
V-Trees can be created over the phone or on-screen. Visual V-Tree is the on-screen interface for creating V-Trees, and it is only available to supervisors through the Mailbox Entry dialog box. For more information on creating V-Trees, see Chapter 11, “V-Trees.”

Duplicate Mailboxes

You can create a duplicate of an existing system mailbox. The duplicate mailbox you create retains the features of the existing mailbox, except the name, password, distribution lists, folders, message delivery settings, auto forwarding settings, and V-Tree.

When you select Duplicate Mailbox from the Mailbox Entry dialog box, the Duplicate Mailbox dialog box displays.

Make sure that the Mailbox Entry dialog box displays the mailbox you want to copy before you select Duplicate Mailbox.



To create a duplicate mailbox:

1. In the Enter New Mailbox # field, specify the mailbox to be created.
2. Select Create. The Mailbox Entry dialog displays the duplicate mailbox.
3. Enter the mailbox information. For information on Mailbox Entry dialog box fields, see the topic, “Create Mailboxes,” earlier in this chapter.
4. Select Save. The Mailbox Saved dialog box displays.
5. Select OK. The Mailbox Entry screen redisplay, containing the new mailbox.
6. To close the Mailbox Entry dialog box, select OK.

Edit a Mailbox

When you edit a mailbox, you can edit any of the mailbox features including the mailbox subscriber's name and extension. This procedure is especially useful if a subscriber leaves your office and you want to assign the mailbox to a new employee without having to create a new mailbox. Note that you can only edit one mailbox at a time.

To edit a mailbox:

1. From the Mailbox menu, select Edit. The Edit Mailbox dialog box displays.



2. Enter the mailbox number you want to edit, then select Edit. The Mailbox Entry dialog box displays the mailbox features.

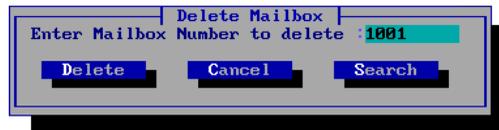
If you do not know the number of the mailbox you want to edit, select Search and locate the mailbox. For additional information, see the topic, "Search for a Mailbox," later in this chapter.

3. Modify the mailbox settings you want to change. For information on the Mailbox Entry dialog box fields, see the topic, "Create Mailboxes," earlier in this chapter.
4. Select Save to save the changes to the mailbox.
5. Select OK to close the Mailbox Entry dialog box. The Octel 50 main screen displays.

Delete a Mailbox

To delete a mailbox:

1. From the Mailbox menu, select Delete. The Delete Mailbox dialog box displays.



2. Enter the number of the Mailbox you want to delete, then select Delete. The Delete Box dialog box displays.

If you do not know the number of the mailbox you want to delete, select Search and locate the mailbox. For additional information, see the topic, “Search for a Mailbox,” later in this chapter.

2. To delete the mailbox, select Yes. The system displays a confirmation message.
3. Select OK to close the dialog box. The Delete Mailbox dialog box displays.
4. You can enter another mailbox number to delete or, to return to the Octel 50 main screen, select Cancel.

You can also delete a mailbox displayed on the Mailbox Entry dialog box by selecting Delete on that dialog box.

Clear a Mailbox

The Clear Mailbox option allows you to clear mailbox information for specified mailboxes. For example, you can clear all of the mailbox information for a mailbox whose subscriber is being transferred to another office in the company and will no longer need the mailbox. This allows you to reassign the mailbox to a new subscriber without having to create a new mailbox.

When you clear mailboxes, you can specify which mailboxes to clear by entering a range of mailbox numbers, a company, and/or a division. Mailboxes that are not included in the range, company, and division you enter are not cleared. You can clear the following information for the mailboxes you select:

- **Statistics**—Erases all of the mailbox statistics that are displayed when you generate mailbox reports. This enables you to view mailbox statistics from the time you cleared the mailbox statistics to the present date.
- **Messages**—Erases all new and saved messages in the selected mailboxes.
- **Prompts**—Erases all of the prompts the subscribers have recorded for the selected mailboxes and replaces the prompts with the default system prompts.
- **Distribution Lists**—Erases all distribution lists created by the subscribers in the mailboxes. Clearing distribution lists for mailboxes does not clear system distribution lists.
- **Guest Mailboxes**—Deletes all guest mailboxes in the selected mailboxes.
- **Folders**—Deletes all folders created by subscribers in the selected mailboxes.
- **V-Tree**—Deletes the V-Trees from the selected mailboxes.
- **Subscriber Settings**—Resets all of the mailbox subscriber settings to the default settings.

To clear mailbox information:

1. From the Mailbox menu, select Clear. The Clear Mailbox dialog box displays.



2. Under Items to be cleared, select the options for the items you want to clear from the mailbox.

To clear information for a mailbox, the mailbox must be in the entered range of mailbox numbers, in the entered company, and in the entered division. If a mailbox does not meet all of the entered values, the mailbox information is not cleared. For example, if you include all mailbox numbers in the range, all divisions, and enter ABC for the company, only mailboxes in company ABC are cleared. Mailboxes in all other companies are not cleared.

3. If you do not want to include all the system mailboxes in the range to clear, enter the number of the first mailbox in the range you want to clear in the From field under Clear Mailboxes, and enter the last mailbox number in the range you want to clear in the To field. If you only want to clear information for a single mailbox, enter that mailbox number in both the From and To fields.
4. In the Company field, enter the name of the company to clear or enter All to clear mailbox information for all companies on the system. If this field is left blank, the system includes all companies in the range.
5. In the Division field, enter the name of the division to clear or enter All to clear mailbox information for all divisions on the system. If this field is left blank, the system includes all divisions in the range.

6. To clear the mailbox information based on the entered options, select Clear. A clear mailbox confirmation dialog box displays.
7. Select Yes to continue. Once the mailboxes are cleared, the message "Mailboxes Cleared" displays.
8. Click OK. The Clear Mailbox dialog box displays.
9. To close the Clear Mailbox dialog box, select Exit.

Search for a Mailbox

Use this procedure to locate a mailbox by the mailbox subscriber's last name. Depending on how you access the Search feature of the system, you can view, edit, or delete mailboxes after locating a mailbox.

To search for a mailbox:

1. Select Search from one of the dialog boxes on which it is available. The Search dialog box displays all of the system mailboxes alphabetically by the mailbox subscriber's last name.



2. Use the up and down arrow keys to scroll through the list of names. Use the Next and Previous buttons to display other screens of names.
3. To search for a mailbox by entering the mailbox subscriber's last name, enter the name to search for in the Target field, then select Begin New Search. The system displays the mailbox name at the top of the list if a match was found. If a match of the

name was not found, the next closest name alphabetically displays.

4. Select OK to select the highlighted mailbox. If you searched for a mailbox from the Edit dialog box or Mailbox Entry dialog box, the selected mailbox displays. If you searched for a mailbox from the Delete Mailbox, a deletion confirmation dialog box displays.

CHAPTER 4

The Attendant Menu

The Attendant menu contains options that relate to the automated attendant feature. The automated attendant answers the phone with a main greeting and guides the caller through the system. Through the Attendant menu, you can:

- Configure the Attendant menu voiced to callers
- Configure holidays
- Configure system prompts
- Specify the company's business hours

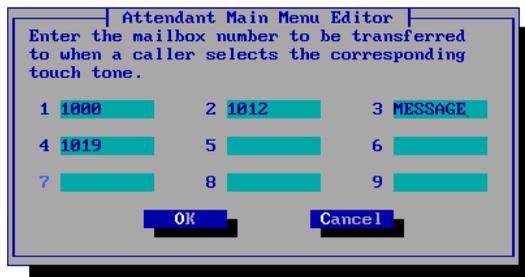
Attendant Menu

The automated attendant feature allows you to provide options to callers, such as contacting specific subscribers, leaving messages, and sending faxes. For example, when callers call the company, the attendant may give them the options to dial a particular extension, press <1> to speak to sales, press <2> to speak to technical support, press <3> to send a fax, or press <4> to leave a message. These options are voiced to callers by the Attendant Menu prompt. The Attendant Menu prompt is voiced after the morning, afternoon, and evening System Greetings prompts, and the Language Selection prompt, if one is set up on the system.

To configure the automated attendant, you must first record the Attendant Menu prompt, then configure the Attendant Menu prompt options. If no Attendant Menu prompt is recorded, the system voices a default prompt. For information on recording the Attendant Menu prompt, see Chapter 10, "Supervisor Keypad Options."

To set up the automated attendant:

1. To configure the Attendant Menu prompt options, select Attendant from the Attendant menu. The Attendant Main Menu Editor dialog box displays.



2. Next to each keypress, indicate how the call is to be handled when the caller selects that keypress. Ensure the entries you indicate coincide with the options voiced in the Attendant menu prompt. When you configure the Attendant Menu prompt options, there are two different options you can assign to a keypress:
 - **Mailbox Number**—If you want callers to be transferred to a particular mailbox, enter the mailbox number in the field. Callers selecting the associated Attendant menu keypress

are transferred to the extension associated with the mailbox. Any call handling set up for the mailbox remains in effect when the call is transferred. For example, if you want to transfer callers to mailbox 3124 when they press <2>, type 3124 next to the 2 keypress icon. If mailbox 3124 is blocked by a V-Tree, callers pressing <2> hear the V-Tree prompt.

- **MESSAGE**—If you want callers to transfer directly to voice mail to leave a message for a subscriber, type **MESSAGE** in the field. The system prompts the caller to enter the destination mailbox and to record the message.
3. To save the entered automated attendant options, select OK. The Octel 50 main window displays.

Holidays

The holiday feature allows you to designate specific days the office is closed as holidays and record special holiday greetings. During days designated as holidays, the system voices the Holiday Greeting prompt all day instead of the System Greetings prompts (morning, afternoon, evening, and closed). Any messages left by callers are stored in the After Hours Operator mailbox if it is specified.

To set up Holiday prompts:

1. From the Attendant menu, select Holidays. Note that you can also access the Holidays dialog box from the System Prompts dialog box by selecting the Holiday Greetings button. The Holidays dialog box displays.

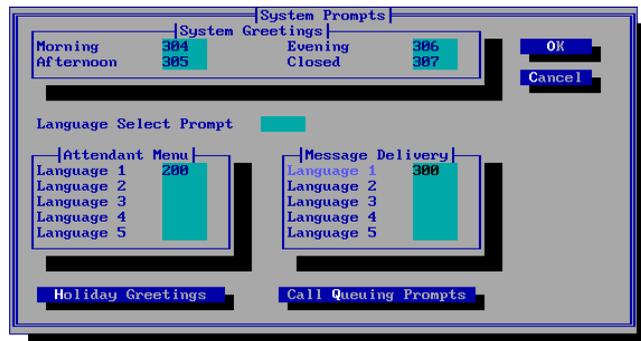
	Date	Msg#	Retain
1	12/25	100	[J]
2	11/26	101	[J]
3	04/08	102	[J]
4	01/01	110	[J]
5	/		[]
6	/		[]
7	/		[]
8	/		[]
9	/		[]
10	/		[]
11	/		[]
12	/		[]
13	/		[]
14	/		[]
15	/		[]
16	/		[]
17	/		[]
18	/		[]

2. In a Date field, enter the date of the holiday in month, day (MM/DD) format. You can define up to 18 holidays.
3. In the Msg # field, enter the prompt number of the prompt you want the system to voice on the corresponding date. Make sure that you record the specified prompt. If you do not record a prompt, a default greeting is used, and the call is transferred to the after hours receptionist.
4. If you want the system to automatically retain the same date as a holiday for the next year and voice the same prompt, select the Retain option next to the Msg # field.
5. To save the entered Holiday prompts, select OK. The Octel 50 main window displays.

Prompts

System Prompts are the prompts to be voiced for morning, afternoon, evening, closed, language selection, attendant menu, message delivery, holiday, and call queuing greetings.

If you do not specify prompt numbers for each of the standard office greetings, default system prompts are used. When you select Prompts, the System Prompts dialog box displays.



You can record these prompts through the Supervisor menu over the phone or by using SOLVE. See Chapter 10, “Supervisor Keypad Functions,” for recording instructions or contact your authorized representative for information on obtaining professionally-recorded customized prompts. To specify a prompt, enter the number of the prompt in the corresponding field.

If you are using professionally-recorded prompts, precede the prompt number with the letter D. This indicates that the prompt is stored in the SO3-D2.VAP (for Dialogic boards) or SO3-D2.VOX (for Rhetorex boards) phrase file. For additional information, contact your authorized representative.

When callers dial the Octel 50 system on a typical day, the first prompt they hear is the appropriate System Greeting prompt (or the Greeting by Port prompts, if set up). An example is, *“Hello and thank you for calling ABC corporation.”* If the Octel 50 system includes language files for multiple languages, the next prompt callers hear is the Language Selection prompt, such as, *“For service in English, press <1>. Pour la service en Français, appuyez sur <2>.”* Once callers select a language, the remaining system prompts are voiced

in that language. The Attendant Menu prompt is voiced next to guide callers through the system. A typical Attendant Menu prompt is, *“Enter the extension of the person you would like to speak with, or press <1> to speak to sales, press <2> to leave a message, press <3> to send a fax, or press <0> to speak to an operator.”* Depending on the selections the callers make, callers are transferred to extensions or the operator, or hear prompts for mailboxes, instructions for voice mail, or instructions for sending faxes.

System Greetings

System Greetings are prompts that are voiced at specified times of the day. These prompts include a morning, afternoon, evening, and an office closed prompt. The System Greeting prompt is the first prompt voiced by the system to callers (on days not specified as holidays). A typical morning System Greeting prompt may say, *“Good morning, thank you for calling ABC Corporation.”*

Entries under Time/Date in System Setup determine when the morning, afternoon, and evening greetings are voiced. The daily business hours specified using the Business Hours option under the Attendant menu determine when the office closed greeting is voiced.

The System Greetings prompts are not voiced if the greeting by port feature is used.

Morning—This is the prompt that callers hear during morning business hours. For example, *“Good morning, thank you for calling Acme Manufacturing...”*

Afternoon—This prompt greets callers during afternoon business hours. For example, *“Good afternoon, thank you for calling Acme Manufacturing...”*

Evening—This prompt answers calls during evening business hours. For example, *“Good evening, thank you for calling Acme Manufacturing...”*

Closed—This prompt greets callers during non-business hours. For example, if the end of the business day is at 5:00 PM, callers after 5:00 PM hear the closed prompt, not the Evening prompt. An example of a closed prompt is, *“Thank you for calling Acme Manufacturing. Our regular business hours are between 8:00 AM and 5:00 PM,*

Monday through Friday. Please leave a message at the tone, and we'll return your call as soon as possible."

The morning, afternoon, evening, and closed prompts are each followed by the phrases, *"Please enter the extension number of the person you would like to speak with,"* and, *"If you do not know the extension number, press the star button for directory services."* These phrases are stored in the SO3-ALL.VAP (Dialogic) or SO3-ALL.VOX (Rhetorex) phrase file.

Language Select Prompt

The Language Select prompt prompts callers to select the language they would like to use. For example, *"For service in English, press one. Pour la service en français, appuyez sur deux."*

Attendant Menu

The attendant menu can direct callers to the proper extension or department. If your system is using multilingual capabilities, you need to record the attendant menu prompt in each language. For example, *"For sales, press one. For accounting, press two. For technical assistance, press three. Or, to send a fax message, press four, followed by the extension number."*

Message Delivery

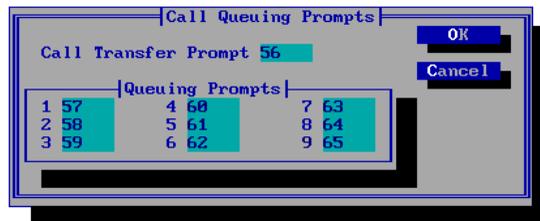
The message delivery prompt is voiced when the system makes a message delivery attempt. If your system is using multilingual capabilities, you need to record the message delivery greeting in each language since subscribers can use an alternative language for their mailboxes. An example of this prompt might be, *"Hello, this is the Acme Manufacturing's Octel 50 voice mail system. I have a message for... ."* After your custom phrase, the system will insert the Mailbox Owner's Name prompt (or mailbox number if no prompt has been recorded), followed by, *"Please enter your password."*

Holiday Greetings

When you select Holiday Greetings, the Holiday dialog box displays. For information on specifying holiday greetings, see Holidays.

Call Queuing Prompts

Call queuing prompts are voiced to callers while they are on hold in the queue. An example of a call queuing phrase is, *“Thank you for holding. At this time, all of our service technicians are helping other customers. Please continue to hold, and we assure that you will receive the same careful attention.”* When you select Call Queuing Prompts, the Call Queuing Prompts dialog box displays.



Nine standard call queuing phrases can be voiced to callers. In each numbered field, enter the number of the call queuing prompt you want the system to voice to callers.

The caller occupying the first place in the queue hears the Call Transfer phrase. The Call Transfer phrase should be a phrase such as, *“Please hold, your call will be handled by the next available salesperson.”* This phrase should be short, since the system voices the entire phrase before transferring the caller, regardless of when the line becomes available. In the Call Transfer Prompt field, enter the number of the phrase to be voiced to the first caller in the queue.

If a caller has been holding in the queue long enough to hear all 9 standard phrases, the phrases start over again, until the caller reaches the first position.

To accept the entered prompts, select OK. The Mailbox Entry dialog displays.

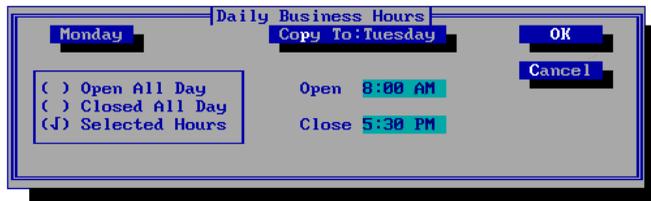
Business Hours

Business Hours determine the company's office hours and whether callers to the system hear the appropriate time of day greeting or the closed greeting.

Morning, afternoon, and evening hours are specified under Time/Date in System Setup.

To configure business hours:

1. Select Business Hours from the Attendant menu. The Daily Business Hours dialog box displays.



2. To select the day of the week for which you want to specify business hours, highlight the Sunday button and press <ENTER>.
3. Select the appropriate day of the week from the menu that displays.
4. In the box below the day of week, select the appropriate business hours option.
 - **Open All Day**—The time of day greetings (morning, afternoon, and evening) are voiced at the appropriate times during the day at the times specified in System Setup under Time/Date. The office closed greeting is not voiced during that day.
 - **Closed All Day**—The office closed greeting is voiced during the whole day. The time of day greetings are not voiced during that day.

- **Selected Hours**—The time of day greetings are voiced during the times specified in the Open and Close fields. The office closed greeting is voiced the rest of that day.
5. If you chose the Selected Hours option, enter the time of day the company opens for business and closes in the Open and Close fields in either standard AM/PM format.
 6. If you want to configure several consecutive days with the same daily business hours, select Copy To: to copy the information to the next day.
 7. To save the entered daily business hours, select OK. The Octel 50 main window displays.

CHAPTER 5

The Reports Menu

From the Reports menu, you can generate reports that provide information about the Octel 50 system.

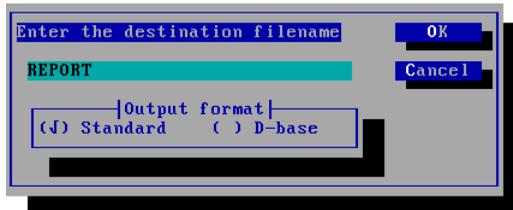
Generating Reports

To generate a report:

1. From the Report menu, select the name of the report you want to generate. The Reports dialog box displays. The name of the selected report displays in the upper-left corner of the dialog box.



2. Under Sort By, specify whether the report should be sorted by name or by mailbox number.
3. In the Company field, specify the company to be included in the report.
4. In the Division field, specify the division to be included.
5. Under Destination, specify whether the report should be sent to a printer or saved to a disk file. If you choose Disk, the Enter the destination filename dialog box displays.



6. Enter the destination path and filename for the report. If you do not specify a path, the report is saved to the \CVR directory. Assign the reports descriptive names, such as JULY99.RPT.
7. Click OK to generate the selected report as specified.

Reports other than the Mailbox Information report are automatically created in comma-delimited ASCII format.

Mailbox Quick List

The Mailbox Quick List report provides the following information:

Name—Displays the mailbox subscriber's last name then first name separated by a comma.

- **Box #**—Displays the system mailbox number.
- **Extension**—Displays the mailbox subscriber's telephone extension.
- **Company**—Displays the mailbox subscriber's company.
- **Division**—Displays the mailbox subscriber's division.

MAILBOXES-QUICK LIST		11/01/98	11:03 AM	Page 1
Name	Box #	Extension	Company	Division
Williams, Jane	1000	1000	ABC	Sales
Feather, Heidi	1100	1100	ABC	Sales
Fulton, John	1200	1200	ABC	Sales
Teller, Susan	1300	1300	ABC	Sales
Hunter, Beth	1400	1400	ABC	Sales
Kessle, Joan	1500	1500	ABC	Sales
Pattser, Amber	1600	1600	ABC	Sales
Robinson, Kim	1700	1700	ABC	Sales
Green, Emily	1800	1800	ABC	Sales
Brown, Daniel	1900	1900	ABC	Sales
Winters, Robert	2000	2000	ABC	Support
Graham, Ellen	2100	2100	ABC	Support

Mailbox Usage

The Mailbox Usage report provides the following information:

- **Mailbox**—Displays the system mailbox number.
- **Name**—Displays the mailbox subscriber's name.

- **Company**—Displays the mailbox subscriber's company.
- **Division**—Displays the mailbox subscriber's division.
- **Msgs**—Displays the total number of messages that have been sent to the mailbox.
- **Sub**—Displays the total amount of time, in minutes, the subscriber spent logged into the mailbox.
- **Non Sub**—Displays the total amount of time, in minutes, that non-subscribers spent in the mailbox. This includes the time a non-subscriber spent using a V-Tree in a mailbox.
- **In**—Displays the total number of calls transferred to the mailbox from the automated attendant.
- **Out**—Displays the total number of times the mailbox used an outbound port for calls, such as sending message deliveries, sending faxes, lighting message waiting lights, or delivering wake-up calls.

Totals for this report are accumulated from the date that the mailbox was created and are reset when the mailbox statistics are cleared.

MAILBOXES - USAGE		11/01/98		11:03 AM			Page 1	
Mailbox	Name	Company	Division	Msgs	Sub	NonSub	In	Out
1000	Williams, Jane	ABC	Sales	49	57m	20m	27	5
1100	Feather, Heidi	ABC	Sales	139	176m	87m	74	31
1200	Fulton, John	ABC	Sales	80	128m	39m	75	0
1300	Teller, Susan	ABC	Sales	124	339m	58m	68	23
1400	Hunter, Beth	ABC	Sales	99	167m	60m	10	126
1500	Kessle, Joan	ABC	Sales	177	273m	168m	28	109
1600	Pattser, Amber	ABC	Sales	76	84m	56m	51	3
1700	Robinson, Kim	ABC	Sales	147	145m	49m	39	12
2300	Toth, Frank	ABC	Support	90	146m	187m	40	20

Mailbox Information

The Mailbox Information report displays detailed information for each mailbox, as well as mailbox statistics for both the current and last month. The Total column is accumulated from the date that the mailbox was created and is reset when the mailbox statistics are cleared. The report consists of the following information:

- **Mailbox Number**—Displays the system mailbox number.

- **Extension**—Displays the mailbox subscriber's extension number.
- **Class of Service**—Displays the class of service number assigned to the mailbox.
- **Subscriber**—Displays the mailbox subscriber's name.
- **Date of Last Use**—Displays the date the subscriber last accessed the mailbox.
- **Calls Received**—Displays the total number of times the extension has been dialed.
- **Mailbox Used**—Displays the number of times the mailbox owner accessed the mailbox.
- **Messages**—Displays the number of messages sent to the mailbox.
- **Message Time**—Displays the total length of time, in seconds, of the messages in the mailbox.
- **Subscriber Time**—Displays the amount of time, in minutes, the subscriber was logged into the mailbox.
- **Non-Subscriber Time**—Displays the length of time a non-subscriber accessed the mailbox.
- **Outcalls**—Displays the total number of times the mailbox used an outbound port for calls, such as for message delivery, sending faxes, lighting message waiting lights, or delivering wake-up calls.
- **Outcall Time**—Displays the total number of minutes used for outcalls.
- **Transfers (BUSY)**—Displays the number of attempted transfers from the attendant when the extension was busy.
- **Transfers (NOAN)**—Displays the number of attempted transfers from the attendant when the extension was not answered.
- **Transfers (To Ext)**—Displays the total number of successful transfers to the extension.
- **Faxes Sent**—Displays the number of faxes sent from the mailbox.

- **Faxes Received**—Displays the number of faxes received to the mailbox.
- **AMIS Admin Outbound**—Displays the total number of administered outbound AMIS messages from the mailbox.
- **AMIS Casual Outbound**—Displays the total number of casual outbound AMIS messages from the mailbox.
- **AMIS Inbound**—Displays the total number of inbound AMIS messages to the mailbox.

MAILBOXES-INFORMATION		11/01/98	11:38 AM	Page 1			
Mailbox number:	1400	Ext:	1400	COS:	1		
Subscriber:	Adams, Tom	ABC Sales					
Date of last use:	10/28/98	Personal Operator:					
	Cur	Last	Total		Cur	Last	Total
Calls Received:	12	10	22	Mailbox Used	13	13	31
Messages:	8	9	17	Message Time (m)	30	18	48
Subscriber Time(m):	19	17	36	NonSub Time:	5	7	12
Outcalls:	2	0	2	Outcall Time (m):	3	0	3
Transfers (BUSY):	4	2	6	Transfers (NOAN):	8	5	13
Transfers (To Ext.):	8	12	20				
Faxes Received:	2	1	3	Faxes Sent:	1	2	3
AMIS Admin Outbound:	3	8	11	AMIS Inbound:	3	8	11
AMIS Casual Outbound:	6	5	11				

Port Assignments

The Port Assignment report is based on greeting by port information. For information on configuring greeting by port, see Chapter 7, “The Options Menu.” The Port Assignments Report displays the following information:

- **Port**—Displays each system port by number.
- **Active**—Displays whether the port is active for greeting by port.
- **During Hours**—Displays the mailbox number assigned to answer that port’s calls during business hours.
- **After Hours**—Displays the mailbox number assigned to answer that port’s calls after business hours.

- **Day, Open, and Close**—Displays the business hours assigned to the port.

PORT ASSIGNMENTS		11/01/98	03:57 PM	Page 1		
Port	Active	During Hours	After Hours	Day	Open	Close
0	Yes	1000	1200	Sun	Open all day	
				Mon	Open all day	
				Tue	Open all day	
				Wed	Open all day	
				Thu	Open all day	
				Fri	Open all day	
				Sat	Open all day	
1	Yes	1100	1300	Sun	Closed all day	
				Mon	800	1700
				Tue	800	1700
				Wed	800	1700
				Thu	800	2000
				Fri	800	1500
				Sat	1200	1700
2	Yes	1400	1400	Sun	1200	1800
				Mon	1000	1800
				Tue	1000	1800
				Wed	1000	1800
				Thu	1000	1800
				Fri	1000	1800
				Sat	1000	1800
3	Yes	1500	1500	Sun	Closed all day	
				Mon	Open all day	
				Tue	Open all day	
				Wed	Open all day	
				Thu	Open all day	
				Fri	Open all day	
				Sat	Open all day	

Class of Service

The Class of Service report shows the settings of the features contained in the 25 predefined classes of service. The sample report below shows class of service numbers 1-9 only.

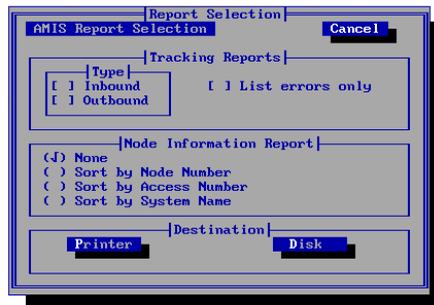
CLASS OF SERVICE REPORT		11/01/98		11:14 AM		Page 1			
	COS Number								
	1	2	3	4	5	6	7	8	9
Msg Waiting Lights	No	No	No	No	Yes	Yes	Yes	Yes	No
Call Screening	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Distribution Lists	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Queuing	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Save Messages	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Undelete Messages	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Intercom Paging	No	No	No	No	No	No	No	No	Yes
V-Trees Allowed	No	No	Yes	No	No	Yes	No	Yes	No
Msg Confirmation	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Supervisor Mailbox	No	No	No	No	No	No	No	No	No
Access Dir	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Services									
Record Prompts	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Message Scan	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Voice Folders	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Handling	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Edit Sent Message	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
V-Tree Fax Support	No	No	No	No	No	No	No	Yes	No
Global Dist. Lists	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Send Messages	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Receive Messages	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outcalling Type	Local	None	Local	Local	Local	Local	Local	Local	Local
Message Delivery	No	No	No	No	No	No	No	No	No
Operator Access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Max. # of Messages	30	30	30	30	30	1000	30	30	30
Max. Sing. Msg	300	300	300	300	300	32000	300	300	300
Time									
Total Msg Time	0	0	0	0	0	0	0	0	0
Days for New Msg	7	7	7	7	7	7	7	7	7
Days for Saved Msg	14	14	14	14	14	14	14	14	14
Ring Count	5	5	5	5	5	5	5	5	5
Send Faxes	No	No	No	No	No	No	No	No	No
Receive Faxes	No	No	No	No	No	No	No	No	No
AMIS Administered	No	No	No	No	No	No	No	No	No
AMIS Casual	No	No	No	No	No	No	No	No	No
AMIS Replies	No	No	No	No	No	No	No	No	No
AMIS Method	None	None	None	None	None	None	None	None	None
AMIS Msg Leng. Sec	0	0	0	0	0	0	0	0	0

Prompt Assignments

The Prompt Assignments report displays the prompt numbers assigned to specific greetings and messages on the System Prompts dialog box. If the letter D precedes a phrase number, the phrase has been professionally recorded and is stored in the SO3-D2.VAP (for Dialogic boards) or SO3-D2.VOX (for Rhetorex boards) phrase file. If there is no designated prompt for a specific greeting, a default greeting is used.

SYSTEM PROMPT ASSIGNMENTS	11/01/98	11:14 AM
Area Of Use	Prompt #	
Morning Greeting	D34	
Afternoon Greeting	D35	
Evening Greeting	D36	
Closed Greeting	D37	
Multi-Lingual Selection	.	
Call Transfer Phrase	50	
Call Queuing Phrase #1	51	
Call Queuing Phrase #2	52	
Call Queuing Phrase #3	53	
Call Queuing Phrase #4	54	
Call Queuing Phrase #5	55	
Call Queuing Phrase #6	56	
Call Queuing Phrase #7	57	
Call Queuing Phrase #8	.	
Call Queuing Phrase #9	.	
Main Menu Language #1	40	
Main Menu Language #2	.	
Main Menu Language #3	.	
Main Menu Language #4	.	
Main Menu Language #5	.	
Message Delivery Language #1	42	
Message Delivery Language #2	.	
Message Delivery Language #3	.	
Message Delivery Language #4	.	
Message Delivery Language #5	.	
Holiday #1 12/25 Save	100	
Holiday #2 11/26	101	
Holiday #3 04/22	102	
Holiday #4 01/01 Save	110	
Holiday #5	.	
Holiday #6	.	

AMIS Statistics



The AMIS Statistics report allows you to create custom reports containing information about messages sent and received using the AMIS Interface Module (AIM). Two different types of reports can be generated, Tracking Reports or the Node Information Report.

The Tracking Report is a log of activity for inbound and outbound AMIS messages. You can select to show both inbound and outbound or only one. You also have the option to select all activity or only a listing of errors. The sample reports show examples of Inbound-Error Only, Outbound-Error Only, Inbound All and Outbound All, and a Node Information Report.

The Node Information Report may be sorted by node number, access phone number, or system name.

Additionally, any of the AMIS reports can be sent to a printer or a disk file. Due to the length of these reports, only partial reports are shown. The Tracking Report displays the following information:

- **Access Number**—Displays the phone number the system dials to send messages to another voice mail system. The word Local indicates the call was received by the system.
- **Date**—Displays the date the message was sent or received.
- **Time**—Displays the time when the message was sent or received.
- **Method**—Displays the dispatch option selected for the mailbox.
- **Connect Status**—Displays whether or not a connection was established with the other voice mail system and the networking

protocol used to send the message. The status n/a indicates the call was received by the system.

- **Channel**—Displays the port on which the message was sent or received.
- **Box ID**—Displays the number of the mailbox to which the message was sent.
- **Duration**—Displays the total length, in seconds, of the message.
- **Origination**—Displays the access number of the system from which the message was sent. If the message was sent from the local system, the column displays the word Local.
- **Message Status**—Displays whether the message was received. If the message was not received, the column displays the error the system encountered. For additional information on network message errors, contact your authorized representative.
- **Retry**—Displays the number of times the system attempted to send the message to another voice mail system.

INBOUND ERROR TRACKING - AUDIT TRAIL										09/10/98	04:26 PM	Page 1
ACCESS NUMBER	BOX ID	DATE	TIME	DURATION(sec.)	METHOD-MSGS	ORIGINATION	CONNECT STATUS	MESSAGE STATUS	CHANNEL			
LOCAL	1005	09/06/98	04:01 PM	1	n/a	14055693	n/a	Bad connection	2			
LOCAL	2060	09/07/98	04:07 PM	1	n/a	14055693	n/a	Node deleted	9			
LOCAL	3000	09/07/98	08:49 PM	23	n/a	14055693	n/a	Rejected call	3			
LOCAL	1000	09/08/98	09:01 AM	1	n/a	14055693	n/a	Bad line	2			
*** End of Report ***												
OUTBOUND ERROR TRACKING - AUDIT TRAIL										09/10/98	04:26	Page 1
ACCESS NUMBER	BOX ID	DATE	TIME	METHOD-MSGS	ORIGINATION	CONNECT STATUS	MESSAGE STATUS	CHANNEL	RETRY			
44555	1042	09/06/98	04:01 PM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
44555	2060	09/07/98	04:07 PM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
44555	1838	09/07/98	08:49 PM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
44555	1045	09/08/98	09:01 AM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
*** End of Report ***												
INBOUND CHECKING - AUDIT TRAIL										09/17/98	03:00 PM	Page 1
ACCESS NUMBER	BOX ID	DATE	TIME	DURATION(sec.)	METHOD-MSGS	ORIGINATION	CONNECT STATUS	MESSAGE STATUS	CHANNEL			
LOCAL	1000	09/06/98	04:01 PM	1	n/a	14055693	n/a	Delivered	2			
LOCAL	2000	09/07/98	04:07 PM	1	n/a	14055693	n/a	Bad line	9			
LOCAL	1000	09/07/98	08:49 PM	23	n/a	14055693	n/a	Mailbox full	3			
LOCAL	1000	09/08/98	09:01 AM	1	n/a	14055693	n/a	Delivered	2			
*** End of Report ***												
OUTBOUND CHECKING - AUDIT TRAIL										09/10/98	04:26 PM	Page 1
ACCESS NUMBER	BOX ID	DATE	TIME	METHOD-MSGS	ORIGINATION	CONNECT STATUS	MESSAGE STATUS	CHANNEL	RETRY			
44555	1042	09/06/98	04:01 PM	IMMEDIATE-0	LOCAL	Supported AMIS	Delivered	2	0			
44555	2060	09/07/98	04:07 PM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
44555	1838	09/07/98	08:49 PM	IMMEDIATE-0	LOCAL	Supported AMIS	Delivered	2	0			
44555	1045	09/08/98	09:01 AM	IMMEDIATE-0	LOCAL	Supported AMIS	NODE DISABLE	2	0			
* End of Report ***												

The Node Information report displays the following information:

- **Node Number**—Displays the node number on the system.
- **Status**—Displays whether the node is active or inactive for network events. The status may be inactive if either the system manager deactivated the node or if the system deactivated the node due to an excessive number of errors.
- **Access Number**—Displays the phone number the system dials to send messages to the other voice mail system associated with the node.
- **System Name**—Displays the name of the site or company for the other voice mail system.
- **Supervisor Name**—Displays the name of the system manager for the other voice mail system.
- **Prompt Number**—Displays the number assigned to the prompt the system plays when the system voices the destination of a network message for confirmation.
- **Supervisor's Box**—Displays the mailbox number of the system manager on the other voice mail system.
- **Maximum Messages**—Displays the maximum number of messages allowed in a queue before the system sends the messages.
- **Maximum Delay**—Displays the maximum amount of time the system allows messages to wait in a queue before sending them.
- **Weekdays On**—Displays the hour beginning the weekday economy hours.
- **Weekdays Off**—Displays the hour ending the weekday economy hours.
- **Weekends On**—Displays the hour beginning the weekend economy hours.
- **Weekends Off**—Displays the hour ending the weekend economy hours.

- **Maximum Delay**—Displays the maximum amount of time the system allows messages to wait in a queue before sending them.
- **Outbound Attempts**—Displays the number of messages the system attempted to send.
- **Attempts Complete**—Displays the number of outbound events successfully completed.
- **Message Attempts**—Displays the number of messages the system attempted to deliver.
- **Messages Complete**—Displays the number of messages successfully delivered.
- **Total Outcall Time**—Displays the total length of time, in seconds, of all messages sent.
- **Total Message Time**—Displays the total length of time, in seconds, of all messages sent or received.
- **Failed (Busy)**—Displays the total number of times the system encountered a busy condition at the other voice mail system.
- **Failed (No Answer)**—Displays the total number of times the system encountered a no answer at the other voice mail system.

NETWORK NODE - INFORMATION			11/10/98	04:26 PM	Page 1		
Node Number: 111			Status: Active				
Access Number: 18135551234			Supervisor Name: Ellen Gray				
System Name: Lab 1			Supervisors Box: 555				
Prompt Number: 20			Maximum Delay: 90				
Maximum Msgs: 9			Weekdays Off: 0600				
Weekdays On: 2300			Weekends Off: 0600				
Weekends On: 2300							
OUTCALL Statistics:	Cur	Last	Total	MESSAGE Statistics:	Cur	Last	Total
Outbound Attempts:	13	16	29	Message Attempts:	10	8	18
Attempts Complete:	10	14	24	Messages Complete:	10	8	18
Total Outcall Time:	234	349	583	Total Message Time:	325	113	438
Failed (Busy):	2	0	2	Failed (No Answer):	1	2	3
*** End of Report ***							

Line Statistics

The Line Statistics displays call information for each system port. This report cannot be saved to disk. It must be directed to a printer. The report contains the following information:

- **Port**—Displays the port number.
- **Calls**—Displays the number of incoming calls to the port handled by the system.
- **Fails**—Displays the number of outbound calls initiated from the port to destinations that were either busy or not answered.
- **Avg. Len**—Displays the average length of each call in seconds to or from the port.
- **Dials**—Displays the number of outbound calls placed by the system such as wake-up call or to light a message waiting light.
- **Connects**—Displays the number of outgoing calls generated by the system that connected successfully. This number is smaller for systems using unsupervised message waiting lights than for systems using supervised message waiting lights.

Port	Calls	Fails	AvgLen	Dials	Connects
0	359	8	34	80	72
1	68	3	45	10	7
2	55	2	33	4	2
3	10	0	29	80	80
TOTAL	492	13	141	174	161

Application Statistics

The Application Statistics report displays call statistics for the inbound and outbound ports specified in System Setup. The first application number represents Inbound ports. The second application number represents Outbound ports. This report displays the following information:

- **Appl.**—Displays the number of the application for which the statistics are recorded.
- **Calls**—Displays the total number of calls for the application.
- **Fails**—Displays the number of outbound calls initiated from the port to destinations that were either busy or not answered.
- **Dials**—Displays the number of outgoing calls for the application generated by the system such as wake-up calls or calls made to light a message waiting light.

Appl.	Calls	Fails	Dials
1	3457	7	2081
2	0	0	0

APPLICATION STATISTICS 11/01/98 10:45 AM Page 1

Hourly Statistics

The Hourly Statistics report monitors the total number of incoming and outgoing calls for each hour of both the current and previous day. This report cannot be saved to disk. It must be directed to a printer. This report contains the following information:

- **Today/Yesterday columns**—Displays the hour of the day for which the statistics are recorded for the current or previous day.
- **Calls**—Displays the number of incoming calls handled by the system.
- **Fails**—Displays the number of outbound calls initiated from the port to destinations that were either busy or not answered.

- **Dials**—Displays the number of outgoing calls placed by the system for wake-up calls or to light message waiting lights.

HOURLY STATISTICS			
	11/01/98	10:13 AM	Page 1
TODAY:	Calls	Fails	Dials
12 AM	11	0	0
1 AM	3	0	0
2 AM	0	0	0
3 AM	0	0	0
4 AM	0	0	0
5 AM	4	0	0
6 AM	15	0	0
7 AM	20	0	2
8 AM	42	0	3
9 AM	60	0	23
10 AM	55	0	14
11 AM	57	0	18
12 N	71	2	22
1 PM	68	0	43
2 PM	80	0	21
3 PM	70	0	13
4 PM	35	0	15
5 PM	20	0	8
6 PM	28	1	1
7 PM	20	0	0
8 PM	21	0	3
9 PM	15	0	0
10 PM	0	0	0
11 PM	8	0	0
Total:	703	3	182
YESTERDAY:	Calls	Fails	Dials
12 AM	9	0	0
1 AM	3	0	0
2 AM	0	0	0
3 AM	0	0	0
4 AM	0	0	0
5 AM	3	2	0
6 AM	13	0	1
7 AM	17	0	2
8 AM	38	0	3
9 AM	54	0	9
10 AM	56	0	21
11 AM	50	0	17
12 N	66	1	12
1 PM	64	0	32
2 PM	72	0	27
3 PM	65	1	41
4 PM	30	0	11
5 PM	24	0	14
6 PM	21	1	1
7 PM	18	0	0
8 PM	17	2	3
9 PM	16	0	0
10 PM	0	0	0
11 PM	8	0	0
Total:	644	7	192

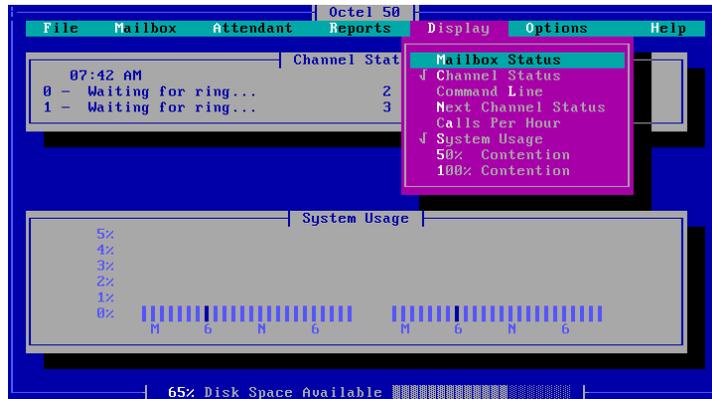
Notes:

CHAPTER 6

The Display Menu

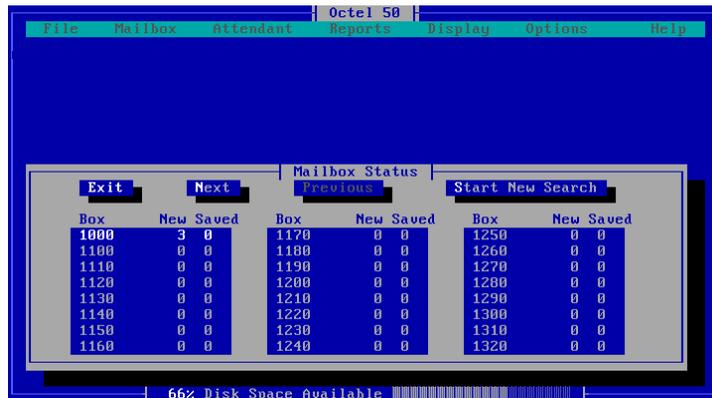
The Display menu offers 8 different options you can select to view system status and statistics.

A check mark next to a display name means the display is active. A stack of dashes means a display is active but hidden.



Mailbox Status

The Mailbox Status screen shows the number of both new and saved messages for each mailbox. Mailboxes containing new messages are highlighted and flashing. The maximum total that can be displayed for each type of message is 99.



The Next and Previous buttons allow you to advance or return to screens containing additional mailbox numbers and their respective status information.

To quickly find a mailbox on a large system, select Start New Search, type the mailbox number, and select <OK>. If the mailbox number you entered exists, it will be the first entry listed in the first column.

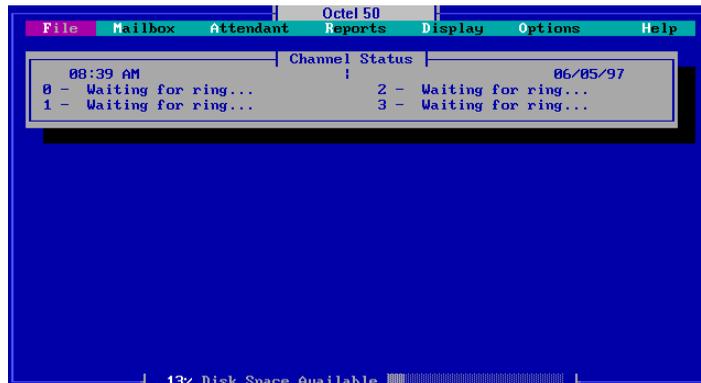
You can view information for a particular mailbox by using the arrow keys to highlight the mailbox, then pressing <ENTER>. The Mailbox Information dialog box that displays contains the mailbox number, extension, mailbox owner's name, company, division, and the number of new and saved messages. Select OK to close the dialog box.

To close the Mailbox Status display, select Exit.

Channel Status

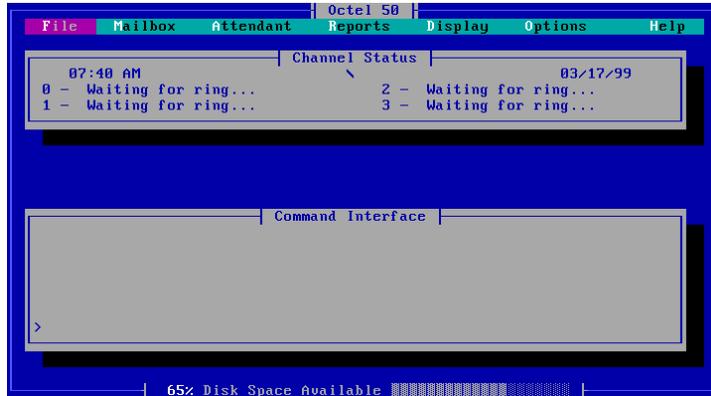
Channel Status displays call activity on each of the first four installed ports. If your system has less than four ports, only those ports are displayed. If your system has more than four ports, you must select the Next Channel Status option to view their activity.

Channel Status displays "Waiting for ring..." or "Waiting for DID..." if a channel is not occupied by a call. Once a call occupies a port, you can monitor the caller's actions on the screen. It is recommended that this display be active to monitor calls.



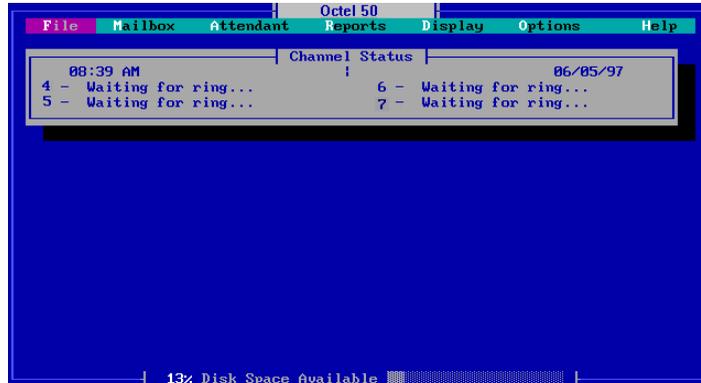
Command Line

The Command Line Interface allows you to enter commands to perform certain tasks and functions from the command line. The tasks and functions you can perform from the command line include disabling, enabling, and dropping ports; altering the system's date and time; and performing a system shutdown. For a complete list of available commands, see Chapter 9, "Operator Commands."



Next Channel Status

Since only four ports can be displayed at one time on the Channel Status screen, you can use Next Channel Status to display the status of additional installed ports. Each time you select Next Channel Status, the next four ports are displayed. When you reach the last four ports on the system, you can select Next Channel Status again to redisplay the first four ports.



Calls Per Hour

The Calls Per Hour display monitors the total number of incoming calls per hour for both the current and the previous days.



The bars on the left side of the display represent the current day's call activity, while the bars on the right side of the display represent the previous day's call activity. Bars are labeled M (Midnight), 6 (6:00 AM), N (Noon), and 6 (6:00 PM). The highlighted bar represents the current hour.

System Usage

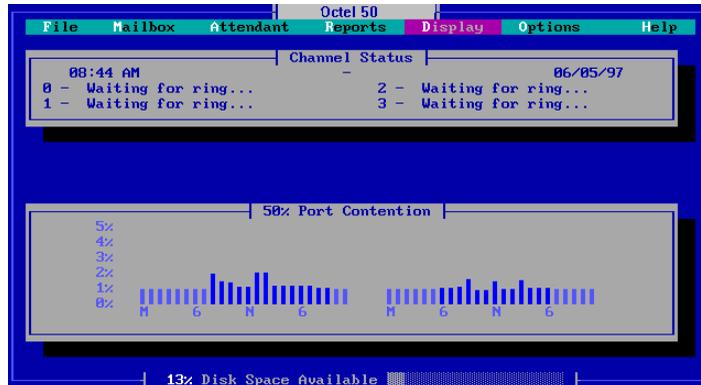
The System Usage graph displays the percentage of total available system time used during a certain hour. A 4-port system has 240 minutes of available system time each hour (4 ports x 60 minutes each). If the ports were used a total of 80 minutes during a particular hour (for example, 32 minutes on port 0, 25 minutes on port 1, 15 minutes on port 2, and eight minutes on port 3), then the system used 80 minutes of an available 240 minutes, for a usage percentage of 33% for that hour.



The bars on the left side of the display represent the current day's call activity, while the bars on the right side of the display represent the previous day's call activity. Bars are labeled M (Midnight), 6 (6:00 AM), N (Noon), and 6 (6:00 PM). The highlighted bar represents the current hour.

50% Contention

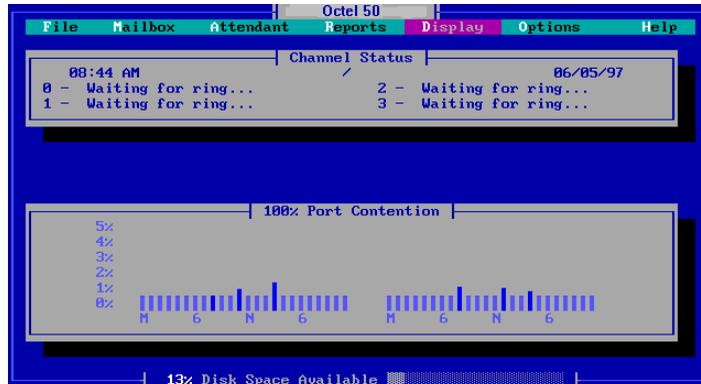
The 50% Contention graph displays the percentage of a specific hour that half (50%) of the system's ports were simultaneously occupied. If a system has four installed ports, and any two of those ports were occupied at the same time for 15 minutes of a given hour, then that hour had 50% contention 25% (15/60ths) of the hour.



The bars on the left side of the display represent the current day's call activity, while the bars on the right side of the display represent the previous day's call activity. Bars are labeled M (Midnight), 6 (6:00 AM), N (Noon), and 6 (6:00 PM). The bar that is highlighted represents the current hour.

100% Contention

The 100% Contention graph displays the percentage of a specific hour that all (100%) system ports were simultaneously occupied. If a system has four installed ports, and all four of those ports were occupied at the same time for three minutes of a given hour, then that hour had 100% contention 5% (3/60ths) of the hour.



The bars on the left side of the display represent the current day's call activity, while the bars on the right side of the display represent the previous day's call activity. Bars are labeled M (Midnight), 6 (6:00 AM), N (Noon), and 6 (6:00 PM). The highlighted bar represents the current hour.

If the percentages on the 100% Contention screen are consistently between 2 and 5 percent during any particular hour, it is recommended that more ports installed on your system, since callers to the system will hear a busy signal when all ports are occupied.

CHAPTER 7

The Options Menu

The Options menu contains five selections:

- Greeting by Port
- Class of Service
- AMIS Maintenance
- System Setup
- Screen Configuration

Greeting By Port

Greeting by port allows you to set up a multiple greeting system by assigning each company's calls to be answered by a unique port. This way Octel 50 can handle calls for an executive office complex where a group of businesses share one switchboard.

When setting up greetings by ports, consider the following:

- To ensure the appropriate mailboxes are included in the company directories, and that subscribers can access their mailboxes, verify the entries in the Company field on the Mailbox Entry screen are the same for the mailbox assigned to answer the port and the subscriber mailboxes assigned to the company. For additional information, see Chapter 3, "The Mailbox Menu."
- For the mailbox designated to answer calls to the port, record the greeting for the port as the Personal Greeting prompt for the mailbox. You can record this greeting from the Supervisor's menu. For additional information, see Chapter 10, "Supervisor Keypad Options."
- You can block the mailbox to use with a V-Tree. This allows you to simulate the attendant menu feature in a greeting by port application. For additional information on creating V-Trees, see Chapter 11, "V-Trees."
- Mailboxes with no assigned company on the Mailbox entry dialog box can access all ports. To allow the system supervisor access to all ports on the system through the phone interface, do not enter a Company for the system supervisor's mailbox. For additional information, see Chapter 3, "The Mailbox Menu."

To configure Greeting by Port:

1. Start Octel 50 if it is not already running and log in as a level 3 supervisor.
2. From the Options menu, select Greeting by Port. The Greeting by Port dialog box displays.

The screenshot shows the 'Greeting By Port' dialog box. The title bar reads 'Greeting By Port'. The dialog is divided into several sections:

- Port #:** A text field with a cursor.
- Active:** A checkbox labeled '[] Active'.
- Mailboxes To Use:** A section with two sub-fields: 'During Hours' and 'After Hours', both containing the value '1100'.
- Daily Business Hours:** A section with a 'Copy To: Monday' field.
- Open/Close Times:** Two time fields: 'Open' set to '08:00 AM' and 'Close' set to '09:00 PM'.
- Radio Buttons:** Three radio buttons: '() Open All Day', '() Closed All Day', and '(X) Selected Hours'.
- Navigation Buttons:** A vertical column of buttons on the right: 'OK', 'Cancel', 'Save', 'Prev', and 'Next'.

3. In the Port # field, enter the number of the port you want to configure for greeting by port.
4. To activate the port for greeting by port, select the Active option.
5. Under Mailboxes to use, enter the number of the mailbox you want to assign to answer the port during business hours in the During Hours field.
6. Under Mailboxes to use, enter the number of the mailbox you want to assign to answer the port after business hours in the After Hours field. The after hours mailbox you enter may be the same as the during hours mailbox you entered in step 5.
7. Under Daily Business Hours, click the Sunday button to display a list of the days of the week.
8. To select the day of the week you want to set hours for, use the up and down arrows to highlight the day in the list, then press <ENTER>.

9. Select one of the following business hours options for the selected day of the week:
 - **Open All Day**—The time of day greetings (morning, afternoon, and evening) are voiced at the appropriate times during the day at the times specified on the Time/Date tab in System Setup. The office closed greeting is not voiced during that day.
 - **Closed All Day**—The office closed greeting is voiced during the whole day. The time of day greetings are not voiced during that day.
 - **Selected Hours**—The time of day greetings are voiced during the times specified in the Open and Close fields. The office closed greeting is voiced the rest of that day.
10. If you chose the Selected Hours option, enter the time of day the company opens for business and closes in the Open and Close fields in standard AM/PM format. The closed time must be later than the open time. During business hours, the personal greeting from the during-hours mailbox is used. During closed hours, the personal greeting from the after hours mailbox is voiced to callers.
11. If you want to configure several consecutive days with the same daily business hours, select Copy To: under Daily Business Hours to copy the information to the next day.
12. To save the entered greetings by port information, select Save.
13. To copy the entered information to the next consecutive port number on the system, select Copy to Port #.
14. To view or modify the greeting by port settings for another port, select the Next or Prev button.
15. To close the Greeting by Port dialog box, select OK. The Octel 50 main window displays.

Class of Service

A class of service is a set of features and specifications that are assigned to a mailbox. The class of service assigned to a mailbox dictates which features are accessible to the subscriber. When a feature, such as call screening, is not activated in the class of service assigned to a mailbox, options relating to the feature are not voiced when the subscriber accesses the mailbox.

There are 25 predefined classes of services you can assign to a mailbox. You may also create custom classes of service for individual mailboxes if you are logged into the system as a level 3 supervisor. Note that the custom class of service options on the Class of Service dialog box are not displayed unless you are logged in as a level 3 supervisor on the system. For additional information on custom classes of service, see Chapter 3, “The Mailbox Menu.”

Even though some features are selected in the mailbox class of service, you can disable these features in the subscriber settings for the mailbox, preventing the subscriber from using the features. You can also enable features in the subscriber settings that are not selected in the mailbox’s class of service. This enables you to control an individual subscriber’s use of certain mailbox features without creating a custom class of service.

To view or modify a predefined class of service:

1. From the Options menu, select Class of Service. The Class of Service dialog box displays.



2. In the Class of Service field, enter the number of the class of service you want to view or modify, or use the Prev and Next buttons to view the available classes of service.
3. Modify the class of service settings you want to change. Note that changes made to a predefined class of service apply to any mailbox assigned that class of service number.
4. To save the changes, select Accept. The Octel 50 main screen displays.

The following options are available on the Class of Service dialog box.

Call Screening

Call Screening allows a subscriber to accept, reject, or redirect a call. When call screening is activated, the system instructs callers requesting that extension to record their names at the tone. If the subscriber wants to take the call, the subscriber presses <#>, and the caller is transferred to the extension. If the subscriber wants to reject the call, the subscriber presses <1> and immediately hangs up the phone. If a call is rejected by the subscriber, the caller is told there was no answer at the extension and is given the choice of trying another extension, leaving a voice mail message, or dialing the operator's extension. The caller is not given the option to page. The subscriber may also choose to redirect the call by pressing <*>, followed by the destination mailbox number. The subscriber must then immediately hang up the phone so the caller can be transferred to the specified extension.

If you want to prohibit subscribers from changing the call screening for their mailbox, do not select the Call Screening option in the mailbox's class of service, and instead select the Call Screening option in the mailbox's subscriber settings.

Confirmation

Confirmation allows the subscriber to review the date and time a message was sent, to whom it was sent, and, if applicable, the date and time the recipient listened to or skipped the message. This feature helps the sender of a message determine if and when another subscriber received the message. This feature is not supported by the AMIS protocol—only messages sent to local subscribers may be sent with confirmation.

Voice Folders

Voice Folders allow a subscriber to organize voice and fax messages by storing them in “folders” in the mailbox. A subscriber can create up to nine folders to store messages. The subscriber records a label for each folder, which is voiced when the subscriber accesses the mailbox. For example, if a subscriber regularly receives messages that are either technical or administrative, the subscriber can create two folders with the labels “*Technical*” and “*Administration*” to save and organize the messages.

Call Queuing

Call Queuing allows callers to either hold for a specific extension or leave a voice message when the dialed extension is busy. Depending on how call queuing is set up on the system, callers may be informed of their status in the queue, including their position (the number of calls ahead of them), while they hold for that extension. Call queuing may also give callers periodic opportunities to either leave a voice message or continue to hold. The caller on hold may be provided with prerecorded music or messages, such as product information.

You may record up to nine verbal or music messages for callers to listen to while holding in the queue. For example, the messages could provide new product information or sales promotions to callers in the queue. The system voices each of the nine messages to each caller in the queue. After voicing each recorded message, the system voices the caller’s status followed by the available options. Once the system plays all the recorded messages, it returns to the first message and begins voicing the messages again. All mailboxes on a system that have call queuing activated in the class of service use the same nine prompts. The first caller in the queue hears a prompt before the call is transferred to the extension. For information on specifying and using the call queuing prompts, see Chapter 4, “The Attendant Menu.”

If you want to prohibit subscribers from changing the call queuing for their mailbox, do not select the Call Queuing option in the mailbox’s class of service, and instead, select the Call Queuing option in the mailbox’s subscriber settings.

Message Light

Message Light allows you to use the light or LEDs on subscriber's phones to notify them of new messages in their mailboxes. Once a subscriber listens to or skips a message in a mailbox, the message waiting light on the phone is turned off. Note that message waiting lights only work if the phone system supports the feature and the system has been set up to use the message waiting lights.

Intercom Paging

Intercom Paging allows a caller to page a subscriber who does not answer the mailbox extension. A paged subscriber can either retrieve the call from the subscriber's extension or use the intercom redirect feature to access the call from another extension by rerouting the call. If the subscriber does not respond to the page, the caller is given the option to try another extension, leave a voice message in the subscriber's mailbox, or transfer to the operator. If the caller retries to call the original extension, the system waits approximately one minute before redialing that extension.

Paging may be set to Off, On, or Automatic. When paging is off, callers cannot page subscribers. When paging is on, the caller is given the option to page when there is no answer at the subscriber's extension. When paging is set to automatic, the subscriber is always paged once before the system performs the call handling options that are set up for the mailbox.

If you want to prohibit subscribers from changing the selected Intercom Paging option for their mailbox, do not select the Intercom Paging option in the mailbox's class of service, and instead, select the appropriate intercom paging option in the mailbox's subscriber settings.

Paging is available only if an intercom is connected to the phone system and the intercom paging feature has been set up on the system.

Distribution List

Distribution List allows subscribers to create lists of mailboxes, so one message can be sent to multiple recipients in one step. For example, a subscriber can create a group list of all subscribers

working on a particular project. The subscriber can then send a message to all subscribers on the project by entering a single number. Subscribers can create up to 10 distribution lists in their mailboxes, numbered *0 through *9. Each list can contain a total of 20 mailboxes, personal network addresses, or other distribution list numbers. Each distribution list included as a destination on a personal group list counts as one destination. To include destinations on other voice mail systems, the subscriber must also be permitted access to network message features in the mailbox's class of service.

Personal Network Address—A personal network address consists of one entry containing the access phone number of a remote system that supports the AMIS protocol and a mailbox number at that location. The subscriber must have Casual AIM dispatch options, as well as access to distribution lists, to use personal network addresses. A subscriber can record up to 20 individual personal network addresses, numbered *20 through *39. A personal network address is a convenient way of using Casual AIM features without having to dial a long series of digits. You can also incorporate a personal network address as an entry in a distribution list.

Global Distribution

Global Distribution allows the subscriber to send messages to system distribution lists *10 through *19 and global lists *98 and *99. Lists *10 through *19 must be created by a supervisor using the phone; *98 and *99 are system-generated lists containing all mailboxes in a subscriber's division and company, respectively. Subscribers cannot include system distribution lists in their own personal lists unless this option has been chosen for their mailboxes' class of service.

Directory Access

Directory Access allows subscribers to access a listing of all subscribers and their mailbox numbers. This allows subscribers to send messages to other subscribers without requiring them to know the subscriber's mailbox number.

In some instances, subscribers may belong to a voice mail service bureau, where they would not need to know the mailbox numbers of other system subscribers. If the system is set up to use greeting by port, only mailboxes with the same company are voiced in a directory.

Call Handling

Call Handling allows subscribers to control how calls to their mailboxes are routed. For example, a subscriber can set up a mailbox to block all calls to a prompt that requests the caller to leave a message while the subscriber is on vacation. The mailbox can be set up to voice an optional prompt, forward the call to another extension, or route the call to a V-Tree. The mailbox can also be set up to perform one of these actions for either all calls to the mailbox, calls that are not answered, or calls that receive a busy signal. For additional information, see Chapter 3, “The Mailbox Menu.”

If you want to prohibit subscribers from changing the selected Call Handling option for their mailbox, do not select the Call Handling option in the mailbox’s class of service, and instead, select the appropriate call handling option in the mailbox’s subscriber settings. This is especially useful when mailboxes are blocked to V-Trees because it prevents the feature from being accidentally deactivated by a subscriber.

V-Tree

V-Tree allows subscribers to create custom voice menus in their mailboxes. V-Trees can route calls, provide information to callers, or collect information from callers. For example, a mailbox for a sales department can contain a V-Tree that allows callers to press <1> for information on product A, press <2> for information on product B, or press <3> to talk to a sales representative. For additional information, see Chapter 11, “V-Trees.”

If you want to prohibit subscribers from changing the selected V-Tree options for their mailbox, do not select the V-Tree option in the mailbox’s class of service, and instead, select the appropriate V-Tree options in the mailbox’s subscriber settings.

Fax V-Tree

Fax V-Tree allows subscribers to create V-Trees in their mailboxes that have fax options. For example, a mailbox for a sales department can contain a V-Tree that allows callers to press <1> for information on product A, press <2> for information on product B, press <3> to talk to a sales representative, or press <4> to have information on all products faxed to them. Note that the system must have the Fax Solution module set up, and have both the Fax V-Tree and V-Tree

options selected in the mailbox's class of service to allow the subscriber to include fax features in a V-Tree.

Send Message

Send Message allows subscribers to send messages from their mailboxes to other system subscribers or subscribers on other voice mail systems, if AMIS is set up for the system.

Receive Message

Receive Message allows a subscriber to receive messages from both subscribers and outside callers (non-subscribers). When both this feature is selected and the system is set up to receive messages from other voice mail systems, subscribers can receive messages from remote subscribers whose voice mail systems support AMIS.

Save Messages

Save Messages allows subscribers to save messages sent to their mailboxes. The values entered in the Days to Save section of the Class of Service dialog box determine how long the mailbox subscriber can save a messages in the mailbox before the system deletes them.

Undelete Messages

Undelete Messages allows subscribers to recover either new or saved messages deleted from their mailboxes. This feature helps prevent subscribers from accidentally deleting a message in the mailbox. Subscribers can only undelete the messages that they deleted during the current session. Once a subscriber exits a mailbox by hanging up or backing out of the mailbox, the messages are permanently deleted.

Message Scan

Message Scan allows subscribers to scan their new messages for messages sent from a particular subscriber. This feature only allows subscribers to scan for a message from another subscriber on the system. Subscribers cannot locate messages from another voice mail system or an outside caller.

Sent Message Editing

Sent Message Editing allows subscribers to search for and edit messages they have already sent from their mailboxes to other mailboxes that are still in the mailbox's new message queue. Subscribers can only use this feature to locate and edit messages sent to other subscribers on the system. Messages designated for AMIS dispatch to other voice mail systems cannot be edited.

Record Prompts

Record Prompts allows mailbox subscribers to record their own mailbox prompts: Please Hold prompt, Directory prompt, Name prompt, Personal Greeting prompt, Optional 1 prompt, and Optional 2 prompt. If prompts are not recorded for a mailbox, the system default prompts are used. It is recommended that subscribers be allowed to record their own prompts to add a personal touch to the system.

Operator Access

Operator Access allows callers to the mailbox to transfer to the mailbox's operator. This operator can be the default operator set up for the system or a personal operator specified on the Mailbox Entry dialog box.

Supervisor

This option allows the subscriber to access the Supervisor Main menu over the phone. A supervisor has access to many functions, including the ability to create, edit, and delete mailboxes; record system and personal prompts; and maintain system distribution lists. Although Octel 50 allows any number of supervisors, there should only be a few. If there are multiple companies, there should be one supervisor for each, since a supervisor can only edit mailboxes with the same company. For additional information, see Chapter 10, "Supervisor Keypad Options."

Message Delivery

Message Delivery box controls whether subscribers can use the message delivery and wake-up call features, whether they can enter local and long distance numbers, and the type of calls that are considered successful delivery attempts.

Not Allowed

Not Allowed does not permit subscribers to use the message delivery and wake-up call features.

Local Delivery Only

Local Delivery Only allows subscribers to only enter numbers defined as local numbers. The number of characters a subscriber can enter for a local number is limited by values entered during the set up of the system.

You can manually enter a long distance number for a mailbox feature even though the mailbox has Local Only selected as a delivery option. This allows you to specify which features the mailbox can use to call long distance numbers. To manually enter a long distance number for a feature, enter the long distance number, up to 16 characters, in the mailbox's subscriber settings. The subscriber cannot change this number in the mailbox after it is entered in the subscriber settings.

Long Distance

Long Distance allows subscribers to enter up to 16 characters to call numbers for the message delivery and wake-up call features.

Batch Mode

Batch Mode, if selected, specifies that when the system performs message delivery, it considers the subscriber successfully notified of the message when either someone or something, such as an answering machine, answers the phone. For example, if the system calls the number specified for message delivery and an answering machine answers the call, the system interprets the attempt as successful and does not attempt to notify the subscriber again.

If the Batch Mode option is not selected, the system interprets a message delivery attempt successful when the subscriber logs into the mailbox.

The batch mode feature does not affect message delivery through a beeper. Batch mode is only used with message delivery and has no effect on the wake-up calls feature.

Fax

Fax options allows subscribers to use the Fax Solution module, if installed on the system. The module allows subscribers to send and receive faxes in their mailboxes.

Send Faxes

Send Faxes allows subscribers to send fax messages, including copies of voice/fax messages, from their mailboxes to other system subscribers. Note that the Fax Solution module must be set up on the system to use this feature.

Faxes cannot be sent to other voice mail systems. If a fax message is sent to a group list that contains both local subscribers and network destinations, only the local subscribers who are permitted to receive faxes receive the attached fax message. Recipients at the remote system only receive the voice portion of the message.

The Send Faxes option must be selected for subscribers to include fax capabilities in V-Trees they create for their mailboxes.

Receive Faxes

Receive Faxes allows subscribers to receive fax messages in their mailboxes from both subscribers and outside callers. Note that the Fax Solution module must be set up on the system to use this feature.

Max Messages

Max Messages defines the maximum number of messages (both new and saved) permitted in the mailbox. This feature helps manage the system's available disk space by limiting the amount of space mailbox messages can take up on the system. The functions of the mailbox should be considered when setting this value. For example, you may want to allow the sales department mailboxes to store more messages than mailboxes in other departments. Ensure that the operators' mailboxes are able to store enough messages to allow for high call volume. The maximum number of messages a mailbox can contain is 32,000. The recommended Max Messages value is under 70.

Msg Time

Msg Time defines the maximum length (in seconds) allowed for the following types of messages:

- Messages that subscribers record to send to other subscribers
- Messages sent from other voice mail systems
- Messages sent to mailboxes from outside callers

This feature helps to manage the system's available disk space by limiting the amount of space mailbox messages can take up on the system. The functions of the mailbox should be considered when setting this value. For example, a customer service department may require a longer message time than an accounting department. The minimum message length is 30 seconds; the maximum message length is 32,000 seconds. If AMIS messaging is permitted, this value should be set to no more than 480 seconds (8 minutes) to accommodate the maximum AMIS message time.

Total Time

Total Time limits the total message time allowed. This feature helps to manage the system's available disk space by limiting the amount of space mailbox messages can take up on the system. If Total Time is left blank or set to 0, the total time allowed for recording is determined by multiplying the Max Messages value by the Msg Time value.

Language

Language allows you to select the mailbox's default language. Octel 50 can support as many as five languages, numbered 1 through 5. Language 1 defaults to English. If you would like to use another language on the system, you must specify multiple languages in System Setup and recorded the phrase script in that language.

Days to Save New Messages

This field specifies the number of days a message that has not been listened to can remain in the mailbox before it is automatically deleted by the system. To keep messages in the mailbox until they are either saved or deleted, enter 99. The system can also be set up

to notify mailbox subscribers that a message has been deleted from their mailbox by the system.

Days to Save Saved Messages

This field specifies the total number of days that a message can remain in the mailbox before it is automatically deleted by the system. The total number of days a message has been in a mailbox starts as soon as the mailbox receives the message. For example, if this field is set to 14 days and a message was sent to the mailbox 4 days ago, it will only be saved for 10 more days, even though it was listened to and saved by the subscriber after 2 days. To save messages indefinitely, enter 99. The system can also be set up to notify mailbox subscribers that a message has been deleted from their mailbox by the system.

Maximum Rings

Maximum Rings specifies the number of rings before the system determines there is no answer at a mailbox's extension.

The number entered in Maximum Rings overrides the value set in the Maximum Rings before No Answer parameter in System Setup.

If you enter a 0, call progress is not used for this extension, and the system transfers and releases the call without testing for a busy or no answer condition (blind transfer). In this event, if there is no answer or if the mailbox is busy, the call will not go back to the messaging system unless an integration feature is being used on the system, or the phone itself is forwarded to the voice mail extension.

Ensure this number is at least 1 less than the number of rings set up on the system's telephone switch. If the number is not at least 1 less than the number of rings set up for the switch, calls are not routed to the Octel 50 system.

It is recommended that you do not set the ring count to less than 3, or more than 15. The system may not recognize less than 3 rings on some telephone switches, and more than 15 rings may produce unpredictable results.

AMIS Class of Service

If the class of service has Send Message enabled and the system is configured with the AMIS Interface Module (AIM), you can select the AMIS button on the Class of Service dialog box to configure AMIS for the class of service.



Highest Outgoing Dispatch

Highest Outgoing Dispatch defines the how messages are sent from the mailbox:

- **Not Allowed**—The subscriber does not have AIM message dispatch options.
- **Economy**—The subscriber only has the Economy dispatch option. Messages dispatched by the subscriber will be sent during the economy hours set up for the system. You can override the economy hours for individual network nodes if appropriate.
- **Standard**— Allows subscribers to send messages marked with either economy or standard dispatch. Messages sent to other voice mail systems with standard dispatch are held in a queue for the maximum time set up for the system or until a defined number of messages accumulate in the same queue, whichever occurs first. The holding queue is specific to the remote access phone number, meaning a message dispatched to node 1 is held in a separate queue then a message dispatched to node 2.
- **Priority**— Allows subscribers to send messages marked with economy, standard, or priority dispatch. A message dispatched priority is sent to the remote address at the system's earliest opportunity. A subscriber's highest outgoing dispatch option must be set for priority for the subscriber to be permitted future delivery of AMIS messages.

Casual

Casual AMIS allows subscribers to send messages to other voice mail systems that support the AMIS protocol by entering the complete phone number of the system and the destination mailbox number.

If a subscriber is only given casual access, then the subscriber can only dispatch messages to addresses the subscriber manually enters.

Reply

If Reply is enabled, the subscriber is permitted to reply to AMIS messages. Since the system stores the address of the remote delivery site, the subscriber is not required to enter the remote access telephone number and mailbox number of the recipient.

Administered

Administered AMIS allows subscribers to send messages to defined AMIS nodes. Nodes allow subscribers to enter a short series of digits that represent the complete phone number of another voice mail system, instead of entering the entire phone number. If Administered is the only AMIS activated, the subscriber can only send messages to sites designated as AMIS nodes.

Maximum Message Length

The Maximum Message Length field denotes the maximum length, in seconds, of each outgoing AMIS message.

Select Accept to save the settings and return to the class of service dialog box.

AMIS Maintenance

AMIS Maintenance allows you to edit, create, delete, or search for an administered node. A node represents a remote system that supports the AMIS-analog protocol.

Create a Node

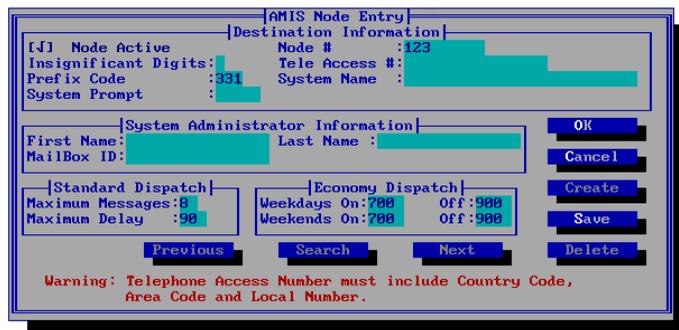
You can create AMIS nodes that allow the system to communicate with other voice mail systems that support the AMIS protocol.

To create a node:

1. From the Options menu, select AMIS Maintenance. The Select Node dialog box displays.



2. In the Enter Node # field, enter the number of the node to create, then select Create. The AMIS Node Entry dialog box displays the node number in the Node Number field.



3. To allow subscribers to use the node to send messages, select the Node Active option. This option enables you to easily turn a node on or off without deleting the node. When you turn the node off, subscribers cannot send messages to the other voice mail system through the node and all messages that were scheduled to be sent to that system are returned to the message sender with an appropriate message.
4. If the node number includes the first number or numbers used for all the mailbox numbers on the other voice mail system, enter the number of digits from the left before the common mailbox number(s) in the Insignificant Digits field. For example, if all mailboxes begin with a 7 and the node number is 347, enter 2 in

the Insignificant Digits field to specify that the 7 in the node number is part of the mailbox number.

5. In the Tele Access # field, enter the number, up to 16 digits, to dial for the other voice mail system. Note that this number must be unique on the system. Two AMIS nodes cannot be set up to dial the same phone number.

The access phone number must include the country code, area code, and local number of the other voice mail system. For example, to create a node that has 1 for the country code, 941 as the area code, and 555-1234 for the local number, you must enter 19415551234 in the Tele Access # field.

6. If there is an internal telephone network that allows users to call extensions on the other voice mail system, enter the internal telephone network prefix for that location in the Prefix Code field. If there is not an internal telephone network set up for the other voice mail system, do not change the default for the Prefix Code field. The prefix you enter can be up to three characters long.
7. In the System Name field, enter the name of the other voice mail system, up to 26 characters. The system name is used to help locate a specific node using the search feature. If the system name is left blank, the telephone access number is used for the system name.
8. In the System Prompt field, enter the number of the prompt that voices the name of the remote system. This prompt is used as a confirmation of a node number and mailbox entry, if a dispatched message could not be delivered, and to denote a new message from a recognized node. For information on recording prompts, see Chapter 10, "Supervisor Keypad Options."
9. Under System Administrator Information, in the First Name field, enter the first name of the person responsible for maintaining the other voice mail system.

The System Administrator Information is for your information only. By entering the appropriate information, you can keep record of the person responsible for maintaining the other voice mail system.

10. Under System Administrator Information, in the Last Name field, enter the last name of the person responsible for maintaining the other voice mail system.
11. Under System Administrator Information, in the Mailbox ID field, enter the mailbox number of the person responsible for maintaining the other voice mail system.

The Standard Dispatch and Economy Dispatch options allow you to override the dispatch options specified in System Setup.

12. In the Maximum Messages field, enter the number of messages that should be marked for dispatch to this node before the system sends all the messages to the node. This allows the system to send multiple messages at one time, reducing long distance fees.
13. In the Maximum Delay field, enter the number of minutes that should be marked for dispatch to this node before the system sends all the messages to the node. This allows you to set a maximum time limit on how long a message can wait before it is sent to the other voice mail system.

All messages marked for standard dispatch through a node are sent when either the maximum number of messages is reached or the first message marked for dispatch exceeds the maximum delay value, whichever occurs first.

14. Under Economy Dispatch, in the Weekday On field, enter the time of day to begin the economy dispatch for weekdays. Economy dispatch options allow you to specify the time when it is most economical to send messages to other voice mail systems, based on long distance fees.
15. Under Economy Dispatch, in the Weekday Off field, enter the time of day to end the economy dispatch for weekdays.
16. Under Economy Dispatch, in the Weekend On field, enter the time of day to begin economy dispatch on weekends.
17. Under Economy Dispatch, in the Weekend Off field, enter the time of day to end the economy dispatch on weekends.

If a weekday time frame extends past midnight, the economy dispatch extends to that time on Saturday morning. This also applies if the weekend time frame extends past midnight. The economy dispatch then extends into Monday morning.

18. To save the node with the entered values, select Save. The system displays a dialog box to notify you that the node has been successfully saved.
19. To close the dialog box, select OK. The AMIS Node Entry dialog box displays.
20. To create another node, select Create, then when the Select Node dialog box displays, follow steps 2-19.
21. To view other nodes, select Previous or Next.
22. To close the dialog box, select OK. The main window displays.

Edit a Node

Use this procedure to view and edit node information. The information entered for a node specifies how a subscriber can send messages to the voice mail system connected through the node.

To edit a node:

1. From the Options menu, select AMIS Maintenance. The Select Node dialog box displays.
2. In the Enter Node # field, enter the number of the node you want to edit, then select Edit. The AMIS Node Entry dialog box displays. If you do not know the node number, use the search feature to help locate the appropriate node. For additional information, see the topic, "Search for a Node," later in this chapter.
3. Make the changes to the node information. For additional information on specific fields, see the topic, "Create a Node," earlier in this chapter.
4. To save the changes, select Save. The system displays a dialog box to notify you that the node has been successfully saved.

5. To close the dialog box, select OK. The AMIS Node Entry dialog box displays.
6. To close the AMIS Node Entry dialog box, select OK. The Octel 50 main window displays.

Delete a Node

Use this procedure to delete a node from the system. Note that you can also simply deactivate a node without deleting it. Deactivating a node prevents subscribers from sending messages to that voice mail system through the node until you reactivate the node.

To delete a node:

1. From the Options menu, select AMIS Maintenance. The Select Node dialog box displays.
2. In the Enter Node # field, enter the number of the node you want to delete, then select Delete. A deletion confirmation dialog box displays. If you do not know the node number, use the search feature to help locate the appropriate node. For additional information, see the topic, "Search for a Node," later in this chapter.



3. To confirm that you want to delete the node, select Yes. The system displays a message to notify you that the node is checked.
4. Select OK. The Select Node dialog box displays.
5. To close the dialog box, select Cancel. The Octel 50 main screen displays.

You can also select Delete on the AMIS Node Entry dialog box to delete the current node. If you delete a node from the AMIS Node Entry dialog box, the AMIS Node Entry dialog box displays the next node numerically after the node is deleted.

If you delete the only node on the system, the system displays the message “All Nodes have been Deleted” after it notifies you of the node deletion. Select OK to close the dialog box. The Octel 50 main screen displays.

Search for a Node

Use this procedure to locate a node by the system name. Depending on how you access the search feature, you can view, edit, or delete a node after locating it.

To search for a node:

1. To search for a node, do one of the following:
 - From the Options menu, select AMIS Maintenance, then when the Select Node dialog box displays, select Search.
 - From the AMIS Node Entry dialog box, select Search.

The AMIS Node Search dialog box displays all of the nodes alphabetically by system name.

2. Use the up and down arrow keys to move through the list of nodes.
3. To search for a node by entering the system name, enter the name to search for in the Target field, then select Begin New Search. The system displays the node name at the top of the list if a match was found. If a match of the name was not found, the next closest name alphabetically displays.
4. When the selected node is highlighted, select OK to select the node. If you searched for a node from the Select Node dialog box, the node number displays in the Enter Node # field. If you searched for a node from the AMIS Node Entry dialog box, the node information displays.

System Setup

System Setup allows you to customize the parameters that control the automated attendant and voice mail features available on the system, as well as control the technical aspects of the system. It is available to supervisors with level 3 security access only.

When you select System Setup from the Options menu, the System Setup dialog box displays.



Change System Setup

Select Change System Setup to modify the current System Setup parameter settings. If you need to modify the settings in System Setup, contact a technical support representative.

Save System Setup

Select Save System Setup to accept any changes you have made to System Setup parameters.

Print System Setup

Select Print System Setup to obtain a hard copy of the System Setup parameter settings. Make sure that the Octel 50 PC is connected to a printer before you select this option.

Set to Defaults

Select Set to Defaults to return System Setup parameters settings to the system default values. Do not select this option unless advised to by a technical support representative.

Exit

Select Exit to close the System Setup dialog box. The Octel 50 main screen displays.

Screen Configuration

The Screen Configuration option allows you to modify the Octel 50 display options. When you select Screen Configuration, the Configure Screens dialog box displays.

Change Colors

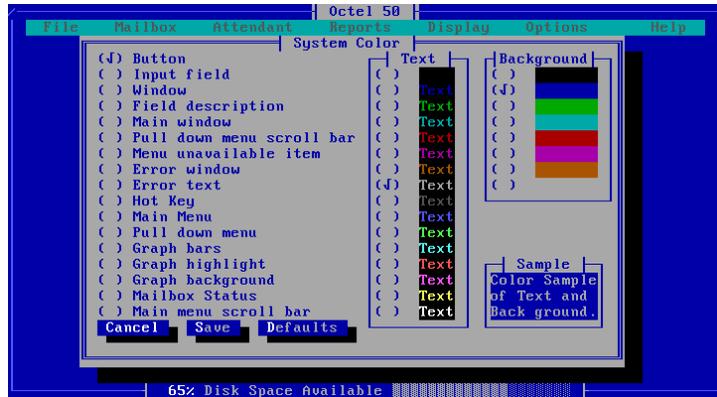
Change Colors allows you to customize the colors on the system screens. You can change the color selections for many screen areas, including windows, menus, error text, graph bars, and scroll bars.

To change the screen colors:

1. From the Options menu, select Screen Configuration. The Configure Screens dialog box displays.



2. Select Change Color. The System Color dialog box displays.



3. Press <TAB> to highlight the list of screen areas you can change (Buttons, Input Field, etc.) A check appears next to the active screen area.
4. Use the up and down arrow keys to highlight the area you want to change.
5. Press <SPACEBAR> to select the area as the active area. The current text and background colors display in the Sample box.
6. Press <TAB> to move to the Text box. A check appears next to the current text color for the active area.
7. To change the text color, use the up and down arrow keys to highlight the new text color you want to assign, then press <SPACEBAR>. A check appears next to the new text color, and the Sample box changes to reflect the new color.
8. Press <TAB> to move to the Background box. A check appears next to the current background color for the active area.
9. To change the background color, use the up and down arrow keys to highlight the new background color you want to assign, then press <SPACEBAR>. A check appears next to the new background color, and the Sample box changes to reflect the new color.
10. To accept the screen changes, select Save. The Octel 50 main screen displays. To return the colors to the system defaults, select Defaults.

Save Screen Layout

Select Save Screen Layout to permanently retain the system screen setup modifications made during the session.

Set to Defaults

Select Set to Defaults to return all screen settings to their original defaults.

Exit

Select Exit to close the System Color dialog box. The Octel 50 main screen displays.

CHAPTER 8

The Help Menu

This section discusses the help screens that are available in Octel 50.

The Help Screens

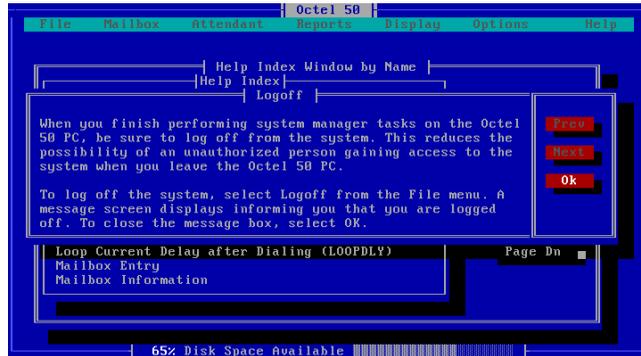
You can easily access help screens to learn more about many of Octel 50's options and features. These screens contain detailed information on system capabilities and explain how many of the features relate to one another.

When you select Help from the Help menu on the Octel 50 main screen, the Help Index Window by Name dialog box displays.



This dialog box lists the available help topics. To view a help topic, use the up and down arrows or select Page Up or Page Dn to locate and highlight the topic, then press <ENTER>. The help topic screen displays. To return to the help index, select Ok, or press the <ESC> or <SPACEBAR> key.

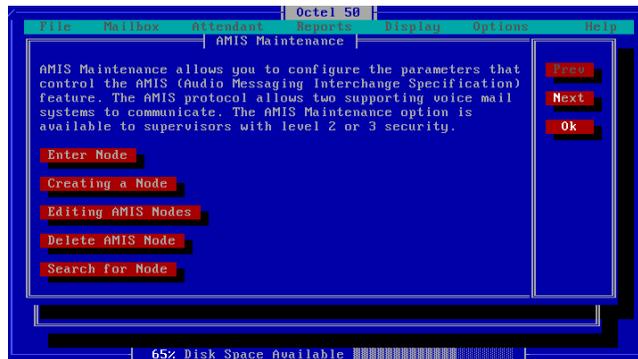
You can access help directly on individual topics directly from Octel 50 screens. To view a help screen on a specific item, highlight the button or field, then press <F1>. For example, to view information about the Logoff option located on the File menu, highlight Logoff, then press <F1>.



When you finish reading the help screen, click Ok, or press the <ESC> or <SPACEBAR> key to return to the Octel 50 screen from which you activated help.

You can also access the help index from Octel 50 screens by highlighting a field or button, then pressing <SHIFT+F1>.

On some help screens, you can access information on related topics by clicking on function buttons that may be provided.



For example, when you access help on the Mailbox menu, you can access additional help screens on Creating a Mailbox, Editing a Mailbox, Deleting a Mailbox, and Clearing a Mailbox. To go to one of these screens, click the item you want to read more about, or use the <TAB> and <SHIFT+TAB> or up and down arrow keys to highlight the item then press <ENTER>.

Notes:

CHAPTER 9

Operator Commands

You can enter a number of commands for system operation using the Octel 50 Command Line Interface.

Open and Close the Command Line Interface

To open the command line interface, select Command Line from the Display menu. The Command Line interface screen displays.

To close the command line interface, reselect Command Line from the Display menu.

You must press <ENTER> after each of the following commands.

CLOSED—Office Closed

Purpose: Instructs the system to immediately terminate any active business hours.

Syntax: CLOSED

The system resets at midnight to normal hours.

CLRPRT—Clear Printer

Purpose: Instructs the system to reset the printer functions when a hung condition is determined. The printer may hang due to an internal printer problem or an undetected system problem.

You may also want to use this command whenever the system encounters difficulty during a shut down and after all voice ports are disabled.

Syntax: CLRPRT

CLS—Clear Screen

Purpose: Erases all information, such as error messages, in the Command Line Interface display area.

Syntax: CLS

COPY–Copy File

Purpose: Copies a file from one location to another.

Syntax: `COPY source_filename target_filename`

where *source_filename* is the filename (including the full path) to copy from and *target_filename* (including the full path) is the filename to copy to.

Example: `COPY C:\CVR1\OPERATOR.LOG
A:\OPERATOR.LOG`

This example copies the OPERATOR.LOG file from the \CVR1 directory on the C: drive to the A: drive.

Use this command with caution as the system does not check to see if the filename already exists. This could result in an existing file being overwritten.

DATE–Specify System Date

Purpose: Sets the system date. The default is the date set by the operating system on the PC.

Syntax: `DATE mmdyyyy`

where *mm* specifies the month, *dd* specifies the day, and *yyyy* specifies the year.

Example: `DATE 08301999`

In this example, the date is set to August 30, 1999.

DEBUG

Purpose: Turns on Debug mode.

Syntax: `DEBUG ON or DEBUG OFF`

DIGRAB–Digit Grabber

Purpose: Allows you to view digits being sent by the switch on the Command Line Interface display.

Syntax: DIGRAB ON or DIGRAB OFF

DIS–Disable Port(s)

Purpose: Disables all ports or a specific port at the completion of the current call and prevents further operation on such ports. Ports can be restored to normal operation using the ENA command. The DIS command does not shut down the system. Even though all ports are disabled, Octel 50 will still run. It will not, however, answer incoming calls.

Syntax: DIS *n* or DIS ALL

where *n* is the port number.

Example: DIS 0

In this example, port 0 is disabled. To free all ports, first use the DIS command to prevent unoccupied ports from answering further calls, then use DROP to terminate calls on any occupied lines.

DROP–Drop Port(s)

Use this command with caution. Current calls are immediately terminated.

Purpose: Terminates line activity on all ports or a specific port. The caller is instantly disconnected. The port will be ready to answer another call.

Syntax: DROP *n* or DROP ALL

where *n* is the port number.

Example: DROP 2

In this example, all communication on port 2 is immediately terminated.

ENA—Enable Port(s)

Purpose: Enables one or more ports and permits normal operations. The ENA command restores normal operations to a port taken out of service by the DIS command.

Syntax: ENA *n* or ENA ALL

where *n* is the port number.

Example: ENA 0

In this example, normal operation is restored to port 0.

FORCE—Force System Shutdown

Use this command with caution. Current calls are immediately terminated.

Purpose: Unlike the SHUTDOWN command, FORCE shuts down the system without regard to current calls. Activity on all ports is immediately terminated. This command should only be used as a last resort to shut down the system.

Syntax: FORCE

You can also shut down the system by selecting Exit from the File menu.

MEMSTAT—Memory Statistics

Purpose: Displays the AMOUNT of dynamically allocated memory and the AMOUNT of available extended memory.

Syntax: MEMSTAT

Example: MEMSTAT

```
System heap intact. Dynamic Memory Allocated  
153K Memory Free 1692K
```

OPEN—Office Open

Purpose: Instructs the system to immediately activate business hours.

Syntax: OPEN

The system resets to normal hours at midnight.

RESTART—Reinitialize Voice Board

Purpose: Instructs the system to reinitialize the voice board. All channels are disabled first. The voice board must be reinitialized to recognize any changes made that affect the board.

Syntax: RESTART

SHUTDOWN—Shutdown System

Purpose: Shuts down system operations and returns to the operating system. Unoccupied ports are disabled to prevent further incoming calls. Each occupied port is automatically disabled after current calls are terminated. Once all ports are disabled, the system shuts down and returns to DOS.

Syntax: SHUTDOWN

You can also shut down the system by selecting Exit from the File menu.

STATUS–Parameter Status

Purpose: Displays the current status of various system parameters (in rings, active, event rate, serial count, blanking rate, checkpoint rate, last message, and message count).

Syntax: STATUS

Example: STATUS

In Rings:	1	Serial Count:	10
Active:	0	Blanking Rate:	30
Event Rate:	40	Checkpoint Rate:	5
Last Message:	1	Message Count:	0

STRESET–Reset System Statistics

Purpose: Resets system performance and application statistics to zero. Statistics affected are hourly counts, monthly statistics, calls on each channel, failed calls on each channel, and application statistics.

Diagnostic statistics, serial call counts, and application-defined statistics are not reset with the STRESET command.

Syntax: STRESET

SYSLOOK–Look at System Command

Purpose: Displays the setting of a specified system file command.

Syntax: SYSLOOK *sys_parameter*

where *sys_parameter* is the parameter whose setting you want to see.

Example: SYSLOOK INBOUND

This example displays the value of the INBOUND setting (INBOUND = 1111).

TIME–Set System Time

Purpose: Sets the system time.

Syntax: TIME *hhmm*

where *hhmm* denotes the hour and minute in military format.

Example: TIME 1305

In this example, the time is changed to 1:05 PM.

VERSION–Show System Version Number

Purpose: Displays the version number of the system software.

Syntax: VERSION or VER

Example: VER

```
Version 4.00
```

<=> Equal Sign–Repeat

Purpose: Causes the most recently entered command to be repeated. Use the <=> command to avoid repetitive typing when entering multiple commands.

Syntax: =

Example: STATUS

=

=

In this example, the STATUS command is followed by two <=> commands. If the <=> commands are not used, the equivalent would be:

STATUS

STATUS

STATUS

Notes:

CHAPTER 10

Supervisor Keypad Functions

Octel 50 allows you to perform the following system tasks through the phone interface:

- Manage mailboxes
- Change system prompts
- Manage system distribution lists
- Access the phone interface portion of the Supervisor's On-Line Voice Editor (SOLVE)

Accessing the Supervisor Menu

To use the supervisor keypad functions, you must have access to a subscriber mailbox with the Supervisor feature enabled in the assigned class of service.

To access the Supervisor menu:

1. Pick up the telephone receiver, and dial the system's extension number. After you hear the initial greeting, press <#> and enter your supervisor mailbox number.
2. When prompted, enter the mailbox password. If your system was configured with the extended security feature, press <#> after entering your mailbox password.
3. From the Subscriber's menu, press <9> to access the Options menu.
4. From the Options menu, press <*>, enter the level 2 supervisor's password, then press <#> to access the Supervisor menu. The level 2 supervisor's password is always the same, whether it is entered through the PC's keyboard or a telephone's keypad. The default level 2 supervisor password is 12345.

The following options are available from the Supervisor menu:

- Mailbox functions
- Change system prompts
- Change system distribution lists
- Use SOLVE

There is only one level 2 supervisor password for the system. Therefore, if you have more than one supervisor at your location, it is important that only one supervisor have the authority to change the password. This minimizes the possibility of other supervisors being denied access to the Supervisor menu because of incorrect password attempts.

Mailbox Functions

To access mailbox functions, press <1> at the Supervisor menu. The system voices the following mailbox functions options:

- Add a mailbox
- Update an existing mailbox
- Delete an existing mailbox
- Reset an existing mailbox

It is more tedious to create, update, and delete mailboxes through the phone interface. Therefore, it is recommended that you initially create mailboxes using the screen interface and use the keypad method to create an occasional new mailbox when necessary.

Using the phone interface, you can only create or edit mailboxes with the same entry in the Company field on the Mailbox Entry dialog box as yours. If your company is blank, you can create, edit, or delete mailboxes from any company on the system.

Add a Mailbox

From the Mailbox Functions menu, press <1> to add a new mailbox.

To add a mailbox:

1. From the Supervisor menu, press <1> to select Mailbox Functions. The system voices the Mailbox Functions menu.
2. From the Mailbox Functions menu, press <1> to add a mailbox.
3. When prompted, enter the number of the mailbox you want to create. The mailbox number must contain the number of digits specified in System Setup.

To create a guest mailbox through the phone, press <8> at the Subscriber's menu of the supervisor's mailbox.

4. When prompted, enter a password for the mailbox. A subscriber's password must be between 1 and 9 digits and

cannot begin with zero. You can choose to assign no password by entering <0> at the password prompt.

If the Set Initial Password for New Mailboxes to 1111 parameter is enabled in System Setup, the system automatically sets the new mailbox password to 1111 and does not prompt you for a password.

If the Minimum Length Password parameter defined in System Setup is greater than four, the subscriber is prompted to enter a new password with that many digits when the subscriber accesses the mailbox.

5. When prompted, press <1> if you want to record the personal prompts for the mailbox or press <2> to proceed. It is recommended that you allow subscribers to record their own messages to personalize the system. If you press <2> to proceed, skip to step 8.
6. If you selected <1> to record the prompt, the system voices the following options:
 - **Change the Please Hold prompt**—Press <1> to record the Please Hold prompt. The system voices the Please Hold prompt when a caller is transferred to an extension. For example, *“Please hold for Mark Johnson.”*
 - **Change the Directory prompt**—Press <2> to record the Directory prompt. The system voices the Directory prompt when a caller listens to directory listings. For example, *“For Mark Johnson, press one, three, five.”*
 - **Change the Name prompt**—Press <3> to record the Name prompt. The system voices the mailbox owner’s Name prompt in conjunction with other system phrases. For example, *“Please leave a message for <Mark Johnson>.”*
 - **Change the Personal Greeting prompt**—Press <4> to record the Personal Greeting prompt. The system voices the Personal Greeting prompt when callers are transferred into your mailbox. For example, *“Hello, this is Mark. I’m either on another line or away from my desk. Please leave a message, and I’ll return the call as soon as possible.”*

7. After you select the prompt that you want to record, the system prompts you to record the prompt at the tone, then press <#>. Once you record the message, the system voices it and prompts you to press <1> to accept the prompt, <2> to rerecord the prompt, or <3> to delete the prompt.
8. Once you record the prompts, the system prompts you to assign a class of service. Enter the class of service number you want to assign, followed by <#>. To review a class of service before you assign it, press <*>, enter the a class of service number, then press <#>. The system lists the selected options for the specified class of service.

For information on creating or modifying a class of service, see Chapter 3, "The Mailbox Menu."

9. Once you select a class of service, the system voices, "*Mailbox Added.*"
10. When you finish creating mailboxes, press <*> to return to the Mailbox Functions menu.

Update a Mailbox

You can only update mailboxes with the same entry in the Company field on the Mailbox Entry dialog box as yours.

To update a mailbox:

1. From the Supervisor menu, press <1> to select Mailbox Functions. The system voices the Mailbox Functions menu.
2. From the Mailbox Functions menu, press <2> to update a mailbox.
3. When prompted, enter the number of the mailbox you want to edit. You can only edit mailboxes with the same entry in the Company field on the Mailbox Entry dialog box as yours.

Guest mailboxes cannot be edited.

4. Once you select the mailbox you want to edit, the system voices the mailbox editing options:
 - **Change mailbox password**—Press <1> to change the mailbox password. A mailbox password can contain from 1 to 9 digits and cannot begin with zero. You can choose to assign no password to the mailbox by entering <0> at the password prompt.
 - **Change mailbox prompts**—Press <2> to change the mailbox prompts. You can record the following prompts:
 - Press <1> to change the Please Hold prompt
 - Press <2> to change the Directory prompt
 - Press <3> to change the Name prompt
 - Press <4> to change the Personal Greeting prompt
 - **Change class of service**—Press <3> to change the class of service. You are prompted to enter the class of service number you want to assign to the mailbox, followed by <#>.
 - **Change default operator**—Press <4> to change the default operator. You are be asked to enter the mailbox number of the default operator. The system replays the number to confirm it.
5. Select the editing option, and follow the prompts to edit the mailbox.
6. When you finish editing the mailbox, press <*> to return to the Mailbox Functions menu.

Delete a Mailbox

When you delete a mailbox, any associated guest mailboxes are also deleted. You can only delete mailboxes with the same entry in the Company field on the Mailbox Entry dialog box as yours.

To delete a mailbox:

1. From the Supervisor menu, press <1> to select Mailbox Functions. The system voices the Mailbox Functions menu.

2. From the Mailbox Functions menu, press <3> to delete a mailbox.
3. When prompted, enter the mailbox number of the mailbox you want to delete.
4. Once you enter a mailbox number, the system voices the number for confirmation.
5. To delete the mailbox, press <1>. The system voices, *"Mailbox deleted."*
6. When you finish deleting mailboxes, press <*> to return to the Mailbox Functions menu.

Reset a Mailbox

When a mailbox is reset, all messages stored in the mailbox are deleted, as well as any recorded personalized prompts, distribution lists, and folder labels. In addition, all statistics (such as those used in the reports) for the mailbox are reset to zero. When a mailbox is reset, the password is not affected.

To reset a mailbox:

1. From the Supervisor menu, press <1> to select Mailbox Functions. The system voices the Mailbox Functions menu.
2. From the Mailbox Functions menu, press <4> to reset a mailbox.
3. When prompted, enter the number of the mailbox to reset. The system voices the mailbox number and prompts you to press <1> to reset the mailbox.
4. Press <1> to reset the mailbox. The system voices, *"The mailbox has been reset."*
5. When you finish resetting mailboxes, press <*> to return to the Mailbox Functions menu.

Change System Prompts

The prompts you can record are those specified on the System Prompts dialog box, and the System Prompt field on the AMIS Node Entry dialog box. For more information on specifying system prompts, see Chapter 4, “The Attendant Menu.”

To change system prompts:

1. From the Supervisor menu, press <2> to select Change System Prompts. The system voices the Mailbox Functions menu.
2. When prompted, enter the number of the prompt you want to record, from 1 to 999, then press <#>.
3. When prompted, record the prompt at the tone, then press <#>.
4. The system voices the prompts, and prompts you to press <1> to accept the prompt, <2> to rerecord the prompt, or <3> to delete the prompt.
5. When you finish recording prompts, press <*> to return to the Mailbox Functions menu.

The prompt numbers you enter when recording system prompts over the phone must correspond with the prompt numbers you enter on the System Prompts dialog box.

Change System Distribution Lists

You can create, edit, or delete system distribution lists. For more information on system distribution lists, see the topic, “Class of Service,” in Chapter 7, “The Options Menu.”

To create a system distribution list:

1. From the Supervisor menu, press <3> to select Change System Distribution Lists. The system voices the System Distribution List menu.
2. Press <1> to create a system distribution list.

3. When prompted, press <*>, enter the number of the list you want to create, then press <#>. A system distribution list number must be between *10 and *19.
4. When prompted, enter the number of the first mailbox to add to the list. You can enter a local mailbox number, a personal network address created for your mailbox, another system distribution list, or a global list. When you enter a valid mailbox number, the system voices, *"Mailbox added."* To enter a distribution list, press <*>, followed by the distribution list number. When you enter a valid distribution list number, the system voices, *"Distribution list added."*
5. Repeat step 4 for each destination you want to add to the list.
6. When you finish adding mailboxes to the list, press <#>.
7. When you finish creating distribution lists, press <#> to return to the System Distribution List menu.

To review or update a system distribution list:

1. From the Supervisor menu, press <3> to select Change System Distribution Lists. The system voices the System Distribution List menu.
2. Press <2> to review or update a system distribution list.
3. When prompted, press <*>, enter the number of the list you want to review or edit, then press <#>. A system distribution list number must be between *10 and *19. The system voices the distribution list number and the destinations on the list.
4. When prompted, press either <1> to add a mailbox or <2> to delete a mailbox, then follow the prompts.
5. When you finish adding or deleting mailboxes, press <#>.
6. When you finish reviewing and updating distribution lists, press <#> to return to the system distribution list menu.

To delete a system distribution list:

1. From the Supervisor menu, press <3> to select Change System Distribution Lists. The system voices the System Distribution List menu.

2. Press <3> to delete a system distribution list.
3. When prompted, press <*>, enter the number of the list you want to delete, then press <#>. A system distribution list number must be between *10 and *19. The system voices, *"Distribution list deleted."*
4. When you finish deleting distribution lists, press <#> to return to the System Distribution List menu.

Supervisor's On-Line Voice Editor (SOLVE)

SOLVE allows you to use both the Octel 50 screen and phone interfaces to assign and record system prompts. Prompts recorded using SOLVE are stored in the \REC00 directory.

Professionally recorded phrases in the SO3-D2.* phrase file may be reviewed, but not changed or rerecorded. Other prompts, such as mailbox prompts, cannot modified through SOLVE.

You cannot log into your own mailbox while editing your mailbox on the screen.

Be sure to write down the prompt numbers assigned to the prompts you record. You must specify the prompt numbers in the appropriate fields of the screens on which you specify prompts to be voiced by the system.

To record and edit prompts using SOLVE:

1. Open the screen on which the prompt number for the prompt you want to record is to be specified. Place the cursor in the prompt field. If the field is blank, no custom prompt is currently set up to voice. You can assign a prompt number in the field now or allow Octel 50 to automatically assign a number when you record and accept a prompt.

If a prompt number exists in the field, a prompt is currently set up to voice on the system. In this case, you can accept or rerecord the prompt.

2. To start SOLVE, press <F7>. The Prompt Recorder dialog box displays and shows the status Waiting for Login.

3. Call into the system over the phone and log into a supervisor mailbox.
4. From the Subscriber menu, press <9> to access the Options menu, then press <*> to access the Supervisor menu, and when prompted enter the level 2 or level 3 supervisor password.
5. From the Supervisor menu, press <4>. The Prompt Recorder dialog box shows the status Supervisor logged in.



6. To begin recording a new prompt, press the <SPACEBAR>. When you hear the beep over the handset, begin recording the prompt.
7. To stop or pause recording, press the <SPACEBAR>. The prompt recording is saved and assigned to the prompt number displayed next to Msg #. The length field displays the length, in seconds, of the prompt.
8. To listen to the prompt, select Play.
9. To delete the prompt and start over, select Delete. The system prompts you to confirm the deletion. Select Yes to delete the message.
10. Once you access the Prompt Recorder dialog box, you can create other new prompts or select existing prompts to review and edit. To create a new prompt, select New. SOLVE automatically assigns a new number to the prompt. Use the Next and Prev buttons to access other prompts.
11. To close the Prompt Recorder dialog box and return to the prompt screen, select Ok.
12. To log out of the SOLVE phone interface, press <*> on the phone keypad. Always log out of SOLVE by pressing <*> before hanging up the handset to allow the port to reset.

Notes:

CHAPTER 11

V-Trees

This section provides information on creating V-Trees for system mailboxes.

The V-Tree feature and certain options associated with V-Trees may not be available to your mailbox, depending on:

- Your phone system
- The type of Octel 50 system installed and the way the system is configured
- The features assigned to each mailbox

About V-Trees

V-Trees are menus that you can create to provide callers with options they can choose from to perform actions on the system. Callers use a V-Tree the same way they use the Attendant menu on the system, yet V-Trees are assigned to specific mailboxes, not to the entire system. You can, for example, set up the system so if a caller selects an option from the Attendant menu to speak to the sales department, the call is transferred to a mailbox where a V-Tree prompts the caller to choose to speak with either the product A, product B, or product C sales group. Depending on the caller's selection, the call is then routed to the appropriate extension.

Each menu on a V-Tree can provide callers with up to nine options. Each option performs a certain action on the system, including advancing the caller to another menu that contains additional options. You can create as many menus as necessary.

A typical V-Tree may start by greeting callers and prompting them to press <1> for accounting, <2> for sales, or <3> for technical support. If callers press <1> for accounting, they advance to a second level and may be prompted to press <1> for billing procedures, <2> for credit application, or <3> to speak with an account representative.

By constructing a V-Tree in a mailbox, you can reduce the number of calls from callers who:

- Need to speak with another person in your company
- Want to be added to your mailing list
- Want to place an order
- Request general information
- Request to have documents faxed to them

V-Tree Action Codes

There are 13 actions that can be assigned to the options on a V-Tree level. You can also create a level that has no options, only a defined prompt. In this case, be sure to select None for each option on that level.

If you create a V-Tree through the phone interface, note that the last four action codes are called Advanced Options 1-4. However, they perform the same functions as the action codes listed for Visual V-Trees.

Advance to next level

This action code advances a caller to the menu for the next level. When you select this action code, a Next button appears to the right of the option. This button allows you to move to the next level. Use this action code to create another level from which the caller can select different options. Make sure your prompt at this level instructs the caller which keypad buttons to press for which options.

Transfer to a mailbox

This action code transfers a caller to another mailbox or its associated extension on the system. When you use this action code, enter the number of the mailbox to which the caller should be transferred. Use this action code if, for example, you want to give the caller the option to be transferred to a sales representative. Note that you can transfer the caller to another mailbox that is also blocked by a V-Tree.

Record to mailbox and return

This action code allows a caller to record a voice message. When you use this action code, enter the number of the mailbox to which the message should be recorded. After recording a message, the caller is returned to the previous V-Tree menu. Use this action code to collect information from the caller.

Disconnect

This action code disconnects a caller from the system. When callers disconnect from the system using this action, the line they were using frees more quickly.

Return to previous level

This action code returns a caller to the last level where there was more than one option. This action code enables the caller to choose one option from a menu and return to the previous menu to choose another option.

Go to directory services

This action code transfers a caller into the subscriber's directory where the caller can find a particular subscriber's extension and dial it to transfer to the extension.

Record to mailbox and advance

This action code allows a caller to record a message and automatically proceed to the next level. When selected, this action code requests the number of the mailbox to which the message should be recorded. You can use this action code in a series, to collect data such as product order information from callers. The information the caller leaves at each level's prompt is merged into a single message and stored in the new message queue of the mailbox you specify.

Go to mailbox entry point

This action code returns a caller to the automated attendant or voice mail entry point (*"Please enter the extension number..."*), where the caller can choose to transfer to a subscriber's extension.

Go to voice mail

This action code prompts a caller for the destination mailbox number, then transfers the caller to voice mail. (*"Enter the destination mailbox number. Please leave a message for... ."*)

Send a requested fax and advance (Advanced Option 1)

This action code allows callers to receive fax documents, such as product information sheets, technical bulletins, or product order forms that you store on the system. When you select this action code, a Next button appears to the right of the option. Select this button to define the next required level of the V-Tree. With this option, callers receive faxed information simply by entering the number (up to eight digits) of the document they want to receive. You can provide a short directory of available documents and their corresponding document numbers in the prompt for the level.

Send a predefined fax and advance (Advanced Option 2)

This action code also allows you to fax information to callers. When you select this action code, a Next button appears to the right of the option. Select this button to define the next required level of the V-Tree. This action code enables you to set up the delivery feature so callers use a single keypress.

When you include either of the fax retrieval options in your V-Tree, the system prompts callers requesting faxed information to enter the fax machine telephone number to which the document should be sent. The fax machine telephone number can be a local, long distance, or international number.

Review/edit message (Advanced Option 3)

This action code allows a caller who has recorded information into a mailbox using the record to mailbox and advance action code to review, and, if necessary, rerecord the information. Note that when a caller records to a certain mailbox over a series of V-Tree levels or branches, the recorded information is merged and then stored as one message in the mailbox. When the caller selects this option from a V-Tree branch, the system plays the entire merged message as it is in the mailbox. If the caller elects to rerecord the information, the system places the call at the starting point of the recording process for that branch and again prompts the caller for the information.

It is important that you do not set up a V-Tree so that callers record information to the same mailbox from different V-Tree branches. If you do, callers selecting this option will hear the entire merged

message but only be prompted to rerecord the information asked for on that particular branch. Information the caller recorded to the same mailbox from other V-Tree branches is lost.

If the mailbox to which messages are being recorded is auto-forwarded to another mailbox, be sure the auto forward delay allows enough time for the caller to review or edit the message before it is forwarded.

Go to mailbox login point (Advanced Option 4)

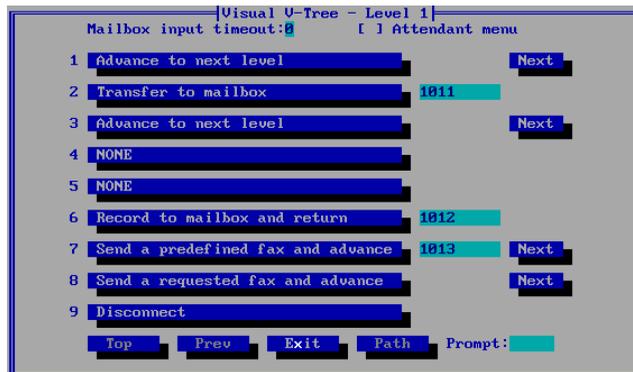
This action code allows the caller to transfer to the mailbox login point on the system. When transferred, the caller hears, *“Please enter your mailbox number.”*

The Visual V-Tree Onscreen Interface

Creating V-Trees visually provides a number of advantages, including the ability to record the V-Tree prompts using SOLVE and the ability to view the series of keypresses necessary to access different levels of the V-Tree.

To create or edit a Visual V-Tree:

1. Access the Mailbox Entry dialog box by either creating or editing the mailbox for which you want to create the V-Tree.
2. Select the Visual V-Tree option. The Visual V-Trees dialog box displays.



The nine numbered buttons represent the options you can provide to callers on the current level

3. To select an action for the first option, highlight the option's associated button, then press <ENTER>. A list of available actions displays.
4. Highlight the action you want to assign, then press <ENTER>. The action name displays next to the option number.

If the action you select requires you to define a variable such as a mailbox number or fax document number, a field displays next to the option field. You must define the variable for the V-Tree to function properly.

If the assigned action requires you to define a subsequent level, a Next button displays next to the option field.

5. Repeat steps 3 and 4 for each option you want to define on the first level.
6. If you want callers at the current level to be able to either enter an extension number or select a menu option, select Attendant Menu Options.
7. If you enabled Attendant Menu Options, use the Mailbox Input Timeout field to enter the number of seconds callers have to enter an extension number instead of an option number. For most systems, 3 should be sufficient.

Callers can use the <#> or <0> keys at any level regardless of whether Attendant Menu Options is selected. When callers press the <#> key on the first level of the V-Tree, the system transfers them to a mailbox login point. When callers press the <#> key at any other level, they return to the previous level. When callers press the <0> key, they are transferred to the default operator or the personal operator, if one is defined. These options are not automatically voiced to callers and must be specified in the V-Tree prompt if you want callers to be aware of them.

8. In the Prompt field, enter the number of the prompt you want the system to voice for that level. You can record the prompt through the phone interface or using SOLVE. To specify a prompt stored in the language files, precede the number with the letter D. Note

that this prompt should include the actions available at the current level.

9. For each option with a Next button displayed, select the Next button and repeat steps 3-8.
10. To display the sequence of keypresses required for a caller to advance to the current level of the V-Tree, select Path.
11. To return to the previous level of the V-Tree, select Previous. To return to the first level of the V-Tree, select Top.
12. To exit the V-Tree, select Exit. The Mailbox Entry dialog box displays.

After you create the V-Tree, call into the system, log into the mailbox, access the Special Features menu and select <8> to create or edit a V-Tree. From the V-Tree menu, select <2> to review the V-Tree and verify that the V-Tree is activated correctly and each prompt and option works appropriately. If the V-Tree is not functioning correctly, open the V-Tree, make the necessary changes, then resave the V-Tree.

After you verify the V-Tree, you must select the call conditions under which you want callers to hear the V-Tree. For more information, see the topic, "Activate the V-Tree," later in this chapter.

The V-Tree Phone Interface

Octel 50 allows you to create a V-Tree over the phone from the Special Features menu. Note that to create a V-Tree over the phone, you must be logged into the mailbox in which you want to create the V-Tree.

When you create a V-Tree over the phone, it is recommended that you create the first option on a level, then create all of its subsequent options. This is called a branch. When you reach the end of the branch, return to the first level of the V-Tree and create the second branch of the V-Tree.

Before creating a V-Tree using the phone interface, review the information provided in this section on the available actions you can

assign to options on each V-Tree level. Then diagram on paper the structure of the V-Tree you intend to develop. These notes will greatly assist you as you develop each branch of the V-Tree.

To create a V-Tree through the phone interface:

1. Log into your mailbox and press <9> from the Subscriber's Main menu.
2. From the Options menu, press <2>.
3. From the Special Features menu, press <8>.
4. From the V-Tree menu, press <1> to create or update the V-Tree. The system voices, "*Level number one,*" and lists 8 editing options from which you can select.
5. Press <6> to define the prompt for the first level. This is the main greeting of the V-Tree. The system prompts you to press star to record the prompt or enter the number of the prompt to use.
6. If you already recorded the V-Tree prompts, enter the number of the prompt to use at the main greeting, then skip to step 10.
7. If you have not recorded the prompt, press <*> to record it now.
8. At the tone, record the prompt, then press <#>. The system voices the prompt for verification.
9. Press <1> to accept the prompt or <2> to rerecord it. Once you accept the prompt, the system voices the editing options.
10. Press <2> to create an option. The system prompts you for the number of the option to add.
11. Enter the number of the option you want to add. The system prompts you to enter the action you want to assign to this option and voices the list of available options.
12. Enter the action to assign to the action. The system voices the editing options.
13. If you want to create a subsequent option on the current branch, press <5> to execute an option. The system prompts you to enter the number of the option to execute. If you do not want to create another option on the current branch, skip to step 16.

You can review the options on the current level and their assigned action codes by pressing <1> from the editing options. If you need to delete an option on the current level, press <3> from the editing options, then when prompted enter the number of the option you want to delete. Note that when you delete an option, any subsequent options on that branch of the V-Tree are also deleted.

14. Press <1> to execute option 1. The system automatically creates level 2 (“*Creating level. Level number 2.*”) The system then voices the editing options.
15. Repeat steps 5 through 9 to record the prompt for the second level.
16. Repeat steps 10 through 12 to create the first option on the second level.
17. To create subsequent levels of the current branch, repeat steps 13 through 16 for each level.
18. When you finish creating options for the current branch, press <9> to return to the top of the V-Tree. The system voices the editing options.
19. Repeat steps 10 through 18 to create the each additional V-Tree branch and return to the top of the V-Tree. The system voices the editing options.

You can insert a new level of options after the current V-Tree level at any time without recreating the entire V-Tree. To insert a level, press <7> from the editing options. When prompted, enter the number of the option after which the new level should be inserted. The system then creates the new level, for which you can then record a prompt and assign options.

20. When you finish creating the V-Tree, press <#> to return to the V-Tree menu.
21. Press <#> to return to the Special Features menu.
22. Press <#> to return to the Options menu.
23. Press <#> to return to the Subscriber Main menu.

24. Press <#> to exit the system.

After you create the V-Tree, call into the system, log into the mailbox, access the Special Features menu and select <8> to create or edit a V-Tree. From the V-Tree menu, select <2> to review the V-Tree and verify that the V-Tree is activated correctly and each prompt and option work appropriately. If the V-Tree is not functioning correctly, open the V-Tree, make the necessary changes, then resave the V-Tree file.

After you verify the V-Tree, you must select the call conditions under which you want callers to hear the V-Tree. For more information, see the topic, "Activate the V-Tree," later in this chapter.

To delete a V-Tree through the phone interface:

1. Log into your mailbox and press <9> from the Subscriber's Main menu.
2. From the Options menu, press <2>.
3. From the Special Features menu, press <8>.
4. From the V-Tree menu, press <3> to delete the V-Tree.
5. Press <#> to return to the Special Features menu.
6. Press <#> to return to the Options menu.
7. Press <#> to return to the Subscriber Main menu.
8. Press <#> to exit the system.

Activate the V-Tree

After you create the V-Tree, you must activate it for the mailbox by selecting it from the Call Handling features.

To activate the V-Tree:

1. Access the Mailbox Entry dialog box for the mailbox in which you created the V-Tree.
2. Select Subscriber Settings. The Subscriber Settings dialog box displays.
3. If you want calls to be immediately addressed by the V-Tree without having the system first ring the mailbox extension, select the Call Blocking option, then select the V-Tree option under No Answer/Call Blocking.
4. If you want calls addressed by the V-Tree after there is no answer at the mailbox extension, do not select the Call Blocking option, then select the V-Tree option under No Answer/Call Blocking.
5. If you want calls addressed by the V-Tree when the mailbox extension is busy, select the V-Tree option under Busy.
6. Select OK to accept the settings. The Mailbox Entry dialog box displays.
7. Select OK to close the Mailbox Entry dialog box. The Octel 50 main screen displays.

To deactivate a V-Tree, access the Subscriber Settings dialog box, and change the call handling options for the mailbox.

CHAPTER 12

How to Troubleshoot the System

This section provides a list of steps that should be followed when troubleshooting the Octel 50 system.

Troubleshooting Steps

Follow these basic steps to effectively troubleshoot a problem:

1. Collect data and investigate. Collect sufficient data to fully define what is working and what is not.
2. Evaluate the collected data.
3. Isolate the trouble source.
4. Determine cause for failure. Check potential trouble sources relevant to that particular problem.
5. Take action to correct or repair the problem.
6. Retest to ensure the problem has been corrected.

The following categories contain the types of problems encountered, along with their solutions. Note that while running the system or some system modules, you can press <F1> to access context-sensitive help, and you can press <SHIFT+F1> to access an alphabetical Help menu.

System Issues

Callers are being disconnected from the system:

- Increase the Maximum Number of Errors parameter in System Setup.
- Increase the Maximum Number of No Entries parameter in System Setup.
- If the Disconnect All Rotary Callers parameter in System Setup is active, instruct all calls from rotary phones to call another number.
- The system may interpret the caller's voice as a dial tone. Try setting the DTONDET parameter in System Setup higher.

Calls to certain ports do not answer:

- Be sure that the INBOUND parameter in System Setup is set to “1” for that port.
- If the port was disabled using the DIS command, enable it by typing `ENA n` and pressing <ENTER> at the command line interface, where *n* equals the number of the port.

The Channel Status Display does not display more than the first four installed ports:

- Use the Next Channel Status to display more than four ports. Each time you select Next Channel Status, the next four ports are displayed (up to the maximum of 12 ports).

The system is not detecting DTMFs:

- Check the PLAYDTMF value in System Setup. If it is too high, the system may not recognize a DTMF. If it is too low, the system may interpret a voice as a DTMF.
- Check the RECDTMF value in System Setup. This parameter controls the length of the DTMF needed to interrupt a recording.
- Check the TONEDLY parameter value in System Setup. This parameter controls the amount of time necessary between valid DTMFs.
- Check the TONELEN parameter value in System Setup. This parameter controls the necessary length of the DTMF.

Receiving Error Message “Error starting fax communication”:

- Octel 50 may have had problems restarting the fax board.
- The file that contains the cover page may be corrupt. Try creating a new test cover page.

Receiving Error Message “Fax Retrieval not supported” or “Fax Mail not supported”:

- Usually the wrong sentinel unit has been installed. Contact your authorized representative.

Receiving Error Message “SMDI driver not supported”:

- Usually the wrong sentinel unit has been installed. Contact your authorized representative.

Cannot exit the Octel 50 system:

- Select Exit from the File menu. Choose Shutdown.
- If Exit with Shutdown does not work, select Command Line from the Display menu. Type `SHUTDOWN` at the command line interface and press <ENTER>. This disables any unoccupied ports and terminates the program after all current calls are completed.
- If all else fails, type `FORCE` at the command line interface or select Exit with Force from the File menu.

Use this only as a last resort since it terminates calls without warning.

Cannot use the mouse:

- Confirm that the mouse driver is executed during system bootup.

Ports are coming off hook even though there may not be a line plugged into that port (ghost calls):

- Be sure that all ports specified for outdialing (the `OUTBOUND` parameter is set to 2 in System Setup) have a dial tone. If not, the system assumes a call collision.

The propeller stops spinning:

- Attempt to exit the system by selecting Exit from the File menu.
- If you cannot exit, select Command Line from the Display menu. Type `SHUTDOWN` then press <ENTER> from the command line interface.
- If Shutdown has no effect, type `FORCE` then press <ENTER>.

- If neither Shutdown nor Force works, contact a technical support representative.

The receptionist receives many blank messages that are not the result of the caller hanging up:

- Be sure that all ports specified for outdialing (the OUTBOUND parameter is set to 2 in System Setup) have a dial tone. If not, the system assumes that a call is incoming when it is trying to place an outbound call.
- Try increasing the Minimum Message Length parameter.

Reports do not print:

- Confirm that the reports are instructed to be sent to the printer on the Report Specification dialog box.
- Verify the PRINTER parameter in System Setup is set to the correct LPT port.
- Make sure the printer is ready to print: the printer has power, is online, and contains paper.
- The printer may be hung. Use the CLRPRRT command from the command line interface to clear the printer.

Cannot send reports to disk:

- Confirm that reports are instructed to be sent to a disk file on the Report Specification dialog box.
- Be sure that a disk path and filename are specified on the Report Filename dialog box.
- Be sure that a formatted diskette is in a valid system diskette drive and that the drive door is closed.

System Feature Issues

Attendant menu prompt does not work:

- Make sure that Greeting by Port is not active for that port.
- Confirm that an Attendant menu is configured. A keypad button on the dialog box should have a valid corresponding mailbox number next to it.
- Confirm that message prompt numbers are specified on the System Prompts dialog box in the Attendant menu Language 1 field and that the prompt is recorded.
- Verify that phones are sending valid DTMF signals.
- Adjust the RECDTMF and PLAYDTMF values in System Setup.

System greeting prompts (Morning, Afternoon, Evening, Closed) do not work:

- Make sure that the Morning, Afternoon, and Evening start times are specified under Time/Date in System Setup.
- Be sure that Selected Hours is chosen and that the business hours are entered correctly on the Business Hours dialog box accessed from the Attendant menu.
- If using supervisor prompts, confirm that the prompt numbers are specified on the System Prompts dialog box and that the prompts have been recorded.
- Note that the greeting prompts are only used during business hours. For example, if the Morning Start Time is specified as 7:00 AM, but business hours do not begin until 8:00 AM, the Office Closed Greeting is voiced to callers between 7:00 AM and 7:59 AM.

Greeting by Port does not work:

- Be sure that the ports you want to use for greeting by port are configured and activated on the Greeting by Port dialog box.
- Confirm that the personal greetings for both the During and After Hours mailboxes are recorded. The personal greeting is used to answer calls to those ports for greetings by port.
- Make sure that the proper business hours are indicated for each port.

Holiday greeting prompt does not work:

- Be sure that the date is specified as a holiday on the Holiday entry dialog box.
- Confirm that the date set on the PC is correct.
- If using supervisor's prompts, check to see if a message number is entered on the Holiday dialog box for use with this particular date.
- Confirm that message prompt numbers are specified on the System Prompts dialog box, and that the prompts are recorded.
- If a holiday greeting voices on a non-holiday date, access the Holiday entry dialog box, and check to see if the Retain field is selected for the date in question. If so, this date was specified as a holiday in a previous year but is not this year.

Multilingual Octel 50 does not work:

- Make sure the Number of Languages parameter in System Setup is set to the correct number.
- Be sure that the phrase files for each language are recorded, digitized, and saved as the correct filename.
- If using supervisor prompts, be sure that a Language Select prompt is specified on the System Prompts dialog box, and that the prompt has been recorded.
- Be sure that the Attendant Menu and Message Delivery prompts in each language being used are recorded. Specify the

appropriate prompt numbers on the System Prompts dialog box, and then access the Supervisor menu through the phone. Press <2> to change system prompts, and record the corresponding prompt numbers.

Selecting Item Issues

Fields and buttons do not work:

- If a button does not work, press <ALT> plus the first highlighted character of the button name.
- Use the <TAB> or <SHIFT+TAB> key to move the cursor to the field or button, and press <ENTER>.
- Use the mouse to point and click the field or button.
- Make sure the mouse is properly installed.

Cannot select items within parentheses () or brackets []:

- Move to the field with the <TAB> or <SHIFT+TAB> key or with one of the other options described above for selecting a field or button. Press <SPACEBAR> to activate the toggle (On/Off) for that field.
- Note that you can only select one item of a set with parentheses (). However, in a set with brackets [], you can select any number of the options.

Menus do not work:

- The menus cannot be selected if the Mailbox Status display is active.
- Use the <TAB> or <SHIFT+TAB> key to move the highlighted bar among the menus. Press <ENTER> once the option you want to select is highlighted.
- Use the left and right arrow keys to move the highlighted bar among the menus. Press <ENTER> once the option you want to select is highlighted.

- Type the first highlighted character of the menu name (or hold down the <ALT> key and the first highlighted character of the menu name). Use the <ALT> key sequence if the command line interface is active.
- Use the mouse to point and click the menu you want to select.

Supervisor Action Issues

Cannot access certain menus and functions on Octel 50's main window:

- You must be logged in as a level 2 or 3 supervisor to access most features on-screen.
- Make sure that the correct level of security access is entered. To access the functions under all menus but the Options menu (with the exception of the AMIS Maintenance option), enter the level 2 security password (Default = 12345). To access all system functions, including those on the Options menu, enter the level 3 security password (Default = 67890).
- If another supervisor changed the password and the new password was forgotten, contact your authorized representative for further instructions.

Cannot change class of service during mailbox creation or editing:

- Note that a defined class of service can only be created or changed under the Options menu by a level 3 supervisor.
- A level 3 supervisor can change a class of service for an individual mailbox by selecting the class of service that most closely matches the features you want to select, choosing Create Custom COS on the Class of Service dialog box, and modify and save the class of service.
- Note that only supervisors with the same company as the subscriber mailbox can edit that mailbox over the phone.

Cannot Edit a mailbox:

- Make sure the correct level 2 or 3 supervisor password was entered.
- A guest mailbox cannot be edited.
- You cannot edit a mailbox that is occupied.
- Only supervisors with the same Company designation as the mailbox owner can edit that mailbox over the phone.

Subscriber Action Issues**Cannot access certain features:**

- Be sure that the features are activated (if necessary) in System Setup.
- Confirm that the features are allowed for the mailbox in the class of service.
- Have the mailbox owner attempt to activate the features over the phone.
- Note that a guest mailbox only has access to the send and receive features.

Cannot edit a sent message:

- Verify that Sent Message Editing is permitted for the mailbox in the class of service.
- A sent message cannot be edited if it has already been received (listened to) by its recipient.
- Messages scheduled for dispatch to a remote system cannot be edited.

Cannot log into a mailbox:

- Dial the system's extension or phone number, and press <#> after the main system greeting. Enter the mailbox number followed by the password. The default subscriber password is 1111.
- Subscribers must press <#> after the password if the extended security feature is active to immediately access their mailboxes. If they do not press <#>, there is a delay before the Subscriber menu is voiced.
- If the subscriber is told that the password entered is invalid, try to log in again (in the event that the password was entered incorrectly).
- A subscriber must enter a new password if the minimum length password parameter is defined as a number greater than the number of digits in the current password or the subscriber cannot proceed.
- A guest mailbox is deleted with its sponsor mailbox. Confirm the status of the sponsor mailbox.
- You can assign a new password through either the Edit Mailbox dialog box or the phone if the subscriber cannot remember the password.

Cannot save messages:

- Confirm that Save Message is enabled in the mailbox's class of service.
- Make sure that the Number of Days to Save Saved Messages is not set to zero.
- Note that Listen-Only messages cannot be saved.

Cannot send and/or receive messages:

- Confirm that Send Message or Receive Message is enabled in the mailbox's class of service.
- If the mailbox is a guest mailbox, it can send messages only to its sponsor mailbox.

- If the Total Time or the Maximum Messages permitted in the class of service is reached, the subscriber may experience send or receive problems. Delete messages or increase these message limitations.
- Confirm that the mailbox is permitted AIM functions, including Reply. Note that users who have AIM functions must also have Send Message and Receive Message enabled in the class of service.

Cannot record prompts:

- Confirm that the Record Prompts feature is permitted for the mailbox in the class of service.

Mailbox Issues**Cannot delete statistical information:**

- Select the Clear option from the Mailbox menu to clear statistics for a specific mailbox or a range of mailboxes.
- You can reset the mailbox using the supervisor keypad functions over the phone by pressing <1> from the Supervisor menu for mailbox functions and <4> from the Mailbox Functions menu to reset a mailbox.

A mailbox does not appear in company directories or reports:

- The Company field may have been entered inconsistently or left blank on the Mailbox Entry dialog box. Check the fields for errors or omissions.

Callers are told that the mailbox is full:

- The Max Messages or the Total Time value in the class of service has been reached. Messages must be deleted to allow for more recording time in the mailbox, or the Max Messages or Total Time values can be increased.

Cannot include a certain mailbox in any reports or the Search Window:

- If a mailbox fails to appear in any reports or the Search window, a Name was not entered on the Mailbox Entry dialog box. Edit the mailbox, and type an entry in the Name field.

Mailbox Feature Issues**Call forwarding does not work:**

- Determine how many extensions are being forwarded, and make sure the Maximum Number of Forwarded Extensions in System Setup is not being exceeded.
- Confirm that Call Handling is permitted in the class of service.
- Verify that Call Forwarding is selected as the call handling option on the Subscriber Settings dialog box.
- Make sure that the extension is being forwarded to a valid extension number.
- Be sure the correct call condition is being satisfied for the call forwarding to work properly: Busy, No Answer, Busy or No Answer, or Call Blocking.

Call handling does not work:

- Confirm that the mailbox is permitted call handling in the class of service.
- Verify that call handling is enabled for the correct condition and option on the Subscriber Settings dialog box.
- Be sure that the subscriber fulfills the Call Handling requirements: records Optional prompts, enters a forwarding extension, or creates a V-Tree.

Call queuing does not work:

- Make sure Call Queuing is permitted for the mailbox in the class of service.
- Check that Call Queuing is activated for the mailbox.
- If using supervisor's prompts, confirm that the 10 Call Queuing phrases are specified on the System Prompts dialog box, and that the prompts have been recorded.
- Confirm that the Number of Seconds for the First Caller in the Queue to Wait is set correctly in System Setup.
- Be sure that the Maximum Number of Callers Allowed in Queue parameter in System Setup is not set to 0.

Call screening does not work:

- Confirm that the appropriate Call Screening Busy, No Answer, and Reject release codes are entered correctly in System Setup for the switch.
- Be sure that Call Screening is permitted for the mailbox in its assigned class of service.
- Verify that Call Screening is enabled on the Subscriber Settings dialog box.
- If the system returns a rejected call to the attendant, try holding the call longer after it is rejected. (This applies to proprietary phone sets such as the Mitel Superset.)

Distribution lists do not work:

- Be sure that Distribution Lists are permitted for the mailbox in the class of service.
- Confirm that a distribution list is created.
- When sending a message to a distribution list, be sure to enter <*> followed by the distribution list number. Personal distribution lists are numbered *0-*9. System distribution lists are numbered *10-*19. List *98 contains the mailbox numbers of all subscribers

in your department. List *99 contains the mailbox numbers of all subscribers in your company.

- If messages to long distribution lists make the system seem sluggish, you can edit the SET_UP.CFG file and change the value of G42 to represent the number of mailboxes between updates to the sender.

Fax retrieval does not work:

- Confirm that the following parameters are set correctly on System Setup: Fax Board Type, Use a Fax Cover Sheet, Number of Attempts When Sending a Fax, and Fax Prefix Code.
- Make sure that a line for outbound calls is specified with the OUTBOUND parameter in System Setup.
- Be sure that both the fax and V-Tree options are permitted for the mailbox in the class of service.
- The subscriber must have created and activated a V-Tree that includes the fax option.
- Be sure that the fax port and interrupts are set correctly.
- Fax retrieval is a sentinel-controlled feature; make sure you are using a sentinel that supports the Fax Solution module.

Global Distribution Lists do not work:

- Be sure that Global Distribution is enabled in the mailbox's class of service.
- Confirm that there are existing system distribution lists.
- When sending a message to a distribution list, be sure to enter <*> followed by the distribution list number. Personal distribution lists are numbered *0 - *9. System distribution lists are numbered *10-*19. List *98 contains the mailbox numbers of all subscribers in your department. List *99 contains the mailbox numbers of all subscribers in your company. For *98 and *99 to properly work, department and company names must be used consistently.

Intercom paging does not work:

- A paging system must be installed for Intercom Paging to be available.
- Confirm that an Intercom Paging Code is specified in System Setup.
- Make sure that Intercom Paging is enabled in the mailbox's class of service.
- Be sure that the number of the paging system is entered in the Number field on the Subscriber Settings dialog box, if using zone paging.
- Check the Subscriber Settings dialog box to verify that Intercom Paging is set to On or Automatic.

Message confirmation does not work:

- Be sure that Confirmation is permitted for the mailbox in the class of service.
- Note that only messages tagged for message confirmation when sent can actually be confirmed.
- Note that message confirmation is checked from the Subscriber menu.
- Messages sent to remote sites in AIM cannot be sent with confirmation.

Message delivery does not work:

- Be sure that the mailbox is assigned a class of service that permits Message Delivery.
- Make sure that a line for outbound calls is specified with the OUTBOUND parameter in System Setup.
- In System Setup, be sure that the Code for Accessing an Outside Line (for example, **9**;) is specified. If Message Delivery is to an internal extension (less than the Number of Digits in Local Telephone Number), the switch may require a Custom Message Delivery Code.

- Confirm that message delivery is not disabled on the Subscriber Settings dialog box.
- Make sure that the Message Delivery entries are active on the Message Delivery dialog box.
- Check to see that appropriate On and Off Times and On and Off Days are specified on the Message Delivery dialog box.
- Be sure that the paging number is valid, and that any special characters required have been entered.
- Be sure that the mailbox is permitted either local and/or long distance delivery under Message Delivery on the Class of Service dialog box.
- Make sure the Call Back number entered on the Message Delivery dialog box is correct.
- Confirm that the line number entered in the Line 1 field is set to 2 in the OUTBOUND parameter in System Setup.

Message waiting lights (MWLs) do not work:

- Confirm that the Permit Message Waiting Lights parameter is enabled in System Setup.
- If required, be sure that Prefix and Suffix ON and OFF codes are specified in System Setup.
- Confirm that the Message Waiting Light Supervised parameter in System Setup is set correctly in System Setup.
- Confirm that the Light Message Waiting Lights parameter is set correctly in System Setup.
- Be sure that Message Lights are enabled in the mailbox's class of service.
- If SMDI is used, check the cable and the SMDI configuration file.
- Message waiting lights require the use of an outbound line. Make sure that a port in the OUTBOUND parameter in System Setup is set to 2.

- Note that message waiting lights do not work on every system. Both the subscriber's phone and switch must support the use of message waiting lights. Make sure that the phone switch is properly configured to work with the phone.
- Be sure that the Code for Accessing an Outside Line is correct. If so, be sure the PAINTVL parameter has the correct value for length of pause.

Voice folders do not work:

- Confirm that Voice Folders are permitted for the mailbox in the class of service.
- Be sure that the folders are defined and have recorded label names.
- Confirm that messages are being saved to the proper folders.

V-Trees do not work:

- Be sure that the mailbox is permitted V-Trees in its assigned class of service.
- Confirm that a V-Tree exists in the appropriate mailbox.
- Verify that V-Tree is selected as the mailbox's call handling option on the Subscriber Settings dialog box.
- Call into the mailbox, access the Special Features menu, and review the V-Tree to determine if all options have been assigned an action code.

Wake-Up Calls do not work:

- Be sure that Message Delivery is permitted for this mailbox in the class of service.
- The system attempts the wake-up call number at 1-minute intervals until either the phone is busy 20 times, there is no answer 20 times, or someone answers the call. The default number of attempts can be changed by editing value G55 in the SET_UP.CFG file.

Message Issues

Messages are disappearing from subscribers' mailboxes:

- If Auto Forwarding is active on the Auto Forwarding dialog box, confirm that the Delete message after forwarding option is disabled.
- When the Number of Days to Save Messages expires, messages are automatically deleted. To “warn” subscribers of deleted messages, activate the Voice Warning When Messages Expire parameter in System Setup.
- The Number of Days to Save Messages can be set to 99, allowing saved messages to remain on the system indefinitely.
- A message is removed from the saved message queue when its age is equal to the Days to Save Saved Messages, where age is equal to the number of days in the new message queue plus the number of days in the saved message queue. Therefore, if the Days to Save Saved Messages is set to 10, and a message is received on the third day after it was sent, its potential saved life would equal 7 days. If the message is listened to again from the saved message queue on day 4 of its existence, it can only be saved for 6 additional days.

Recovering accidentally deleted messages:

- If the message was deleted during the current session, the subscriber can press <5> from the Subscriber menu to hear all messages deleted during the session, then press <1> to recover a deleted message.
- You can activate the Enable Extended Password Security option in System Setup to require subscribers to confirm message deletions.

Notes:

A P P E N D I X **A**

Templates

This section contains templates the system supervisor should complete prior to installation to assist in the configuration and implementation of Octel 50. After implementation, the supervisor can also use the first three templates (Mailbox Assignment and Setup Summary, Class of Service Definition, and Message Delivery Setup) to notify subscribers of available mailbox features. Collectively, all the templates serve as a convenient record keeping tool for the system supervisor.

The Octel representative installing the Octel 50 system should complete and retain the Customer Database Information sheet.

Mailbox Assignment and Setup Summary

Mailbox Number _____ Extension Number _____
 First Name _____ Last Name _____
 Company _____ Division _____
 Password _____ Personal Operator _____
 Class of Service _____

Auto Forward

Auto Forward to Extension _____
 Delay: hours _____ minutes _____

Subscriber Settings

Call Blocking Paging Number _____

Message Delivery

- Urgent
- All
- Disabled

No Answer/Call Blocking

- Default
- Opt. Prompt 1
- Opt. Prompt 2
- V-Tree
- Forward
- Forward # _____

Special Options

- Call Queuing
- Call Screening
- Intercom Paging

Busy

- Default
- Opt. Prompt 1
- Opt. Prompt 2
- V-Tree
- Forward
- Forward # _____

When using intercom redirect, if you are being paged for a call, dial into the system and press <#> <*>. The system asks you to enter your mailbox number. To retrieve the call to an alternate extension, enter either the extension number followed by <#> or <#> followed by the mailbox number.

Guest Mailbox Number(s)

Class of Service Definition # _____

For information on class of service options, see the topic, "Class of Service," in Chapter 7, "The Options Menu."

Features

- | | | |
|--|--|---|
| <input type="checkbox"/> Call | <input type="checkbox"/> Global Dist. List | <input type="checkbox"/> Save Msgs. |
| <input type="checkbox"/> Msg. Conf. | <input type="checkbox"/> Dir. Access | <input type="checkbox"/> Undelete Msgs. |
| <input type="checkbox"/> Voice Folders | <input type="checkbox"/> Call Handling | <input type="checkbox"/> Msg. Scan |
| <input type="checkbox"/> Call Queuing | <input type="checkbox"/> V-Tree | <input type="checkbox"/> Sent Msg Editing |
| <input type="checkbox"/> Msg. Light | <input type="checkbox"/> Fax V-Tree | <input type="checkbox"/> Record Prompts |
| <input type="checkbox"/> Intcm. Paging | <input type="checkbox"/> Send Msgs. | <input type="checkbox"/> Operator Access |
| <input type="checkbox"/> Dist. Lists | <input type="checkbox"/> Receive Msgs. | <input type="checkbox"/> Supervisor |

Message Delivery

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Not Allowed | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Local Only | <input type="checkbox"/> Batch |

Fax Mail

- Send Messages
- Receive Messages

Message Information

Max. Msgs. _____ Save New Msgs. _____ Days
 Msg. Time _____ Save Saved Msgs. _____ Days
 Total Time _____
 Language _____ Maximum Rings _____

AMIS

Highest Outgoing

- Not Allowed (if this is
- Economy
- Standard
- Priority

AMIS Option

- Highest Outgoing, user does not have AMIS
- Casual
- Administered
- Reply Max Length _____

Message Delivery Schedule

Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	
Entry #:			Active:		
On Time:			Off Time:		
On Day:			Off Day:		
Phone #:			Callback #:		
Max Retries:		Busy Delay:		No Ans. Delay:	

Attendant Menu Setup

For information on setting up the Attendant menu, see Chapter 4, "The Attendant Menu."

1	_____	ABC 2	_____	DEF 3	_____
GHI 4	_____	JKL 5	_____	MNO 6	_____
PRS 7	_____	TUV 8	_____	WXY 9	_____

System Prompt Number Record

Morning _____ Evening _____
 Afternoon _____ Closed _____
 Multilingual Selection _____

Attendant Menu

Language 1 _____
 Language 2 _____
 Language 3 _____
 Language 4 _____
 Language 5 _____

Message Delivery

Language 1 _____
 Language 2 _____
 Language 3 _____
 Language 4 _____
 Language 5 _____

Call Queuing

Call Transfer Prompt _____
 1 _____ 4 _____ 7 _____
 2 _____ 5 _____ 8 _____
 3 _____ 6 _____ 9 _____

Holidays

	Date	Prompt	Retain		Date	Prompt	Retain
1	___	_____	[]	10	___	_____	[]
2	___	_____	[]	11	___	_____	[]
3	___	_____	[]	12	___	_____	[]
4	___	_____	[]	13	___	_____	[]
5	___	_____	[]	14	___	_____	[]
6	___	_____	[]	15	___	_____	[]
7	___	_____	[]	16	___	_____	[]
8	___	_____	[]	17	___	_____	[]
9	___	_____	[]	18	___	_____	[]

Greetings by Port Setup

Port	Active	During Hrs Mailbox	After Hrs Mailbox	Monday Open/Close	Tuesday Open/Close	Wednesday Open/Close	Thursday Open/Close	Friday Open/Close	Saturday Open/Close	Sunday Open/Close
1										
2										
3										
4										
5										
6										
7										
8										
8										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
10										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
32										

Customer Database Information

Company Name _____

Address

Contact Name _____ Phone _____

Phone System Information:

Manufacturer/Model

Software Version

Configuration: _____ Trunks _____ Stations _____

Call Handling:

- Activate Auto Att: Yes No
Auto Attendant: Answering Position Overflow
Rotary Callers: Default to Operator Disconnect

Total Number of Lines/Trunks to be answered _____

Line/Trunk Pilot Number _____

Auto Attendant/Voice Mail Pilot Number _____

Auto Attendant/Voice Mail Station Numbers:

1 _____ 9 _____ 17 _____

2 _____ 10 _____ 18 _____

3 _____ 11 _____ 19 _____

4 _____ 12 _____ 20 _____

5 _____ 13 _____ 21 _____

6 _____ 14 _____ 22 _____

7 _____ 15 _____ 23 _____

8 _____ 16 _____ 24 _____

Notes:

G L O S S A R Y **G**

Glossary

This section defines key terms used in this guide.

Administered AIM

A feature of AIM that allows an individual subscriber to dispatch messages to pre-defined nodes that have been established by the system supervisor. *See also Node Number.*

After Hours Greeting

The message that greets a caller during non-business hours.

AIM

AMIS Interface Module. An optional module that allows users to send and receive messages to and from subscribers on remote voice mail systems that support the AMIS-analog protocol. The AMIS feature is not available in certain Octel 50 systems.

AMIS

Audio Messaging Interchange Specification. Defines a protocol whereby two voice mail systems may communicate with each other.

Audiotex

A communications product that enables users to send or receive information via a telephone connection by using audio input (either voice or DTMF) with a voice processing system.

Auto Forwarding

A system feature that automatically forwards messages that have not been listened to from one mailbox to another specified mailbox.

AUTOEXEC.BAT

The batch file that automatically executes when a PC is turned on.

Automated Attendant

A system feature that handles phone calls in a manner similar to a receptionist.

Automatic Station Login

A system feature that allows subscribers immediate access into their mailboxes when dialing into the system from their own extensions. A password may or may not be required. This feature is switch-dependent and may or may not be available on all systems.

Beeper Notification (See also Message Delivery)

A system feature that instructs the system to dial a subscriber's beeper when a message is received in the mailbox.

Beeper Wait

The length of time, in seconds, the system will wait after a connection before sending the beeper display number to a digital beeper.

Business Hours

The hours that a company is open for business. These hours are used by the system to determine when to voice the appropriate during and after-hours greetings.

Call Handling

A system feature that allows a subscriber to use optional prompts, a V-Tree, or call forwarding to intercept calls to a mailbox either immediately, if the extension is busy, if there is no answer at the extension, or if the extension is busy or not answered.

Call Paging (Intercom Paging)

See Intercom Paging.

Call Queuing

A system feature that gives a caller the option to hold for a specific extension when that extension is busy. While on hold, callers are informed of their status in the holding queue, including the number of calls ahead of them. The call queuing feature can also be set up to provide callers on hold with prerecorded music or messages.

Call Screening

A system feature that allows subscribers to choose whether or not they want to take calls.

Casual AIM

A feature of AIM that allows subscribers to dispatch messages to AMIS-analog compatible remote voice mail systems for which they manually enter the remote access telephone number and mailbox number.

Checkpoint File

A file that periodically records critical system data so that Octel 50 can resume system characteristics after the system is turned off and restarted.

Class of Service (COS)

A group of system parameters activated for one or a set of mailboxes.

Command Line

The area on Octel 50's PC user interface where a supervisor can type commands to manipulate system parameters and performance.

Dial-Out Port

See Outbound Port.

Dial-Up Port

See Inbound Port.

Dial Tone

A constant tone used on telephones as a signal that the equipment is ready to accept a phone number pulse or DTMF information.

DID

A PBX feature that allows a caller to dial a station within the phone system without the assistance of an attendant. When used with a voice processing system, the mechanism intercepts the call before the PBX to capture the DID extension number digits for mailbox identification.

Directory Prompt

A prompt that callers hear when they request to listen to the system's subscriber directory. For example, *"For John Smith, please press two, three, four."*

Dispatch

The action of sending a message to a voice mail system that supports the AMIS protocol. Dispatch options that may be available to subscribers are economy, standard, and priority.

Distribution Lists

A system feature that allows a subscriber to send the same message to a group of subscribers in one step.

DTMF

Dual Tone Modulated Frequency. The two distinct frequencies emitted when a digit on a push-button phone is pressed.

Economy Dispatch

A network messaging dispatch option that holds messages in an economy queue defined by the system supervisor. The queue's dispatch time frame is usually defined for an off-peak rate period. During that time, all messages queued for economy dispatch are delivered to the remote network address.

Extended Password Security

A system security feature used with variable length passwords that requires subscribers to press the <#> key after entering their passwords.

Fax Retrieval

A Octel 50 add-on module that faxes documents stored on the system to callers who request them through the V-Tree feature.

Flash Hook

Quickly depressing and releasing the buttons in the cradle of a telephone.

Folders

Recorded headings in a mailbox under which subscribers can store messages (voice or fax) they want to save.

Future Delivery

A system feature that permits a message to be sent at a future time. Subscribers must have priority dispatch ability if they want to mark an AMIS message for Future Delivery.

Greeting

An announcement that a caller hears after dialing the company's phone number or subscriber's extension.

Greeting by Port

A system feature that plays specific greetings for incoming calls to certain ports. This feature enables several businesses in an office complex to share one system and still have unique office greetings.

Holiday Greeting

A message that greets callers on those dates specified as holidays when the office is closed.

Hook Switch

The buttons located in the cradle of a telephone, used to create a flash hook when quickly pressed and released.

Inbound Port

A port defined in System Setup to accept incoming calls.

Intercom Paging (Call Paging)

A system feature that allows callers dialing an unanswered extension to have the party they want to speak with paged over the telephone system's intercom aging capability.

Integration

The ability to link a voice mail environment to a PBX.

Intercom Redirect

A system feature that allows a paged subscriber to alert the system of an alternate extension or mailbox number to which the call is to be transferred.

Keyboard Functions

Those system functions controlled through the computer keyboard.

Line Statistics

Data for each line or port.

Line Status

The activity of each line or port; the status displays whether a port is in use or waiting for a ring.

Listen-Only Message

A message that can only be listened to and possibly reviewed, depending on system setup.

Mailbox

A system destination from which a subscriber can access many system functions. Also, a mailbox holds all messages sent to the subscriber. A subscriber's mailbox number may or may not be the same as the subscriber's extension number.

Mailbox ID

The portion of an address that identifies the sender/recipient of an AMIS message.

Main Menu

The first set of options that subscribers hear when accessing their mailboxes.

Message

A vocal or fax communication sent to a subscriber's mailbox by either another subscriber or an outside caller.

Message Confirmation

A system feature that enables a subscriber to determine if another subscriber has received a certain message. A message is considered "confirmed" when the intended recipient has listened to or skipped it.

Message Delivery (See also Beeper Notification)

A system feature that instructs the system to call subscribers at a specified number when messages are received in their mailbox.

Message Scanning

A system feature that allows a mailbox owner to scan messages in the new message queue for entries from a particular local subscriber.

Message Waiting Lights (MWLs)

The lights or display on a telephone that notify a user of a message.

Name Prompt

A prompt, containing only a subscriber's name, which the system inserts into many of its voice phrases. For example, "*John Smith.*"

Networking Address

The telephone number and Mailbox ID of a remote destination.

Node Number

A unique number assigned by the system supervisor that subscribers use when dispatching messages to a remote voice mail system that supports the AMIS-analog protocol.

Non-Delivery Notification

A status message returned to the sender of an AMIS or fax message that could not be delivered to its recipient.

Non-Subscriber

A person who calls into the system and does not have an assigned mailbox.

Operator

The person, usually the receptionist, to whom the system defaults. Callers can dial this extension or be automatically transferred to it.

Operator Commands

Those commands entered at the Octel 50 opening screen to manipulate the system.

Optional Prompts

A prompt a subscriber can record to answer the subscriber's extension and forward callers directly to the mailbox. For example, *"Hi. You have reached John Smith. I'm in a meeting right now, so please press two to leave a message or press zero to speak to the operator."*

Options Menu

Option <9> from the Subscriber's Main menu. The Option menu allows subscribers to configure their mailboxes.

Outbound Port

A port defined in System Setup to be used for outcalling.

Outcall/Outdial

A term used when the system places a call. A system outcalls to deliver AMIS messages, for message delivery, or for wake-up call notification.

Password

A group of characters that uniquely identifies a user who wants to gain access to certain applications. The supervisor can define a minimum length of digits for a user password in System Setup.

Personal Distribution Lists

Ten distribution lists a subscriber can define and use to facilitate message delivery to multiple destinations.

Personal Greeting Prompt

A prompt that can be recorded by a subscriber when callers request to be transferred to a subscriber's mailbox. For example, *"Hi. This is John. I'm sorry I cannot take your call right now. Please leave a message, and I'll return your call as soon as possible."*

Personal Network Address (PNA)

A system feature that allows a subscriber to program up to 20 (*20-*39) addresses for subscribers of a remote voice mail system that supports the AMIS-analog protocol. Each PNA consists of 1 remote phone number and mailbox number.

Personal Operator

The extension to which a call defaults when the caller requests a mailbox and is later transferred to an operator.

Personalized Prompts

Six mailbox prompts that can be recorded by a subscriber.

Please Hold Prompt

The prompt that a caller hears as he is being transferred to the requested extension. For example, *"Please hold for John Smith."*

Port

A telephone voice circuit connection on a voice processing system.

Priority Dispatch

A network messaging dispatch option that delivers the message to the remote networking address at the earliest opportunity.

Private Message

A message intended for one subscriber that cannot be forwarded.

Prompts

Audio information from a voice system that guides the user's interaction with the system.

Queued Dispatch

See Standard Dispatch.

Recipient

The user who receives a message.

Regular Message

A message sent without any special delivery functions.

Security Access Levels

Three levels that use passwords to control a supervisor's access to different System Setup and configuration parameters.

SO3-ALL.VAP or SO3-ALL.VOX

Files containing the standard and application voice phrases.

SO3-D1.VAP or SO3-D1.VOX

Files containing the disk application phrases.

SO3-D2.VAP or SO3-D2.VOX

Files containing the custom phrases, such as call queuing and V-Tree phrases.

SOLVE

Supervisor On-Line Voice Editor. Allows the supervisor to record prompts while working from the Octel 50 screens.

Standard Dispatch

A network messaging dispatch option that places the message in a queue for a period of time established by the system supervisor.

Subscriber

A person to whom a mailbox has been assigned.

Subscriber Password

The password used by a subscriber to access the subscriber's mailbox.

Supervised Call

A call monitored by the system to determine if the requested line returns a busy or ring-no-answer condition. If so, the call is not transferred to the line, and the caller is given other options.

Supervisor

The person responsible for the maintenance of the system. The supervisor also authorizes the use of special system features.

Supervisor Password

The password used by the supervisor to access supervisor functions.

System Distribution Lists

Ten distribution lists a supervisor can define and make available to subscribers for their use. System distribution lists cannot be modified by subscribers.

System ID

See Node Number.

System Setup

The portion of Octel 50 software responsible for customizing the application to meet individual needs.

Talkoff

A condition that occurs when a voice processing system mistakenly interprets a voice as a DTMF.

Touch-Tone

The AT&T registered trademark for DTMF tones.

Transmission Failure

A term used when an AMIS message cannot be delivered to its intended recipient. *See also Non-Delivery Notification.*

Urgent Message

A message sending option that places the message at the top of a subscriber's new message queue.

Visual V-Trees

A system feature that allows a V-Tree to be created onscreen.

Voice Mail

The process of recording, storing, and retrieving messages using a telephone system and a PC.

V-Tree

A built-in, Touch-Tone-programmable audiotex/call routing application generator for individual mailboxes. V-Trees allow subscribers to create multilevel voice menus within the system. *See also Visual V-Trees.*

Wake-Up Call

A system feature that allows a subscriber to enter a date and time that the system is to place a call to a specified phone number.

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