

WIN® INTEGRAVOICE SYSTEM ADMINISTRATOR GUIDE



WIN®
WIN® Communications Corporation

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SYSTEM ADMINISTRATION

INTRODUCTION TO ADMINISTRATION

WHAT IS WIN IntegraVoice?

WIN IntegraVoice is a system that functions with the telephone system to enhance an organization's overall telecommunications environment. Depending on the capabilities of the telephone system, and how it and *WIN IntegraVoice* are configured, many productivity enhancing functions are available for callers and Users.

BEFORE YOU BEGIN

The System Administrator plays a key role in the everyday operation of *WIN IntegraVoice*. It is important that the System Administrator understands at least the basics of how *WIN IntegraVoice* operates. The System Manager should be familiar with all features available to Users and completely understand the *User Guide* before covering the material in this manual.

TERMS

Understanding the meaning of the following terms is the first step to understanding *WIN IntegraVoice*.

- audiotext A message heard by a caller after selecting certain options (i.e. "Our mailing address is 543 Morton Avenue...").
- automated attendantA function of *WIN IntegraVoice* in which callers are transferred to a User's extension after entering his User ID.
- broadcast.....A feature which allows a User to send a single message to several Users with one action. *WIN IntegraVoice* supports both public and private distribution lists.
- caller An individual calling the company from an outside line. Callers typically are not set up on the system with a User ID.
- channel.....An independent set of circuitry on the audioboard which is capable of processing transactions from a single call. Transactions include basic on-hook and off-hook, DTMF recognition and dialing, audio recording and playback. Each channel requires one single line extension on the telephone system.
- dialstring.....A series of characters which represent a sequence of DTMF, switch hook and/or pauses which will be performed by *WIN IntegraVoice* during the process of a call.
- DTMF The tone generated by a push-button telephone when one of its keypad digits is pressed.
- default UserThe User to which a caller is transferred if he does not enter any DTMF digits.
- distribution list A group of Users to whom a message can be easily sent or forwarded by selecting a single number.
- greetingThe recorded message heard by callers after the system answers their call (i.e. "Thank you for calling ABC Company...").
- Instance number.....An identifier associated with a unique set of Users and Receptionist parameters.
- name file.....A short recording which states the User's name. This is usually played just after the prompt "You have selected.....".
- Notify.....A product within the *WIN IntegraVoice* software that notifies a User of a new message.

- password.....A one to eight digit code controlled by the User which acts as a security code for access to User Mode.
- personal greeting The message heard by a caller when the User he is trying to reach is not available. This message is normally recorded by the User in his own voice. A personal greeting might sound something like, "You've reached the voice message box of Jack Phatt. Please leave a message after the tone...".
- physical extension.....The actual telephone system extension number which is dialed by *WIN IntegraVoice* to reach the called party.
- scheduler.....The program that, on a scheduled time-of-day and day-of-week, executes batch programs to reconfigure the system.
- SCREENS.....The user interface used to configure and maintain the *WIN IntegraVoice* system database.
- site number A unique number, from 1-999, assigned to each network site. This number is used in SCREENS and in User Mode to reference site records.
- switch hook..... A signal sent to the telephone system by depressing the hook switch for a brief period of time, usually about a 1/2 second. The switch hook is usually used to place callers on hold by single line extensions.
- User An individual defined in the *WIN IntegraVoice* User Directory database.
- User ID.....A one- to eight-digit number assigned to each User. This is the number or "extension" that a caller enters to select a User. The User ID is often the same number as the User's telephone system extension number.
- User Mode.....A mode from which a User manages various User specific features. User Mode includes Message Management, Call Management, List Management, Notification and User Setup.
- User type.. A field in the User record which specifies how the call will be handled when the User ID is selected by a caller or another User.
- voice messaging.....A function of *WIN IntegraVoice* in which messages are recorded for a User or group of Users.
- whattodo.....The recorded message heard by callers immediately after the system plays the greeting. The message tells callers what actions to take. (i.e. "Using your touch-tone phone, please enter the extension of the person you wish to reach...").

DUTIES OF A SYSTEM ADMINISTRATOR

BASIC SYSTEM MAINTENANCE

As mentioned above, the System Administrator performs a key role in the operation of *WIN IntegraVoice*. Following are some examples of the basic duties as a System Administrator.

- Add a new User to the *WIN IntegraVoice* system.
- Change new message notification parameters for a User.
- Record an audiotext announcement.
- Generate reports showing basic system information such as call counts, port usage, message counts, available messaging space, etc.
- Understand how to record the main system greeting and main system whattodo.
- Maintain public distribution lists.

These procedures along with many others are documented in step-by-step detail later in this section of the manual. A review of the *System Configuration* section of this manual will assist in the understanding of the SCREENS menus.

QUESTIONS AND ANSWERS

The System Administrator is responsible for answering questions from Users and having a working knowledge of how the system operates. The System Administrator will also help new or inexperienced Users become accustomed to using the system. Answers can be found in a variety of sources, including at least the following:

- *WIN IntegraVoice* Installation and Maintenance manual
- The End User Guide
- Contact with the vendor's technical personnel
- Personal experience with the system

PROBLEM REPORTING

In the event that a User or caller reports a problem with the system, the System Administrator and/or the vendor's technical personnel work to determine the cause of, and solution to the problem. The cause of a problem may be one or more of the following:

- User error
- Insufficient training
- Incorrect system configuration
- Faulty hardware
- Faulty software

The System Administrator plays a central role in separating those issues that can be addressed within the organization (i.e. training, User error, etc.) and those issues that need to be addressed by the vendor's technical personnel. Some problems, especially those experienced just after the system is installed can only be resolved through cooperation between both parties. In either case, a complete description of the situation is vital in determining the problem and the solution. Information should be gathered as to when the situation occurred, who was involved (caller and/or User), what occurred and how the system was being used at the time.

COMMON USER TYPES

WIN IntegraVoice allows for a number of different User types. Each User type is associated with a letter. For example, the most common User type is 'U'. The User types that you deal with most often are listed below. Note that this is only a partial list of available User types; a complete list of User types is described in *System Configuration*.

TYPE U USERS (PERSON)

This is the most common type of User on the system. This is the standard, or normal, User type. A User of this type is associated with each person in the company who has a physical extension number on the telephone system. This type of User is set up for automated attendant and/or voice messaging. Type U Users can be configured in a variety of different ways to allow automated attendant, voice messaging, both or neither.

Following are the parameters most often customized for a Type U User. Note that this is a partial list only; a more complete description of the User parameters can be found in *System Configuration*.

- **User Name** the User's full name
- **Department** the User's department (for reporting purposes)
- **MESSAGE RECORDING-**
Max Msg Length maximum time for callers to leave a message

TYPE D USERS (AUDIOTEXT)

This type is not associated with a person. A caller who selects a User of this type is not transferred to an extension, nor is the caller allowed to leave a message for the User. Only a message plays, after which, the caller is returned to the whattodo. The audiotext message may be changed at any time by simply re-recording the type D User's personal greeting.

For example, a company may want to play a message that offers the caller, 1) General company information, 2) Directions to the office, or 3) The full business address and phone number. Each one of these caller options would be configured as a D type User. The personal greeting for each of the Users would be recorded to play the specific information for that topic to the caller. This method saves valuable time of employees who normally would have to give the information to a caller.

TYPE B USERS (PUBLIC DISTRIBUTION LIST)

A User of this type exists only to provide a list of Users to whom a message can be easily sent or forwarded by selecting a single User ID. A message sent or forwarded to a type B User is really sent to the type B User's private distribution list number 0. Callers are not allowed to select this User.

For example, when a User wants to forward one of his messages to everyone in the Sales department, he might select 725, a type B User as the destination of his message. This causes the message to be sent to everyone in User 725's private list number 0.

TYPE T USERS (SINGLE DIGIT MENU OPTIONS)

This type of User allows Single Digit Menu options to be defined from this User ID. These single digit options may be selected by the caller from the personal greeting of this User. For example, when a caller to an automobile dealership is prompted to press 1 for Sales (Type T User), the personal greeting for User ID 1 then prompts the caller to press 1 for new car sales or press 2 for used car sales. The additional single digit options of 1 and 2 are defined User ID 1. Type T Users may be linked to other Type T Users to create menu layering. Refer to "Creating Single Digit Menu Options" in this section for more information.

PRE-DEFINED USERS

WIN IntegraVoice comes pre-configured with some special User IDs in Instance 0. Some of the Users supplied with WIN IntegraVoice make recording greetings easier while others are used as templates for building the database.

[receptionist]		USER DIRECTORY			[ZOOM]
Instance	User ID	User Name	Type	Description	
0	940	Nighttime Default Mailbox	U	Mailbox Only	
0	950	Full Feature Extn User	U	Calls (D) 0	
0	951	Limited Feature Extn User	U	Calls (D) 0	
0	952	Mailbox Only User (Full)	U	Mailbox Only	
0	953	Limited Mailbox Only User	U	Mailbox Only	
0	954	Audiotext User	D	(speech) 00000954.GRT	
0	955	Transfer Only User	U	Calls (D) 0	
0	956	T Box Template	T	Single Digit Menu	
0	957	Hospitality User	U	Calls (D) 0	
0	958	CoProcessor Fax Test User	F	Fax-On-Demand Document	
0	959	Class 2 Fax - Test User	F	Fax-On-Demand Document	
0	970	Open/Close Business	I	AFORMS> C:\AFORMS\OPNCLS.A	
0	980	Main Instance Greetings	B	Public List	
0	981	Alt Greeting 1	B	Public List	
0	982	Alt Greeting 2	B	Public List	
0	983	Alt Greeting 3	B	Public List	
0	984	Alt Greeting 4	B	Public List	
0	985	Alt Greeting 5	B	Public List	
0	986	Alt Greeting 6	B	Public List	
0	987	Alt Greeting 7	B	Public List	
0	988	TDD Greetings	B	Public List	
0	989	Spanish Greetings	B	Public List	

940 (Nighttime Mailbox) This User exists only as a general delivery mailbox for callers defaulting to the operator position at night. Refer to *Administering the Nighttime Default Mailbox* later in this section.

USER TEMPLATES

User IDs 950-959 provide a template for adding Users to the database.

950 (Full Feature Extn User) This User exists only to provide a template for adding standard Users. When adding a large group of mailboxes, use this User as a starting point for the copy.

951 (Limited Feature Extn User) This is a limited version of the Full Feature Extension User in that only one personal greeting is allowed and the User has no access to lists, delivery options or advanced messaging. This type of User is one that has only the basic voice messaging needs of receiving and sending messages.

952 (Mailbox Only User (Full)) This User exists only to provide a template for adding mailbox only Users. This User ID will not perform any transfers.

953 (Limited Mailbox Only User) This is a limited version of the Mailbox Only User (Full) in that only one personal greeting is allowed and the User has no access to lists, delivery options

or advanced messaging. This type of User is one that has only the basic voice messaging needs of receiving and sending messages.

- 954 (Audiotext User)** This User exists only to provide a template for adding audiotext Users. This User ID will not perform any transfers or take any messages.
- 955 (Transfer Only User)** This User exists only to provide a template for adding transfer-only mailboxes. These mailboxes cannot receive messages.
- 956 (T Box Template)** This User exists only to provide a template for adding Single Digit Menus.
- 957 (Hospitality User)** This User exists only to provide a template for adding Hospitality Users. This User is designed for the resort, hotel or motel environment.
- 958 (CoProcessor Fax Test User)** This User exists only to provide a template for testing Fax-on-Demand documents.
- 959 (Class 2 Fax Test User)** This User exists only to provide a template for testing Fax-on-Demand documents.

AFORMS USERS

- 970 (Open /Close Aform)** This User exists only to provide an easy way to manually place the system in open or close mode without using the keyboard.

SYSTEM GREETING USERS

User IDs 980-989 provide a simple way of recording all greeting and whattodo messages.

- 980 (Main Instance Greetings)** This User exists solely to provide an easy and secured way of recording the greeting and whattodo messages for the main company. Because it is a type B User, callers are not allowed to select this User. The following greetings may be recorded for User ID 980:

Greeting 1 (UV1): This is the system's daytime greeting message.

Greeting 2 (UV2): This is the system's daytime whattodo message.

Greeting 3 (UV3): This is the system's nighttime greeting message.

Greeting 4 (UV4): This is the system's nighttime whattodo message.

Greeting 5 (UV5): This is the system's holiday greeting message.

Greeting 6 (UV6): This is the system's holiday whattodo message.

Greeting 7 (UV7): This is the system's emergency greeting message.

Greeting 8 (UV8): This is the system's emergency whattodo message.

SYSTEM GREETING USERS (CONTINUED)

981-987 (Alternate Greetings) These Users exist solely to provide an easy and secured way of recording per-channel greeting and whattodo messages. The same greeting numbers that are available for User ID 980 may be recorded for User IDs 981-987.

988 (TDD Greetings) This User exists solely to provide an easy and secured way of recording TDD greeting and whattodo messages. The same greeting numbers that are available for User ID 980 may be recorded for User ID 988.

989 (Spanish Greetings) This User exists solely to provide an easy and secured way of recording Spanish greeting and whattodo messages. The same greeting numbers that are available for User ID 980 may be recorded for User ID 989.

These User IDs should not be removed from the system except under the direction of a qualified technician. Many of the system functions assume the existence of these Users.

CHANGE A USER'S PASSWORD

Some Users may change the password to the mailbox, then forget the new password. Other times, a User ID may need to be reassigned to a new User. In both cases, the password for the User ID needs to be reset by the System Administrator to give access to the mailbox. The password for any User on the system may be reset either through the SCREENS interface or via the telephone by the System Administrator.

FUNCTIONAL SUMMARY:

- Change a User's password from **SCREENS**

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Select Screen 3 of the User ID to be reset and press F4 to Edit.

```

[1] [2] «3»                USER DIRECTORY                [EDIT]
Instance      : 0          * Login Password   :
User ID       : 251       LGI Action Type :
                  Login Start Menu : 0

  Caller Mode Dial?: Y
  COPY Prototype? : N

  USERMODE OPTIONS
  New User  Menu? : Y
  [1] Mesg  Menu? : Y
  [2] Call  Menu? : Y
  [3] List  Menu? : Y
  [4] Notify Menu? : Y
  [5] Setup Menu? : Y
  [7] Quick Menu? : Y
  [8] Admin Menu? : N

  MESSAGE MENU
  * Playback LIFO? : N
  Advanced Msg Opt?: Y
  Send/Fwd/Rev Opt?: Y
  Send/Fwd Bcast? : Y
  Msg Delivery Opt?: Y
  ADM Reset Enable?: N
  Announce EMAIL? : N
  Fax [1]Same Call?: Y
  Fax [2]Call Doms?: Y
  Fax [3]Call Int1?: Y

  CALL MENU
  [2]Call Block Op?: Y
  [3]CallScreen Op?: Y
  [4]PerGrt Select?: Y
  [6][7][8]Options?: Y

  SETUP OPTIONS
  DirNm Changeable?: Y
  AMIS SelNetID[8]?: Y
  Change Extn Num? : N

<Password for Usermode Login, 1-8 digits>

```

- Change the password back to default (same as the User ID).
- Press F10 to save.

VIA THE TELEPHONE

Users with access to Administrative Menu may follow these steps.

- Call the system (from within the building).
- Enter the system access code (the default is 999).
- Enter User ID nnn.
- Enter Password nnn.
- Enter 8 for Administrative Menu
- Enter 4 to reset a Users password.
- Enter User ID for password reset.

The Users password is reset to match their User ID.

LIMITING USER OPTIONS

PURPOSE

Limiting the options available to Users in User mode is an effective method for managing the system. Some reasons for limiting options are:

- Simplifying User mode
- Tailoring mailboxes for specific tasks
- Controlling abusive Users
- Preventing a feature from being activated/deactivated in error.

FUNCTIONAL SUMMARY:

- Limit the options available to a User in User Mode

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Select Screen 3 of the User ID to be changed.
- Press F4 and consider the following fields.

[1] [2] «3» [4]	USER DIRECTORY		[VIEW]
Instance : 0	* Login Password :		
User ID : 950	LGI Action Type :		
	Login Start Menu : 1 MesgMenu		
Caller Mode Dial? : Y			
COPY Prototype? : Y			
USERMODE OPTIONS	MESSAGE MENU	CALL MENU	
New User Menus? : Y	* Playback LIFO? : N	[2] Call Block Op?: Y	
[1] Mesg Menu? : Y	Advanced Msg Opt?: Y	[3] CallScreen Op?: N	
[2] Call Menu? : Y	Send/Fwd/Rev Opt?: Y	[4] PerGrt Select?: Y	
[3] List Menu? : Y	Send/Fwd Bcast? : Y	[6][7][8] Options?: Y	
[4] Notify Menu? : Y	Msg Delivery Opt?: Y	SETUP OPTIONS	
[5] Setup Menu? : Y	ADM Reset Enable?: Y	DirNm Changeable?: Y	
[7] Quick Menu? : Y	Announce EMAIL? : N	AMIS SelNetID[8]?: N	
[8] Admin Menu? : N	Fax [1] Same Call?: Y	Change Extn Num? : N	
	Fax [2] Call Doms?: Y		
	Fax [3] Call Int1?: Y		

Tip: For Users only having message lamp notification (no pagers) set Notify Menu to N.

Refer to the *System Configuration* section of this manual for a detailed description of each field.

DESIGNATING ADMINISTRATIVE AUTHORITY

PURPOSE

System Administration, in a limited capacity, can be accessed over the telephone. Allowing more than one User access to the Administration Menu gives the System Administrator a backup in the event that they are not available to perform their duties. For example, if a User has lost their password and the Administrator is not available, an Alternate Administrator could (from their own mailbox) reset the Users password.

From the Administrative Menu you are given the ability to do the following:

- Change system time.
- Change system date.
- Reset any User's password.
- Reset a User ID (If User has Admin Reset Enabled)
- Check available disk space.
- Record network site name

FUNCTIONAL SUMMARY:

- Enable Administrative access for a User

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Select Screen 3 the User ID to be changed.
- Press F4 and edit the following field.

Screen 3 of 3

CALL MENU Admin Menu ?	This field allows access to the Administrative Menu when set to Y. When set to N, Users hear the time and date stamp.
---	--

CREATE AN ALTERNATE LISTING FOR DIRECTORY ASSISTANCE

Each User can have multiple alternate name spellings available from Directory Assistance. To provide a User with multiple name spellings, an Alias User ID record must be created which references the main User ID record. The listing of this Alias User ID with Directory Assistance contains the alternate spelling of the User's name. In this procedure, the *Alias User ID* refers to this Alias User ID record while the *Main User ID* refers to the original User ID. The original User ID and the exact alternate spelling of the User's name must be identified. Choose an "Alias" User ID number, taking into account the system's dial plan. For example, if there are no 800 series User IDs and there are no plans to have 800 series User IDs on the system, you may want to select User ID 801 as the "Alias" User ID. The exact number really doesn't matter, as long as it does not conflict with any other planned numbers in the dial plan. For more information on dial plans, refer to the *Installation* section of this manual.

FUNCTIONAL SUMMARY:

- Add an Alias User ID for alternate directory listing

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Press F2 to Add a User

Create the Alias User ID record paying special attention to the following fields:

- **User Type** set to "A" (Alias to another User ID)
- **Directory Name** the alternate name spelling
- **Alternate ID** the User's Main User ID
- Press (F10) to SAVE the changes.

COPY THE MAIN USER'S NAME TO THE ALIAS USER

Copy the main User's name recording to that which is used by Alias User. This can be done with the following command sequence from the DOS system prompt. Substitute "*mmm*" with the main User ID and "*aaa*" with the Alias User ID. Note that the number of zeros preceding either User ID in this command must be equal to eight minus the number of digits in the User ID. For this example, the User ID is three digits in length, so the number of zeros is five. The Task Manager, using Task 480 **Copy one file to another** may also be used to complete the copy.

E:

```
CD \MSG
```

```
COPY 00000mmm.NAM 00000aaa.NAM
```

ENABLE NAME RECORDING PLAYBACK.

Key in the following command substituting the Alias User ID for "*aaa*".

```
SETUDI /INSTANCE=0 /USER=aaa /NAMEREC=Y
```

ADD PAGER NOTIFICATION FOR A USER

Pager notification of new messages may be configured for any User on the system. Since a User may have multiple classes of notification, a User may be paged for a new message received as well as having Notify activate the message lamp at the desk, call the User at the desk or call the User at an outside number. To create pager notification, identify the User ID and the User's pager telephone number then select the appropriate pager class of service.

FUNCTIONAL SUMMARY:

- Identify Pager Notification COS

TO ACCESS:

- Log in to **SCREENS**
- Select **NOTIFY**
- Select **CLASS OF SERVICE**
- Browse the available pager Classes of Service to make the appropriate selection

<notify>		CLASS OF SERVICE DEFINITIONS		[BROWSE]
COS	Schedule	Description		
500	5	Activate digital pager	LOCAL	
510	5	Activate digital pager	LONG DISTANCE	
520	5	Activate digital pager	with PIN	

FUNCTIONAL SUMMARY:

- Add Notification Event Record for a User

To ACCESS:

- Log in to **SCREENS**
- Select **NOTIFY**
- Select **NOTIFICATION**
- Press F2 to add a new NER
- Fill in the appropriate fields
- Press F10 to save

«1»	NOTIFICATION EVENT RECORDS	[ADD]
Receptionist Instance	: 0	
User ID	: 251	
User Name	: Fred Smith	
Enabled for Use?	: Y	
New Messages Received COS	:	
Pager or Outside Number	:	
Pager PIN Number	:	
Messages Picked Up COS	:	
<Notification Class of Service ID for New Messages>		

* Note: There should be no hyphens in the field containing the pager or outside telephone number or in the field containing the pager PIN number.

DISTRIBUTION LISTS

Users who send a message to a public list could, instead, set up their own personal distribution list that would contain the User ID's of everyone in the Sales Department. Unfortunately, whenever someone joined or left the Sales Department, everyone would have to edit their private list for the Sales Department. Creating the Sales Department as a public list has the advantage of being centrally maintained. Only one list, that of the type B User (User ID 725 in the example) needs to be changed. The creation of a public list includes selecting the User ID to be assigned to the list and a list of Users for the public list (i.e. all Users in the Sales Department).

CREATE A PUBLIC DISTRIBUTION LIST

FUNCTIONAL SUMMARY:

- Create a New Public Distribution List

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**

Use the Add function (F2) to create a new User ID record. Be sure to specify the following parameters as shown. Do not change any other parameters from their default value.

- **User Type** **B** for Broadcast User
- **User Name** Enter the "name" of the public list (i.e. "**Sales Dist. List**")

After creating the type B User ID, log in as the new User (the password defaults to the same number as the User ID). New Users are automatically placed into Quick Setup after logging in the first time. While in Quick Setup, be certain to address the following:

- **Password:** Set this to whatever you feel provides adequate security.
- **Name recording:** Record this to state what the list represents (i.e. "Sales Department distribution list").
- **Personal greeting:** It is not necessary to make this recording.
- **Listing with directory assistance:** Set this up accordingly (i.e. spell out "SALES")

After going through Quick Setup, select List Management (3) and add all the Users to the list.

CONFIGURE A DEPARTMENTAL DISTRIBUTION LIST

It is possible to configure a distribution list to contain all Users in a department. A public distribution list or a type U User's private distribution list can be configured in this manner. However, this task should be performed only by someone who is familiar enough with DOS to enter a command from the DOS system prompt.

From the DOS system prompt, enter the following command, making the appropriate substitutions.

```
SETBCAST /INSTANCE=aaa /USER=bbb /LIST=ccc /DEPT=ddd
```

aaa is the instance number.

bbb is the User ID whose list you want to contain all Users in a department.

ccc is the list number (when modifying public lists, use 0 or skip this qualifier altogether)

ddd is the Department as it appears in the User ID record.

When the command completes, a message will appear indicating what actions were taken.

PUBLIC DISTRIBUTION LIST OF ALL USERS

FUNCTIONAL SUMMARY:

- Creating a Public Distribution List to contain all Users

TO ACCESS:

- Log in to **SCREENS**
- Select **UTILITIES**
- Select **TASK MANAGER**

Highlight Task 225 the entry entitled "Configure a public list to contain all Users" and press Enter. Enter the new User ID that you just created when prompted.

This public distribution list, or broadcast list, will include all Users on the system. This method should not be used if there are Users on the system that are not "owned" by someone. Unwanted User IDs must be deleted from the public distribution list in List Management.

Note that this method completely rebuilds the public distribution list from scratch, replacing the previous list of Users with a completely new one. This method can therefore be used to periodically "refresh" the public list.

MODIFYING A DISTRIBUTION LIST VIA THE TELEPHONE

Modifying a public list is like managing a private distribution list. Simply log in as the type B User and select List Management. List Management for a public distribution list automatically accesses list number 0, which contains the User IDs associated with this public distribution list.

From the List Management menu, the following tasks can be performed.

- Review the Users on the list.
- Add Users to the list.
- Remove Users from the list.

MODIFYING A DISTRIBUTION LIST VIA SCREENS

FUNCTIONAL SUMMARY:

- Maintain a Distribution List

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **LIST MANAGEMENT**

Refer to "*Receptionist: List Management*" in the *System Configuration* section of this manual for details on using the List Management screens interface.

DISTRIBUTION LIST REPORTS

FUNCTIONAL SUMMARY:

- Generate a Distribution List Report

TO ACCESS:

- Log in to **SCREENS**
- Select **UTILITIES**
- Select **TASK MANAGER**

Highlight Task 420 (**REPORT DISTRIBUTION LISTS BY OWNER**) and press Enter. A report of all private and public distribution lists will be generated and displayed on the screen. The report is an ASCII file named C:\RCPT\DLL.LST and may be copied to a floppy disk for transport to another computer or workstation for printing.

RECORDING SYSTEM GREETINGS AND WHATTODOS

WIN IntegraVoice is configured to play different greetings in day and night mode. These greetings are usually set up during installation; however they may be re-recorded at any time. The steps to do this are listed below.

COMPOSE OPEN AND CLOSE SCRIPTS

The main greeting for both day and night mode is broken into two sections known as the "Greeting" and "Whattodo". The Greeting is only heard once during a call, followed immediately by the Whattodo (the Whattodo is a list of options available to the caller). The Whattodo may be heard at several points throughout the call.

A typical greeting may be *"Thank you for calling Atlanta Promotional Products..."*

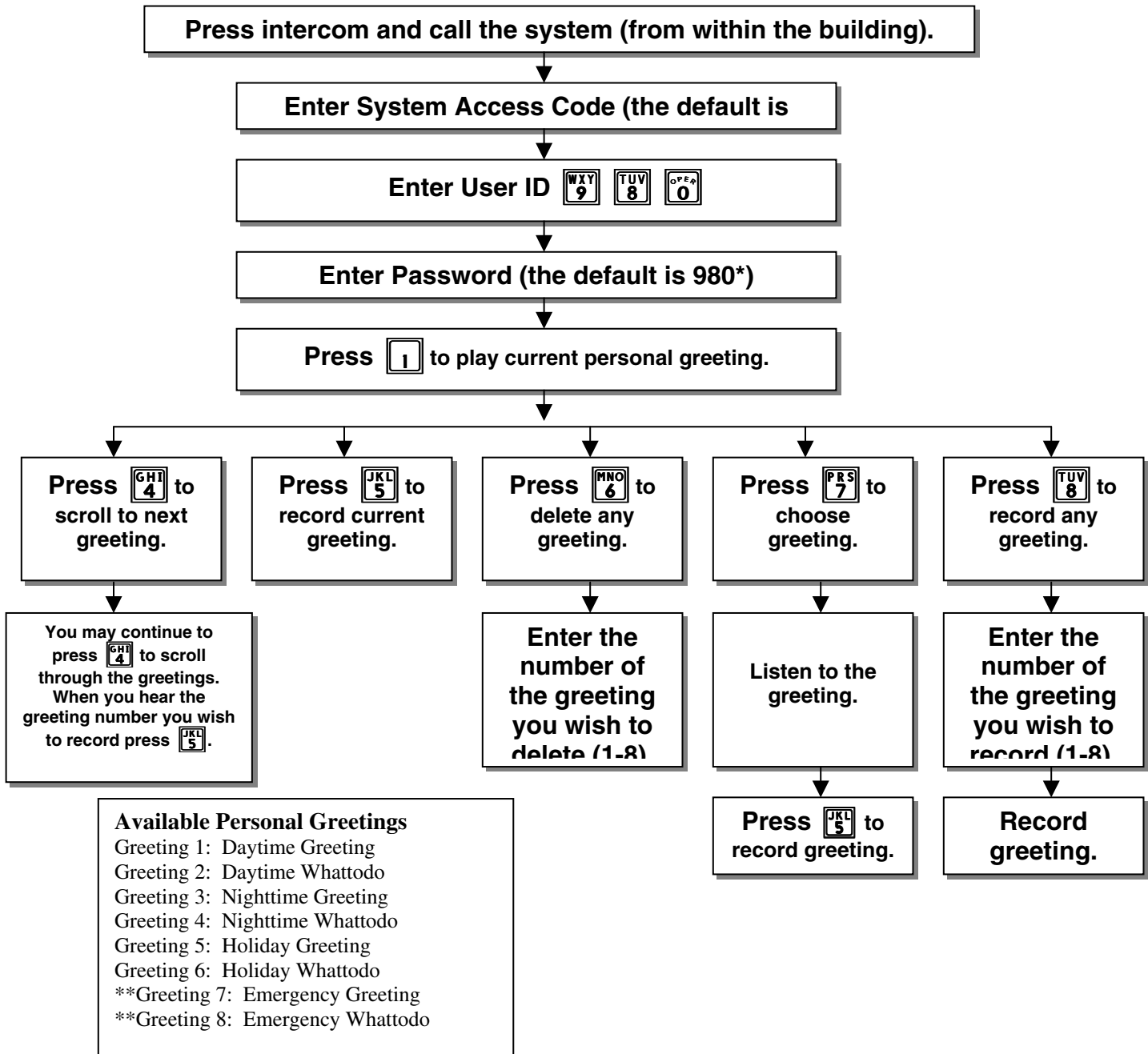
The Whattodo is a list of options available to the caller such as, *"If you know the extension of the person you are calling you may enter it at any time", "for a directory of individuals press 411", or "hold for assistance."*

Compose the scripts for daytime and nighttime Greetings and Whattodos before recording. Use the Standard Greeting Scripts worksheets found in the *Appendix* of this manual. When writing the script for the whattodo, three things should be kept in mind:

1. The whattodo is played immediately after the greeting, so the transition between the greeting and whattodo should flow smoothly.
2. Callers may eventually come back to the whattodo, so the whattodo must make sense without being prefaced by the greeting.
3. It is tempting to offer the caller as many options as possible. However, most callers only want one thing – that is to *talk* to someone. Give the caller no more than three or four options in the whattodo.

RECORD GREETINGS

The process of recording the greeting and whattodo messages for the company is the same as recording a personal greeting in a mailbox. All greeting and whattodo messages (daytime, nighttime, holiday, and emergency) for the main company may be recorded in User ID 980. Follow this procedure to record the greetings.



*System access code and Passwords may be changed for security purposes.

**Greetings 7 and 8 will immediately override the current greeting until the next change from day or night. This change may be done manually or scheduled.

NOTE: Per-channel greetings and TDD greetings may be recorded using the same steps as above. To record per-channel greetings, use User IDs 981-987; TDD greetings, User ID 988.

ADJUST VOLUME OF GREETINGS

- Log in to SCREENS, Select Utilities, Select Task Manager
- Perform Task 160 to “Adjust volume of daytime greeting”
- Perform tasks to adjust volume for daytime whattodo (170), nighttime greeting (180), and nighttime whattodo (190)

NOTE: Adjust the volume of greetings only one time.

ACTIVATE GREETINGS

Once the recordings are completed, they must be activated by placing the system into day or night mode.

- Log into SCREENS, Select Utilities, Select Task Manager
- Perform Task 100 or 110 to place the system into day or night mode, or
- Call the system and dial 970
- Follow directions and select open or closed mode.

EMERGENCY GREETING AND WHATTODO

During bad weather or any other circumstance that forces a site to be closed without warning, you may record the system greeting without having to actually be on-site. This is a very powerful feature and should be used with caution. Unlike a normal system greeting, there may not be time to approve the greeting script (unless it is done in advance). And unlike a normal system greeting, the change is immediate. The moment you finish the recording, it goes into effect.

The emergency greeting is recorded as a personal greeting for a pre-defined User ID. Recording this User's greeting replaces the standard system greeting. The pre-defined User IDs for emergency greeting and whattodo are summarized below.

- Greeting number 7 emergency greeting
- Greeting number 8 emergency whattodo

COMPOSE SCRIPTS

Normally it is sufficient to re-record only the greeting. However, the mechanism to re-record the whattodo is also provided. Take a few moments to compose the script before recording the file.

RECORD GREETINGS

Follow this procedure to record the daytime greeting.

- Call the system.
 - Enter the system access code 999*.
 - Enter User ID 980.
 - Enter Password 980*.
 - Enter 1 to listen to the current daytime greeting.
 - Enter 5 to record the daytime greeting.
 - Repeat these steps for the following User ID
- Emergency Whattodo User ID 980 Password 980*

* System access code and Passwords may be changed for security purposes.

TEST OPERATION

Call the system after completing the procedure and verify that the appropriate speech plays.

RETURN TO NORMAL OPERATION

The next time a normal system greeting change is scheduled to occur or processed by hand (manually open/close), the Emergency Greeting/Whattodo will be erased and the normal Open/Close Greeting will start playing automatically. If you wish to continue with an emergency greeting, you must re-record that greeting just after the time of the next scheduled normal greeting change.

AUDIOTEXT MESSAGES

As explained earlier, audiotext messages are those recordings available to callers to give them information that is normally repeated by a human, usually the operator. The use of audiotext messaging will free up the time of those employees who usually spend an inordinate amount of time on the telephone giving callers such information as the company address, directions to the company, the hours of operation, the fax number, etc. The creation of audiotext messages includes an approved script, a person to record the script and the creation of the Instance and User ID to be associated with the audiotext message.

FUNCTIONAL SUMMARY:

- Add an Audiotext User ID record to the database

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**

An audiotext User ID may be added to the system using the Add command (F2) or by using the Copy command after highlighting the default audiotext User ID (952). Pay special attention to the following fields, and leave all other fields at their default value.

- **Instance** the instance associated with the audiotext User (usually 0)
- **User ID** the selection callers will make to hear the audiotext message
- **User Type** **D**

RECORD THE AUDIOTEXT MESSAGE

After creating the type D User ID, log in as the new User (the password defaults to the same number as the User ID). New Users are automatically placed into Quick Setup after logging in the first time. While in Quick Setup, be certain to set the following:

- **Password:** Set this to whatever you feel provides adequate security.
- **Name recording:** Record this to state what the User represents (i.e. "Monthly Sales Special").
- **Personal greeting:** Have the script reader record the audiotext message here.
- **Listing with directory assistance:** Set this up accordingly (i.e., spell out "SPECIAL")

FUNCTIONAL SUMMARY:

- Adjust the Volume of the Audiotext Message

TO ACCESS:

- Log in to **SCREENS**
- Select **UTILITIES**
- Select **TASK MANAGER**

Highlight Task 150, **Adjust volume of audiotext** and press Enter. When prompted, enter the audiotext User ID.

Call the system and verify that the appropriate speech plays when selected.

ADDING OR CHANGING SCHEDULER QUEUE EVENTS

If you are not comfortable with DOS, get some help from someone who is or use the Task Manager to edit the batch files.

IDENTIFY FUNCTIONS TO BE ADDED

Functions such as switching between day and night mode and nightly maintenance are done by automatically running a batch file according to a pre-determined schedule. If you wish to change or perform additional maintenance functions, you may either modify the existing batch file or create another one. For example, to modify the nightly maintenance routine, make changes to MAINTAIN.BAT in the C:\UTIL directory. For a complete list of pre-defined batch files see the *Advanced Administration* section of this manual.

Lay out the DOS commands to be used in the batch file. For more information on DOS command utilities that are used to control Receptionist, refer also to the *Advanced Administration* section of this manual.

BACK UP ORIGINAL VERSION OF BATCH FILE

If you choose to modify the pre-existing batch file, make a backup copy of it first. Store the backup copy in another directory and set the READ-ONLY attribute bit, using the DOS ATTRIB command. For example, before changing MAINTAIN.BAT, the following command sequence might be issued.

C:

```
CD \UTIL
```

```
XCOPY MAINTAIN.BAT SAFEN*.ORG
```

```
ATTRIB SAFEN\MAINTAIN.BAT +R
```

CREATE OR CHANGE THE BATCH FILE

Using IEDIT or Task 460 in the Task Manager, write or make the changes to the batch file. Be sure to put comments in the batch file explaining your actions.

TEST BATCH FILE

Manually execute the batch file and verify that the results of its execution are correct.

MAKE A BACKUP COPY

Copy the batch file to another directory in case you or someone else accidentally loses the working copy. For example, a backup copy of the modified version of MAINTAIN.BAT could be saved using the following command sequence.

C:

```
CD \UTIL
```

```
XCOPY MAINTAIN.BAT SAFEN*.NEW
```

ADD NEW EVENT TO THE SCHEDULER QUEUE

If the event is a new one, log into SCREENS, select Utilities and then Scheduler. Add (F2) the event, paying special attention to the **Command** field. This should contain the fully qualified batch filename, including the drive, directory and file extension (.BAT). For example, an additional nightly batch file, named NIGHT2.BAT stored in C:\UTIL would have the **Command** field set to C:\UTIL\NIGHT2.BAT.

HOLIDAY OPERATION

WIN IntegraVoice can be configured to work differently for a holiday or any other scheduled company closing (i.e. closing for inventory). The steps are listed below.

COMPOSE HOLIDAY SCRIPTS

Compose and get approval for the upcoming holiday greeting and whattodo scripts.

RECORD HOLIDAY SCRIPTS

Follow this procedure to record the holiday greeting.

- Log in as the Main Greeting User (User ID 980)
- Select Call Management (If new install, call management is automatically selected for you.)
- Select Greeting Number 5 (Holiday Greeting)
- Re-record the current personal greeting (option 5), reading the script for the holiday greeting.
- Verify the recording by selecting 1 to play the current personal greeting. If necessary re-record the greeting.
- Repeat the above steps for Greeting Number 6 (Holiday Whattodo). If you do not want to change the whattodo, copy the Greeting Number 2 (Daytime Whattodo) file or the Greeting Number 4 (Night Whattodo) file to the Greeting Number 6 (Holiday Whattodo) file. This can be done by selecting Task 480 from the Task Manager in SCREENS.

CUSTOMIZE THE HOLIDAY.BAT FILE IF YOU WANT TO USE THE NIGHTTIME MAILBOX

The following is the default HOLIDAY.BAT file. If the DAY.BAT and NIGHT.BAT files have been modified for a nighttime mailbox, you need to edit HOLIDAY.BAT if you want to use the nighttime mailbox during holiday operation.

```
@if NOT "%ECHOSET%==" echo %ECHOSET%
cls
echo.
echo. Replace the current GREETING and WHATTODO with the holiday version
echo.

rem echo. Setup for Night time Default mailbox
rem SETRCPT /INSTANCE=0 /DEFUSER=940
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=Y
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=2

rem Set Instance to play holiday greeting (personal greeting 5 & 6)

setrcpt /INSTANCE=0 /GREETING=E:\MSG\00000980.UV5 /WHATTODO=E:\MSG\00000980.UV6
setrcpt /INSTANCE=91 /GREETING=E:\MSG\00000981.UV5 /WHATTODO=E:\MSG\00000981.UV6
setrcpt /INSTANCE=92 /GREETING=E:\MSG\00000982.UV5 /WHATTODO=E:\MSG\00000982.UV6
setrcpt /INSTANCE=93 /GREETING=E:\MSG\00000983.UV5 /WHATTODO=E:\MSG\00000983.UV6
setrcpt /INSTANCE=94 /GREETING=E:\MSG\00000984.UV5 /WHATTODO=E:\MSG\00000984.UV6
setrcpt /INSTANCE=95 /GREETING=E:\MSG\00000985.UV5 /WHATTODO=E:\MSG\00000985.UV6
setrcpt /INSTANCE=96 /GREETING=E:\MSG\00000986.UV5 /WHATTODO=E:\MSG\00000986.UV6
setrcpt /INSTANCE=97 /GREETING=E:\MSG\00000987.UV5 /WHATTODO=E:\MSG\00000987.UV6
setrcpt /INSTANCE=98 /GREETING=E:\MSG\00000988.UV5 /WHATTODO=E:\MSG\00000988.UV6
```

```
setrcpt /INSTANCE=99 /GREETING=E:\MSG\00000989.UV5 /WHATTODO=E:\MSG\00000989.UV6
echo.
echo.
echo. Holiday greeting will be played until the "WORKDAY" command is issued.
echo.
echo. Enter the command   WORKDAY   to return to normal operation.
echo.
echo.
```

To edit the HOLIDAY.BAT file:

- Log in to **SCREENS**, select **UTILITIES**, select **TASK MANAGER**
- Edit Task 540
- Remove the remark ("rem") from the following lines as necessary:


```
rem SETRCPT /INSTANCE=0 /DEFUSER=940
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=Y
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=2
```

Removing the "rem" from these three command lines in the batch file will set the default to User ID 940, set call blocking for User ID 0 and set the current personal greeting for User ID 0 to number 2.

SCHEDULE WHEN THE HOLIDAY GREETING BEGINS

- From the Main Menu in **SCREENS**, select **UTILITIES**, then select **SCHEDULER**
- Highlight the HOLIDAY event and press F6 to Copy the holiday event to the queue. An "Add" screen is displayed. You are prompted to enter a new Jobname. Edit the event, paying attention to the following fields. Leave the other fields at their default value.

Jobname HOLIDAY

Description Holiday procedure for xxx ("xxx" is Labor Day, Christmas, etc.)

Scheduled Date.... ..the first date on which you want the holiday procedure to take effect

Scheduled Time.... the time at which you want the holiday procedure to take effect (usually one minute after the NIGHT.BAT scheduled time)

Note that if you made any changes to HOLIDAY.BAT, you may need to add this event for each day during the holiday period. If this is the case, make the additional events identical to the one defined above, setting the Scheduled Date (and, if necessary, Scheduled Time) fields appropriately.

RETURN TO WORKDAY MODE

The following is the default WORKDAY.BAT file. Edit this file to return to the workday greeting.

```
@if NOT "%ECHOSET% = =" echo %ECHOSET%
```

```
CLS
```

```
setrcpt /INSTANCE=0 /GREETING=E:\MESG\GREETING.RMS /WHATTODO=E:\MESG\WHATTODO.RMS
```

```
rem SETRCPT /INSTANCE=0 /DEFUSER=0
```

```
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=N
```

```
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=1
```

```
echo.
```

```
echo.
```

```
echo. Normal operations have been restored
```

```
echo.
```

To edit the WORKDAY.BAT file:

- From the Main Menu in **SCREENS**, select **UTILITIES**, select **TASK MANAGER**
- Edit Task 460
- Remove the remark ("rem") from the following lines:
rem SETRCPT /INSTANCE=0 /DEFUSER=0
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=N
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=1

Removing the "rem" from these three command lines in the batch file will set the default User to User ID 0, remove call blocking for User ID 0 and set the current personal greeting for User ID 0 to number 1.

SCHEDULE WHEN THE HOLIDAY GREETING ENDS

Schedule the event that places the system back in normal mode.

- From the Main Menu in **SCREENS**, select **UTILITIES**, then select **SCHEDULER**
- Copy (F6) the workday event to the queue, paying attention to the following fields. Leave the other fields at their default value.

This event is normally only scheduled once.

Jobname WORKDAY

Description Return to normal operations

Scheduled Date.... the date on which you want normal operations to resume

Scheduled Time.... the time at which you want the holiday procedure to take effect (usually one minute before the DAY.BAT scheduled time)

ADMINISTERING THE NIGHTTIME DEFAULT MAILBOX

In day mode, if callers do not make a selection from the main greeting, the default action is to be transferred to the default operator. *WIN IntegraVoice* can be configured to select the nighttime default mailbox as the default path in night mode. If this is the case, complete the following procedure.

COMPOSE NIGHTTIME DEFAULT MAILBOX SCRIPT

This greeting should prepare the caller to leave a message with several pieces of information, for example.

"You have reached the nighttime general delivery mailbox. Please leave your name, company name, phone number, nature of your call and the person you wish your message to be forwarded to. Your call will be returned the next business day."

RECORD GREETING FOR NIGHTTIME DEFAULT MAILBOX

Follow this procedure to record the greeting.

- Call the system (from within the building).
- Enter the system access code (the default is 999). *
- Enter User ID 940.
- Enter Password (the default is 940). *
- Enter 1 to listen to the current greeting.
- Enter 5 to record the greeting.

* **System access code and Passwords may be changed for security purposes.**

DETERMINE THE RECIPIENT OF GENERAL DELIVERY MESSAGES

Incoming messages that have been recorded in the Nighttime Default, or General Delivery, mailbox may be forwarded directly from that mailbox to the designated Users. Or, the messages received in the General Delivery mailbox may be "pooled" to another User ID. With message pooling, the message is not saved in the mailbox in which it was recorded, but rather in the mailbox of the User ID that has been designated as the recipient of the messages. The feature of message pooling enables a User to access only one mailbox, rather than multiple mailboxes, for message retrieval and incoming messages may be forwarded directly from that mailbox.

FUNCTIONAL SUMMARY:

- To message pool General Delivery mailbox to another User ID

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Highlight User ID 940

<receptionist>		USER DIRECTORY			[BROWSE]
Instance	User ID	User Name	Type	Description	
0	901	Daytime Greeting	B	Public	List
0	902	Daytime What-To-Do	B	Public	List
0	903	Nighttime Greeting	B	Public	List
0	904	Nighttime What-To-Do	B	Public	List
0	905	Holiday Greeting	B	Public	List
0	906	Holiday What-To-Do	B	Public	List
0	907	Emergency Greeting	B	Public	List
0	908	Emergency What-To-Do	B	Public	List
0	919	Reserved for Installer	U	Mailbox	Only
0	940	Nighttime Default Mailbox	U	Mailbox	Only
0	950	Typical User	U	Calls	<D> 0

- Press F4 and edit the following fields.

Screen 2 of 3

Mesg Pool UserID	This field indicates the User ID to receive all messages left in this mailbox.
-------------------------	--

- Enter the User ID of the person responsible for forwarding general delivery messages.

Make certain the User selected understands their responsibilities and has been trained on how to forward messages.

EDIT THE NIGHT.BAT FILE

The following is the default NIGHT.BAT file. Use the Task Manager (Task 530) to edit the file and remove the remark ("rem") from the lines as necessary. Removing the "rem" from these three command lines in the batch file will set the default to User ID 940 in the night mode, set call blocking for User ID 0 and set the current personal greeting for User ID 0 to number 2.

```
@if NOT "%ECHOSET%==" echo %ECHOSET%

rem echo. Setup for Night time Default mailbox
rem SETRCPT /INSTANCE=0 /DEFUSER=940
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=Y
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=2

echo.
echo. Replace the current GREETING and WHATTODO with the nighttime version
echo.
If exist E:\MESG\00000980.UV3 copy E:\MESG\00000980.UV3 E:\MESG\00000980.uv7
If exist E:\MESG\00000980.UV4 copy E:\MESG\00000980.UV4 E:\MESG\00000980.uv8

If exist E:\MESG\00000981.UV3 copy E:\MESG\00000981.UV3 E:\MESG\00000981.uv7
If exist E:\MESG\00000981.UV4 copy E:\MESG\00000981.UV4 E:\MESG\00000981.uv8

If exist E:\MESG\00000982.UV3 copy E:\MESG\00000982.UV3 E:\MESG\00000982.uv7
If exist E:\MESG\00000982.UV4 copy E:\MESG\00000982.UV4 E:\MESG\00000982.uv8

If exist E:\MESG\00000983.UV3 copy E:\MESG\00000983.UV3 E:\MESG\00000983.uv7
```

```
If exist E:\MESG\00000983.UV4 copy E:\MESG\00000983.UV4 E:\MESG\00000983.uv8
If exist E:\MESG\00000984.UV3 copy E:\MESG\00000984.UV3 E:\MESG\00000984.uv7
If exist E:\MESG\00000984.UV4 copy E:\MESG\00000984.UV4 E:\MESG\00000984.uv8
If exist E:\MESG\00000985.UV3 copy E:\MESG\00000985.UV3 E:\MESG\00000985.uv7
If exist E:\MESG\00000985.UV4 copy E:\MESG\00000985.UV4 E:\MESG\00000985.uv8
If exist E:\MESG\00000986.UV3 copy E:\MESG\00000986.UV3 E:\MESG\00000986.uv7
If exist E:\MESG\00000986.UV4 copy E:\MESG\00000986.UV4 E:\MESG\00000986.uv8
If exist E:\MESG\00000987.UV3 copy E:\MESG\00000987.UV3 E:\MESG\00000987.uv7
If exist E:\MESG\00000987.UV4 copy E:\MESG\00000987.UV4 E:\MESG\00000987.uv8
If exist E:\MESG\00000988.UV3 copy E:\MESG\00000988.UV3 E:\MESG\00000988.uv7
If exist E:\MESG\00000988.UV4 copy E:\MESG\00000988.UV4 E:\MESG\00000988.uv8
If exist E:\MESG\00000989.UV3 copy E:\MESG\00000989.UV3 E:\MESG\00000989.uv7
If exist E:\MESG\00000989.UV4 copy E:\MESG\00000989.UV4 E:\MESG\00000989.uv8
```

echo. Nighttime greeting is now loaded

EDIT THE DAY.BAT FILE

The following is the default DAY.BAT file. Use the Task Manager (Task 520) to edit the file and remove the remark ("rem") from the lines as necessary. Removing the "rem" from these three command lines in the batch file will set the default to User ID 0 in the day mode, remove call blocking for User ID 0 and set the current personal greeting for User ID 0 to number 1.

```
@if NOT "%ECHOSET%==" echo %ECHOSET%

rem echo. Re-set for NIGHT time Default mailbox
rem SETRCPT /INSTANCE=0 /DEFUSER=0
rem SETUDT /INSTANCE=0 /USER=0 /NODISTURB=N
rem SETUDT /INSTANCE=0 /USER=0 /UNAVAIL=1

echo.
echo. Replace the current GREETING and WHATTODO with the daytime version
echo.
If exist E:\MESG\00000980.UV1 copy E:\MESG\00000980.UV1 E:\MESG\00000980.uv7
If exist E:\MESG\00000980.UV2 copy E:\MESG\00000980.UV2 E:\MESG\00000980.uv8

If exist E:\MESG\00000981.UV1 copy E:\MESG\00000981.UV1 E:\MESG\00000981.uv7
If exist E:\MESG\00000981.UV2 copy E:\MESG\00000981.UV2 E:\MESG\00000981.uv8

If exist E:\MESG\00000982.UV1 copy E:\MESG\00000982.UV1 E:\MESG\00000982.uv7
If exist E:\MESG\00000982.UV2 copy E:\MESG\00000982.UV2 E:\MESG\00000982.uv8

If exist E:\MESG\00000983.UV1 copy E:\MESG\00000983.UV1 E:\MESG\00000983.uv7
If exist E:\MESG\00000983.UV2 copy E:\MESG\00000983.UV2 E:\MESG\00000983.uv8

If exist E:\MESG\00000984.UV1 copy E:\MESG\00000984.UV1 E:\MESG\00000984.uv7
If exist E:\MESG\00000984.UV2 copy E:\MESG\00000984.UV2 E:\MESG\00000984.uv8

If exist E:\MESG\00000985.UV1 copy E:\MESG\00000985.UV1 E:\MESG\00000985.uv7
If exist E:\MESG\00000985.UV2 copy E:\MESG\00000985.UV2 E:\MESG\00000985.uv8

If exist E:\MESG\00000986.UV1 copy E:\MESG\00000986.UV1 E:\MESG\00000986.uv7
If exist E:\MESG\00000986.UV2 copy E:\MESG\00000986.UV2 E:\MESG\00000986.uv8

If exist E:\MESG\00000987.UV1 copy E:\MESG\00000987.UV1 E:\MESG\00000987.uv7
If exist E:\MESG\00000987.UV2 copy E:\MESG\00000987.UV2 E:\MESG\00000987.uv7

If exist E:\MESG\00000988.UV1 copy E:\MESG\00000988.UV1 E:\MESG\00000988.uv7
If exist E:\MESG\00000988.UV2 copy E:\MESG\00000988.UV2 E:\MESG\00000988.uv7

If exist E:\MESG\00000989.UV1 copy E:\MESG\00000989.UV1 E:\MESG\00000989.uv7
If exist E:\MESG\00000989.UV2 copy E:\MESG\00000989.UV2 E:\MESG\00000989.uv7

echo. Daytime greetings are now loaded!
```

HOSPITALITY SETUP AND ADMINISTRATION

The Hospitality option allows the use of *WIN IntegraVoice* in the Hotel environment. By limiting the options available within a User IDs mailbox, each guest room may be given voice mail with little instruction needed for the individual guest.

FUNCTIONAL SUMMARY:

- Create Hospitality Users for each guest room

TO ACCESS:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Highlight User ID 955, the Hospitality User
- Press F6 and copy 955 to all the guest rooms to have voice mail

You must also change several parameters in Instance Setup:

- Set the field "Play UserID if No Name" to NO
- Set the field "Play LEAVEUNV on record" to YES

Using the Task Manager, select Task 730. Select option number 1. This will change the speech to say "Guest Room" instead of "User ID" when guests retrieve messages.

MESSAGE STORAGE SPACE

WIN IntegraVoice, like any other computer system has a finite amount of available storage space on the hard drive (in this case, for recording messages). Like any other computer system, the amount of available storage space on an unmanaged system can easily and needlessly disappear. It's up to the System Administrator to be aware of the amount of available space for messages.

VIA THE TELEPHONE

A User given access to the Administration Menu from User Mode has the ability to check the amount of available space.

- Call the system
- Enter the system access code (the default is 999).
- Enter User ID xxx.
- Enter Password xxx.
- Select Option 8.
- Select 7 for available space.

Between 1 and 23 hours of available disk space are indicated in one hour increments e.g.:

"There is 7 hours of recording space available"

Between 1 and 59 minutes of available disk space are indicated in one minute increments e.g.:

"There is 35 minutes of recording space available"

FREING STORAGE SPACE

A common cause for a lack of available storage space on the system is Users who are lax about erasing their messages. A report may be generated to determine if this is the situation on the system. Several reports are available for monitoring the storage usage of the system.

- Highlight Task 350 "Report User Message Summary by Message Count" and press ENTER.

<utils>		TASKS AND PROCEDURES	[BROWSE]
Task Number	Description		
340	Report User Directory Unavailable Message Information		
350	Report User Message Summary by Message Count		
360	Report User Messages (Unheard) by User ID and Department		
370	Report User Messages (Heard) by User ID and Department		
380	Report User Message Detail by User ID		
390	Report User Message Detail by Date and Time		
400	Report User Message Events Cross Reference		
410	Report User Message Record Completion Status		

Those Users with the greatest number of messages show up at the top of the report along with the number of messages and total number of seconds used by the messages.

One or more of the offending Users may not even be associated with a person. For example, some systems have a User ID set up for the conference room to allow callers to reach that location. If, however, that User ID also has messaging privileges, it is possible that messages are recorded for that User. If no one is directly responsible for picking up messages for that User ID, or if the User is set up on various distribution lists, messages will accumulate for that User. Report 360 will quickly identify mailboxes collecting unretrieved messages.

This example can be easily corrected by removing messaging privileges for the conference room User ID, and removing the User from all distribution lists on the system (public and private). This example is just one where proper system management is used to solve an everyday problem.

If the offending Users are associated with actual people within the company, inform them of the situation. If the situation continues, messaging privileges for the User may have to be restricted. This is done by adjusting one or both of the following parameters of the User ID.

MESSAGE RECORDING- Max Msg Length maximum time for a caller to leave a message

MESSAGE RECORDING- Message Limit maximum number of messages allowed

Be sure to obtain the full support of management before making any such changes.

ADDITIONAL DETAILED DRIVE USAGE INFORMATION

If none of the Users appear to be abusing their messaging privileges, a review of how space on the messaging drive is used should be done. The problem may be that the current hard disk capabilities have been outgrown. If this is the case, the hard drive may need to be upgraded to a larger size. Before upgrading the hard drive, however, free up additional hard disk space by deleting unnecessary files.

There may be files on that drive that are not required for system operation. These files can be deleted, using the Task Manager or standard DOS commands, ensuring that anything essential to the operation of the system is not deleted.

If one MB of disk space is freed, only two minutes of messaging capacity is gained. This should be considered when examining directories that use an insignificant amount of space. For example, deleting the files in D:\RINGTEST frees up less than 30 seconds of messaging space, and removes the option of running CPM diagnostics.

Note the following directories and the contents of which should **NOT** be deleted.

- **E:\MMSG*** (User messaging, i.e. MMSG1, MMSG236, etc.)
- **D:\SPCH*** (system prompts, i.e. SPCHENG, SPCHTDD, SPCHESP, etc.)

CREATING REPORTS FROM TASK MANAGER

Several reports may be created from Task Manager. To generate a specific report, select the appropriate task from Task Manager. After a report is generated, it is displayed on the screen and written to C:\RCPT. The file name of the report is an acronym of the report description with an .LST extension. A hard copy of the report may be created in one of two ways:

1. Copy the file from C:\RCPT to a floppy diskette and print from another PC.
2. If a printer is connected to the system, use the print command from the MSDOS prompt. If a printer is connected to the parallel port with the hardware key still in place, the printer **MUST** remain on until disconnected. A description of the fields in each report is available on the last page of each report.

Below is a listing of available reports.

Task Number	Report Description	Report File Name
250	Receptionist Setup	rsu.lst
260	Phone System Configuration	psd.lst
270	User Directory Manager Information by User ID	udi.lst
280	User Directory Manager Information by Department/Name	udm.lst
290	User Directory Usage by User ID	udu.lst
300	User Directory Usage by Department and Calls	udg.lst
310	User Directory Usage by Department and Calls (simple)	use.lst
320	User Directory Parameters and Privileges by User ID	udp.lst
330	User Directory Dialstring Usage by Dialstring	udd.lst
340	User Directory Unavailable Message Information	unv.lst
350	User Message Summary by Message Count	ums.lst
360	User Messages (Unheard) by User ID and Department	umn.lst
370	User Messages (Heard) by User ID and Department	umo.lst
380	User Message Detail by User ID	umd.lst
390	User Message Detail by Date and Time	umt.lst
400	User Message Events Cross Reference	ume.lst
410	User Message Record Completion Status	umr.lst
420	Distribution Lists by Owner User ID and List Number	dll.lst
430	Distribution Lists by Member User ID	dlm.lst
440	User Notification Events Summary for all Users	une.lst
450	Notification Event Record Summary by COS	ner.lst

RECEPTIONIST SETUP: RSU.LST

This report provides instance setup parameter details for each instance, such as system access codes and maximum record times.

04/15/97

RECEPTIONIST SETUP REPORT
(rsu 16ay96)

Page 1

```

-----
**** Receptionist Instance 0, WIN COMMUNICATIONS INC.
Trace=Yes to device E:\TRACE.LOG
System Access: 999 Direct Message: 997 Hangup: 998
Direct Assist: 411 Direct PersGrt: 996 PersAsst: 1
Default User ID: 0 (Longest UserID:4 )
GREETing file: E:\MESG\GREETING.RMS
WHATTODO file: E:\MESG\WHATTODO.RMS
SPeeCH path: D:\SPCHENG\
Default MESG path: E:\MESG\

End Who's Calling Silence Time: 2 Max Who's Calling Time: 10
End Personal Mesg Silence Time: 2 Default Max Personal Msg Time: 240
End Leave Message Silence Time: 4 Default Max Leave Msg Time: 120

Answer After Ring: Restart After Message: Yes
Timeouts - Interdigit timer: 3
Action - Default user: 4 Answer - Non Screening: 15
Action - Screening Resp: 2 Answer - Screening: 15
Action - Busy take msg: 4 Busy Retry Wait: 20
Action - Unavl take msg: 0 Entry - Security Code: 10
Action - Still There: 1 Entry - UserMode Idle: 10

Linetype=0 TOSHIBA STRATA - 280
---- Dialstrings when SCREENING enabled ---- Dialstrings when No-SCREENING
*Trying Extension. SY@ *Trying Extension. SY!@
Hold,get DIALtone SX Hold,get DIALtone SX
Trying w/DIALtone @ Trying w/DIALtone !@
Trying noDIALtone SX Trying noDIALtone SX
No Answer Return. SX No Answer Return. SX
Busy Return..... SX Busy Return..... SX
Hung Up Return... SZZ Blind Xfer..... YH
Transfer..... H Transfer..... H
No Answer Timeout 15 seconds No Answer Timeout 15 seconds
---- DIALtone wait =4 secs (* = dialstring not used)
Thresholds: Grunt= 100 Hangup= 55 Tone= 95 Voice= 115

Chan 0 Linetype 0 0
Chan 1 Linetype 0 0
Chan 2 Linetype 0 0
Chan 3 Linetype 0 0
Chan 4 Linetype 0 0
Chan 5 Linetype 0 0
Chan 6 Linetype 0 0
Chan 7 Linetype 0 0
Chan 8 Linetype 0 0
Chan 9 Linetype 0 0
Chan10 Linetype 0 0
Chan11 Linetype 0 0
---- Total Channels allocated to instance = 12

```

PHONE SYSTEM CONFIGURATION: PSD.LST

This report provides information on the phone system type and the associated dialstrings.

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PHONE SYSTEM CONFIG REPORT
(psd 16ay96)

Page 1

```
-----
Linetype=0 TOSHIBA STRATA - 280
*Trying Extension. SY@          *Trying Extension. SY!@
Hold,get Dialtone SX           Hold,get Dialtone SX
Trying w/Dialtone @            Trying w/Dialtone !@
Trying noDialtone SX           Trying noDialtone SX
No Answer Return. SX           No Answer Return. SX
Busy Return..... SX           Busy Return..... SX
Hung Up Return... SZZ           Blind Xfer..... YH
Transfer..... H                 Transfer..... H
Grunt= 100 Hangup= 55 Tone= 95 Voice= 115 Dialtone Wait=4
```

USER DIRECTORY MANAGER INFORMATION BY USER ID: UDI.LST

This report provides a listing of all Users on the system, including department, extension number, and User Type.

04/15/97

USER DIRECTORY MANAGER REPORT
(udi 21ay96)

Page 5

```
-----
Userid  Username          Department  Directory  UserType  Dialstring
-----
```

```
**** Receptionist Instance 0          WIN COMMUNICATIONS INC.
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
Department: Department name
Directory: Dial-By-Name
UserType: User ID type
Dialstring: Phone system dialstring or Alias User ID ("?" if no dialstring and user not locked on Call Block)

USER DIRECTORY MANAGER INFORMATION BY DEPARTMENT/NAME: UDM.LST

This report provides a listing of all Users on the system, including department, extension number, and User Type, sorted by Department.

```
-----
04/15/97                USER DIRECTORY MANAGER REPORT                Page 5
                        (udm 21ay96)
Userid  Username          Department    Directory  UserType Dialstring
-----
```

```
**** Receptionist Instance 0          WIN COMMUNICATIONS INC.
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
Department: Department name
Directory: Dial-By-Name
UserType: User ID type
Dialstring: Phone system dialstring or Alias User ID ("?" if no dialstring and user not locked on Call Block)

USER DIRECTORY USAGE BY USER ID: UDU.LST

This report summarizes how a User is managing their mailbox. For example, it includes the total number of messages in the mailbox and the call screening setting.

```
-----
04/15/97                USER DIRECTORY USAGE REPORT                Page 5
                        (udu 21ay96)
Userid  Username          UserType    Pooling    CBK Scr Nam Unv Msgs
-----
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
UserType: User ID type (U=User, A=alias, D=directory, B=broadcast, I=IVR)
Pooling: Pooling ID
CBK: Call Block setting (. =not allowed, - =not enabled, D=enabled, L=locked)
Scr: Call screening setting
Nam: Name has been recorded
Unv: Current unavailable message
Msgs: Total messages in message box

USER DIRECTORY USAGE BY DEPARTMENT AND CALLS: UDG.LST

This report gives statistics on how many calls and messages the User has received as well as how many times they have logged in to their mailbox, sorted by department. Calls are also averaged based on a five day work week.

```
-----
04/15/97                USER DIRECTORY DEPT USAGE REPORT                Page 6
                        (udg 2lay96)                Receptionist Instance 0
Userid  Username                Type Alias/Pool Login msgs calls days wdays cb
-----
***** Totals for All Receptionist instances
***** Users=180 Act=161 Msgs=599 Calls=350480 Cd=1040 Cb=1442
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
Type: User ID type (U=user, A=alias, D=directory, B=broadcast, I=IVR)
Alias/Pool: Alias-for User ID or pooled-to User ID
Login: Total logins count
Msgs: Total messages received count
Calls: Total calls count
Days: Days since total counts started
Wdays: Business days since total counts started
CB: Estimated calls per business day (Mon-Fri, 5 day weeks)

Summary Line

Users: Total User IDs in group
Act: Total User IDs in group with messages or calls (Active)
Msgs: Total messages being kept by group
Calls: Total calls divided by maximum days gives average calls per day
Cd: Estimated total calls per day (Mon-Sun, 7 day weeks)
Cb: Estimated total calls per business day (Mon-Fri, 5 day weeks)

USER DIRECTORY USAGE BY DEPARTMENT AND CALLS (SIMPLE): USE.LST

This report gives statistics on how many calls and messages the User has received as well as how many times they have logged in to their mailbox.

```
-----
04/15/97                DEPARTMENT CALL SUMMARY                Page 4
                        2
Userid  Username                cmsg umsg logins calls days wdays avg
-----
***** Users=159 Total Inquiries=323716 Inquiries/day=966 /Sday=1338
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
cmsg: Caller messages
umsg: User messages
Logins: Total Logins count
Calls: Total calls count
Days: Days since total counts started
Wdays: Business days since total counts started
Avg: Average per the seven day week

USER DIRECTORY PARAMETERS AND PRIVILEGES BY USER ID: UDP.LST

This report provides a listing of the parameters and features the User is authorized to use.

```
-----
04/15/97                USER DIRECTORY PARAMETER REPORT                Page 5
                        (udp 21ay96)
Userid  Username        UserType Ali/Pool CBK SCR RNA RES unvs sec msgs sec
-----
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this userid
UserType: User ID type (U = User, A = alias, D = directory, B = broadcast, I = IVR)
Ali/Pool: Alias or pooling User ID (1 to 8 digits)
CBK: Call Block allowed (CBK = yes, - = no, LOK = locked)
Scr: Screening allowed (SCR = yes, - = no)
RNA: Hold on Ring-No-Answer (RNA = yes, - = no)
RES: Restart After Message (RES = yes, END = no, - = default)
unvs: Number of unavailable messages allowed
sec: Maximum length of each unavailable message in seconds
msgs: Number of messages allowed
sec: Maximum length of each Message in seconds

USER DIRECTORY UNAVAILABLE MESSAGE INFORMATION: UNV.LST

This report provides the number of allowed personal greetings and the currently selected personal greeting for each User.

```
-----
04/15/97          USER DIRECTORY PERSONAL GREETING REPORT          Page 5
                  (unv 20ay96)          Receptionist Instance 0
Userid   Description          Type Num Sec Cur Flag          Filespec
-----
**** Receptionist Instance 0          WIN COMMUNICATIONS INC.          240          E:\MESG\
```

Userid: Userid being reported (1-8 digits)
Description: Name or description for this User ID
Type: User ID type (U = user, A = alias, D = directory, B = broadcast)
Num: Number of personal greetings allowed (0 - 9, "." if not allowed)
Sec: Maximum duration of each personal greeting in seconds
Cur: Currently selected personal greeting (0 - 9)
Flag: Flag (? = invalid ext, * = single ext, % = other User ID, # = other path)
Filespec: File Specification. If no file applies then blank.

USER MESSAGE SUMMARY BY MESSAGE COUNT: UMS.LST

This report provides the total number of urgent, new, and saved messages for each User as well as the maximum record time for the mailbox.

```
-----
04/15/97          USER MESSAGE SUMMARY REPORT          Page 4
                  (ums 21ay96)
Userid  Username          UserType  Urg+New+Sav Max Sec  Cmsg  Umsg  Next
-----
**** Instance 0          WIN COMMUNICATIONS INC.          120
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this userid
UserType: User ID type (U = user, I = lvr)
Urg: Total URGENT messages in message box
New: Total NEW messages in message box
Sav: Total SAVED messages in message box
Max: Maximum messages allowed
Sec: Maximum message length in seconds
Cmsg: Total messages received from outside callers
Umsg: Total messages received from other users
Next: Next Message Number (mod 9999)

USER MESSAGES (UNHEARD) BY USER ID AND DEPARTMENT: UMN.LST

This report provides information on new messages that have not been listened to.

```
-----
04/15/97                USER NEW MESSAGES REPORT                Page 3
                        (umn 20ay96)                Receptionist Instance 0
Userid MsgNm           Sender MsgNm           Seconds           Date           Day           Time           Wait
-----
```

Userid: User ID being reported (1-8 digits)
MsgNm: Message number of this message (000-999)
Sender: If sent from user mode, this is userid of originator
MagNm: If sent from user mode, this is original message number
Seconds: Length of this message in seconds
Date\Day: Creation date of this message (as year month day weekday)
Time: Creation time of this message
Wait: Days message has been waiting

USER MESSAGES (HEARD) BY USER ID AND DEPARTMENT: UMO.LST

This report provides information on saved messages that have been listened to but have not been deleted.

```
-----
04/15/97                USER SAVED MESSAGES REPORT                Page 13
                        (umo 20ay96)                Receptionist Instance 0
Userid MsgNm           Sender MsgNm           Seconds           Date           Day           Time           Wait
-----
```

Userid: User ID being reported (1-8 digits)
MsgNm: Message number of this message (000-999)
Sender: If sent from user mode, this is User ID of originator
MagNm: If sent from user mode, this is original message number
Seconds: Length of this message in seconds
Date\Day: Creation date of this message (as year month day weekday)
Time: Creation time of this message
Wait: Days message has been waiting

USER MESSAGE DETAIL BY USER ID: UMD.LST

This report provides a summary of messages, sorted by User ID.

USER MESSAGE DETAIL BY DATE AND TIME: UMT.LST

This report provides a summary of messages, sorted by date and time.

```
-----
04/15/97          USER MESSAGE DETAIL BY TIME REPORT          Page 22
                  (umt 20ay96)          Receptionist Instance 0
  Userid  MsgNm TS  Origid MsgNm Cpy Secs      Time          Message Filespec
-----
```

Userid: User ID being reported (1-8 digits)
MsgNm: Message number of this message (001-999)
T: Message Type (. =leave mesg FROM non-user, R=mesg Received FROM user)
 (S=mesg Sent TO user, F=prefix for mesg Forwarded TO user)
S: Status of received mesg(-=deleted, H=heard not deleted, +=new msg not heard)
Origid: If sent from user mode, this is User ID of originator
MsgNm: If sent from user mode, this is original message number
Cpy: Number of copies (User IDs accessing this message)
 (number of "+" and "H" messages on this line and following)
Secs: Length of this message in seconds
Time: Creation time of this message (in hour:minute:second am/pm)
Message Filespec: If no file applies, then blank. If standard file name, then just path.
 If non-standard file, then full file specification.

USER MESSAGE RECORD COMPLETION STATUS: UMR.LST

This report shows whether a message was forwarded to a mailbox, the originating User ID, and the terminating information.

```
-----
04/15/97          USER MESSAGE DETAIL BY RECORD STATUS          Page 22
                  (umr 20ay96)
  Inst   Userid MsgNm TS  Origid MsgNm Secs      Time          Flags Reason DTMF
-----
```

Inst: Instance number
Userid: User ID being reported (1-8 digits)
MsgNm: Message number of this message (001-999)
T: Message Type (. =leave mesg FROM non-user, R=mesg Received FROM user)
 (S=mesg Sent TO user, F=prefix for mesg Forwarded TO user)
S: Status of received mesg(-=deleted, H=heard not deleted, +=new msg not heard)
Origid: If sent from user mode, this is userid of originator
MsgNm: If sent from user mode, this is original message number
Secs: Length of this message in seconds
Time: Creation date & time of this message (in hour:minute:second am/pm)
Flags: Record Flags (Overrun, DTMF, Goodmsg, Appended)
Reason: Reason (Silence, Dtmf, disk FULL, Max message length)
DTMF: Terminating DTMF (or blank)

DISTRIBUTION LISTS BY OWNER USER ID AND LIST NUMBER: DLL.LST

This report provides a breakdown of a User's distribution lists.

```
-----
04/15/97          DISTRIBUTION LIST By LIST REPORT          Page 9
                  (dll 20ay96)
Userid           Username           Department      UserType
-----
```

Userid: User ID of owner (leading dots)
 User ID of list members (indented)

Username: Name for this User ID

Department: Department name for this User ID

UserType: Usertype for this User ID + pooling flag (P= pooling enabled)

DISTRIBUTION LISTS BY MEMBER USER ID: DLM.LST

This report displays every distribution list a particular User is a member of.

```
-----
04/15/97          DISTRIBUTION LIST By MEMBER REPORT          Page 12
                  (dlm 20ay96)
Userid           Username           Department      UserType  List
-----
```

Userid: User ID of member
 User ID of list owner (indented)

Username: User ID name

Department: User ID department name

UserType: User ID type

List: List number (0,1,2,3,4,5,6,7,8,9)

USER NOTIFICATION EVENTS SUMMARY FOR ALL USERS: UNE.LST

This report provides information on the types of notification a User is allowed. A summary of the class of service, schedule number, and information on pending notifications is also included.

```
-----
04/15/97                NOTIFICATION EVENT REPORT                Page 5
                        (une 20ay96)                Receptionist Instance 0
Userid  Username        UserType N Msgs COS S#  PUC S# OL Tries LastTry  Next
-----
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
UserType: User ID type
N: Notify status (. = Enab/not pend, n = Enab/new, * = Enab/pending, D = Disabled)
Msgs: Number of NEW messages in message box
COS: Class-Of-Service for NEW message left
S#: Schedule number for NEW message COS
PUC: Class-Of-Service for message pick-up
S#: Schedule number for message pick-up COS
O: Once only flags (O = once, . = many)
L: Message Waiting Light (# = new mesg/notify/ON, . = pickup mesg/De-notify/OFF)
Tries: Notification tries ("max" if at maximum)
LastTry: Month day hour minute of last notification
Next: Seconds until next notification attempt (if pending)

USER NOTIFICATION EVENT RECORD SUMMARY BY COS: NER.LST

This report displays the class of service and schedule number for a User's notification type.

```
-----
04/15/97                NOTIFICATION EVENT REPORT                Page 3
                        (ner 20ay96)                Receptionist Instance 0
Userid  Username        Usertype    COS Sched  PUC Sched
-----
```

Userid: User ID being reported (1-8 digits)
Username: Name or description for this User ID
UserType: User ID type
COS: Class-Of-Service for NEW message left
Sched: Schedule number for NEW message COS
PUC: Class-Of-Service for message pick-up
Sched: Schedule number for message pick-up

CREATING SINGLE DIGIT MENU OPTIONS

WHAT IS A T BOX?

T boxes (or Transaction boxes) may be used to make a single or multi-level menu tree, offering the caller the option to navigate through the menu with single digit selections. Each level or decision box in a menu tree is represented by a T Box.

HOW TO BUILD A MULTILEVEL MENU TREE

Design the tree: Don't even begin a menu tree without first graphically drawing out a flow chart.

- Each level or decision box in a menu tree is represented by a T box, where the caller has the following choices:
 - Dial 0 - 9, *, or #
 - Make no selection (timeout)

These choices may link to the following:

- Another T Box
- A Normal User ID
- An Access code defined in Instance Setup:
 - System Access (999)
 - Hangup (998)
 - Direct Message (997)
 - Forced Modem Answer(995)
 - Directory Assistance (411)
- Number the boxes in the diagram with the corresponding T Box User ID.

Add the T Boxes:

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Press **F2** to add the User ID, selecting "Single Digit Menu" as the User type. (You can also use F6 to copy the T Box Template – User ID 958 in the User Directory.)
- Enter the Instance and User ID based on the Flow Chart you created in the previous step.
- Enter the corresponding link (or go to) for each caller option on Screen 2 of 3.
- For example:

```

[1] «2» [3]                USER DIRECTORY                [ADD]
-----
Instance      : 0
User ID       : 750
PERSONAL GREETING
  Number Allowed : 1
* Current Selection: 1
  Maximum Length : 240
  Block DTMF?    : N
Action Timeout : 2
[0] Option     : 0
[1] Option     : 205
[2] Option     : #
[3] Option     : 411
[4] Option     :
[5] Option     :
[6] Option     :
[7] Option     :
[8] Option     :
[9] Option     : 749
[*] Option     : 998
[#] Option     :
[?] Option     :
TMO Option    : *
<User ID to chain to, WHATTODO(*), Dialplan(#), or Blank>

```

The above example yields the following results:

Translation Table

Caller Response	Value	System Response
Caller Dials <input type="text" value="0"/>	0	Process User ID 0
Caller Dials <input type="text" value="1"/>	205	Process User ID 205
Caller Dials <input type="text" value="2"/>	#	Treat the 2 as the first digit of User ID and return to Whattodo
Caller Dials <input type="text" value="3"/>	411	Access directory assistance
Caller Dials <input type="text" value="9"/>	749	Process User ID 749 (which may go back to previous T Box)
Caller Dials <input type="text" value="x"/>	998	Hang Up
Any other digit	blank	Flush digits and replay T Box greeting
No response	*	Go to Whattodo

Greetings in each T Box inform the caller of their options.

SYSTEM ADMINISTRATION VIA THE TELEPHONE

SYSTEM ADMINISTRATOR MENU OPTIONS

In addition to the keyboard and SCREENS interface, System Administration may be performed via the telephone. Below are the available options from the System Administrator menu:



1 PLAY THE CURRENT DATE AND TIME

This option plays the current date and time of the system.



2 CHANGE SYSTEM TIME

This option allows the System Administrator to change the time on the system.



3 CHANGE SYSTEM DATE

This option allows the System Administrator to change the system date.



4 RESET A PASSWORD

This option allows the System Administrator to change a User's password.



6 RESET USER ID

This option enables the System Administrator to reset a User ID.



7 AVAILABLE RECORDING SPACE

This option tells the System Administrator how much recording space is available.



8 RECORD NETWORK SITE NAME

This option prompts the System Administrator to record names for AMIS network sites.



9 RETURN TO USER MENU

This option returns you to the User menu.



0 LOG OUT

This option logs you out and returns you to the main system greeting.



X REPLAY MENU OPTIONS

To ACCESS:

- Call the *WIN IntegraVoice* system
- Log in to the User ID with System Administrator privileges

CHANGE SYSTEM TIME OR DATE

If necessary, the date and time on the *WIN IntegraVoice* system may be adjusted using the following procedure.

