
Protegé Voice[®]

System Administrator's Guide

*Simplified voice processing
for the*

Protegé[®]

Digital Hybrid Key System



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System Administrator's Mailbox Guide

General Information

The System Administrator mailbox in ProtegéVoice® is dedicated to the System Administrator's needs and functions.

It can be used to send broadcast announcements program, various features and perform various system maintenance functions. It has full voice mail capability and can send or receive normal subscriber messages as well.

In ProtegéVoice, two separate System Administrator mailboxes are available. This permits a second person to access the administrative features when one person is out of the office, or otherwise unavailable.

Using the System Administrator's mailbox, there are options to:

- record any of the Voice Menu greetings
- create or delete a broadcast announcement
- add or delete mailboxes
- reset any mailbox password
- record greetings for any mailbox in the system
- reset message waiting indicators (MWI)
- manage system group distribution lists
- set the system date and time
- change the system operating mode
- record the company name
- perform system shutdown

Before Beginning

The ProtegéVoice default settings for the system administrator's mailbox are as follows: mailbox number is 555 and default password is **0000**.

The system administrator should be familiar with standard dialing procedures and features such as using the **#** key as a recording or number terminator, etc.

Accessing the System Administrator's Mailbox

A system administrator's mailbox is accessed in the same manner as a subscriber mailbox. System Administrator functions are as easy to use as standard subscriber features. Upon entering a system administrator mailbox, ProtegéVoice prompts the administrator for individual choices.

To access the system administrator's mailbox:

1. dial the ProtegéVoice® access number
2. at the system greeting, dial **#** followed by the administrator's mailbox
3. dial the mailbox access code

Note: if a voice mail key is programmed, press ***** to access the main menu and then press **#** followed by the administrator's mailbox number

4. the Main Menu for System Administration now plays
5. press ***** to exit the system.

Chapter 2 - Voice Menu Greetings

Using Voice Menus, ProtegéVoice can be programmed to answer a call, play a greeting (providing a listing of choices to dial) and then wait for the caller to press a digit. The caller uses the dial pad of a DTMF keypad to select a destination. Based on the digit the caller presses the Voice Menu routes the call to the appropriate destination. Voice Menus can be programmed to route calls even if the caller does not press a digit.

Voice Menu Greeting Functions

At default there are five voice menus programmed. They are:

- Voice Menu 1, 1 which is the Day greeting
- Voice Menu 1, 2 which is the Night greeting
- Voice Menu 81, 1 which is the Holiday greeting
- Voice Menu 98, 1 which is the Fixed Mode - Day greeting
- Voice Menu 98, 2 which is the Fixed Mode - Night greeting

The system greeting for Voice Menu 1 is the first announcement played to outside callers when they reach a port on the system. Depending on the time of day, callers may hear Voice Menu 1,1 or Voice Menu 1,2. Callers might dial the system's access number directly or they might be forwarded when the dialed extension is busy or unanswered. Voice Menu 98, 1 and 98, 2 greetings must be recorded or ProtegéVoice will follow programming for Voice Menu 1,1. Remember that with integrated systems, callers directed to a mailbox in the system will hear the subscriber's mailbox (personal) greeting.

The ProtegéVoice system comes with the following standard system greeting, that is voice menu 1, greeting 1: "You have reached the ProtegéVoice processing system. Enter the extension number of the person you are calling. To reach an operator, press **0**." The system administrator has the option of recording up to eight programmable and one emergency greeting for each time of the day to provide callers with specific information and instructions.

Note that system administrator must program the days and times that the various greetings are played via the Voice Menu Administration screen. See the ProtegéVoice addendum for more detailed information.

The system administrator customizes system sign-on greetings to meet each organization's needs. When the system administrator

records a customized greeting, it should remind subscribers to dial **#** to identify themselves to the system as subscribers. This is important for new subscribers who can get confused and end up leaving unintended messages for others rather than entering their own mailboxes.

Outside callers who have never encountered a voice message system should be given clear instructions on what to do when they reach the system. Since mailbox numbers are generally the same as the extension numbers, callers can leave a message in the correct

mailbox by just dialing a ***** before the extension number of their intended party. By customizing the system greeting, explicit directions can be given to the outside caller. For example, "If you know your party's extension number, please dial it now, or dial **0** for operator assistance."

Working with Voice Menu Greetings

The system administrator can listen to (or play) Voice Menu greetings at any time, and any of the Voice Menu greetings can be recorded or deleted at any time. The Voice Menu greeting can be customized to meet the organization's needs by recording new greetings as required.

Follow the steps below to listen to, record, or delete Voice Menu mailbox greetings:

1. Dial the ProtegéVoice® system access number.
2. Dial **#** followed by the Administrator's mailbox number at the system greeting.
3. Dial the mailbox password. The Main Menu for System Administration now plays.

Note: if a voice mail key is programmed, press ***** to access the main menu and then press **#** followed by the administrator's mailbox number

4. Dial **1** for Voice Menu Greetings.
5. Enter Subscriber Mailbox Number. Entry is the Voice Menu number and must be at least two digits. Example: Voice Menu 1 would be 01. The maximum entry is seven which speeds up response time.

There are three choices here:

6. Dial **1** to review – then the greeting number (1-9). The selected greeting is played. **Note:** Greeting 9 is the Override Greeting. If it is recorded, then Voice Menu Greetings 1 - 8 are not used. ProtegéVoice follows programming for Voice Menu 1, greeting 1. 7. Dial **2** to record – then the desired greeting number (1-9). When done recording, press **#** to save the recording.
7. Dial **3** to delete – then the desired greeting number (1-9). The selected greeting is deleted.

When finished.:

8. Press ***** one time to go back to step 4 – the greetings sub-menu.
- or** Press ***** two times to return to the System Administrator Menu.
- or** Press ***** three times to exit the system completely.

Chapter 3 - Broadcast Announcements

Broadcast announcements are recorded by the System Administrator and sent to every subscriber on the system. Unlike regular messages, a broadcast announcement is not delivered to the subscriber's new message queue. Instead, it plays automatically, immediately after subscribers enter their access codes.

Subscribers cannot save broadcast announcements nor can they skip listening to them. The message can be replayed after subscribers have heard the complete message, but subscribers must delete the broadcast message in order to get into their mailbox's Main Menu. Because a broadcast announcement is not delivered into a subscriber's new message queue, it does not reduce the total number of messages that a mailbox can accommodate. Also, a broadcast announcement does not light the message waiting indicator (MWI) lamp on subscriber telephones. Note that broadcast announcements appear in new subscriber mailboxes, even when the subscriber mailbox is added after the broadcast announcement was sent. Only one broadcast announcement can be active at a time.

Since broadcast announcements cannot be interrupted or skipped by subscribers, they should be used sparingly. In many instances, a large group distribution list may be a better method for sending such an announcement.

Working with Broadcast Announcements

The system can only have one broadcast message active at any time. To listen to the active broadcast message, to record a broadcast message, or to delete an outdated broadcast message, follow the steps below.

1. From the System Administrator's Main Menu, dial **2** for Broadcast Announcements.

Dial one of the following:

2. Dial **1** to review to a broadcast message. The broadcast announcement is played.
3. Dial **2** to record a new broadcast announcement.
4. Dial **#** to end recording. Dial **#** again to accept the announcement. An existing broadcast announcement is automatically deleted when a new one is recorded. The

broadcast announcement is sent after it is accepted.

5. Dial **3** to delete a broadcast announcement. A broadcast announcement should be deleted when the information becomes outdated or when a new announcement is to be sent.

When finished with a greeting:

6. Press ***** one time to return to the System Administrator Menu.
- or** Press ***** two times to exit the system completely.

Chapter 4 - Mailbox Administration

Mailbox Administration

Mailbox administration functions can be accessed using the keyboard and monitor along with the appropriate programming screens on the system. However, for your convenience, a number of functions can be performed using your System Administrator mailbox. These include:

- Resetting a forgotten mailbox access code to a new temporary access code. The only way to reset a mailbox access code is using the System Administrator mailbox.
- Adding and deleting mailboxes. You may need to use the Mailbox Setup Screen to enter any additional information.
- Recording mailbox greetings, including Voice Menu greetings and Survey questions.
- Resetting Message Waiting Indicators (MWI).

Resetting a Mailbox Password

If subscribers forget their password, the system administrator can reset passwords without deleting mailboxes and messages. Subscribers should enter their mailbox immediately and change the temporary password to one of their own.

Note: This is the only method for resetting a mailbox password.

To reset a mailbox password:

1. From the System Administrator's Main Menu, dial **3** for Mailbox Administration.
2. Dial **1** to reset a password. Enter the desired mailbox number.
3. Enter the new password, followed by **#**. The password must be four digits

When finished:

4. Press ***** one time to return to the System Administrator Menu.
- or** Press ***** two times to exit the system completely.

Give the new temporary password to the subscriber. Tell them to enter their mailboxes immediately to change the password to one of their own.

Adding a Mailbox

Before a system administrator adds a mailbox to the system, the class of service, mailbox type, the attendant extension number (or zero destination number) and the department number all must be defined. A ProtegéVoice® technician has complete information on setting up a mailbox, including definitions of all the terms used in this section. Some of the information shown here is not required to set up a

mailbox. The system prompts the system administrator to dial **#** to skip entering certain data.

Follow the steps below to add a mailbox:

1. From the System Administrator's Main Menu, dial **3** for Mailbox Administration.
2. Dial **2** to add a mailbox.
3. Enter the mailbox number to add.
4. Enter the extension number associated with the mailbox.
5. Enter the mailbox class of service (COS).
6. Enter the mailbox type. The numeric administrator entries are as follows:
 - 1 Owner1 - is the standard subscriber mailbox that uses normal system prompts
 - 2 Owner2 - is a subscriber mailbox. However, after the mailbox greeting is played, no system prompts are played. All the caller hears is the tone to begin recording the message.
 - 3 Owner3 - is a standard mailbox with prompts. However, the system Voice Menu greeting is played before the mailbox greeting. This mailbox type is used when a DID caller is forwarded to a mailbox and the subscriber wants to notify the caller of the Company reached in addition to playing the subscriber's greeting.
 - 4 Owner4 - is a subscriber mailbox. The company name is played followed by the mailbox greeting, but no system prompts are played. All the caller hears is the tone to begin recording the message. This mailbox type is used when a DID caller is forwarded to a mailbox and the subscriber wants to notify the caller

of the Company reached in addition to playing the subscriber's greeting.

- 5 Owner5 - is a subscriber mailbox. However, after the mailbox greeting is played, the caller is given a choice of dialing to leave a message or to reach the operator. If nothing is dialed, the caller automatically transfers to the operator as defined in the Site Administration screen.

- 11 Q&A-01
- 12 Q&A-02
- 13 Q&A-03
- 16 NOMSG
- 17 PAGEMB
- 18 UCD-01
- 20 BBB-00
- 21 BBB-01
- 22 BBB-02
- 23 BBB-03
- 30 SUB001
- 31 LEAVEM
- 32 VM-EXT
- 33 SPELL1
- 35 VM-MBX
- 40 V-MENU
- 55 SYSADM

7. Enter a zero destination number if desired. Press **1** if the destination will be an extension that is dialed. Press **2** if the destination will be a system mailbox. If the zero destination field is left blank, a caller is routed according to the Site Administration screen entry when **0** is pressed – this is the usual condition.
8. Enter the department number (optional). The information entered in this field is for reporting purposes only. At this time, the only way to program the department number is through the keyset.
9. Spell the subscriber's last and first names using the keys on the dial pad. Dial **7** for a 'Q' and dial **9** for a 'Z'.
10. The new mailbox data is played for confirmation.
11. Dial **#** to accept (and process) the information for the new mailbox.

Note: The information is processed and the new mailbox is immediately added to the system. The mailbox temporary password is then played after a prompt. The temporary password is always 0000.

When finished:

12. press one time to return to the System Administrator Menu
- or Press two times to exit the system completely

Give the temporary password to new subscribers to allow them to access their new mailbox.

Deleting a Mailbox

The System Administrator's mailbox can be used to delete a mailbox by following the steps below:

1. From the System Administrator's Main Menu, dial for Mailbox Administration.
2. Dial to delete a mailbox.
3. Enter the mailbox number to be deleted.
4. Dial to confirm. To cancel the mailbox deletion, press .

When finished:

5. Press one time to return to the System Administrator Menu.
- or Press two times to exit the system completely.

Recording Mailbox Greetings

The System Administrator's mailbox can be used to record greetings for any system mailbox. Greetings are as follows:

- Greeting 1 - subscriber's name
- Greeting 2 - mailbox greeting
- Greeting 3 - temporary greeting
- Greeting 4 - future use
- Greeting 5 - future use
- Greeting 6 - future use

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- Greeting 7 - future use
 - Greeting 8 - future use
 - Greeting 9 - future use

To record mailbox greetings, follow the steps below:

1. From the System Administrator's Main Menu, dial for Mailbox Administration.
2. Dial to record mailbox greetings.
3. Enter the subscriber's mailbox number.
4. Dial to record.
5. Enter the greeting number (1-9).
6. Record the greeting.
7. Dial to end recording.
8. The system returns to step 2 in case you wish to record additional greetings.

when finished you may:

9. Press one time to go back to step 1 – the Mailbox Maintenance menu.
- or Press two times to return to the System Administrator Menu.
- or Press three times to exit the system completely.

Resetting a Message Waiting Indicator

The System Administrator can reset the message waiting indicator (MWI) for a mailbox. The system dials the appropriate MWI "turn on" code if there are new messages in the mailbox, and the appropriate MWI "turn off" if there are no new messages in the mailbox.

To reset an MWI, follow the steps below:

1. From the System Administrator's Main Menu, dial for Mailbox Administration.
2. Dial to reset an MWI.
3. To reset a single mailbox, press . To reset a range of mailboxes, press .
4. Enter the mailbox number or range of numbers.

-
- The MWI is reset for that mailbox or group of mailboxes.

When finished:

- Press ***** one time to return to the System Administrator Menu.
or Press ***** two times to exit the system completely.

Linking Mailboxes

ProtegéVoice® offers the ability to allow a variety of connections between mailboxes. Example: Members of a Customer Service department are part of a UCD group. ProtegéVoice is set up to put callers in a queue. It also is set up to prompt callers to either stay in queue or press a certain digit to leave a message. That message goes into a customer service general mailbox that is linked to the customer service supervisor's mailbox. ProtegéVoice puts a copy of the message in the supervisor's mailbox.

To link mailboxes:

- From the System Administrator's Main Menu, dial **3** for Mailbox Administration.
- Press **0** to link mailboxes
- The system prompts "Enter the first mailbox number to be linked." Enter a valid mailbox number.
- The system prompts "Enter the second mailbox number to be linked." Enter a valid mailbox number.
- The system prompts "Enter the mailbox link type." Enter **1** for Direct Mailbox Link, which links two mailboxes and sends

all messages to the second mailbox; **2** for Direct Mailbox Link with Greeting, which is the same as mailbox type 1 except that a different greeting is played for each mailbox;

3 for Supervisor's Link, which links two mailboxes with separate greetings. However, when a message is left in mailbox A then the message is copied to mailbox B without

comments; and **4** for Overflow Link, which links two mailboxes together. When mailbox A becomes full, then messages are left in mailbox B.

After these steps are complete, ProtegéVoice confirms mailbox numbers and link type and prompts "If this is correct, press **#**". To change it press *****.

Chapter 5 - System Group Lists

System Group Lists

The System Administrator can establish up to 50 system group lists. System group lists and personal group lists enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination. System group lists, unlike personal group lists, can be shared by many subscribers and can accommodate many more mailbox numbers. System group lists are numbered 30 through 79.

The system administrator maintains system group lists using either the System Administrator mailbox or the system monitor and keyboard.

Establishing a System Group List

System group list numbers range from 30 to 79. (Numbers 11 through 29 are reserved for subscribers' personal group lists). When creating a new system group list, it is a good idea to verbally record the name of the list. The recorded name of the system group list is played when subscribers enter the list number as a message destination. System group lists should be printed and distributed either as part of the organization's telephone directory or as a separate document.

To establish a system group list, follow the steps below:

- From the System Administrator's Main Menu, dial **4** for System Group Lists.
- Dial **2** to create a system group list.
- Dial the system group list number to be established (30-79).
- Record the system group list name. Dial **#** when finished recording.
- Dial **1** to add or delete a group list member. Dial the mailbox number to be added or deleted. Press ***** when finished.

When finished:

6. Press one time to go back to step 2 to create another system group list.
- or** Press two times to return to the System Administrator Menu.
- or** Press three times to exit the system completely.

Listing System Group Members

The System Administrator's mailbox can be used to list the members of a system group list. The recorded names of the group list members are played in the sequence of their mailbox numbers.

To list system group list members, follow the steps below:

1. From the System Administrator's Main Menu, dial for System Group Lists.
2. Dial to list system group members.
3. Dial the system group list number (30-79).
4. The system plays the number and recorded name of the system group list, then plays the recorded names of the group list members in mailbox number order.

When finished:

5. Press one time to return to the System Administrator Menu.
- or** Press two times to exit the system completely.

Deleting a System Group List

The System Administrator's mailbox can be used to delete a group list by following the steps below:

1. From the System Administrator's Main Menu, dial for System Group Lists.
2. Dial to delete a complete system group list.
3. Enter the system group list number to be deleted (30-79). The group list number and recorded name are played for verification.

-
4. Dial to confirm deletion. Dial to cancel the operation.

When finished:

5. Press one time to return to the System Administrator Menu.
- or** Press two times to exit the system completely.

Modifying a System Group List

A system group list can be modified by adding a mailbox to the group list or deleting a mailbox from the group list. If a mailbox number is already in the list, entering that same number removes it from the list. If the mailbox number is not already in the list, it will be added.

A system group list can be modified by renaming it or changing the recorded name.

To modify a system group list, follow the steps below:

1. From the System Administrator's Main Menu, dial for System Group Lists.
2. Dial to modify a system group list.
3. Dial the system group list number to be modified (30-79).
4. The system group list number and name is played.
5. Dial to add or delete a group list member - enter the mailbox number(s) to be added or deleted. Press when finished.
6. Dial to rename the system group list - record the new name, then dial to end recording.

When finished:

7. Press one time to return to the System Administrator Menu.
- or** Press two times to exit the system completely.

Chapter 6 - Setting the System Date and Time

Setting the System Date and Time

The System Administrator's mailbox is used to set the system date and time. The time and date stamp is used for all envelope information and check delivery notifications. It also is used to generate accurate system traffic reports. It is important to set the system date and time accurately.

Note: The time and date **MUST** be reset when there is a local time change such as Daylight Savings Time.

To set the system date and time:

1. From the System Administrator's Main Menu, dial **5**.
2. Dial the date as a six-digit number. For example, for October 10, 2000, system administrator would dial 101097. Dial ***** to return to the Main Menu or continue. The date is played for confirmation.
3. Dial the time in six-digit military time. For example, for 9:30 A.M., dial 093000; for 3:25 P.M., dial 152500. The system will 10, 2000, system administrator would dial 101097. Dial ***** to return to the Main Menu or continue. The date is played for confirmation.
4. Dial ***** to exit the system.

Note: The system date and time cannot be set using the keyboard while the system is running. It may be set from the keyboard only if the system is taken off-line and the change is done from the DOS prompt. It is therefore recommended to always change the time and date from the Administrator's mailbox.

Chapter 7 - Changing the System Operation Mode

Changing the System Operation Mode

Under normal conditions, when ProtegéVoice® answers a call the greetings that play are controlled by a series of pre-programmed Voice Menu screens. These screens tell ProtegéVoice which greeting to play based upon the time of day. There may be a time when it is desirable to change the system from day to night mode at a different time than programmed. Be sure that the Voice Menu greetings are recorded for Fixed Day and Fixed Night. If they are not, then ProtegéVoice follows the Voice Menu 1, 1 or 1, 2 programming. The system administrator can accomplish this by dialing into the system, rather than having to access the programming terminal.

Note: When the mode is changed manually, ProtegéVoice stays in that mode until the System Administrator changes ProtegéVoice back to Automatic mode through the Administration menu. The mode cannot be changed from the programming terminal.

To change the system Operation Mode, perform the following steps:

1. From the System Administrator's Main Menu, dial **6**.
2. Dial **1** to place the system into DAY mode.
3. Dial **2** to place the system into NIGHT mode.
4. Dial **3** to return the system to the Automatic mode.
5. Dial ***** to exit the system.

Chapter 8 - Recording Company Name

Recording Company Name

This feature allows the system administrator to record the company name. This recording is used in with the Outcalling feature. When ProtegéVoice calls a subscriber at another number, the person answering the phone will hear the following message: "This is the (recorded Company Name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your password now." To record a new company, follow the steps outlined below.

1. To record the company name, press **7**. The system will play the following prompt:
2. At the tone, record the system greeting. Press **#**, when the greeting is recorded.
3. Once the greeting is recorded, the system will replay system greeting.

Chapter 9 - Network Node Administration

Network Node Administration

This feature is not in use at this time.

Chapter 10 - Shutdown

Shutdown

A shutdown of ProtegéVoice® makes voice processing inoperable until a system reboot is done. This option is for system maintenance and should only be utilized by trained technicians.

After a shutdown is completed, maintenance can be performed on the ProtegéVoice system. Example: to move the ProtegéVoice SVP - 12 to another slot in the KSU, a technician can use the shutdown without having to hook up a computer. To reboot the ProtegéVoice SVP - 4, turn the unit back on. To power up the SVP - 12, use the reset switch on the front panel of the card.

At the System Administrator's Main Menu, press **9** to reach the Shutdown menu. The Administrator has two shutdown options:

- To initiate a friendly shutdown, press **1**.
- To force the system to shutdown immediately, press **2**.

A friendly shutdown alerts the system administrator with "The number of active ports is ____ . Press **#** to continue or ***** to cancel."

If the system administrator continues the system prompts "Shutdown in progress. To get status press **1**. To cancel shutdown, press *****."

An immediate shutdown alerts the system administrator "The number of active ports is ____ . The system will perform a forced shutdown. All callers currently in the system will be disconnected. To continue, press **#**. To cancel, press *****. The system is now shutting down. Goodbye."

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