

# **Aristel Networks**

## **D2Voice Mail User Operation Manual v6.0 r5**

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## 1.1 Introduction

The embedded Aristel “VOCAL” voice mail solution offers advanced simple unified messaging features such as: voice mail, and automated attendant functionalities.

The ARISTEL/VOCAL voice mail was designed by ITS with the latest cutting edge technology, including flash memory and digital signal processing. It supports a wide array of voice messaging features.

ARISTEL/VOCAL voice mail can be easily administrated through a PC. The Windows PC based application is intuitive to the extent that a technician with only a light background knowledge can easily program the system.

## 1.2 User’s Main Menu

Users can enter their mailbox menus for retrieving messages and set up their mailboxes in 2 ways, through the auto attendant using access digits for the retrieve message process, or by dialing **#85** from the phone. Then the unit announces the number of messages and plays the users menu:

<b>DIGIT</b>	<b>NAME</b>	<b>DESCRIPTION</b>
1	Retrieve Message	Listen to Messages
2	Mailbox Parameters	Enter Mailbox Parameters Menu
8	Send Message	Send a Message to a Specific Mailbox
9	Return to Auto Attendant	Exit Current Menu and Return to Auto Attendant

## 1.3 Retrieve Message Menu

If the mailbox owner dials “1” while in user’s main menu, the unit plays the new messages, followed by previously saved messages. At the end of each message, the unit plays the Retrieve Message menu:

DIGIT	NAME	DESCRIPTION
1	Next Message	Play next message
2	Replay	Replay current message
3	Save	Save current message
4	Forward	Forward current message to another mailbox
5	Reply	Reply to message sender (Internal messages only)
8	Delete	Delete current message
9	Return to Previous Menu	Return to previous menu (User's main menu)

## 1.4 Mailbox Parameters

If the mailbox owner dials “2” while in user’s main menu, the unit plays the user’s Parameters menu:

DIGIT	NAME	DESCRIPTION
1	Record Greeting	Record a greeting message for the mailbox
2	Record Name	Record your name
3	Directory Listing	Set directory listing parameters
4	Change Password	Change the mailbox access password
5	DND	DND Enable / Disable
6	External Notification	Set the external notification parameters (if allowed)
7	Pager Notification	Set the pager notification parameters (if allowed)
9	Return to Previous Menu	Return to previous menu (User's main menu)

### 1.4.1 Record Greeting

The mailbox owner can record a personal greeting by dialing “1” on the user’s parameters menu (see Section 1.4). The unit then plays the Record Greeting menu:

<b>DIGIT</b>	<b>NAME</b>	<b>DESCRIPTION</b>
1	Play Back	Play existing recording
2	Record	Record a new greeting message
8	Delete	Delete existing message
9	Return to Previous Menu	Return to previous menu (User's parameters menu)

To record a greeting message for a mailbox group, enter the mailbox group number as the mailbox number. The above menu will be played and a message may be recorded or altered.

### **1.4.2 Record Name**

The mailbox owner can record his personal name by dialing "2" on the user's parameters menu (see Section 1.4). The unit then plays the Record Name menu:

<b>DIGIT</b>	<b>NAME</b>	<b>DESCRIPTION</b>
1	Play Back	Play existing recording
2	Record	Record a new name
8	Delete	Delete existing name
9	Return to Previous Menu	Return to previous menu (User's parameters menu)

### 1.4.3 Directory Listing

The mailbox owner can set the directory listing parameters by dialing “3” on the user’s parameters menu (see Section 1.4). The unit then plays the Directory Listing menu:

DIGIT	NAME	DESCRIPTION
1	Play Back	Play current directory listing code
2	Change	Change directory listing code
8	Delete	Delete Directory listing code
9	Return to Previous Menu	Return to previous menu (User’s parameters menu)

### 1.4.4 Change Password

A mailbox password consists of four digits. The default password is 1234. To disable the password, enter “0000”.

The mailbox owner can change his password by dialing “4” on the user’s parameters menu (see Section 1.4), dialing “2” (for the change password option) and then dialing the new password. Use digits 0-9 only when entering a password.

The System Administrator can reset the mailbox password to the default password by using code \*570 or using the VUP.

DIGIT	NAME	DESCRIPTION
1	Play Back	Play the current password
2	Change	Change existing password
9	Return to Previous Menu	Return to previous menu (User’s parameters menu)

### 1.4.5 Do Not Disturb (DND)

The mailbox owner can dial “5” on the user’s parameters menu (see Section 1.4) to change to the Do Not Disturb mode. The unit announces the selected mode every time the mailbox owner changes the mode.

When a caller dials an extension in Do Not Disturb mode, the unit plays one of the following messages:

- By default, system message 121
- If recorded, script message 25 in the first language
- If recorded, script message 35 in the second language
- If recorded, script message 45 in the third language

### 1.4.6 External Notification

For activating the external notification of a mailbox, the System Administrator must enable this feature for the mailbox, thereafter, the mailbox owner can:

- Enable/disable remote notification
- Enter his remote telephone number
- Listen to the current remote telephone number by dialing “6” on the user’s parameters menu (see Section 1.4).

DIGIT	NAME	DESCRIPTION
1	Change Mode	Toggles the external notification state (Enable/Disable)
2	Telephone Number	Enter the selected telephone number for external notification. Codes <sup>1</sup> 0-9, Extension Number, *, #, A-D, P and Q can be used
3	Play Back	Play back the external telephone number
9	Return to Previous Menu	Return to previous menu (User’s parameters menu)

Codes<sup>1</sup>:

P (1 second pause) = \*1    # = \*4    B = \*6    D = \*8    \* = \*\*

Q (4 second pause) = \*2    A = \*5    C = \*7    0-9 = 0-9

### 1.4.7 Pager Notification

For activating the external notification of a mailbox, the System Administrator must enable this feature for the mailbox, thereafter, the mailbox owner can:

- Enable/disable pager notification
- Enter his pager number
- Listen to the current pager number by dialing “7” on the user’s parameters menu (see Section 1.4).

DIGIT	NAME	DESCRIPTION
1	Change Mode	Toggles the pager notification state (Enable/Disable)
2	Pager Number	Enter the selected pager number for pager notification. Codes <sup>1</sup> 0-9, Extension Number, *, #, A-D, P and Q can be used
3	Play Back	Play back the pager number
9	Return to Previous Menu	Return to previous menu (User’s parameters menu)

Codes<sup>1</sup>:

P (1 second pause) = \*1    # = \*4    B = \*6    D = \*8    \* = \*\*

Q (4 second pause) = \*2    A = \*5    C = \*7    Ext. No. = \*0    0-9 = 0-9

CPD Tone                    = \*3

### 1.4.8 Return to Previous Menu

The mailbox owner can dial “9” on the user’s parameters menu (see Section 1.4) to return to the User’s main menu (see Section 1.2).

## 1.5 Send Message

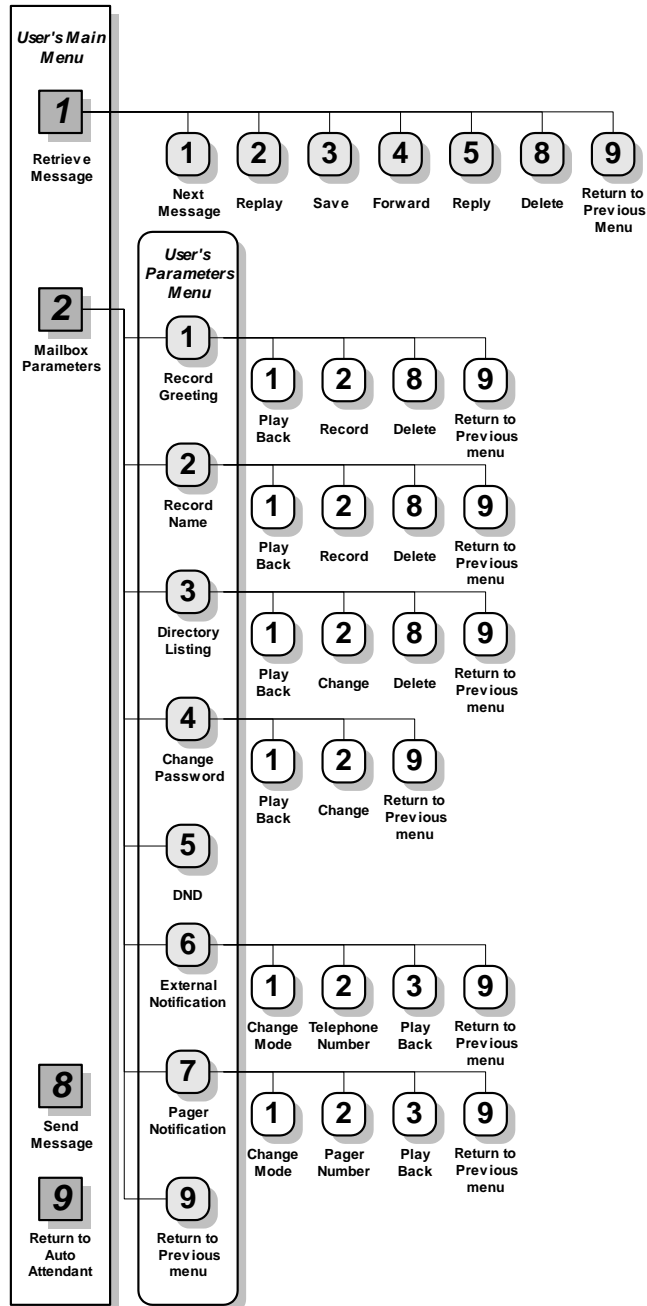
The mailbox owner can leave a message in any mailbox or group of mailboxes by dialing “8” on the user’s main menu (see Section 1.4).

## 1.6 Return to Auto Attendant

The mailbox owner can dial “9” on the user’s main menu (see Section 1.2) to return to the auto attendant.



## 1.7 Quick Reference Guide

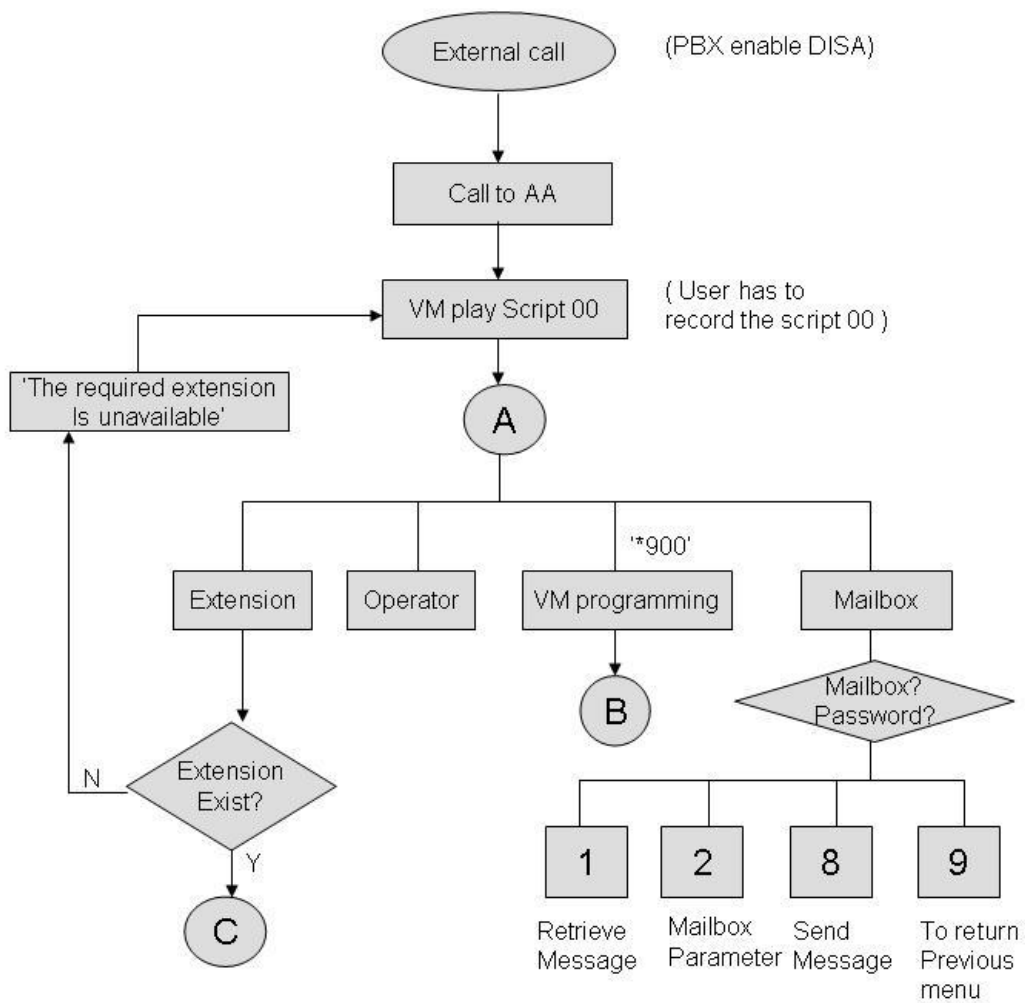


Operation Flow Guide

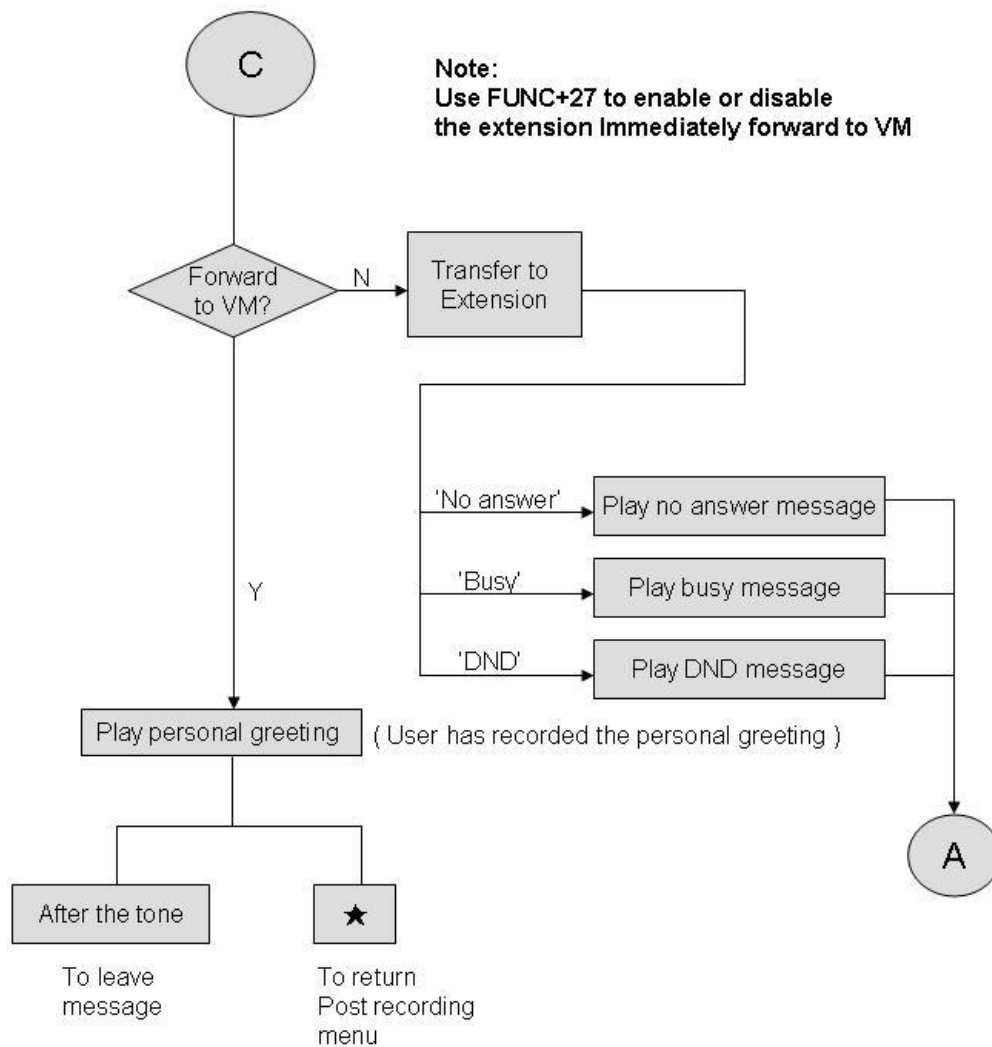
**1.7.1 External call to AA**

**1.7.2 Enter the mailbox from external**

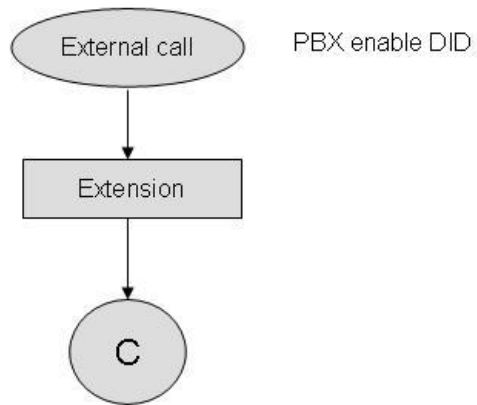
**1.7.3 Retrieve message from external**



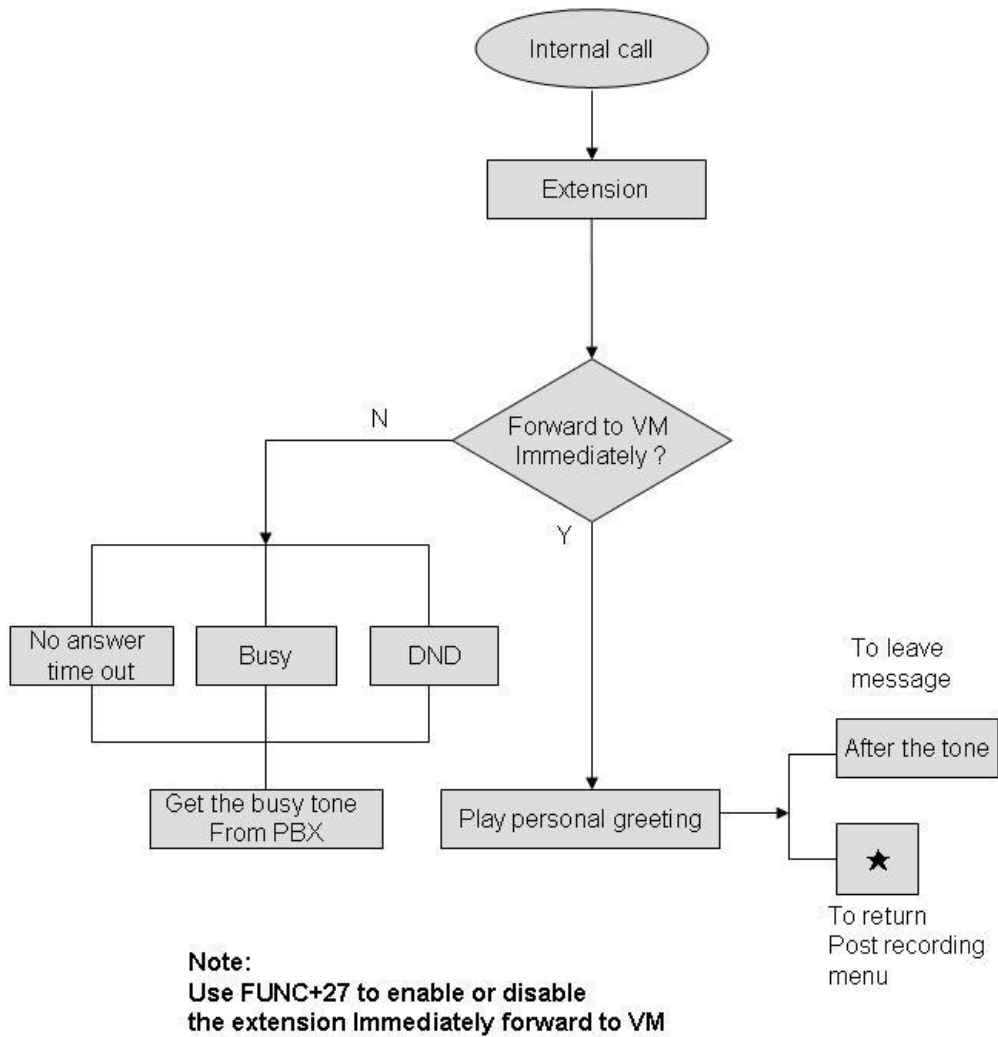
### 1.7.4 External call forward to VM



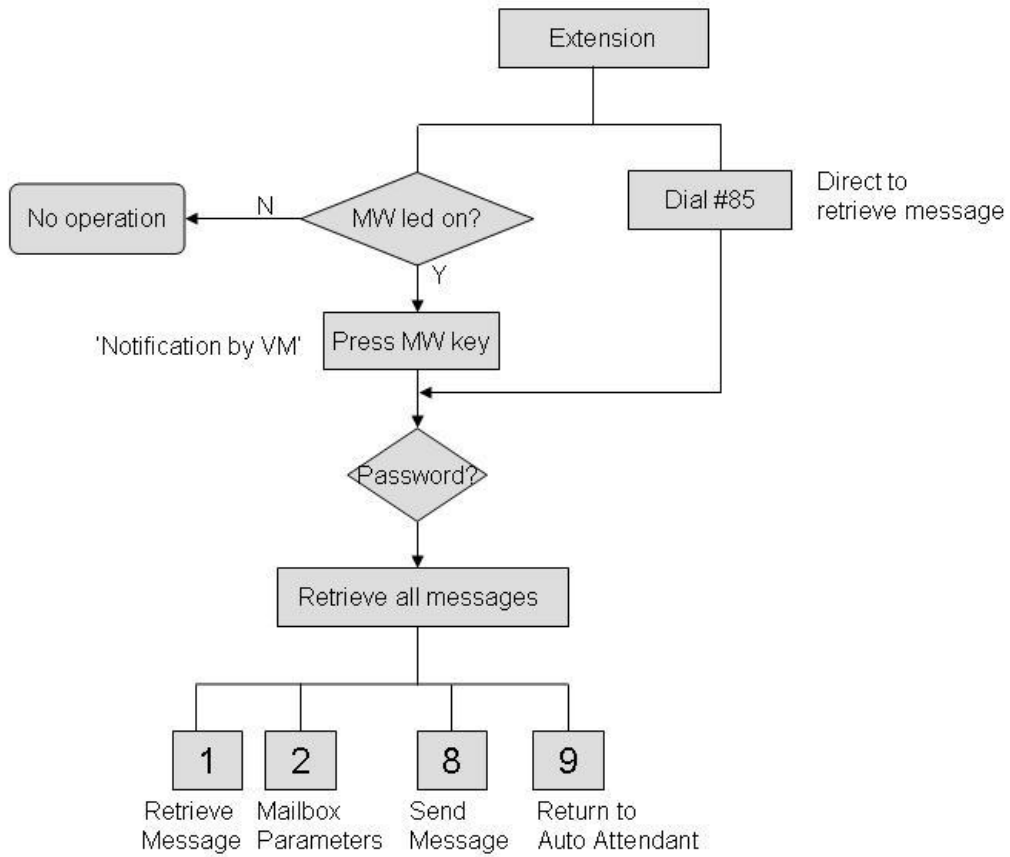
### 1.7.5 DID call forward to VM



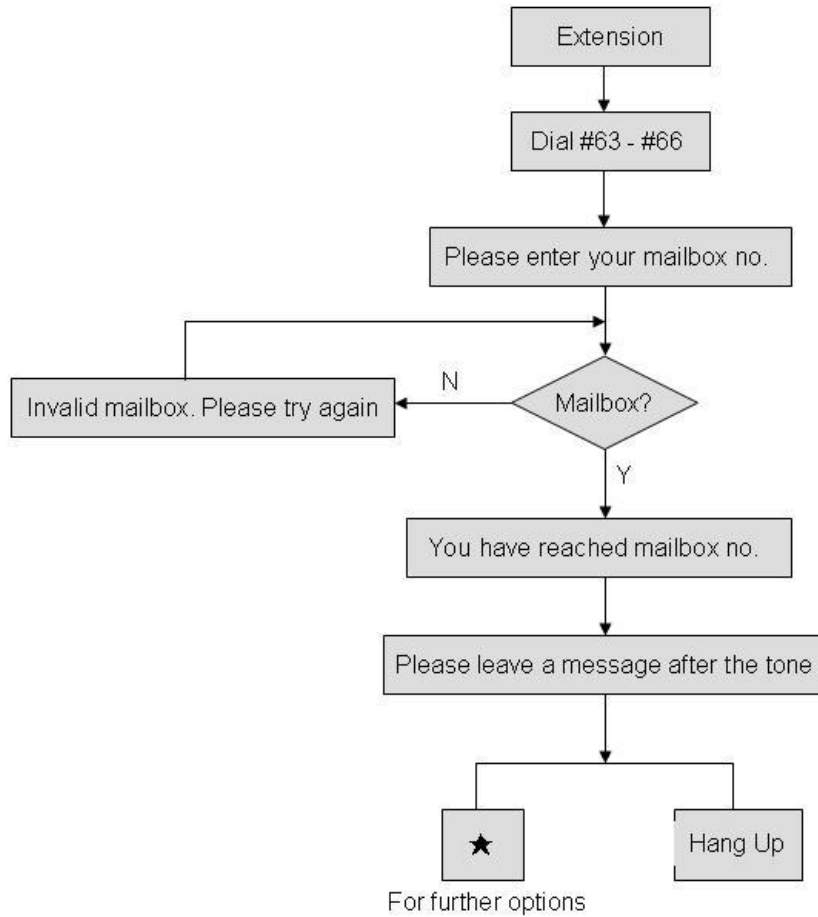
### 1.7.6 Internal call forward to VM



### 1.7.7 Retrieve message from extension

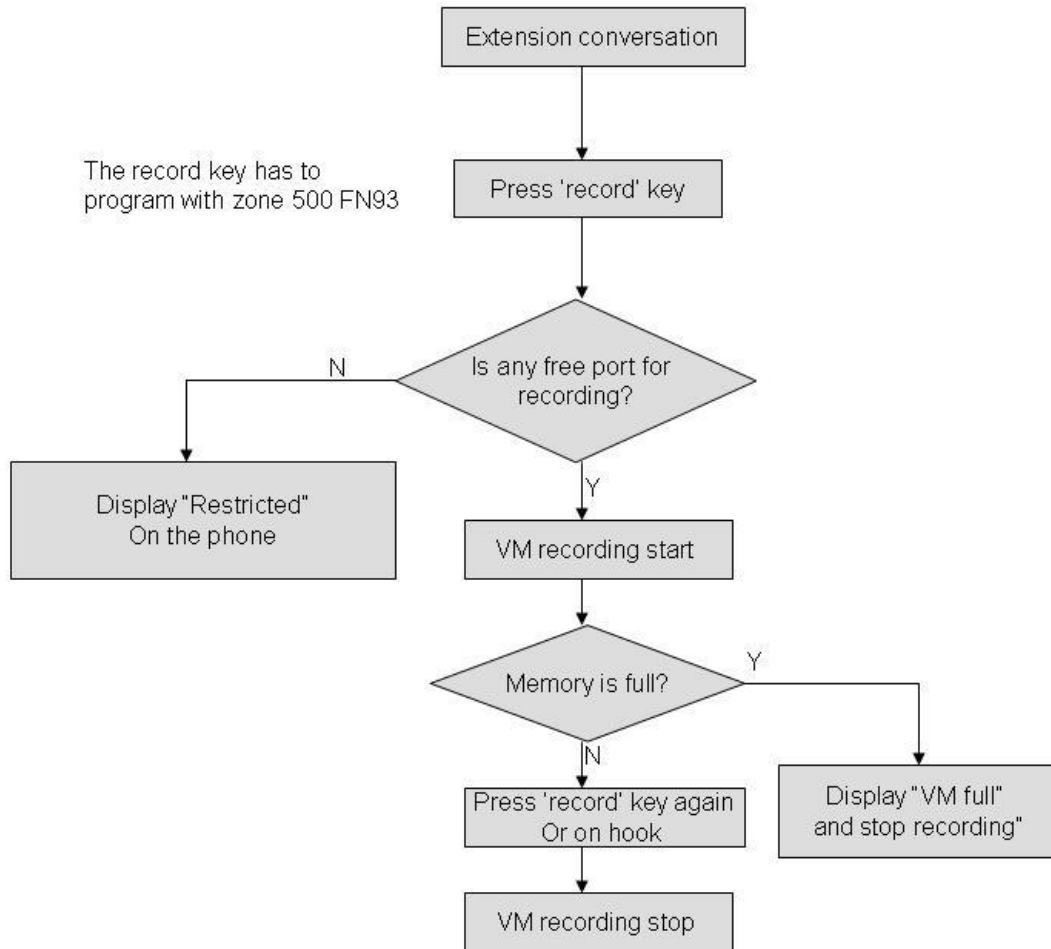


### 1.7.8 Leave message from extension



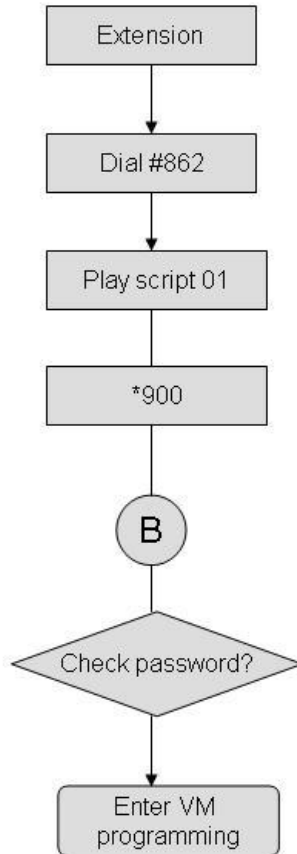
### 1.7.9 Conversation recording

This feature supports digital phone only.





### 1.7.10 VM programming from extension



## 2 Troubleshooting

This section presents answers to commonly asked questions on operating the unit.

If problems persist, contact your dealer.

**Question:** Local notification does not work.

**Answer:** Make sure you have entered the correct notification codes.  
Make sure that local notification is enabled.

**Question:** External Notification does not work.

**Answer:** Make sure you have selected the correct External Access code.  
Make sure you did not add the External Access code to the telephone number because the unit automatically dials the External Access code.  
Make sure External Notification is allowed and enabled.  
The first notification can take up to the amount of time that is defined by Ring Notification Interval.  
Make sure start and stop times are properly defined and maximum number of retries has not been reached.

**Question:** When I dial command code \*300, the unit plays an error message.

**Answer:** You are trying to change the number of digits in an extension after extensions and mailboxes have been configured. To change the number of digits in an extension, you must first remove all mailboxes and extensions.

**Question:** Command \*510 does not allow a mailbox to be deleted.

**Answer:** The mailbox is used in script menus. Please remove the mailbox from all the scripts and then use the delete command.

**Question:** The unit transfers calls made to an extension to its mailbox and plays message stating that the extension is unavailable.

**Answer:** The extension is in Do Not Disturb mode.

**Question:** The Voice Mail Utility Program (VUP) issues a warning that the COM port is unavailable.

**Answer:** Make sure that the selected COM port is not being used by another device or Program.

If the selected COM port was previously used by another device, remove the device, shut down and restart your computer to release the serial port.

**Question:** A message is sent to a mailbox group that contains five defined mailboxes but only two receive the message.

**Answer:** The messages were sent to all the mailboxes in the group but only accepted by those mailboxes that did not have the maximum number of messages recorded.

**Question:** The unit has been programmed to operate in Night mode. When a call is received, it disconnects the call and switches to Day mode.

**Answer:** Make sure that the night greeting script is recorded.

**Question:** What happens when a mailbox and mailbox group have the same extension number?

**Answer:** Messages are sent to the mailbox. In general, mailboxes have higher priority than mailbox groups.

**Question:** DTMFs dialed by the unit are not recognized by the PBX.

**Answer:** Change the amplitude and the ON and OFF levels of DTMFs dialed by unit (\*379,\*371).

**Question:** How can the password of the mailbox be reset to its default 1234.

**Answer:** Use command \*570 or press The Reset button in the VUP.

**Question:** How can I find out how much memory is supported by my Voice Mail System.

**Answer:** Use statistics option in VUP.

**Question:** Pager Notification does not work.

**Answer:** Make sure you have selected the correct External Access Code.

Make sure you did not add the External Access Code to the pager number.

Make sure pager notification is allowed and enabled.

Make sure the pager number is entered correctly.

Make sure your pager company provides a 1400 Hz tone if '\$' is used.

If your provider does not support 1400 Hz tone SIT tone, use enough pauses to by-pass the sent tone.

The first notification can take up to the amount of time that is defined by Ring Notification Interval.

Make sure start and stop times are properly defined and maximum

number of retries has not been reached.

**Question:** When I reach a mailbox, a menu is played immediately and I am not given a chance to leave a message.

**Answer:** The mailbox is defined as an announcer mailbox.

**Question:** I have disabled the Automatic Gain Control but the messages are played louder than needed.

**Answer:** Only messages recorded after the change are affected.

Initiate a new call after changing the AGC's status.

**Question:** How can I delete the messages of all users.

**Answer:** Change the parameters "Maximum no. of days to store messages" to 1 (\*740) and reorganize the system (\*610).

**Question:** VUP's transfer operation is interrupted when large files are used with windows 98 or NT.

**Answer:** Windows 98 and NT support a power save mode which interferes with serial ports operation.

Disable this feature on PCs that run the VUP application.

### 3 Programming Commands

The following table presents a summary of DTMF programming commands.

**Note:**

The DTMF column lists the sections in which the DTMF programming operations are discussed in this manual.

OPERATOR COMMANDS		
OPERATION	COMMAND	SECTION
Day Light Summer time	<p><b>*7 + XXXX + Y</b></p> <p>XXXX = operator's password            Y = 0; Reduce the time by one hour            Y = 1; Increase the time by one hour</p>	4.8.3
Change the operational mode (without entering the programming mode)	<p><b>*8 + XXXX + Y</b></p> <p>XXXX = operator's password            Y = 0; Day            Y = 1; Night            Y = 2; Holiday            Y = 3; Auto            Y = 4; Break</p>	4.8.4

- The following programming codes are to be used after dialing #862 and \*900 + administrator password.

<b>SCRIPT PROGRAMMING COMMANDS</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Directory listing format	<b>*011 + X</b> X = 0; Last name X = 1; First name	4.7.3.1
Record a script message	<b>*100 + XX + Beep + Record + #</b>	4.7.1
Play a script message	<b>*101 + XX + Beep + Playback</b>	4.7.1
Delete a script message	<b>*102 + XX</b> XX = Script No.	4.7.1
Select EOM timeout for each script	<b>*105 + XX + Y + #</b> XX = Script No. Y = Timeout in seconds	4.7.2.1
Transfer to a script message	<b>*110 + XX + B + YY + #</b>	4.7.2.2
Transfer to the directory listing	<b>*111 + XX + B + #</b> XX = Script number	4.7.3.2
Select opening menu	<b>*112 + XX + YY + Z + #</b> XX = Default script number 00,10,15 or 20 YY = Replacement script number 00-20 Z = Line number 1-4	4.7.2.3
Transfer to opening menu	<b>*115 + XX + B + #</b>	4.7.2.4
Transfer to a script message with a change of language	<b>*117 + XX + B + YY + Z + #</b> Z = 1, 2 or 3 (language number)	4.7.2.5
Set default language	<b>*118 + Z</b> Z = 1, 2 or 3 (language number)	4.7.2.6
Transfer to an extension	<b>*120 + XX + B + Extension + #</b>	4.7.2.7
Dials a programmed DTMF string from the auto-attendant script	<b>*121 + XX + B + Y + #</b> Y = DTMF string number (0-9)	4.7.2.8
Transfer to an operator	<b>*125 + XX + #</b>	4.7.2.9
Transfer to a mailbox	<b>*130 + XX + B + Mailbox + #</b>	4.7.2.10

<b>SCRIPT PROGRAMMING COMMANDS (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Disconnect	<b>*140 + XX + B + Z + #</b> Z = 0, no message Z = 1 with message	4.7.2.11
Leave a message to a mailbox	<b>*150 + XX + B + #</b> XX = script No.	4.7.2.12
Retrieve messages from a mailbox	<b>*160 + XX + B + #</b>	4.7.2.13
Direct transfer to an extension	<b>*170 + XX + first digit(s) + #</b>	4.7.2.14
Direct transfer to a mailbox	<b>*175 + XX + first digit(s) + #</b>	4.7.2.15
Place a call on Hold	<b>*180 + XX + B + #</b>	4.7.2.16
Blind Transfer to Busy Extension	<b>*185 + XX + B + #</b>	4.7.2.17
Reset a specific message entry to its default value	<b>*190 + XX + B + #</b>	4.7.4
Reset all message entries to defaults	<b>*190 + XX + #</b>	4.7.4

<b>PBX PARAMETERS</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
No. of digits in extension	<b>*300 + X</b>	4.3
Cut off time for continuous call progress tone detection	<b>*301 + X</b> X = cut off time in seconds (0-9) Default: 6 sec.	4.3
No. of rings before the line is answered	<b>*310 + line number + number of rings</b>	4.3
Time to wait for No Answer	<b>*311 + XX</b>	4.3
PBX legal extensions	<b>*320 + Y + First Ext. + Last Ext. + #</b> Y = group number (0-9)	4.3
Delete all PBX legal extensions	<b>*320 + #</b>	4.3
Operator ID code	<b>*330 + X</b> X = 0-9	4.3
Disconnect code	<b>*333 + Code<sup>1</sup> + #</b>	4.3
Delete disconnect code	<b>*333 + #</b>	4.3
External access code	<b>*340 + X + #</b> X = external access digit (0-9), Pause (*1)	4.3
Clear external access code	<b>*340 + #</b>	4.3
Pause before and after external access code	<b>*341 + X</b> X = pause length in seconds (0-9) Default: 2 sec.	4.3



<b>PBX PARAMETERS (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Transfer mode for all extensions	<p><b>*350 + X + Y</b></p> <p>X = 1; All extensions except the operator                      X = 2; Operator extension only                      Y = 0; Non Supervised</p>	4.7.5
Day operator, Night operator, Fax and Supervisor's extensions	<p><b>*360 + X + YYYY + #</b></p> <p>X = 1; Day operator                      X = 2; Night operator                      X = 3; Fax extension                      X = 4; Supervisor extension                      YYYY = Corresponding extension number.</p>	4.3
Delete a specific extension assignment	<p><b>*360 + X + #</b></p> <p>X = 1; Day operator                      X = 2; Night operator                      X = 3; Fax extension                      X = 4; Supervisor extension</p>	4.3
Volume level	<p><b>*369 + X</b></p> <p>X = volume level (0-9), 9 = Loudest                      Default: 5</p>	4.3

<b>PBX PARAMETERS (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Voice and DTMF sensitivity	<b>*376 + X + Y</b> X = 1; Voice sensitivity level X = 2; DTMF sensitivity level Y = Level (0-9), 9 = Most sensitive Default: 5 Note: To activate the new selection, a new call must be initiated	4.3
<b>Automatic Gain Control (AGC)</b>	<b>*377 + X</b> X = 0 AGC disabled X = 1 AGC enabled (Default) Note: To activate the new selection, a new call must be initiated	4.3
DTMF amplitude	<b>*379 + X</b> X = volume level (3-9), 9 = Loudest Default: 5	4.3

<b>SETTING TIME &amp; DATE</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Change the operational mode	<b>*400 + X</b> X = 0; Day            X = 3; Auto X = 1; Night        X = 4; Break X = 2; Holiday	4.5
Select time stamp format	<b>*410 + X</b>	4.5
Set time and day	<b>*420 + Hour + Minutes</b>	4.4
Set date	<b>*430 + Date + Month + Year</b>	4.4
Listen to the system time	<b>*440</b>	4.4,
Set working hours	<b>*450 + Day + Starting time + Ending time</b>	4.5

<b>SETTING TIME &amp; DATE (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Set break time	<b>*460 + Day + Starting time + Ending time</b>	4.5
Entering annual holidays dates	<b>*470 + DD + MM + hh:mm + hh:mm</b> DD = Day of the month MM = month hh:mm = Start time; Hour and minutes in 24 hour format hh:mm = End time; Hour and minutes in 24 hour format	4.5
Delete all holidays	<b>*470 + #</b>	4.5
Delete all holidays on a specific date	<b>*470 + DD + MM #</b> DD = Day of the month MM = month	4.5
Delete all holidays for a specific month	<b>470 + ** + MM + #</b> MM = month	4.5
External notification active time	<b>*490 + hh:mm + hh:mm</b> hh:mm = Start time; Hour and minutes in 24 hour format hh:mm = End time; Hour and minutes in 24 hour format	4.5

<b>MAILBOX CONFIGURATION COMMANDS</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Create a range of mailboxes	<b>*500 + First mailbox + Last mailbox + #</b>	4.6.1
Create a mailbox	<b>*501 + Mailbox + #</b>	4.6.1
Change to announcer mailbox	<b>*502 + XXXX + Y + #</b> XXXX = Existing mailbox number Y = 0; Regular mailbox Y = 1; Announcer mailbox	4.6.1
Delete a mailbox	<b>*510 + Mailbox number + #</b>	4.6.1
Create a range of virtual mailboxes	<b>*520 + First mailbox + Last mailbox + #</b>	4.6.1
Create a virtual mailbox	<b>*521 + Mailbox number + #</b>	4.6.1
Play or skip time and date stamp for a range of mailboxes	<b>*530 + First mailbox + Last mailbox + B + #</b> B = 0; Play the time and date B = 1; Skip the time and date	4.6.1
Play or skip time and date stamp for a mailbox	<b>*531 + Mailbox number + B + #</b> B = 0; Play the time and date B = 1; Skip the time and date	4.6.1
Define a language for a range of mailboxes	<b>*532 + First Mailbox + Last Mailbox + Z + #</b> where Z = 1, 2 or 3 (language number)	4.6.1
Define a language for a mailbox	<b>*533 + Mailbox Number + Z + #</b> where Z = 1, 2 or 3 (language number)	4.6.1
Add a mailbox to a group	<b>*540 + Group number + Mailbox number + #</b>	4.6.2
Change the first digit of the group numbers	<b>*545 + First Digit of the Group Numbers</b>	4.6.2
Delete a mailbox from a group	<b>*550 + Group number + Mailbox number + #</b>	4.6.2
Reset a mailbox group	<b>*560 + Group number</b>	4.6.2
Reset a user password	<b>*570 + Mailbox number + #</b>	4.8.1.3

<b>SYSTEM FUNCTIONALITY COMMANDS</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Change the system administrator's password	<b>*600 + * + Old password + New password + #</b> <i>Warning: Do not use the * or # keys.</i>	4.8.1.1
Change the operator's password	<b>*601 + * + Old password + New password + #</b> <i>Warning: Do not use the * or # keys.</i>	4.8.1.2
Forced reorganization	<b>*610</b>	4.8.2
Resetting the system to default	<b>*654 + * + XXXX + #</b> XXXX is the system administrator password	4.8.9
Listen to the software version number	<b>*680</b>	4.8.8
Play a system message	<b>*690 + Z + XXX</b> Z = 1 ,2 or 3 (language number) XXX = system message number	4.8.5
Play all system messages	<b>*691 + Z</b> Z= 1 ,2 or 3 (language number)	4.8.6
System message setting	<b>*699 + X + Y</b> X = 1; System message 004 X = 2; System message 102 X = 3; System message 095 Y = 0; Play Y = 1; Don't play Y = 2; (Only when X = 3) Play the message to mailboxes without a greeting message.	4.8.7

<b>MAILBOX NOTIFICATION COMMANDS (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Set local notification for a range of mailboxes	<b>*700 + First mailbox + Last mailbox + X + #</b>  X = 0; disabled X = 1; LED 1 X = 2; not used X = 3; Ring Signs X = 4; Rings	4.6.3.1
Disable local notification for all mailboxes	<b>*700 + #</b>	4.6.3.1
Set local notification for one mailbox	<b>*701 + Mailbox + X + #</b>  X = 0; disabled X = 1; LED 1 X = 2; LED 2 X = 3; Ring Signs X = 4; Rings	4.6.3.1
Permit remote notification for a range of mailboxes	<b>*710 + First mailbox + Last mailbox + X + #</b>  X = 0; not permitted X = 1; permitted	4.6.3.1
Disable remote notification for all mailboxes	<b>*710 + #</b>	4.6.3.1
Permit remote notification for one mailbox	<b>*711 + Mailbox + X + #</b>  X = 0; not permitted X = 1; permitted	4.6.3.1
Ring Notification Interval	<b>*720 + XX</b>  XX is in minutes (1-99)	4.6.3.1
Ring Notification Duration	<b>*730 + X</b>  X = 0 means short ring X = 1 means long ring	4.6.3.1
Maximum no. of days to store a message in the system	<b>*740 + XX</b>  XX is number of days 00-99.	4.6.3.1
Time to wait after off-hook for notification dialing	<b>*741 + X</b>  X = Time in seconds (0-9)	4.6.3.1

<b>MAILBOX NOTIFICATION COMMANDS (CONT'D)</b>		
<b>OPERATION</b>	<b>COMMAND</b>	<b>SECTION</b>
Ring notification Retries	<b>*750 + XX</b>	4.6.3.1
Activate the LED notification	<b>*760 + X</b> X = 0 for 1 <sup>st</sup> new message X = 1 for every new message	4.6.3.1
Adjusting recording length	<b>*790 + X</b> X = 1-9 minutes	4.8.10

## 4 Programming Forms

The following pages include forms to help you properly setup and maintain the Voice Mail System using DTMF programming commands.

OPERATION	COMMAND
Select opening menu	*112 ___ ___ # ___ ___ # ___ ___ # ___ ___ #
No. of digits in an extension	*300 _____
No. of rings before the line is answered	Line 1: *310 1 _____ Line 2: *310 2 _____ Line 3: *310 3 _____ Line 4: *310 4 _____
Time to wait for No Answer	*311 _____
Legal PBX extensions	Group 1:    *320 0 ___ ___ # Group 2:    *320 1 ___ ___ # Group 3:    *320 2 ___ ___ # Group 4:    *320 3 ___ ___ # Group 5:    *320 4 ___ ___ #
Operator ID Code	*330 _____
Disconnect Code	*333 _____ #
External Access Code	*340 _____ #
Transfer mode	*350 ___ _____ ___ _____
Day Operator's Extension No. Night Operator's Extension No. Fax Extension No. Supervisor Extension No.	*360 ___ _____ # ___ _____ # ___ _____ # ___ _____ #
Voice Sensitivity	*376 1 _____
Create a range of mailboxes Create a mailbox	*500 _____ _____ # *501 _____ #
Create a range of virtual mailboxes Create a virtual mailbox	*520 _____ _____ # *521 _____ #
Change the first digit of the group numbers	*545 ___



OPERATION	COMMAND
Add mailboxes to a group	Group 000: *540 000 ____ # Group 001: *540 001 ____ # Group 002: *540 002 ____ # Group 003: *540 003 ____ #
Maximum no. of days to store a message in the system	*740 ____

**SETTING NOTIFICATION FOR MAILBOXES**

Local notification for a range of mailboxes: \*700 \_\_\_\_ \_\_\_\_ \_\_\_\_ #

Local notification for one mailbox: \*701 \_\_\_\_ \_\_\_\_ #

Permitting remote notification for a range of mailboxes: \*710 \_\_\_\_ \_\_\_\_ \_\_\_\_ #

Permitting remote notification for one mailbox: \*711 \_\_\_\_ \_\_\_\_ #

External notification active time \*490 \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_

**NOTIFICATION PARAMETERS**

Ring notification interval \*720 \_\_\_\_

Ring notification duration \*730 \_\_\_\_

Activate the LED notification \*760 \_\_\_\_

**SYSTEM TIME AND DATE**

See Section 3.4 for information on setting the system time and date using codes \*420 and \*430.



**SETTING THE OPERATIONAL MODE**

Operational Mode: \*400 \_\_\_\_ Select: Day (0)/Night (1)/Holiday  
(2)/Auto (3)/Break(4)

This form contains the programming schedule for up to 4 script message. Please copy the form if you have more than 4 script messages.

**Note:**

The following numbers are dedicated to specific script messages by default:

- Script message number 00 to the Day Mode Opening Menu
- Script message number 10 to the Night Mode Opening Menu
- Script message number 15 to the Break Time Opening Menu
- Script message number 20 to the Holiday Mode Opening Menu

The rest of the script messages (01-09, 11-14 and 16-19) may be used in all modes without limitations.

Script No. \_\_\_\_\_

Script No. \_\_\_\_\_

0 \_\_\_\_\_

0 \_\_\_\_\_

1 \_\_\_\_\_

1 \_\_\_\_\_

2 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

5 \_\_\_\_\_

6 \_\_\_\_\_

6 \_\_\_\_\_

7 \_\_\_\_\_

7 \_\_\_\_\_

8 \_\_\_\_\_

8 \_\_\_\_\_

9 \_\_\_\_\_

9 \_\_\_\_\_

EOM \_\_\_\_\_

EOM \_\_\_\_\_

## Programming Forms

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Script No. \_\_\_\_\_

0 \_\_\_\_\_

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

6 \_\_\_\_\_

7 \_\_\_\_\_

8 \_\_\_\_\_

9 \_\_\_\_\_

EOM \_\_\_\_\_

Script No. \_\_\_\_\_

0 \_\_\_\_\_

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

6 \_\_\_\_\_

7 \_\_\_\_\_

8 \_\_\_\_\_

9 \_\_\_\_\_

EOM \_\_\_\_\_

## 5 System Messages

This section lists the Voice Mail system messages and their numbers. You can hear each of these messages in the programming mode by dialing:

\*690 + language digit (1, 2 or 3) + system message number

- or -

To hear all system messages dial:

\*691 + language digit

<b>NO.</b>	<b>SYSTEM MESSAGE</b>
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000	This system has not been programmed. Please refer to the installation manual for instructions. Thank you!
001	Please hang up now.
002	Please enter your password.
003	Invalid entry. Please try again.
004	Please hold.
005	Message was received on...
006	At...
007	Zero
008	O'clock
009	No...

**NUMBERS**

010	One	024	Fifteen
011	Two	025	Sixteen
012	Three	026	Seventeen
013	Four	027	Eighteen
014	Five	028	Nineteen
015	Six	029	Twenty
016	Seven	030	Thirty
017	Eight	031	Forty
018	Nine	032	Fifty
019	Ten	033	Sixty
020	Eleven	034	Seventy
021	Twelve	035	Eighty
022	Thirteen	036	Ninety
023	Fourteen		

**DATES**

037	First	048	Twelfth
038	Second	049	Thirteenth
039	Third	050	Fourteenth
040	Fourth	051	Fifteenth
041	Fifth	052	Sixteenth
042	Sixth	053	Seventeenth
043	Seventh	054	Eighteenth
044	Eighth	055	Nineteenth
045	Ninth	056	Twentieth
046	Tenth	057	Thirtieth
047	Eleventh		

**MONTHS**

058	Of January	064	Of July
059	Of February	065	Of August
060	Of March	066	Of September
061	Of April	067	Of October
062	Of May	068	Of November
063	Of June	069	Of December

<b>NO.</b>	<b>SYSTEM MESSAGE</b>
070	...and...
071	You have...
072	...new messages
073	...new message
074	...messages
075	To retrieve messages, press 1. To change mailbox settings, press 2. To send a message, press 8. To return to the main menu, press 9.
076	You have no messages.
077	Message saved. Please hold.
078	To skip this message, press 1. To replay, press 2. To save, press 3. To forward, press 4. To reply to message sender, press 5. To delete, press 8. To return to the previous menu, press 9.
079	Message saved.
080	Message deleted.
081	Please enter a new four digit password.
082	To delete skipped messages, press 8. To save all messages, press 9.
083	...yesterday...
084	...today...



**NO.      SYSTEM MESSAGE**

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- 085      Please enter your mailbox number.
- 086      Invalid mailbox. Please try again.
- 087      Incorrect password. Please try again.
- 088      Please record your greeting after the tone. Press the hash key when you have finished.
- 089      Please record your name after the tone. Press the hash key when you have finished.
- 090      Calls will be transferred to your extension.
- 091      Calls will not be transferred to your extension.
- 092      Please enter the mailbox number.
- 093      You have reached the mailbox of...
- 094      You have reached mailbox number...
- 095      Please leave a message after the tone. When you are finished press star for further options or simply hang up.
- 096      The required extension is busy. To try another extension, press 1 followed by the extension number. To hold, press 2. To leave a message, press 8. To transfer to the operator, press 0. To return to the Main Menu, press 9.
- 097      The required extension does not answer. To try another extension, press 1 followed by the extension number. To leave a message, press 8. To transfer to the operator, press 0. To return to the main menu, press 9.
- 098      The mailbox is currently unavailable.
- 099      The system is busy. Please wait.

**NO.      SYSTEM MESSAGE**

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- 100      a.m.
- 101      p.m.
- 102      You have a call.
- 103      The required extension is busy. To try another extension, press 1 followed by the extension number. To hold, press 2. To transfer to the operator, press 0. To return to the main menu, press 9.
- 104      The required extension does not answer. To try another extension, press 1 followed by the extension number. To transfer to the operator, press 0. To return to the main menu, press 9.
- 105      You have exceeded the maximum message length. Your message will be sent.
- 106      Sunday
- 107      Monday
- 108      Tuesday
- 109      Wednesday
- 110      Thursday
- 111      Friday
- 112      Saturday
- 113      O (As Eight-O-Two for 8:02)
- 114      Pause
- 115      Please record your message after the tone. Press the hash key when you have finished.

**NO.      SYSTEM MESSAGE**

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- 116      To change external notification, press 1. To enter the telephone number, press 2. To listen to the current telephone number, press 3. To return to the previous menu, press 9.
- 117      External notification is disabled.
- 118      External notification is enabled.
- 119      You have a new message. To retrieve messages press 1.
- 120      Please enter the telephone number. Press the hash key when you have finished.
- 121      The required extension is unavailable. To try another extension, press 1 followed by the extension number. To leave a message, press 8. To transfer to the operator, press 0. To return to the main menu, press 9.
- 122      Invalid extension number. Please try again.
- 123      Skipped messages have been deleted.
- 124      To listen to your recording, press 1. To rerecord, press 2. To delete, press 8. To return to the previous menu, press 9.
- 125      That recording does not exist.
- 126      The Busy On-Time is...
- 127      The Busy Off-Time is...
- 128      To listen to your password, press 1. To edit, press 2. To return to the previous menu, dial 9.
- 129      Message was received...
- 130      For Pager notification, press 1. To enter the pager number, press 2. To listen to the pager number, press 3. To return to the previous menu, press 9.

<b>NO.</b>	<b>SYSTEM MESSAGE</b>
131	Pager notification is disabled.
132	Pager notification is enabled.
133	Please enter your pager number. Press the hash key when you have finished.
134	...saved messages.
135	...saved message.
136	That mailbox is currently unavailable.
137	Storage space is nearing capacity.
138	For...
139	...press...
140	To return to the previous list, press 7.
141	For additional listings, press 8.
142	To enter another name, press 0. To return to the main menu, press 9.
143	No directory listing is available.
144	To record your greeting, press 1. To record your name, press 2. To access directory listing options, press 3. To change your password, press 4. To change the Do Not Disturb mode, press 5. To change external notification, press 6. To change pager notification, press 7. To return to the previous menu, press 9.
145	To listen to your directory listing, press 1. To enter your directory listing, press 2. To delete your directory listing, press 8. To return to the previous menu, press 9.
146	Operation Successful.

**NO.      SYSTEM MESSAGE**

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- 147      Using your keypad, please enter the first 3 letters of your last name. For Q press 7 for Z press 9.
- 148      Using your keypad, please enter the first 3 letters of the person's last name. For Q press 7 for Z press 9.
- 149      Using your keypad, please enter the first 3 letters of your first name. For Q press 7 for Z press 9.
- 150      Using your keypad, please enter the first 3 letters of the person's first name. For Q press 7 for Z press 9.
- 151      Your call is being transferred to...
- 152      To join the directory listing, please make sure your name is recorded.
- 153      Product version is...
- 154      To try another extension, press '1' followed by the extension number. To transfer to the operator, press '0'. To return to the Main Menu, press '9'.
- 155      This value has not been set.
- 156      To change mailbox settings, press 2. To send a message, press 8. To return to the main menu, press 9.
- 157      To skip this message, press 1. To replay, press 2. To save, press 3. To forward, press 4. To delete, press 8. To return to the previous menu, press 9.
- 158      To record your greeting, press 1. To record your name, press 2. To access directory-listing options, press 3. To change your password, press 4. To change the Do Not Disturb mode, press 5. To return to the previous menu, press 9