COMDIAL®

Corporate Office
Supervisor's User Guide

Corporate Office
Supervisor's User Guide

Copyright © 2003 Comdial Corporation

All rights reserved. Unauthorized use of this
document is prohibited.

Comdial Corporation
106 Cattleman Road, Sarasota, FL 34232
(941) 554-5000 or (800) 266-3425

-Notice-
Comdial reserves the right to make any
changes and improvements in the product
described in this document at any time and
without prior notice.

Corporate Office is a trademark of Comdial Corporation. All other prod-
uct names are trademarks of their respected owners.

First Edition

March, 2003

Printed in the USA

This Corporate Office Supervisor's User Guide is applicable for the following system models.

Product	Required Software Version
Corporate Office	Software versions 8.5.9 and greater

Document Revision History

Date	Affected Pages	Change
Mar 29 2003	i-86	Original Release

TABLE OF CONTENTS

**Chapter 3. Using the PC to Perform Supervisor
 Functions**

List of Figures

Contents

1. SYSTEM SUPERVISOR OVERVIEW

Once the installing technician sets up the Corporate Office system at a site, an on-site system supervisor must be appointed to perform day-to-day system maintenance tasks. This manual defines the tasks that you, the System Supervisor, may need to perform. It also provides information about how to complete each task.

Before you attempt to perform any system supervisor functions, you must be familiar with the basic capabilities and structure of the Corporate Office system.

1.1 What Does Corporate Office Do?

In its simplest form, Corporate Office acts like a telephone receptionist. It answers incoming calls and transfers them to the appropriate extension. If the called extension is not available (busy or no answer), Corporate Office offers to take a message or try an alternative extension.

Corporate Office functionality includes:

- Automated attendant features
- Voice mail features

These two functions work together to provide smooth call coverage at an Corporate Office site.

1.1.1 WHAT IS AN AUTOMATED ATTENDANT?

The automated attendant features perform the tasks of a live attendant.

Live Attendant	Corporate Office Automated Attendant
Answers an incoming call by lifting telephone.	Answers an incoming call by going "off-hook."
Greets the caller with a phrase such as, *"Welcome to [XYZ Company]."*	Greets the caller by playing a pre-recorded greeting such as, *"Welcome to [XYZ Company]."*
Asks to whom the caller wishes to speak.	Plays a pre-recorded greeting that prompts the caller to either: • dial the extension of the party they are trying to reach, or • choose from a list of voiced options.
Listens to the caller's response.	Listens to the digits dialed by the caller.
Says, "Please hold."	Plays a pre-recorded phrase, *"Please hold..."*
Calls the required extension by hook-flashing and dialing the extension number.	Calls the required extension by hook-flashing and dialing the extension number.
Listens for busy tone, ring tone, answer, etc.	Listens for busy tone, ring tone, answer, etc.
If the extension is busy, offers to let the caller hold. If the extension does not answer, offers to take a message or try another extension.	If the extension is busy, plays a pre-recorded prompt offering the option to hold. If the extension does not answer, plays a pre-recorded prompt offering to take a message or try another extension.

1.1.2 WHAT IS VOICE MAIL?

The term *voice mail* refers to systems that can record a voice message and treat it like a mail message.

In a typical office environment, the live attendant takes a message from a caller and writes it down on a piece of paper. The attendant then places the slip in the recipient's in-box or *mailbox*. The box owner then retrieves and reads the message placed in the box.

In contrast, the Corporate Office records a message from a caller and places it in a voice mailbox. The mailbox owner can later retrieve the message by calling into the system and listening to the recording. The following table compares how Corporate Office processes voice messages compared to a live attendant.

Live Attendant	Corporate Office Voice Mail
Attendant listens as the callers dictates their messages, writing it down on a piece of paper.	Corporate Office records the message as the caller speaks.
Attendant places the message slip in a mailbox belonging to the recipient.	Corporate Office stores the voice message electronically in the recipient's voice mailbox.
Attendant dials the code to turn on message waiting lamp on the recipient's telephone.	Corporate Office dials the code to turn on the message waiting lamp on the recipient's telephone.
Recipient sees the message waiting lamp is on, and retrieves message slips from the message mailbox.	Recipient sees the message waiting lamp is on and dials Corporate Office to retrieve messages.
Recipient reads messages left on message slips.	Corporate Office plays messages recorded by callers in the voice mailbox.

Corporate Office is designed using the box concept. A box contains a set of instructions that tells the program what to do with a call it is handling. By sending calls to different boxes created on the system, the system effectively processes calls—including playing certain prompts or greetings to callers, collecting information and messages from callers, and routing calls to certain extensions based on digits dialed by callers.

When you use the automated attendant capabilities in Corporate Office, the system uses routing boxes to answer incoming calls, play a listing of options to callers, and route each call to a specific mailbox (or another type of box on the system) based on either digits dialed by the caller, or on other criteria the technician defined when the system was set up. The mailboxes transfer calls to their associated extensions and store messages for system mailbox owners. Each mailbox can also be set up to forward calls to another phone or extension number, deliver messages to another phone or pager, play one of 10 pre-recorded greetings to callers, screen calls, queue calls when the extension is busy, or record call conversations.

In addition to routing boxes and mailboxes, Corporate Office provides several other types of boxes:

- Question box
- Directory box
- Account Number box
- Group box
- Customer Service box.

This document discusses how you can make modifications to mailboxes and routing boxes, which are the two most commonly used box types. Because the other types of boxes are used in conjunction with more intricate system setups, adjusting their functionality is best left to a certified Corporate Office technician. Therefore, if you need to adjust the operation of any boxes other than mailboxes or routing boxes, contact your Corporate Office technician.

1.2 Understanding Supervisor Responsibilities

You can perform most administrative functions over the telephone, by simply calling into the system and logging into a supervisor mailbox. Other functions, however, must be performed from the Corporate Office PC because they require you to make adjustments to fields on Corporate Office program screens.

1.2.1 CREATING, MODIFYING, AND DELETING MAILBOX OWNER MAILBOXES

All employees are assigned a mailbox in the system. They can use Corporate Office to record voice mail messages in a mailbox, or to forward calls to other phones or extension numbers. As employees join and leave the company, you must create or delete their associated mailboxes. If employees' need to access certain system features changes, you may need to modify their mailboxes. You must also modify mailboxes when employees want to change numbers the system uses with its message delivery and pager notification features.

While you can perform most modifications by calling into the system over the telephone, certain modifications require you to use the Corporate Office PC (such as modifying the second through fifth phone or pager numbers for message delivery).

1.2.2 CREATING AND MAINTAINING GROUP DISTRIBUTION LISTS

Group distribution lists provide mailbox owners an easy way to send one message they record to multiple individuals, without specifying each individual recipient's extension. Though mailbox owners can set up one to four personal distribution lists specific to their needs, many organizations also set up group distribution lists that can be used by all company employees. A group list a company maintains

may contain, for example, the names of all company employees, of all employees in a particular department, of all employees that work a specified shift, etc. You must update these group distribution lists as employees join or leave your organization.

You must create and maintain group distribution lists using the Corporate Office PC (you cannot call into the system over the telephone to create/modify them).

1.2.3 ISSUING BROADCAST MESSAGES

The broadcast message feature allows you to easily distribute informational messages to all mailboxes on the system. Only a system supervisor has access to this feature.

You must issue broadcast messages by calling into the system over the telephone.

1.2.4 DISABLING PORTS AND RE-ENABLING PORTS

Should a telephone line or port be malfunctioning, the Corporate Office system technician may ask you to disable the line until it can be serviced.

You can only disable ports by calling into the system over the telephone.

1.2.5 TEMPORARILY FORCING THE SYSTEM INTO DAY, LUNCH, OR NIGHT SERVICE MODE

Corporate Office can be set up to play different greetings and to process calls differently according to the time of day each call is received. Three different modes can be set up on the system: Day Service, Lunch Service, and Night Service. Each service mode is assigned a specific time segment of the day. Calls received within a mode's time segment are routed to a particular box, which plays a particular greeting. Many systems, for instance, have calls route to a

different box that plays an Office Closed greeting during the Night Service hours. Occasionally you may need to force Corporate Office to temporarily process calls according to a service mode that is other than the current mode (to extend the Lunch hour mode for example).

You can only temporarily change the service mode by calling into the system over the telephone.

1.2.6 CHANGING DESIGNATED COMPANY BUSINESS HOURS

You may need to permanently change the hours associated with the Day Service, Lunch Service, and Night Service modes. If, for example, your company extends its business hours from 5:00 PM to 6:00 PM during a particular time of the year, you may need to extend the Day Service hours (during which the system routes calls to a box that plays an Office Open greeting) to last until 6:00 PM.

To permanently adjust the business hours you must use the Corporate Office PC to access the Business Hours screen.

1.2.7 CHANGING DESIGNATED COMPANY HOLIDAYS

Up to 20 holiday dates can be defined on the system. On each holiday, calls can be routed to a special routing box, in which you can record a specific holiday greeting. From time to time, especially from year to year, you may need to add, modify, or delete specified holiday dates.

You must use the Corporate Office PC to modify the holiday dates. (You can record holiday greetings over the telephone, however.)

1.2.8 CHANGING THE GREETING PLAYED BY A ROUTING BOX

When a call comes into Corporate Office, it is processed by a routing box, which plays a greeting to the caller and may offer the caller options on how the call can proceed (*"Press 2 for Sales,"* for example). You may need to modify the greeting played by a particular routing box. For example, you may want to customize the greeting played by the routing box that answers calls on a particular holiday. Or, you may need to add or eliminate a routing option voiced to callers (such as, *"Press 5 for Customer Service"*).

You may use the Corporate Office PC to modify the holiday dates, or you can call in over the telephone.

1.2.9 CHANGING THE ROUTING IN A ROUTING BOX

At times you may need to add or eliminate a routing option available to callers (such as, *"Press 5 for Customer Service"*). Or, you may need to modify the box to which the call is routed when callers select the option (you may want to send the call to mailbox 399 instead of 395, for example). Remember that when you change single-digit key routing, you must also change the greeting voiced by the routing box (as described in Section 1.2.8, *Changing the Greeting Played by a Routing Box*).

You may use either the Corporate Office PC to modify single-digit call routing, or you can call in over the telephone. However, you can only modify the routing technique (routing based on day of week, call sequence, etc.), using the PC.

1.2.10 CONTROLLING MAILBOX OWNER ACCESS TO SYSTEM FEATURES

You can modify the features to which a group of mailbox owners is permitted access by modifying the class of service assigned to the mailbox owners. Making class of service modifications allows you to also prevent the system from dialing certain phone numbers, such as long distance numbers, when making outgoing calls from a mailbox owner's mailbox. Corporate Office may make outgoing calls from a mialbox to deliver messages to a mailbox owner, page a mailbox owner, or when the mailbox owner is off-site and calls into the mailbox to select this option.

You must use the Corporate Office PC to adjust the Class of Service screen.

THIS PAGE INTENTIONALLY LEFT BLANK

2. USING THE TELEPHONE TO PERFORM SUPERVISOR FUNCTIONS

To access system supervisor functions by calling into the system, you must log into a supervisor mailbox. A supervisor mailbox is any mailbox that has been assigned supervisor privileges in the mailbox's assigned class of service. (The mailbox's assigned class of service defines the features and options to which the mailbox owner is permitted access.) Consult with the technician who installed the Corporate Office system for a list of which mailboxes have been assigned supervisor privileges.

To log into a supervisor mailbox from the telephone, and access supervisor functions, perform the following steps.

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

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

2. To access the Supervisor menu, press *6* (the system does not voice this option).

   Next, the system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing box Administration	Press 2
For Question box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the voice mail Day / Night Service	Press 6
To Change the System Time	Press 7

Supervisor Menu	
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First Time Setup	Press 0
To Exit	Press #

The following illustration shows the structure of the Supervisor menus.

Figure 2-1 Structure of Supervisor Menus

1. Mailbox Functions
2. Routing box functions
3. Question box functions*
4. Port functions
5. Broadcast functions
6. Night/day functions
7. System time*
8. System date*
9. System parameters*
0. First time setup*

Enter box number

Enter box number

1. Day service
2. Night service
3. Lunch service
Exit

Enter port number

1. Disable a port
2. Enable a port
Exit

1. Add
2. Delete
3. Modify
4. Suspend
5. Restore
6. Reset
Exit

1. Hear Current
2. Re-record
3. Delete
Exit

1. Add
2. Delete
3. Modify
Exit

Record message

1. Modify greeting
2. Modify routing
Exit

Enter greeting number

Enter digit

*CAUTION: Select and modify these options ONLY under the guidance of your system technician. Using these options incorrectly may keep the system from effectively processing calls and performing messaging functions. This guide does not include information on w orking w ith these options.

2.1 Creating, Changing, or Deleting a Mailbox

You can create, modify, or delete a mailbox using options on the Mailbox Administration menu. Specifically, you can use this menu to:

- add or delete a mailbox,
- change a mailbox greeting (the mailbox owner can also perform this function by logging into the mailbox),
- change a mailbox password (the mailbox owner can also perform this function by logging into the mailbox),
- change the call transfer, pager, and message notification numbers (the mailbox owner can also perform this function by logging into the mailbox), or
- suspend a mailbox (making it inaccessible to the mailbox owner) and restore access to a suspended mailbox.

To create, modify, or delete a mailbox over the telephone, perform the following steps.

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

Mailbox Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Suspend	Press 4

Mailbox Menu	
To Restore	Press 5
To Reset	Press 6
To Exit	Press #

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

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

6. To modify the mailbox on the system, press *3*. The system tells you the Options Menu choices.

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

7. To record the mailbox owner's name, press *1*. *Note: Each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.*

Once you record the name, the system speaks the following prompts:

To Replay	Press 1
To Re-record	Press 2
To Delete	Press 3
To Exit	Press #

Follow the prompts to complete the procedure.

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

Once you record a greeting, the system gives you the following options:

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

Follow the prompts to complete the procedure.

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

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

10. To change the call transfer feature, press *4*. *Note: Each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.*

    The system tells you the current call transfer set up, then gives you options:

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

    Follow the prompts to complete the procedure.

11. To change the message notification feature, press *5*. *Note: Each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.*

    The system identifies the current message notification setup, then tells you the notification options:

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

    Follow the prompts to complete the procedure.

12. To change the pager feature, press *6*. *Note: Each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.*

    The system voices a prompt identifying the current pager set up, then voices the paging options:

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

Follow the prompts to complete the procedure.

13. To review messages scheduled for future delivery, press *7*.
    Note: Each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.

The system identifies any message scheduled for future delivery, then lists your options:

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

Follow the prompts to complete the procedure.

2.2 Creating a Broadcast Message

A broadcast message is heard by all mailbox owners when they open their mailboxes. The broadcast message can only be recorded by a mailbox owner with supervisor privileges. This type of message is different from any other message in the system in the following ways:

- The broadcast message does not activate any mailbox notification services (message waiting lamps, pagers, etc.).

- The mailbox owner's new and old message counts are not affected by a broadcast message.

- The broadcast message is sent to all mailboxes. It is not possible to select which mailboxes are to receive the broadcast message.

Once you record a broadcast message, the system plays it to all mailbox owners the next time they open their mailboxes. The system plays the message only one time to mailbox owners. The next time owners log in to their mailboxes, the system does not repeat the broadcast message.

Note:If you record a broadcast message, each new mailbox that you later create will receive that broadcast message. To prevent newly created mailboxes from receiving a currently recorded broadcast message, you must first delete the broadcast message before creating the new mailboxes.

To issue a broadcast message perform the following steps.

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

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

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

2.3 Disabling or Re-Enabling a Port

If you want to prevent Corporate Office from answering calls on one or more of its ports (usually because the port is not functioning properly), you can disable the port(s) over the telephone. If you want to later re-enable a port that you previously disabled, you can also perform this function by calling into the system.

To disable or re-enable a port perform the following steps.

1. From the Supervisors menu, press *4* for Port Administration.

2. When prompted, enter the number of the line with which you want to work.

3. When prompted, press *1* to confirm the number you entered or press *#* if the number you entered was incorrect. Once you press *1* to confirm, the system tells you the port administration options.

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

4. To shut down a port, press *1* to disable it. If you disable a port, all calls using that port are immediately terminated.

5. To enable a port that is currently shut down, press *2*.

2.4 Temporarily Forcing the System into Day, Lunch, or Night Service Mode

You can override the regular Day Service, Lunch Service, or Night Service mode by forcing Corporate Office into another mode. The system switches to the new service mode and remains in that mode until the next scheduled mode change. For example, assume that Day Service mode runs from 8:00 AM until 5:00 PM, and Lunch Service mode runs from noon until 1:00 PM. If you call in at 9:00 AM (the system is in Day Service mode) and force the system into Night Service mode, the system remains in Night Service mode until noon. It then automatically switches to Lunch Service mode.

To force Corporate Office into Day Service, Lunch Service, or Night Service mode, perform the following steps.

1. From the Supervisors menu, press *6* for Day / Night service. The system gives you the following options.

To Change to Day Service Mode	Press 1
To Change to Night Service Mode	Press 2
To Change to Lunch Service Mode	Press 3
To Exit	Press #

2. Press a number to indicate the mode in which you want the system to temporarily operate. Follow the prompts to complete the procedure.

2.5 Changing the Greeting Played by a Routing Box

Understanding the Routing Box Setup and Routing Box Greetings

By default, Corporate Office is pre-configured with 3 routing boxes to process calls. Routing box 800 answers calls during office open business hours (Day Service), box 801 answers calls after Day Service hours, and box 821 routes calls after they have already passed through box 800 or 801.

The Corporate Office technician who set up the system can familiarize you with modifications that were made to this routing box structure, including additional routing boxes that were created.

Up to 10 different greetings can be recorded and stored in each routing box. The following chart is provided for you to note routing box greetings set up on your system.

Box	Greeting Number	Greeting

Box	Greeting Number	Greeting

To record routing box greetings or change currently active greetings, perform the following steps.

1. From the Supervisors menu, press *2* for routing box administration.

2. When prompted, enter the number of the routing box you want to add, modify, or delete. The system repeats the number back to you.

3. When prompted, press *1* to confirm the number you entered or press # if the number you entered was incorrect. Once you confirm, the system tells you the routing box administration menu options.

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

4. To record a greeting for the routing box, press *3*. The system lists the Options menu.

Options Menu	
To Change the Greeting	Press 1
To Change the Routing	Press 2
Or, to Exit	Press #

5. From the Options menu, press *1*.

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

6. When prompted, enter the number of the greeting you want to create or change.

7. When prompted, press *1* to confirm the number you entered or press *#* if the number you entered was incorrect. Once you press *1* to confirm, the system gives you options that relate to the currently active greeting.If you want to re-record the greeting, first press *1* to replay it. By replaying the greeting, you can:

   • be sure you are re-recording the greeting you intended to modify, and

   • note all the call routing options that are currently provided in the greeting, so you can make sure the same routing options are available in the new greeting (for example, *"…Press 2 for Sales…"*). If you need to change the call routing options (single-digit), see Section 2.6, *Changing the Single-Digit Call Routing in a Routing Box*.

Next, to re-record the greeting, press *2*. The system prompts you to enter the number of the greeting you want to re-record. Enter the greeting number (0 through 9). Then, follow the prompts to complete the procedure.

8. To choose a new greeting to play as the currently active greeting, press *5*. The system prompts you to enter the number of the greeting you would like to activate or to press star for the currently active greeting. If you press *, the system plays the currently active greeting number and greeting, and then repeats the current options.

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

Once you press *5* and enter a new greeting number, the system confirms the greeting number and plays the now-active greeting.

2.6 Changing the Single-Digit Call Routing in a Routing Box

Corporate Office can be set up to play greetings to callers that include single-digit call routing options, such as, *"Press 2 for Sales…"* In this setup, a call is transferred to a specific mailbox when the caller presses *2* during or after the greeting. You can control the digits callers can dial, and the path their calls subsequently take using the following procedure.

Note: If you change the single-digit call routing set up, you must also update the routing box greeting to relay new instructions to the caller. See Section 2.5, Changing the Greeting Played by a Routing Box to update the greeting as necessary.

1. From the Supervisors menu, press *2* for routing box administration.

2. When prompted, enter the number of the routing box you want to add, modify, or delete. The system repeats the number back to you.

3. When prompted, press *1* to confirm the number you entered or press *#* if the number you entered was incorrect. Once you confirm, the system tells you the routing box administration menu options.

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

4. To make modifications to the routing box, press *3*. The system lists your options.

To Change the Greeting	Press 1
To Change the Routing	Press 2
To Exit	Press #

5. To change the routing structure, press *2*. The system prompts, *"For digits zero through nine, please enter the digit, or press * for special routing options."*

6. Press the digit for which you want to modify the call routing. The system identifies the current call routing set up for the digit.

7. When prompted, press *1* to change the routing for the digit. Then, when prompted, enter the number of the box to which you now want callers who press the digit to route. The system states the new call routing structure.

Note that you can make special call routing refinements by pressing * in step 2. The system announces the following special routing options.

To change the destination for the star digit	Press *
To change the destination for the pound digit	Press #
To change the No Digits Destination	Press 1
To change the Invalid Digit Destination	Press 2
To change the Voice Detected Destination	Press 3

CAUTION

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

THIS PAGE INTENTIONALLY LEFT BLANK

3. USING THE PC TO PERFORM SUPERVISOR FUNCTIONS

To access program screens on which you can perform supervisor functions, you must log onto the Corporate Office PC using the Customer/Administrator password. The technician who installed the system can provide this password to you.

<div style="border:1px solid black;">

CAUTION

It is critical that you do not modify any field on any screen or any file on the system unless you are directed to by this guide or by the Corporate Office System Technician.

Incorrect modifications you make may impair the system's ability to perform call processing and messaging functions.

</div>

To access screens through the Corproate Office PC, perform the following steps.
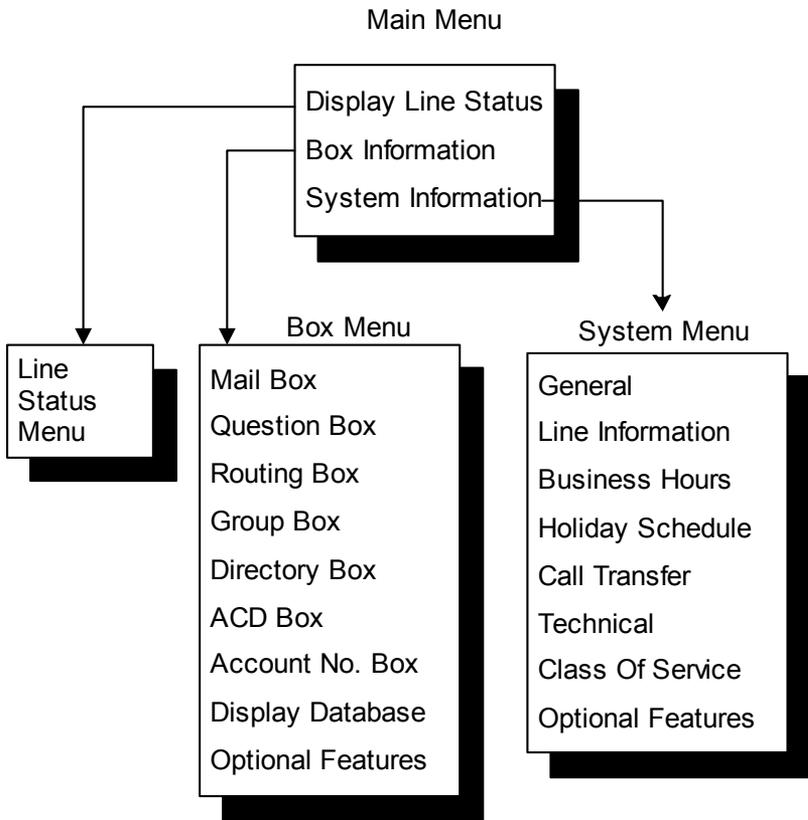
1. From the LINE STATUS screen, press *F10*. The system displays the Main Menu, and prompts you to enter a password.
2. Type the password then press *Enter* to log on to the system. The Main Menu displays.

Figure 3-1 shows the structure of the Corporate Office system menus. Note that depending on the type of system installed and the password you entered to log on, you may or may not have access to all menus and options.

Figure 3-1 Corporate Office System Menus

Main Menu

Display Line Status

Box Information

System Information

Box Menu

Line Status Menu

Mail Box

Question Box

Routing Box

Group Box

Directory Box

ACD Box

Account No. Box

Display Database

Optional Features

System Menu

General

Line Information

Business Hours

Holiday Schedule

Call Transfer

Technical

Class Of Service

Optional Features

3.1 Creating, Changing, or Deleting a Mailbox

You can make intricate technical modifications to the mailbox using the PC that you cannot make through the telephone interface. This guide includes instructions on making entries in fields that do not require an in-depth knowledge of the system. Before making changes to fields other than those documented here, contact your Corporate Office System Technician.

To create, modify, or delete a mailbox through the Corporate Office system screens, perform the following steps.

1. From the Main Menu, select *BOX INFORMATION*. The Box Information menu displays.

2. Highlight *MAIL BOX* from the Boxes menu then press *Enter*. To add a new box, press *F2*. To modify or delete an existing box, press *F4*.

3. Enter the box number you want to create, modify, or delete, then press *Enter*. If you are creating a box, the system makes a copy of prototype mailbox 9994 (a template mailbox) and displays the new box. If you are modifying or deleting an existing box, the system displays the box's setup screen. You can make modifications to the box from this screen, or delete the box completely. If you want to delete the box, make sure you are viewing the box you want to delete, then press *F3*. When you are prompted to confirm the deletion, press *Y.*

    For further details on how to change the setups for a specific mailbox, see Section 3.1.1, *Setting up Call Transfers* through Section 3.1.7, *Setting up Distribution Lists*.

    You can also use the system's help file at any time by pressing *F1*.

4. When you have made necessary modifications, press *F10* to save the changes.

The **MAILBOX** screen allows you to control the settings for each
individual mailbox on the system.

Figure 3-2 Mail Box Screen Page 1

```
                    M A I L   B O X      Page 1

Box number:10    FIRST NAME:Sample        Last:Mail box

        CALL TRANSFER INFORMATION              PERSONAL DATA
Transfer type:                        Password:            10
To: X                                 Name recorded:       No
Rings to answer:      4               Greeting recorded:   No
Use 3-way calling?    No
Get caller's name?    No                      PRIVILEGES
Record conversation?  No
Currently enabled?    Yes             Class of service:        0
Transfer schedule:    Always          Restricted - Client of:

  Sequence to turn ON  message-waiting lamp:                       New: 0

  Sequence to turn OFF message-waiting lamp:                       Old: 0


F1=Help  F2=Add F3=Delete  F4=Select  F5=Prev  F6=Next  F9=Next page  F10=Exit
```

The **Box number** field shows the mailbox whose setups you are cur-
rently viewing. Every box has its own unique box number, which can
range from 1 to 9899. You cannot edit this field. To view a different
box, press *F4* (select a box number), *F5* (previous mailbox), or *F6*
(next mailbox). If you want to add a new mailbox, press *F2* (add).

The box number is the number an outside caller dials to reach the
mailbox owner. The system looks inside the mailbox specified for the
owner's extension number and transfers the call to that number. The
mailbox number can be the same as its owner's extension number, or
it can be different. For example, an arbitrary range of mailbox
numbers 5100 through 5109 can transfer calls to extensions 20
through 29.

HINT

For setup and system maintenance ease,
create mailboxes with numbers that match
the extensions to which they transfer calls.

The **FIRST NAME** field contains the first name of the individual to which the mailbox is assigned. Corporate Office uses this name for record-keeping, and it appears on the database listing.

Prior to initiating a transfer, in standard operation the system plays the system prompt *"Please hold while I transfer your call to [name],"* inserting the called party's name.

If you insert the **@** symbol before the name in this field (*@Mary*), the recorded name is substituted with the system prompt *"that extension."*

If you insert the **&** symbol before the first name (*&Mary*), the system does not play either the name or "*that extension*."

The **Last** field contains the last name of the individual to which the mailbox is assigned. Corporate Office uses the last name in conjunction with the Directory box feature. It also appears on the database listing.

The mailbox is not included in the system directory Corporate Office provides to callers if you inset the **@** symbol before the first letter of the last name (*@Jones*). (Corporate Office also does not include the mailbox in the system directory if no Name prompt has been recorded for the mailbox.)

Next, set up the **PERSONAL DATA** for this mailbox owner.

When mailbox owners try to open their mailboxes to retrieve messages, the system asks for a password. Enter this password in the **Password** field. It can be up to 10 digits long, and can consist of the digits 0 through 9 and the character *. For security reasons, it is recommended that box owners use passwords at least 4 characters long, and that they change them regularly.

If you set the password to 0000 (four zeros), Corporate Office allows access to the mailbox without asking for a password.

CAUTION

Use this feature with caution, as it can allow unauthorized access to a mailbox.

If you enclose the password in brackets [ ], it cannot be changed remotely by the mailbox owner.

The **Name recorded** field indicates whether mailbox owners have recorded their own names. The system uses the mailbox owner's name in the following instances.

- When the system initiates a transfer:
  "Please hold while I transfer your call to [name]."

- When the called party is busy:
  "[Name] is busy. You are number [number] in line."

- When the called party does not answer and there is no personal greeting recorded:
  "[Name] is not available right now. If you would like to leave a message press 1."

- When the system calls owners to deliver their new messages (message notification):
  "Message for [name]. Press 1 if you would like to hear your messages."

- When another mailbox owner uses the send message feature to send a message to this box. The system plays the name for this box and asks for confirmation:
  "[Name]—if this is correct, press 1."

- When callers use the directory feature. The system plays each name that matches the letters entered by the caller.
  "[Name]—if this is the person you want, press 1."

- When mailbox owners open their mailboxes.
  "[Name]—You have [number] new messages."

When you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the name. By selecting record you can record the name via a telephone line connected to the voice processing board. To record the name, select record, press *Enter*, and call into voice mail line 1. When voice mail answers, select record and speak the name. To end the recording, press *Enter* again. To hear the recording, select *Play*.

Note:If there is no name recorded for the mailbox, the mailbox is not included in the system directory and the system uses "that extension" instead of the name in various phrases.

The **Greeting recorded** field indicates whether mailbox owners have recorded their own personal greetings.

The system plays the personal greeting when a caller is routed to the mailbox and any of the following occur:

- The system attempts to transfer the call, but the called number does not answer
- The transfer type is set to *No Transfer*
- The transfer-bypass feature is used

If no personal greeting is recorded, the system plays the default greeting prompt:

"[Name] is not available right now."

This default greeting prompt can be re-recorded to suit a particular application (as can every other recorded phrase in the system). If neither the name nor the greeting is recorded, the system says:

"That extension is not available right now."

Note that a mailbox can have up to 10 pre-recorded greetings (numbered 0-9); 0 is the default greeting. The number of greetings a mailbox owner can pre-record is specified in the class of service assigned to the mailbox. By calling in from any telephone and opening their mailboxes, mailbox users can record their greetings or select one of their pre-recorded greetings as their active greeting (the greeting played to callers).

When you bring the cursor into the *Greeting recorded* field, a menu appears, offering the options to play, delete, copy, or record the greeting. By selecting *Record*, you can record the greeting via the telephone line connected to the voice processing board. To record the greeting, select record, press *Enter*, and call in to voice mail line 1. When the system answers, select record and speak the greeting. To end the recording, press *Enter* again. To hear the recorded greeting, select *Play*.

Next, set up the **PRIVILEGES** for this mailbox owner.

This **Class of Service** field allows you to assign a class of service to the current mailbox. A class of service is a set of privileges that are assigned to the mailbox owner. There are eight classes of service available, numbered 0 through 7.

For example, suppose you use class of service 7 for supervisor privileges. You would assign this class of service only to mailboxes whose owners are to be provided access to the supervisor menu functions. Suppose you assign class of service 1 to mailboxes that are issued to temporary employees. As such, you could set up class of service to provide its mailboxes with access to only one personal greeting and no other additional privileges. Suppose you assign class of service 3 to most "average" employees. You could set up this class of service to provide its mailboxes access to a certain set of features, such as call queuing and P.A. call announce capabilities. And, you could assign class of service 4 to company executives. This class of service could provide all the features allowed for the "average" employee, plus additional features such as specialized call transfers.

If a valid mailbox number is entered into the **Restricted - Client of** field, the system treats this mailbox as a *restricted* mailbox. A restricted mailbox can receive messages only from other mailbox owners and can send messages only to its host mailbox, which is the mailbox number entered in this field. The restricted mailbox cannot perform any other mailbox functions

The **Sequence to Turn ON/OFF Message-Waiting Lamp** fields indicate the sequence of digits the system uses to turn on/off the message-waiting lamp at the extension associated with this mailbox. Consult your Corporate Office System Technician for information on the entry that must be made in this field.

The **New** field indicates the number of new messages in the mailbox, and is a read-only field (you cannot change it). A message is *new* if the mailbox owner has not yet listened to it. Once the owner has listened to the message, it becomes an old message. A mailbox can hold a maximum of 200 messages.

The **Old** field indicates the number of old messages in the mailbox, and is a read-only field (you cannot change it). Once the owner has listened to and/or saved a message, it becomes an *old* message. A mailbox can hold a maximum of 200 messages.

3.1.1 SETTING UP CALL TRANSFERS

Corporate Office provides you with the capability to set up call transfers per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number.

Figure 3-3 Mail Box Screen Page 1, Call Transfers

The call transfer fields are located in the left part of the menu, under **CALL TRANSFER INFORMATION**.

When the system routes a call to the mailbox, it transfers the call to the number specified in the *To:*field. Corporate Office offers several transfer options in the **Transfer type** field.

- *No transfer*—Corporate Office does not transfer the call. It plays the personal greeting immediately (instead of attempting to transfer the call and then playing the greeting). ***Note***: *If you select this option, Corporate Office will not ring the mailbox owner's extension for incoming calls.*

- *Blind*—Corporate Office transfers the call by dialing the number, then dropping out of the call. Corporate Office does not wait to determine if there is an answer, if the line is busy, etc. before releasing the call. The caller will hear the busy signal, or ring no answer, or will be routed to the messaging solution for that number. For example, mailbox owners could use this option if they want all their calls to end up at their cell phone or home phone (and routed to their cell phone mailbox or home answering machine) instead of their Corporate Office mailbox.

- *Wait for answer*—Corporate Office transfers the call by dialing the number, and monitoring the line. If Corporate Office detects an answer, it performs a blind transfer and drops out of the call. If the receiving line is busy or does not answer, Corporate Office pulls the call back and offers options to the caller (hold, leave message, call another extension, etc.).

• *Screen the call*—Corporate Office transfers the call by dialing the number, and monitoring the line. If the mailbox owner answers, it gives the owner the following screening options.

Screening Options	
Press	**To**
1	accept the call
2	play the currently active greeting
3	transfer this caller to the number in the transfer *To* field
4	select one of the personal greetings (number 0-9)
5	enter an extension number where mailbox owners want Corporate Office to transfer the caller
6	accept the call. Corporate Office remains connected and records the conversation as a message in the mailbox owner's mailbox.

If the receiving line is busy or does not answer, Corporate Office pulls the call back and offers options to the caller (hold, leave message, call another extension, etc.).

• *Wait for ring*—Corporate Office transfers the call by dialing the number and monitoring the line. If Corporate Office detects a ring, it releases the call. If Corporate Office detects a busy signal, it pulls the call back and offers options to the caller (hold, leave message, call another extension, etc.). For example, mailbox owners may use this option when they want all their calls to end up at their cell phone or home phone (and routed to their cell phone mailbox or home answering machine instead of their Corporate Office mailbox) AND they want Corporate Office to make sure the line is not busy before releasing the call.

The **To** field contains the number to which Corporate Office transfers incoming calls from the auto attendant menu (in most cases, this is the extension number). If mailbox owners are working in a different location, they can specify another extension number or an external phone number instead of their office extensions.

Mailbox owners can also call in and remotely change the number in this field (unless you enclose the number in brackets). After logging into a mailbox and selecting the Options menu, they are prompted, *"To change your call transfer feature, press 4."*

Valid entries for this field are 0 through 9, *, #, and ten special characters:

P   pulse (rotary) dialing,
T   tone dialing (default),
,   (comma) short pause,
%   medium pause (= 4 commas),
L   long pause (= 8 commas),
!   hook-flash,
\F   long hook-flash,
N   no progress tones (must be last character),
[]   no call in change capability (enclose number inside brackets),
{}   specify line group (enclose line group inside brackets).

Corporate Office ignores all other characters, so you can use them for punctuation. *Note*: *To dial an external number, you must enter an E as the first character and then the phone number.*

If the transfer type is *Wait for answer* or *Screen the call*, the **Rings to answer** field tells Corporate Office how long to wait for the called party to answer before abandoning the transfer. *Note: Units indicated are rings, except in certain integrations when the units are in seconds. If you are not sure if your system uses rings or minutes, consult your Corporate Office System Technician.*

The **Use 3-way calling?** field allows three-way calling for this mailbox. Three-way calling is simply a conference call involving three parties, where one of the parties is an Corporate Office mailbox. If your system is connected directly to a residential (R1) line, a single

business (B1) line, or multiple business lines assigned to a multi-line hunt group, it is likely that the call transfer service is not available. If it is available, do not use three-way calling. When in doubt, consult your Corporate Office System Technician for information on completing this field.

If you enter *Yes* in the **Get caller's name?** field, the system prompts callers for their names before transferring calls (if the callers do not speak a name, the system transfers the call anyway). If the transfer type is set to *Screen the call*, when the called party answers, the system prompts:

"I have a call from [caller's name] for [mailbox owner's name]. Press 1 to take the call, press 2 if you would like me to take a message..."

If the transfer type is set to *Wait for answer*, when the called party answers, the system simply announces the caller's name and connects the call.

The **Record Conversation?** field is used for *Wait for Answer* and *Screen the Call* transfer types only. If you enter *Yes* in this field, Corporate Office remains on the line after completing the transfer, records the conversation, and stores it as a message the mailbox owner's mailbox.

Use the **Currently enabled?** field to turn the call transfer service on or off. Mailbox owners can also call in and remotely change their call transfer setup. If you enter *Yes* in this field, the system transfers calls to the specified number. If you enter *No* in this field, the system does not transfer calls, but takes messages instead.

The **Transfer Schedule** field allows you to specify when calls are transferred for the mailbox. ***Note: If the mailbox transfer type is set to* No transfer *or if the* Currently enabled? *field is set to* No*, the system does not transfer calls no matter what you enter in this field (instead it plays the greeting and takes a message)*.

The schedule options are as follows.

Schedule	Result
Always	Calls to this mailbox are transferred at all times.
Day service	Calls are transferred only during Day Service, as defined in the *Business Hours* screen.
Night service	Calls are transferred only during Night Service, as defined in the *Business Hours* screen.
Schedule A, B, C, or D	Calls are transferred only during the schedule, as defined on the *MAIL BOX Page 3* screen.

3.1.2 SETTING UP PAGER NOTIFICATION

Corporate Office allows you to set up pager notifications per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number. Then press *F9* to advance to MAIL BOX Page 2.

Figure 3-4 Mail Box Screen Page 2, Pager Notification

The pager notification fields are located in the upper part of the menu.

When a caller asks the system to page a mailbox owner, the system looks for a free line on which to call the paging service. If no lines are free to make the call, the system queues the request and re-tries every 10 seconds for about 10 minutes.

Enter the telephone number of the paging service in the **PAGER NUMBER** field. The mailbox owner may change this number remotely. Normally, access codes for outside lines are not required here. To restrict pager calls to use lines in a particular line group, enter the letter (A, B, C, or D) of the line group in braces { } before the telephone number (for example, {A}5551212). Consult your Corporate Office System Technician for more information.

The pager number can contain the digits 0 through 9 and the characters * and pound #, as well as the several special characters. Consult your Corporate Office System Technician for more information.

The **Pager type** area allows you to choose what type of pager the mailbox owner has.

You can set up tone or digital (display) pagers for this mailbox. Consult your Corporate Office System Technician for more information.

The system calls the pager the number of times indicated in the **Times to call** field. This can be useful in circumstances when the pager is turned off for a period or is temporarily out of pager range.

The **Mins between calls** field indicates the interval (in minutes) between calls to this number and/or the interval before proceeding to the next call number sequence. *Note: This field is used to tell the system how long to wait between calls to the paging service.*

The **Schedule** field indicates when the system is to deliver pager notification to this number. The options are as follows.

Schedule	Result
Always	Pager notification is available at all times.
Day service	Pager notification is available only during Day Service, as defined on the *Business Hours* screen.
Night service	Pager notification is available only during Night Service, as defined on the *Business Hours* screen.
Schedule A, B, C, or D	Pager notification is available only during the schedule, as defined on the *MAIL BOX Page 3* screen.

Use the **Enabled?** field to turn the service on or off from the keyboard. If this field says *Yes*, the pager feature for this mailbox is currently on. If this field says *No*, the pager feature is off. Note that the mailbox owner also can call in and remotely turn the pager notification service on or off.

Setting this field off overrides the call schedule set in the previous field.

3.1.3 SETTING UP MAILBOX GREETING/RECORDING

Corporate Office allows you to set up the greeting and recording options per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number. Then press *F9* to advance to MAIL BOX Page 2.

Figure 3-5 Mail Box Screen Page 2, Greeting/Recording

The greeting/recording fields are located in the middle part of the menu..

The **After playing greeting** area shows the options available to the caller after the system plays the mailbox owner's greeting:

- Record immediately
- Wait for a digit
- Page immediately, and
- Record message then page.

When callers have been routed to a mailbox and are listening to the greeting, they *always* have various options available by dialing the appropriate digit. If the caller does *not* dial a digit by the time the system finishes playing the greeting, the system immediately takes whatever action is specified in this field. If the caller *does* dial a valid digit from the available options, that selection overrides the action entered in this field.

If you select the *Record Immediately* option, the system plays the prompt, *"Please speak after the tone,"* and records the caller's message. ***Note****: If the caller hangs up while the system is playing the mailbox greeting, the system might begin recording a message before it detects that the call has ended. When this happens, the mailbox ends up containing a short, blank message. You can eliminate these false messages by selecting the* Wait for a Digit *option rather than Record Immediately.*

If you select the *Wait for a digit* option, the system gives the caller more time to enter a digit. Use this option only when the mailbox owner, in the personal greeting, instructs the caller to choose an option. If the caller does not enter a digit, the system then takes whatever action is specified in the *After Leaving Message* field. If the caller hangs up while the system is playing the mailbox greeting, the system might begin recording a message before it detects that the call has ended. When this happens, the mailbox ends up containing a short, blank message. You can eliminate these false messages by selecting the *Wait for a Digit* option.

If you select the *Page Immediately* option, the system looks at what type of pager this mailbox is using. If the Pager Type field is set to *None* or the PAGER NUMBER field is blank, the system takes whatever action is specified in the *After Recording Message* field.

- If the Pager Type field is set to *Tone*, the system takes a message and calls the mailbox owner's pager.

- If the Pager Typ**e** field is set to *Digital,* the system asks callers to enter their own telephone number then calls the mailbox owner's pager and relays that number (no message is taken). ***Note****: If the* Pager Type *field is set to Digital and the Pager*

notification service is currently turned off (either manually or due to the call schedule), callers hear the system prompt, "I'm sorry, I am unable to page that party right now," and continues the call by taking whatever action is specified in the After leaving message *field.*

If you select the *Record message then page* option, the system looks at what type of pager this mailbox is using. If the *Pager type* field is set to *None* or the *PAGER NUMBER* field is blank, the system records a message, but does not activate the pager.

• If the *Pager type* field is set to *Tone*, the system takes a message and calls the mailbox owner's pager.

• If the *Pager typ**e** field is set to *Digital,* the system records a message, then calls the pager. It sends the mailbox number to the pager display.

The next field, **If caller chooses "other options"**, gives callers more options, if they press 3 during the mailbox greeting. These other options include the following.

Option	Action Indicated
Go to box	Allows the call to route to another box. The new box number is entered in the next field to the right. This box is usually a routing box containing a greeting or menu, or it is the mailbox number of an individual taking calls for this mailbox owner.
Say goodbye	The system says, "*Good-bye,*" and hangs up.
Return	The system goes back to the previous box that handled this call (usually a routing box).
Hang up	The system immediately terminates the call by going on-hook.

The **After leaving message** field gives callers more options after they record a message. These other options include the following.

Option	Action Indicated
Go to box	Allows the call to route to another box. The new box number is entered in the next field to the right. This box is usually a routing box containing a greeting or menu, or it is the mailbox number of an individual taking calls for this mailbox owner.
Say goodbye	The system says, "*Good-bye,*" and hangs up.
Return	The system goes back to the previous box that handled this call (usually a routing box).
Hang up	The system immediately terminates the call by going on-hook.

The system follows the action specified here when:

- Callers have recorded their message, pressed # for further options, and pressed *1* to send or *4* to cancel the message.

- The *After playing greeting* field is set to *Wait for digit*, and the caller did not enter a digit.

- The *After playing greeting* field is set for a paging option, but the pager's *Enabled?* field is set to *No* (in this case, the caller first hears the system prompt, *"I am not able to page that party right now."*).

The **If call is via D.I.D. play greeting in language?** field indicates the language that callers hear when a call is routed to this mailbox via direct in dial. This entry is required, since the direct-in-dial digits are received before the system is able to ask callers which language they want to use. Consult your Corporate Office System Technician for information on completing this field.

If a message has been in a mailbox for the number of hours specified in the **Auto-forward NEW messages to box** *X* **after** *X* **hours** field, and has not yet been listened to by the owner, the system forwards the message to another mailbox or to a group box. To disable the auto-forward feature, leave this field blank. ***Note***:*When the system automatically forwards a message in this way, it deletes the original copy from the original mailbox. When a mailbox receives a message that the system has auto-forwarded, the system informs the mailbox owner by saying, "This message was automatically forwarded from [name of original recipient]."*

You can specify when you want the system to automatically forward new messages in the **Schedule** field. Your options include the following.

Schedule	Result
Always	Pager notification is available at all times.
Day service	Pager notification is available only during Day Service, as defined on the *Business Hours* screen.
Night service	Pager notification is available only during Night Service, as defined on the *Business Hours* screen.
Schedule A, B, C, or D	Pager notification is available only during the schedule, as defined on the *MAIL BOX Page 3* screen.

3.1.4 SETTING UP MESSAGE DELIVERY

Corporate Office allows you to set up the message delivery options per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number. Then press *F9* to advance to MAIL BOX Page 2

Figure 3-6 Mail Box Screen Page 2, Message Delivery

The message delivery fields are located on the bottom half of the menu.

In the **Call** field, enter the telephone number you want Corporate Office to call to inform the mailbox owner that there is a new message in the mailbox.

This field can contain the DTMF digits 0-9, the characters * and #, and other special characters. Consult your Corporate Office System Technician for information on completing this field.

The owner of a mailbox can call in and remotely change the first message notification number, but cannot indicate special characters.

The **Repeat** field indicates the number of successful attempts that the system is to make to each telephone number. A successful attempt is generally defined as one where the system has seized an available line port, dialed the number, and did not detect an answer. If the call is not successful (for example, the called number was busy) the system automatically re-tries every few seconds up to twenty times.

The **Interval** field indicates the interval (in minutes) between calls to this number and/or the interval before proceeding to the next call number sequence.

The **Schedule** field indicates when the system is to deliver messages to this number. The options are as follows.

Schedule	Result
Always	Pager notification is available at all times.
Day service	Pager notification is available only during Day Service, as defined on the BUSINESS HOURS screen.
Night service	Pager notification is available only during Night Service, as defined on the BUSINESS HOURS screen.
Schedule A, B, C, or D	Pager notification is available only during the schedule, as defined on the *MAIL BOX Page 3* screen.

The **Run this cycle *X* times** field indicates the number of times the system is to run the message delivery sequence. Once the system calls every number listed, it has run the message delivery sequence one time.

A mailbox owner can call in remotely and turn the message delivery feature on or off, or change the first number to be called. The other telephone numbers, if in use, cannot be changed remotely.

3.1.5 SETTING UP SCHEDULES

Corporate Office allows you to set up schedules per mailbox owner.
These schedules can then be used to allow or disallow certain func-
tions, such as call transfers, pager notifications, message delivery, etc.
To set up the schedules, access the Mailbox screen for the mailbox
owner's mailbox number. Then press *F9* twice to advance to MAIL
BOX Page 3.

Figure 3-7 Mail Box Screen Page 3

The four schedules (A, B, C, and D) can be applied to any of four fea-
tures: call transfer, pager notification, automatic forwarding of new
messages, and message delivery. The feature or features assigned to a
schedule operate only between the Start and End times for the days
specified.

The **Start** field indicates the time at which this schedule begins on the
day. Time is indicated in 24-hour format (for example, 8:00 PM is
specified as 20:00).

The **End** field indicates the time at which this schedule ends on the
day. Time is indicated in 24-hour format (for example, 8:00 PM is
specified as 20:00).

*Note:If you want the schedule to be active all day, enter 00:00 for the
Begin time and 24:00 for the End time.*

3.1.6 SETTING UP THE HOTEL FEATURE

Corporate Office allows you to set up the hotel feature per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number. Then press *F9* three times to advance to MAIL BOX Page 4.

Figure 3-8 Mail Box Screen Page 4, Hotel

The hotel fields are located in the upper section of the menu.

If you enter *Yes* in the **Hotel guest privileges only?** field, the system restricts the options available to the mailbox. When the mailbox owner opens the mailbox, the only options are listening to messages or scheduling a wake-up call.

The **WAKE-UP TIME** field displays the time the system places a call the extension listed in the transfer *To* field on MAIL BOX Page 1. Corporate Office does not actually place the call at the time specified here unless the wake-up time is currently scheduled. The mailbox owner can also schedule a wake-up call by calling into the system.

If you enter *Yes* in the **Currently Scheduled?** field, the system calls the extension listed in the transfer *To* field on MAIL BOX Page 1, at the time specified in the *WAKE-UP TIME* field.

3.1.7 SETTING UP DISTRIBUTION LISTS

Corporate Office allows you to set up distribution lists per mailbox owner. To do so, access the Mailbox screen for the mailbox owner's mailbox number. Then press *F9* three times to advance to MAIL BOX Page 4.

Figure 3-9 Mail Box Screen Page 4, Distribution Lists

The distribution list fields are located on the bottom half of the menu.

Each mailbox owner can create up to four personal distribution lists, each containing up to 20 mailbox numbers. The **Enabled?** field controls how many lists are available to the mailbox. Use this field to indicate whether the corresponding list below the field is available to the mailbox owner.

The fields below the *Enabled?* field contain the mailboxes currently included as part of the distribution list. Only mailboxes can be members of a personal distribution list (you cannot include a group box on the list).

3.2 Controlling Mailbox Owner Access to Features

Each mailbox on the system is assigned a class of service. The class of service assigned to the box dictates which system features the mailbox owners have access to and how they can use those features. To control a mailbox owner's (or a group of mailbox owners') access to certain system features, modify the class of service assigned to the mailbox. (Keep in mind that the class of service modifications you make affect all mailboxes assigned that class of service.)

There are eight classes of services (0 through 7) that you can set up and then apply to mailboxes on the system. Two of them are pre-configured on the system. Class of service 0 is assigned by default to the prototype mailbox 9994, which serves as a template for every mailbox that you create on the system. Class of service 7 is assigned supervisor mailbox privileges by default.

You can view and change the class of service number assigned to a mailbox by accessing the Mailbox screen for the mailbox. For further details on changing a mailbox setup, see Section 3.1, *Creating, Changing, or Deleting a Mailbox*.

To modify the classes of service, perform the following.

1. From the Main Menu, select *SYSTEM INFORMATION*. The Box Information menu displays.

2. Highlight *Class Of Service* from the menu then press *Enter*. The class of service screen displays.

3. Make changes to the **CLASS OF SERVICE** screen to modify classes of service you assign to mailboxes. For further details on how to change the setups for a specific mailbox, see Section 3.2.2, *Controlling Messages* through Section 3.2.4, *Restricting Calls*.

   You can also use the system's help file at any time by pressing *F1*.

4. When you have made necessary modifications, press *F10* to save the changes.

Figure 3-10 Class of Service Screen

```
                    C L A S S    O F    S E R V I C E

Class-of-service number: 0      CLASS-OF-SERVICE NAME:
Maximum number of greetings: 10          Maximum greeting length (secs):60
Maximum number of messages : 200         Maximum message length (secs): 60
Auto-delete OLD messages from system after 30 days.
Auto-delete NEW messages from system after 99 days.

Supervisor status ?      No      Play menu after greeting?          No
Access to Group-boxes ?  Yes     Allowed to receive faxmail?        No
Dial-out allowed?        No      Operator Box (Day): 888    (Night): 888
Access to P.A.?          Yes     When exiting open Mail Box, go to box 821

Max lines allowed to hold for one box: 2   Digits allowed while holding:
While in queue, say position in line?  No
Try extension 3 times, before going back to caller.

                         RESTRICTED NUMBERS
   Digits:          Digits:          Digits:          Digits:
   Digits:          Digits:          Digits:          Digits:



   F1=Help        F5=Previous COS        F6=Next COS        F10=Exit
```

The **Class-of-service number** field shows the current class of service. To move to the next class of service number, press *F6*. To move to the previous class of service number, press *F5*.

Once you assign a class of service to a mailbox, the mailbox inherits all the privileges and restrictions defined in the class of service.

Use the **CLASS-OF-SERVICE NAME** field to give the class of service a meaningful name. This helps remind you of the purpose for the class of service. Sample names include *Supervisors, Mailbox Owners,* etc.

3.2.1 CONTROLLING GREETINGS

To control how many greetings are allowed for a particular class of
service, access the *CLASS OF SERVICE* screen for that class of
service. The greetings fields are located in the upper section of the
menu.

Figure 3-11 Class of Service Screen, Controlling Greetings

```
                    C L A S S   O F   S E R V I C E

Class-of-service number: 0    CLASS-OF-SERVICE NAME:
Maximum number of greetings: 10          Maximum greeting length (secs):60
Maximum number of messages : 200         Maximum message length (secs): 60
Auto-delete OLD messages from system after 30 days.
Auto-delete NEW messages from system after 99 days.

Supervisor status ?        No    Play menu after greeting?              No
Access to Group-boxes ?    Yes   Allowed to receive faxmail?            No
Dial-out allowed?          No    Operator Box (Day): 888     (Night): 888
Access to P.A.?            Yes   When exiting open Mail Box, go to box 821

Max lines allowed to hold for one box: 2    Digits allowed while holding:
While in queue, say position in line?  No
Try extension 3 times, before going back to caller.

                        RESTRICTED NUMBERS
Digits:           Digits:           Digits:           Digits:
Digits:           Digits:           Digits:           Digits:


  F1=Help        F5=Previous COS        F6=Next COS        F10=Exit
```

A mailbox can have up to 10 pre-recorded personal greetings. The
mailbox owner may record these greetings, store them in the mailbox,
and choose the greeting that is to be active at any specific time. You
may want to offer use of all 10 greetings to users, or you may want to
restrict them to fewer greetings. Use the **Maximum number of
greetings** field to define how many personal greetings users with this
class of service should be allowed to record. If you set the field to 0,
callers who route to a mailbox belonging to this class of service
always hear the pre-recorded system prompt, *"That extension is not
available..."* The default setting is 10.

Note that in class of service 7, this field must be set to allow at least 2 greetings. Class of service 7 is assigned to mailbox 70, the supervisor mailbox that by default controls the routing boxes on the system. Because you usually set up routing boxes with at least 2 greetings, this parameter must be set to at least 2 in the supervisor mailbox class of service.

When mailbox owners call in to re-record their personal greeting, the system limits the length of the new greeting to the value you enter in the **Maximum greeting length** field. The default setting is *60*.

If an extension is busy or does not answer, Corporate Office plays the mailbox owner's personal greeting. After playing the greeting, it can announce the options available to the caller (for example, *"If you would like to leave a message, press 1. To try another extension, press 3, or to speak with an operator, press 0."*). If the mailbox owners do not record these options as part of their greetings, enter *Yes* in **Play menu after greeting?** so that the system plays the menu. If you want to allow your mailbox owners to decide which options to offer, enter *No* in this field and instruct them to include the options in their personal greetings. The default setting is *No*.

3.2.2 CONTROLLING MESSAGES

To control what types of messages are allowed for a particular class of service, access the *CLASS OF SERVICE* screen for that class of service. The messages fields are located in the upper and middle section of the menu.

Figure 3-12 Class of Service Screen, Controlling Messages

```
               C L A S S   O F   S E R V I C E

Class-of-service number: 0    CLASS-OF-SERVICE NAME:
Maximum number of greetings: 10        Maximum greeting length (secs):60
Maximum number of messages : 200       Maximum message length (secs): 60
Auto-delete OLD messages from system after 30 days.
Auto-delete NEW messages from system after 99 days.

Supervisor status ?        No     Play menu after greeting?           No
Access to Group-boxes ?    Yes    Allowed to receive faxmail?         No
Dial-out allowed?          No     Operator Box (Day): 888    (Night): 888
Access to P.A.?            Yes    When exiting open Mail Box, go to box 821

Max lines allowed to hold for one box: 2   Digits allowed while holding:
While in queue, say position in line?  No
Try extension 3 times, before going back to caller.

                        RESTRICTED NUMBERS
Digits:              Digits:           Digits:           Digits:
Digits:              Digits:           Digits:           Digits:



  F1=Help         F5=Previous COS       F6=Next COS       F10=Exit
```

The system can hold up to 200 messages per mailbox. However, you may want to restrict some mailboxes to a lower limit (to conserve disk space). Use the **Maximum number of messages** field to set the maximum number of messages that can be stored in mailboxes assigned this class of service. Once the limit is reached for a particular mailbox, callers attempting to leave more messages in the mailbox are told that the box is full. The default setting is 200.

The value in the **Maximum message length (secs)** field defines the maximum length of a message (in seconds) that a caller can leave for mailboxes belonging to this class of service. The default setting is 60 seconds.

The system deletes old messages from mailboxes belonging to this class of service after the number of days you specify in the **Auto-delete OLD messages from system after _X_ days** field. An old message is one the mailbox owner has listened to, but has not yet deleted. If you enter _0_ in this field, an old message is deleted at midnight on the day the message became old. If you enter _1_ in this field, an old message is deleted at midnight on the day following the day the message became old.

To disable deletion of old messages, enter _99_ in this field. However, do this with caution, since accumulating messages may create disk storage problems. The default setting is 30.

The system deletes new messages from mailboxes belonging to this class of service after the number of days you specify in the **Auto-delete NEW messages from system after _X_ days** field. A new message is one the mailbox owner has not yet listened to. If you enter _0_ in this field, a new message is deleted at midnight on the day the message was received. If you enter _1_ in this field, a new message is deleted at midnight on the day following the day the message was received. _**Note**:Use this field with caution. Improper use may cause important messages to be lost._

To disable the deletion of new messages, retain the default setting of 99 in this field. _**Note**: If you enter a number other than 99 in this field, remember that messages are deleted whether or not the mailbox owner has listened to them._

The **Supervisor status?** field defines whether mailboxes belonging to this class of service should have supervisor privileges. A supervisor can perform certain actions not available to regular mailbox owners. For example, a supervisor can add a mailbox or delete a mailbox by calling in from any telephone. The default setting in class of service 0 is _No_, and in class of service 7 is _Yes_.

By entering _Yes_ in the **Access to Group-boxes?** field, you allow mailbox owners assigned this class of service to access all group boxes set up on the system. If you enter _No_, the mailbox owners in this class of service will not be able to access any group boxes. The default setting is _Yes_.

The **Dial-out allowed?** field indicates whether the owner of a mailbox belonging to this class of service is allowed to place outgoing calls from the mailbox. The default setting is *No*.

When a caller is listening to a mailbox owner's greeting, one of the features the system offers is the option to have the call announced over the P.A. system. Use the **Access to P.A.?** field to allow or deny access to the P.A. feature for callers to mailboxes belonging to this class of service. The default setting is *Yes*.

The **Allowed to receive faxmail?** field applies only if your system has the optional FaxMail module installed. If you want to allow mailboxes in this class of service to receive FaxMail, enter *Yes*. Enter *No* if you do not want callers to be able to send fax documents into these mailboxes. The default setting is *No*.

When a caller is listening to a mailbox greeting, one of the options is to dial zero to reach an operator. Use the **Operator box (Day)** and the **(Night)** fields to tell Corporate Office where to route the call if the caller dials zero. The default setting is 888.

When mailbox owners have logged in to their boxes, have concluded listening to messages, changing options, etc., and have elected to exit from the Main Menu, the **When exiting open Mail box, go to box** field tells the system where to send the call. Retain the default setting in this field as 821.

3.2.3 CONTROLLING CALL HOLDS

To control the call holding allowed for a particular class of service, access the *CLASS OF SERVICE* screen for that class of service. The call hold fields are located in the lower section of the menu.

Figure 3-13 Class of Service Screen, Controlling Call Holds

```
                    C L A S S    O F    S E R V I C E

    Class-of-service number: 0    CLASS-OF-SERVICE NAME:
    Maximum number of greetings: 10        Maximum greeting length (secs):60
    Maximum number of messages : 200       Maximum message length (secs): 60
    Auto-delete OLD messages from system after 30 days.
    Auto-delete NEW messages from system after 99 days.

    Supervisor status ?        No    Play menu after greeting?           No
    Access to Group-boxes ?    Yes   Allowed to receive faxmail?         No
    Dial-out allowed?          No    Operator Box (Day): 888   (Night): 888
    Access to P.A.?            Yes   When exiting open Mail Box, go to box 821

    Max lines allowed to hold for one box: 2   Digits allowed while holding:
    While in queue, say position in line?  No
    Try extension 3 times, before going back to caller.

                            RESTRICTED NUMBERS
    Digits:          Digits:          Digits:          Digits:
    Digits:          Digits:          Digits:          Digits:



     F1=Help         F5=Previous COS         F6=Next COS         F10=Exit
```

You can limit the number of lines that can simultaneously hold for a mailbox belonging to this class of service. For example, if you set the **Max lines allowed to hold for one box** field to 3, and lines 1, 3, and 6 are holding for a mailbox, subsequent callers are not offered the option to hold. Instead, they hear the personal greeting recorded for the box, so they can leave a message, try another extension, etc. The default setting is 2. ***Note**: If you want to disable the call queuing feature for the class of service, set this field to 0.*

While callers are in the queue holding for an extension, they can press a digit to leave the queue and process the call differently. By default, the options open to the caller are the same as those available when the caller hears the personal greeting (*"If you would like to leave a message, press 1. To try another extension, press 3, or to speak with*

an operator, press 0."). If you want to restrict the caller to fewer choices while in the queue, use the **Digits allowed while holding** field to specify which digits are allowed. All other digits are ignored by the system while the caller is in the queue.

For example, if you enter 13 in this field, the only options available to the caller are:

1 To leave a message
3 To try another extension

While callers are in the queue and holding for an extension, Corporate Office can keep them informed on the progress of their call. If you enter *Yes* in the **While in queue, say position in line?** field, the system announces to the caller:

"That extension is still busy. You are number [#] in line. If you would prefer to leave a message, press 1, or to speak with an operator, press 0."

If you enter *No* in this field, the system says:

"That extension is still busy. If you would prefer to leave a message, press 1, or to speak with an operator, press 0."

The default setting is *No*.

The **Try extension *X* times, before going back to caller.** field applies only if the *Max lines allowed to hold for one box* field is greater than 0. If the caller chooses to hold, the system plays a series of hold prompts to the caller (these are typically music or commercials). At the end of each hold prompt, the system tries the extension again. If it is busy, the system plays the next hold prompt to the caller.

After the defined number of hold prompts have been played, the system goes back to the caller and offers the options to remain on hold, try another extension etc. This field allows you to specify the number of hold prompts that should be played before the system offers these options to the caller.

Corporate Office is shipped with only one hold prompt recorded. Therefore, if you enter 3 in this field, a caller queued to a busy station hears this same prompt three times before being offered the options again. If you record the second hold prompt (147), the caller hears prompt 146, 147, 146 again before being offered the options. You may record up to 100 different hold prompts, which are played in sequence. (Remember: At the end of *each* hold prompt, the system tries the extension again). After the system plays the highest number hold prompt recorded, it returns to the lowest number after the next try. The default setting is 3.

Note:The time between tries to a busy extension is determined by the length of each hold prompt recorded. The prompt supplied with the system (prompt 146) is approximately 30 seconds.

3.2.4 RESTRICTING CALLS

To restrict calls for a particular class of service, access the *CLASS OF SERVICE* screen for that class of service. The **RESTRICTED NUMBERS** fields are located in the lower section of the menu.

Figure 3-14 Class of Service Screen, Restricted Numbers

```
                    C L A S S   O F   S E R V I C E

  Class-of-service number: 0     CLASS-OF-SERVICE NAME:
  Maximum number of greetings: 10          Maximum greeting length (secs):60
  Maximum number of messages : 200         Maximum message length (secs): 60
  Auto-delete OLD messages from system after 30 days.
  Auto-delete NEW messages from system after 99 days.

  Supervisor status ?       No     Play menu after greeting?              No
  Access to Group-boxes ?   Yes    Allowed to receive faxmail?            No
  Dial-out allowed?         No     Operator Box (Day): 888     (Night): 888
  Access to P.A.?           Yes    When exiting open Mail Box, go to box 321

  Max lines allowed to hold for one box: 2   Digits allowed while holding:
  While in queue, say position in line?  No
  Try extension 3 times, before going back to caller.

                        RESTRICTED NUMBERS
  Digits:          Digits:          Digits:          Digits:
  Digits:          Digits:          Digits:          Digits:



   F1=Help         F5=Previous COS          F6=Next COS          F10=Exit
```

When mailbox owners call in to change their call-transfer number, pager number, or message notification number, you may want to prevent them from changing it to certain numbers, such as long-distance numbers.

These fields allow you to define digit sequences that Corporate Office blocks on system-generated outgoing calls. Corporate Office looks at each of these digits fields to determine if any of them match the number entered by the mailbox owner. If the number entered by the caller begins with the digits specified in the digits field, the system defines the number entered as a match.

For example, if you enter the digits *1900* in one of the **Digits** fields, the system considers the telephone numbers 1-900-555-1212, 1-900-123-4567, 1-900-111-2222 to be matches. Telephone number 1-901-555-1212 would not be considered a match.

If you enter the digit 0 in one of the *Digits* fields, the system considers all numbers beginning with 0 to be matches. This would include calls to the operator (0), calls to the long-distance operator (00), international calls (011), and any operator-assisted call (0 followed by telephone number).

If the mailbox owner enters a number that matches one of the digit strings you enter here, Corporate Office informs the owner that the number is not acceptable and does not change the existing call transfer setup.

These blocking digits are used to block Corporate Office from making automated calls; they do not block the mailbox owner from dialing the numbers directly from their own extensions. For example, a mailbox owner can dial 911 from their extension and complete the call, even though you have entered 911 here in a *Digits* field. The block here keeps *Corporate Office* from dialing 911, if for example mailbox owners have listed 911 in their call transfer field, as a pager number, etc. The 911 block is delivered with the system as a default. Comdial highly recommends that you keep this 911 block to avoid your voice mail system calling an emergency line, and the fines that may result if this occurs.

3.3 Creating, Changing, or Deleting a Group Box

Group distribution lists, which are defined in a group box, provide mailbox owners an easy way to send one message they record to multiple individuals, without specifying each individual recipient's extension. Though mailbox owners can set up one to four personal distribution lists specific to their needs in their mailbox, many organizations also set up group distribution lists that can be used by all company employees. A group list a company maintains may, for example, contain the names of all company employees, of all employees in a particular department, of all employees that work a specified shift, etc.

When mailbox owners want to send a message to a group box, they log into their mailbox, then select the option to send the message. At the prompt, *"Please enter the box number,"* the mailbox owner enters the number of the group box containing the mailboxes to which the message is to be sent.

To change the setting for a group box, perform the following.

1. From the Main Menu, select *SYSTEM INFORMATION*. The Box Information menu displays.

2. Highlight *Group Box* from the menu then press *Enter*. The *GROUP BOX* screen displays.

3. Make changes to the **GROUP BOX** screen to modify the group box. You can also use the system's help file at any time by pressing *F1*.

4. When you have made necessary modifications, press *F10* to save the changes.

Figure 3-15 Group Box Screen

The **Box number** field displays the group box number. A box number can be any number between 1 and 9899 (boxes 9900 - 9999 are reserved for the system). You cannot change the box number on the screen.

To move to the next group box number, press *F6* (Next). To move to the previous group box number, press *F5* (Prev). To create a new group box, press *F2* (New).

The **Name recorded** field identifies whether the name of the group box has been recorded. The system plays the name as soon as a caller elects to send a message to the group box.

When you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the name. By selecting *Record* you can record the name via a telephone line connected to the voice processing board. To record the name, select *Record*, press *Enter*, and call into voice mail line 1. When voice mail answers, press the *Return* key then select *Record* and speak the name. To end the recording, press *Enter* again. To hear the recording, select *Play*.

The **Number of messages** field cannot be changed from the keyboard. It indicates the number of messages in the group box.

You can limit the length of messages that are sent to this group box. To do so, enter the lenght (in seconds) in the **Max message time** field.

The **List of members** fields on the bottom of the Group box menu list the current members of the group box. To add a mailbox to the group, enter the mailbox number on this list. To delete a mailbox from the group, move the cursor to the mailbox number to be deleted, and delete the number from the field. A group box can contain up to 50 members.

To send messages to groups containing more than 50 mailboxes, use one of the following methods:

- Use the Send to Multiple Mailboxes option to send the message to additional group boxes. After selecting the first group box and recording the message, press the # key for more options. From the menu that plays, choose option 6 to send the message to several mailboxes or group boxes.

- Connect a group box to a text file, which can contain an unlimited number of members. Create a text file in the C:\VM\ directory with the name Gbox*XXXX*.LST, where xxxx is the number of an existing group box. Note that if the existing group box number is less than four digits, you must include leading zeros before the mailbox number in this filename. For example, to create an extended member file for group box 601, create a text file named Gbox0601.LST and list each *additional* mailbox on a separate line in the file (do not duplicate members in the group box screen and the text file).

3.4 Changing Company Business Hours

Corporate Office allows you to set up or change the business hours your company uses, including Day Service and Lunch Service. By default, any period not defined as part of Day Service or Lunch Service is considered part of Night Service mode.

The system automatically switches between Day Service, Night Service, and Lunch Service based on the times you enter in these fields. (See Section 1.2, *Understanding Supervisor Responsibilities* for more information on how the system uses service modes and the hours you designate.)

To modify the company business hours perform the following steps

1. From the Main menu, select *System Information*. The Box Information menu displays.

2. Highlight *BUSINESS HOURS* from the menu then press <Enter>. The business hours screen displays.

3. Modify the business hours on the **BUSINESS HOURS** screen. When you have made necessary modifications, press *F10* to save the changes.

Figure 3-16 Business Hours Screen

```
Screen-only  demo            V8.1            Serial number: 1001691056



                      B U S I N E S S    H O U R S


                Day        Day         Lunch        Lunch
              service    service      service      service
              begins      ends        begins        ends
        SUN:   ____       ____         ____         ____
        Mon:   ____       ____         ____         ____
        Tue:   ____       ____         ____         ____
        Wed:   ____       ____         ____         ____
        Thu:   ____       ____         ____         ____
        Fri:   ____       ____         ____         ____
        Sat:   ____       ____         ____         ____


        Change "Good afternoon" to "Good evening" at:  _____


  F1=Help     PgUp=Previous field     PgDn=Next Field     F10=System Info Menu
```

For each day of the week, enter the opening and closing times for the business. If the business is closed all day, enter *00:00* in both the **Day service begins** and **Day service ends** fields. This places the system in the Night Service mode for that entire day. ***Note:** All times must be entered in 24-hour format—for example, enter 8:00 PM as 20:00).*

If your business is open 24 hours on a particular day, enter *00:00* for the *Day service begins* and 24:00 for *Day service ends* times.

If prompts 171, 172, and 173 are recorded on the system, the initial greeting (as defined on the Line Information screen) is automatically preceded with the appropriate prompt. Prompt 171, *"Good morning…"* is played from midnight until noon. Prompt 172, *"Good afternoon…"* is played from Noon until the time set in the field Change "Good Afternoon " to "Good Evening." At this time prompt 173, *"Good evening…"* is played until midnight.

If prompts 171, 172, and 173 are not recorded on the system, you can ignore this field. These prompts are not pre-recorded, since they should be recorded in the same voice as the initial greetings for best quality and continuity. Consult your Corporate Office System Tech-nician for information on completing this field.

3.5 Changing Company Holidays

In addition to answering calls differently during different times of day, Corporate Office can answer calls in a special way during various holidays. For example, on New Year's day, your company may be working with a smaller staff, so you may want the system to greet customers with:

"The XYZ Company wishes all its customers a Happy New Year. Our service personnel are not available today, but will be back as usual tomorrow. For Sales, press 1, or press 0 to speak to an operator."

You can pre-define up to 20 holiday dates. For each holiday, you can specify a different routing box to which calls will be sent. During the holiday, Corporate Office uses the greeting and call routing scheme you have defined in that routing box.

Figure 3-17 Holiday Schedule Screen

```
              H O L I D A Y   S C H E D U L E

                            Initial                              Initial
                 Month    Day  box                   Month    Day  box
Holiday  1: None        1                Holiday 11: None        1
Holiday  2: None        1                Holiday 12: None        1
Holiday  3: None        1                Holiday 13: None        1
Holiday  4: None        1                Holiday 14: None        1
Holiday  5: None        1                Holiday 15: None        1
Holiday  6: None        1                Holiday 16: None        1
Holiday  7: None        1                Holiday 17: None        1
Holiday  8: None        1                Holiday 18: None        1
Holiday  9: None        1                Holiday 19: None        1
Holiday 10: None        1                Holiday 20: None        1
```

The following example shows how to set up a New Year's holiday greeting to play on January 1.

1. Access the Holiday Schedule screen and select January as the month, then enter *1* to indicate the first day of the month. *Note: Holiday greetings are in effect for the entire 24-hour period of the calendar day.*

2. In the Inital box field, enter a spare box number. In this example, box number 8500 is used. Press *F10* to save the changes.

   Corporate Office is now advised of the New Year's holiday. Each time a call arrives on January 1, the system routes the call

3. To complete this example, you must create routing box 8500. You add routing boxes by accessing the Routing Box screen. Press *F2* and type *8500* in the window that displays. Once you create a routing box, you can record a greeting in it (in this example, a New Year's specific holiday greeting) and set up the various routing options as described in Section 3.7, *Changing the Routing in a Routing Box*.

3.6 Changing the Greeting Played by a Routing Box

Before modifying any routing box greetings, refer to Section 1.2.8, *Changing the Greeting Played by a Routing Box* and Section 1.2.9, *Changing the Routing in a Routing Box* for information on the routing box setups on the system and routing box greetings.

Note that if you use the following procedure to change the greeting in a routing box, you must update the routing box call routing structure to relay new instructions to the caller. See Section 3.7, *Changing the Routing in a Routing Box* for more details.

To modify a Routing box greeting, perform the following steps.

1. From the Main menu, select *Box Information*. The Box Information menu displays.
2. Highlight *Routing Box* from the Boxes menu then press *Enter*.
3. Enter the box number you want to modify, then press *Enter*. The box's setup screen displays.

4. Adjust the greeting using the **ROUTING BOX** screen. When you have made necessary modifications, press *F10* to save the changes.

Figure 3-18 Routing Box Screen, Changing Greeting

```
              R O U T I N G   B O X

  Box number : 300      BOX NAME : Main Greeting

  Greeting recorded : No          Owner: 70

  Number of times to play the greeting :   1
  Number of seconds to wait for a digit:   1

  If no digits dialed, Go to box ... - box 321
  If invalid digit dialed, go to box 300
  Route the call based on : Digit dialed
  When digit received, wait for more digits? Yes

  Destination for digit 1 :          6 :          * : 9998
                         2 :          7 :          # : 9992
                         3 :          8 :
                         4 :          9 :         Voice:
                         5 :          0 : 888
```

The **Greeting recorded** field in the upper left corner identifies whether a greeting has been recorded for this routing box.

The greeting is played as soon as a caller is routed to the routing box.

When you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the greeting. By selecting *Record* you can record the greeting via a telephone line connected to the voice processing board. To record the greeting, select *Record*, press *Enter*, and call into voice mail line 1. When voice mail answers, select *Record* and say the greeting. To end the recording, press *Enter* again. To hear the recording, select *Play*.

The greeting can also be recorded remotely by the owner of the routing box. Note that once a routing box has been assigned an owner, the routing box is allowed the same number of greetings as the owner mailbox, as defined in the mailbox's assigned class of service. The greetings are numbered 0 - 9.

Once the system has finished playing the greeting, it may optionally play the time or date, depending on the contents of the *BOX NAME* field.

The **Owner** field contains the mailbox number of the owner of the routing box. The owner has the ability to call in to the system to re-record the routing box greeting or select a different active greeting. If you do not want to provide this remote administration option, or if not more than one greeting is required for the routing box, leave this field blank.

3.7 Changing the Routing in a Routing Box

Corporate Office uses routing boxes to send (route) calls to boxes throughout the system. Typically, routing boxes are set up to play an announcement (greeting) to callers that prompts them to select a single-digit choice from a list of options. For example:

"You have reached our service department. If you are calling to inquire about the status of a repair, please press 1. For all other inquiries, please press 2. If you need assistance, please press 3."

When a system set up this way, a call is transferred to a certain mailbox when the caller presses 2 during or after the greeting. You can control the digit(s) callers can dial and the route their calls will subsequently take.

Corporate Office can also route calls based on certain criteria, such as the time of day or day of week on which the call is received, the order in which the call is received, etc.

Use caution when changing the routing boxes set up on your system by your Corporate Office System Technician. If you have any ques-tions, contact that technician proir to making changes. And, if you do change the call routing set up, you must update the routing box greeting to relay new instructions to the caller. (See Section 3.6, *Changing the Greeting Played by a Routing Box* for futher details.)

To modify call routing, perform the following steps.

1. From the Main menu, select *Box Information*. The Box Information menu displays.

2. Highlight *Routing Box* from the Boxes menu then press *Enter*.

3. Enter the box number you want to modify, then press *Enter*. The box's setup screen displays.

4. Adjust the routing using the **ROUTING BOX** screen. When you have made necessary modifications, press *F10* to save your changes.

Figure 3-19 Routing Box Screen , Changing Routing

```
┌──────────────────────────────────────────────────────────────┐
│                     R O U T I N G    B O X                     │
│                                                                │
│   Box number : 300      BOX NAME :Main Greeting                │
│                                                                │
│   Greeting recorded : No            Owner: 70                  │
│                                                                │
│   Number of times to play the greeting :    1                 │
│   Number of seconds to wait for a digit:    1                 │
│                                                                │
│   If no digits dialed, Go to box ... - box 321                │
│   If invalid digit dialed, go to box 300                      │
│   Route the call based on :Digit dialed                       │
│   When digit received, wait for more digits? Yes              │
│                                                                │
│   Destination for digit 1 :         6 :           * : 9998    │
│                          2 :         7 :           # : 9992    │
│                          3 :         8 :                      │
│                          4 :         9 :         Voice:       │
│                          5 :         0 : 888                  │
└──────────────────────────────────────────────────────────────┘
```

The **Box number** field displays the routing box number. A box number can be any number between 1 and 9969 (boxes 9970 - 9999 and 0 are reserved for the system). You cannot change the box number field. To view a new box, press *F6* to view the next sequential routing box, press *F5* to view the previous routing box. To add a new Routing box, press *F2*.

The **Box name** field contains the name assigned to the routing box. The name appears on the database listing and is used for record keeping.

If you want the system to announce the current time after it plays the routing box greeting, insert the word *Time* inside brackets before the box name (for example, if the box name is New Products, change it to [Time] New Products. If you want the system to play the current date, insert [Date] before the box name. A single routing box can play the time or the date, but not both. By connecting two routing boxes together, however, you can play both the time and the date to the caller. Ask your Corporate Office System Technician if you would like more information on how to do this.

While Corporate Office is playing the greeting for the routing box, it also listens for the caller to enter a digit. If the system gets to the end of the greeting without detecting a digit from the caller, it waits the amount of time specified in the *wait X seconds for a digit* field. If no digits are detected before this time has elapsed, the system repeats the routing box greeting the number of times specified in the **Number of times to play the greeting** field.

In the **Number of seconds to wait for a digit** field, enter the number of seconds you want Corporate Office to wait to detect the first digit from the caller. Once the system receives the first digit, it either waits for additional digits or immediately routes the call based on the other fields in the routing box.

The **If no digits dialed** field allows you to tell Corporate Office what action to take if the caller does not enter any digits within the alloted amount of time. Available options include the following.

Option	Action System Takes
Go to box	Routes the call to another box. Enter the new box number in the next field.
Say goodbye	Says, "*Good-bye*" and then hangs up
Return	Goes back to the previous box that handled this call (usually a routing box).

Note that the absence of a digit may mean that the caller has hung up.

> # CAUTION
>
> If your telephone system does not offer consistent and reliable disconnect supervision, do not instruct Corporate Office to go back to this same box if no digits are dialed; otherwise it might stay in this box continually and not disconnect the call.

Contact your Corporate Office System Technician if you have any questions.

If the caller enters an invalid digit, the system says, *"That was not a valid entry,"* and goes to the box specified in the **If invalid digit dialed, go to box** field. By default, the system re-plays the same Routing box greeting. You may choose to specify another routing box that offers similar options, but provides additional helpful information to the caller.

The *If invalid digit dialed, go to box* field is only used if the routing is set up based on *Digit Dialed*, and either:

- The caller dials a single digit, but the *Destination For Digit* field is blank for that digit.
- The caller dials a sequence of digits, but there is no box number corresponding to the dialed

The **Route the call based on** area allows you to specify how you want Corporate Office to route a call to this box. There are five techniques you can use to route calls, based on:

- The digit(s) dialed by the caller,
- The call's sequence number (first call goes to box [number], second call goes to box [number], etc.),
- The day-of-week (Sunday, Monday, etc.) the call is received,
- The results of a database lookup, or
- Whether the system is in Day Service, Lunch Service, or Night Service or whether the call is received on a defined holiday.

If you select the *Digit dialed* option, callers can press a key at any time to make a selection from the menu (or they can dial a mailbox directly) while the system is playing the routing box greeting. When the caller presses a key, Corporate Office immediately stops playing the greeting and processes the dialed digit.

If the caller does not dial a digit and the system reaches the end of the greeting, it pauses to wait for a response. If the system does not detect a response (DTMF or spoken word), the system performs whatever action is specified in the *If no digit dialed* field.

If the caller dials a digit, the system checks the *When digit received, wait for more digits? before routing call* field:

- If this field is set to *No*, the system immediately attempts to route the call based on the single digit dialed. If the *Destination for digit* field contains a valid box number, the call is immediately sent to the new box. This means that menu selections take priority over extension numbers (for example, if the destination for digit 1 is a valid box, the caller cannot dial mailboxes beginning with a 1, as the system routes the call as soon as it receives the first 1 in the extension number).

- If this field is set to *Yes*, the system waits to see if the caller is dialing a sequence of digits (for example, entering a box number). If the system detects additional digits, and they correspond to a valid mailbox, routing box, etc., it routes the call to that box. If the system detects only one digit, it consults the *Destination for digit* fields and routes the call to the box specified. Since the system must wait for additional digits, call routing is not executed as quickly as when this field is set to *No*.

If you select the *Call sequence number* option in the *Route the call based on* field, Corporate Office begins by playing the routing box greeting. Once the greeting ends, the system immediately routes the call to the box specified in one of the *Destination for dialed digits* fields, in numerical order.

Call Number	Box to Which Call is Routed
First call to this box	Box specified in the **Digit 1** field.
Second call to this box	Box specified in the **Digit 2** field.
Third call to this box	Box specified in the **Digit 3** field.
Fourth call to this box	Box specified in the **Digit 4** field.
Fifth call to this box	Box specified in the **Digit 5** field.
Sixth call to this box	Box specified in the **Digit 6** field.
etc.	etc.

If the caller dials any digit while the routing box greeting is playing, Corporate Office stops the greeting and routes the call in the same manner.

If you select the *Day of week* option in the *Route the call based on* field, the system plays the routing box greeting. Once the greeting ends, the system immediately routes the call to the box specified in the *Destination for digit* field that corresponds to the day of the week.

Day Call Received	Box to Which Call is Routed
Sunday	Box specified in the **Digit 1** field.
Monday	Box specified in the **Digit 2** field.
Tuesday	Box specified in the **Digit 3** field.
Wednesday	Box specified in the **Digit 4** field.
Thursday	Box specified in the **Digit 5** field.
Friday	Box specified in the **Digit 6** field.
Saturday	Box specified in the **Digit 7** field.

If the caller dials any digit while the routing box greeting is playing, Corporate Office stops the greeting and routes the call in the same manner.

If you select the *Database lookup* option in the *Route the call based on* field, Corporate Office accepts up to 20 digits from the caller and uses these to look up a database entry. The system converts these digits to a box number, based on the contents of the database. The system then routes the call to that box. For information on routing calls based on database lookup, contact your Corporate Office system technician.

If you select the *Day / Night Service* option in the *Route the call based on* field, Corporate Office begins by playing the Routing box greeting. Once the greeting ends, the system immediately routes the call to the box specified in one of the digit destination fields, based on the system's current service mode.

Service Mode	Box to Which Call is Routed
Day service	Box specified in the **Digit 1** field.
Night service	Box specified in the **Digit 2** field.
Lunch service	Box specified in the **Digit 3** field.
Holiday service	Box specified in the **Digit 4** field.

If the caller dials any digit while the routing box greeting is playing, Corporate Office stops the greeting and routes the call in the same manner.

While the system is playing the Routing box greeting, the caller can press a key at any time to make a selection. When the caller presses a key, the system immediately stops playing the greeting and consults the **Destination for digit** *X* fields to see where the call is to be routed.

Traditionally, Corporate Office uses the # key to allow mailbox owners to access the voice mail gateway (box 9992). Therefore, COMDIAL STRONGLY RECOMMENDS YOU PROGRAM DESTINATION FOR DIALED DIGIT # AS 9992 IN *EVERY* ROUTING BOX so mailbox owners can access the gateway at any time. Though you may program any other digit as the voice mail gateway, all user documentation is written based upon using the # key.

THIS PAGE INTENTIONALLY LEFT BLANK

INDEX

Owner field 74

P

pager notification 42
PAGER NUMBER field 43
Pager type area 43
Password field 33
PERSONAL DATA 33
Play menu after greeting? field 58
port, disabling 20
port, re-enabling 20
ports 6
PRIVILEGES 36

R

Record Conversation? field 41
re-enabling a port 20
Repeat field 51
responsibilities, supervisor 5
Restricted - Client of field 36
restricting calls 64
Rings to answer field 40
Route the call based on 77
routing box, changing greeting 72
routing box, changing routing 8, 74
Run this cycle X times field 51

S

Schedule field 44, 49, 51
schedules 52
Screen the call transfer type 39
Sequence to Turn ON/OFF Message-
         Waiting Lamp fields 37
setting up
    call transfers 37
    distribution lists 54
    hotel feature 53
    mailbox greeting/recording 45
    message delivery 50
    pager notification 42

schedules 52
Start field 52
supervisor functions 29
supervisor functions, programming by
         phone 11
supervisor functions, using PC 29
supervisor responsibilities 5
Supervisor status? field 60
system features, controlling mailbox
         owner access to 9
system supervisor tasks 1

T

Times to call field 43
To field 40
Transfer Schedule field 41
Transfer type field 38
Try extension X times, before going back
         to caller. field 63

U

Use 3-way calling? field 40

V

voice mail definition 3

W

Wait for answer transfer type 38
Wait for ring transfer type 39
WAKE-UP TIME field 53
When exiting open Mail box, go to box
         field 61
While in queue, say position in line?
         field 63