



Administrator Manual

VoiceWorks

Feature Set II

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Feature Set II

VoiceWorks	System Overview 1.1
<p>General Description</p>	<p>VoiceWorks is a stand-alone auto attendant and voice mail system that can be configured for 2 to 8 ports with different voice storage options. It is housed in a metal case that is wall mounted in the telephone equipment room. The system consists of a cabinet which houses up to 4 station cards and slots for 1 or 2 memory modules and is powered by an external power transformer.</p> <p>Programming of the system can be done from any telephone by dialing VoiceWorks directly, then entering the appropriate password and a series of touchtone commands. VoiceWorks' built-in voice prompts walk the programmer through all system programming on a prompted, step-by-step basis.</p> <p>Recording of system announcements, prompts or directory names are also done through the phone. VoiceWorks' announcements are unlimited in number and can be of any length (within total memory limits).</p> <p>Announcements and name changes, or other day-to-day operations are accomplished via an administrator's password. All other, more permanent, programming can be accessed only by a higher level, programmer's password.</p>
<p>Auto Attendant Features</p>	<p>VoiceWorks contains an automated attendant that provides traditional automatic answering of incoming calls, presentation of choices to the caller, and connection to extensions based on those choices.</p> <p>The system's call routing follows a branch concept whereby the caller is routed through a series of branches to the extension he wishes to reach. He moves from branch to branch by selecting a number or name presented in an announcement.</p> <p>Call routing can contain up to 6 levels of branches with each branch at each level capable of advancing to up to 8 more sub-branches (total branches not to exceed 40). Based on the phonepad responses, a caller is routed along a path from branch to branch to: a preset extension or extensions, an alphabetic directory, a department directory, or another branch for further choices.</p>
<p>Voice Mail Features</p>	<p>VoiceWorks, in conjunction with auto attendant, will have designated busy and/or no answer stations rerouted to their corresponding mailboxes or other extensions automatically.</p> <p>A caller who has manually input a mailbox number or who has been redirected by the auto attendant will hear the user's personal greeting such as "Hi, this is John Jones, I'm either on the phone or away from my desk, please leave me a message at the tone." After the message has been left, the caller will hear another prompt such as "To reach an operator press 0, or if finished press * and hang up."</p> <p>A mailbox user, using a personal password to enter his mailbox, will be played the number of new and old messages currently in his mailbox and then played all messages starting with the oldest new message left.</p> <p>The user can execute the following options during or at the end of each message: pause, save, delete, reply to sender, back-up, hear time & date stamp, or move the message to another mailbox with or without an introduction, or leave a message in another mailbox. Note: Reply to sender will operate only if the message was left by another user who has logged into his mailbox.</p>

VoiceWorks	System Overview 1.2
Voice Mail Features (continued)	<p><u>Group Mailboxes</u> allow authorized individuals to "broadcast" a message to several members' mailboxes at one time. Even though a group mailbox can have many members, a group message only uses memory storage as one message.</p> <p><u>Cascade Paging Mailboxes</u> can be assigned when messages received require that several external pagers be notified.</p> <p><u>Information Mailboxes</u> can be created to provide only information to outside callers.</p> <p>A mailbox user can also control many mailbox functions once his password has been entered: Record, delete or hear his personal greeting; hear or enter a new password; hear, add, or delete members from a group mailbox; add or delete his pager number.</p> <p>The system can have up to 600 individual mailboxes plus up to 16 group mailboxes. Each mailbox can have a maximum of 64 messages.</p>
Administrator Programming	<p>Once the installer has completed installation, the administrator's password is used to gain access to VoiceWorks and make the desired changes. VoiceWorks can be programmed by dialing it from an extension or remotely from your home or another office. When VoiceWorks answers, input the administrator's password during the main greeting or "Enter Password" prompt. VoiceWorks will respond with "Enter Function".</p> <p>Refer to Section 2 for the programming functions that the administrator's password can access.</p>
Power Indicator	<p>The power LED (located on the bottom of the unit) is lit when power is being applied to the system. Should power be interrupted, VoiceWorks will take a 30 seconds to restart and begin processing calls. The system clock will not be affected by a power outage.</p>

VoiceWorks

System Administration 2.1

Administrator's Responsibilities

The system administrator's duties may include:

- Maintain employee directory (if used)
- Assign/Delete mailboxes
- Re-record prompts
- Administer manual change of Day/Night Mode (if required)
- Train new employees of the system's operation

Learn the System- to be able to assist others or new employees, be sure to learn about the system's operation. Carefully read this manual and the User Guide. Be sure to ask any questions of the Installer.

Re-Record Prompts- VoiceWorks has all necessary prompts pre-recorded to assist in initial set-up. You may wish to re-record some or all of them. The main greeting must be re-recorded. It's best to write out a script and practice.

Distribute User Guide- reproduce the user guide and distribute it to your organization. It should provide enough detail for each user to get started. The user guide should also become part of your new employee kit.

Assign User Mailboxes- user mailboxes will almost always match their extension number. If you have outside employees, assign them mailbox numbers that are out of the range of your existing phone system extension numbers but within the mailbox range set by the installer.

Assign Special Mailboxes- group and cascade paging mailbox numbers are pre-set. Work out their best use for your organization and distribute the group mailbox numbers accordingly.

Programming Overview

Once the programming mode has been entered, VoiceWorks prompts and confirms each keystroke action with voice commands. Both data and recordings are entered in the same manner, using a series of keystrokes. To program VoiceWorks, dial the extension that VoiceWorks is connected to and enter the programming mode by dialing in the appropriate password during the main greeting. Each function is programmed by entering its specific function number and then following the voice prompts.

Once the system has been programmed, day-to-day operation will go largely unattended. There will be occasional changes that can be performed by the System Administrator using the Administrator Password. These are: Re-recording of prompts, changes to directory names and associated data, maintaining mailboxes, manually setting Night Mode, and setting time.

Before attempting programming, read each section thoroughly for a complete understanding of the system.

VoiceWorks	System Administration 2.2
Keypad Methodology	<p>During programming the keystroke methodology is as follows:</p> <ul style="list-style-type: none"># Acts as an enter key. It will also confirm the new or existing entry and advance to the next programming step. (In a function that allows multiple entries, ## will advance to the end of the function.)* Will back up to the previous prompt.00# Will act to erase or replace any existing entry or recording with no entry.110# Will exit programming mode and return to the main greeting.111# Will exit programming mode and disconnect. <p>Warning: Always use 110# or 111# to exit programming mode (hanging-up without exiting using 110# or 111# will require a fifteen minute wait to re-enter the programming mode).</p> <p>When a function is entered, VoiceWorks will play one of the following:</p> <ul style="list-style-type: none">a) the default value,b) the existing value if previously programmed,c) "None" if the function is being programmed for the first time. <p>If the function has multiple entries, VoiceWorks may begin with a command to enter the particular extension, etc. to be programmed.</p> <p>At any point where a programming entry was made in error, use the * key to back up to the previous prompt (if an entry has already been confirmed with #, use 00# to delete the entry).</p> <p>The contents of any function can be played without being altered. Enter the function, then use # to advance through the values without replacing them with new values.</p>
Entering Programming	<p>VoiceWorks is entered for programming by dialing one of the extensions that it is connected to. During the main greeting, enter the Administrator Password, **456# or the new Administrator Password created by the installer. VoiceWorks will respond with "Enter Function".</p> <p>From this point all changes are performed by entering a particular function and following this manual and the voice prompts from VoiceWorks.</p>

VoiceWorks

System Administration 2.3

Creating and Deleting Mailboxes

Function 555

User Mailboxes - A range(s) of mailbox(s) was created by the installer during system installation (maximum 600). The administrator also can create additional mailboxes or delete existing mailboxes from the range. Two steps are required to provide full service for a user mailbox:

1. The mailbox must have been created
2. The user must record a personal greeting

To create a user mailbox (if outside of the original range(s), or if the mailbox has been previously deleted by the administrator):

1. Place an intercom call to VoiceWorks
2. At the main greeting or "Enter password" prompt, enter programming by dialing the administrator's password (**456# or the password created by the installer)
3. At the "Enter Function" prompt, input 555#
4. At the "Add, delete, or hear status" prompt, input 1# to add
5. Input the mailbox number to be created followed by the # key (XXX#)
6. If additional mailboxes are to be input, repeat step 5 above
7. Once finished adding mailboxes, at the "Enter mailbox" prompt, input #
8. You will be returned to the "Add, delete, or hear status" prompt, input #
9. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect

Once a mailbox has been created, a user must log into the mailbox using the mailbox password (initially, the default mailbox password will be the same as the mailbox number), and record a personal greeting. This will turn the mailbox on (enable it to take messages).

Deleting User Mailboxes - Deleting a user mailbox denies access to it by anyone. Once deleted, the administrator can enter programming and recreate the mailbox.

To delete a user mailbox:

1. Place an intercom call to VoiceWorks
2. At the main greeting or "Enter password" prompt, enter programming by dialing the administrator's password (**456# or the password created by the installer)
3. At the "Enter function" prompt, input 555#
4. At the "Add, delete, or hear status" prompt, input 2# to delete
5. Input the mailbox number to be deleted followed by the # key (XXX#)
6. If additional mailboxes are to be deleted, repeat step 5 above
7. Once finished deleting mailboxes, at the "Enter mailbox" prompt, input #
8. You will be returned to the "Add, delete, or hear status" prompt, input #
9. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect

Note: When deleting a mailbox which still has messages, VoiceWorks will play a "Messages exist" prompt and ask for confirmation of the deletion, or cancel deletion. If cancelled, the administrator can access the mailbox through Function 560 to handle the messages.

VoiceWorks	System Administration 2.4
<p>Special Mailboxes</p>	<p>Group Mailboxes - VoiceWorks has 16 Group Mailboxes with predefined numbers of 901 to 916. The Group Mailbox Owner using the group mailbox password can record the greeting, add or delete members, or change the password (see the User Guide for details). Two steps are required to provide full service for a Group Mailbox:</p> <ol style="list-style-type: none"> 1. The Group Mailbox Owner must record a mailbox greeting 2. The Group Mailbox Owner must program the user mailbox members <p>Broadcast Mailbox - VoiceWorks comes with a special Group Mailbox- the Broadcast Mailbox (900). The Broadcast Mailbox works the same as a Group Mailbox except that it contains every enabled user mailbox on the system and its list of members cannot be edited.</p> <p>Cascade Paging Mailboxes-10 Cascade Paging Mailboxes (in preset range 920 to 929) have been automatically created by the system. These can be assigned to any one that requires additional levels of paging beyond the single level available in all user mailboxes. The Cascade Paging Mailbox Owner using the mailbox password can record the greeting, add or delete paging numbers, or change the password. Two steps are required to provide full service for a Cascade Paging Mailbox:</p> <ol style="list-style-type: none"> 1. The Cascade Paging Mailbox Owner must record a mailbox greeting 2. The Cascade Paging Mailbox Owner must program the paging numbers <p>Administering Group/Cascade Paging Mailboxes - To prevent unauthorized use, any Group or Cascade Paging Mailboxes not assigned to an owner should be deleted (they can be recreated later if needed). Use the method described earlier for deleting a user mailbox to delete these mailboxes.</p> <p>Information Mailboxes - A range(s) of mailboxes may have been created by the installer during system installation. The administrator also can create additional mailboxes or delete existing mailboxes from the range in the same manner used to add or delete user mailboxes.</p>
<p>Directory Maintenance</p> <p>Function 460</p>	<p>Adding And Deleting Names To The Directory & Department - If using a Directory or Department branch, the list of names will need to be maintained in order to keep the system up-to-date. Through one programming function, the administrator can:</p> <ol style="list-style-type: none"> 1. Input the extension number 2. Record or delete the employee's name 3. Input the three (3) associated name keys (if using a Directory branch) 4. Input the Department number (if using a Department branch(s)) <p>To add a name(s): Fill out the Directory & Mailbox Record (Section 3) and program as follows:</p> <ol style="list-style-type: none"> 1. Place an intercom call to VoiceWorks 2. At the main greeting or "Enter password" prompt, enter programming by dialing the administrator's password (**456# or the password created by the installer) 3. At the "Enter function" prompt, input 460# 4. At the "Enter extension" prompt, input the extension number followed by the # key (XXX#) 5. At the "Record" prompt, press 1 and begin recording at the tone 6. After the name is completed, press 1 to end recording 7. The name will be repeated and the administrator can either: <ol style="list-style-type: none"> A. Confirm the new name by pressing the # key or B. Re-record by repeating steps 5 and 6 above 8. After confirming the name, input the three associated alphabetic keys corresponding to the name, followed by the # key (XXX#). Example: Reaching someone by the first three letters of his last name. Bob Smith = 764; PRS = 7, MNO = 6, GHI = 4. (For Q or Z, use key 1)

VoiceWorks	System Administration 2.5
<p>Directory Maintenance (continued)</p>	<p>9. Input the associated Department number (if departments are used) followed by the # key (X#)</p> <p>10. At the "Enter extension" prompt:</p> <ul style="list-style-type: none"> A. If more names are to be added, repeat steps 4 thru 9 above B. If no more names are to be added, press # <p>11. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect</p> <p>Items 8 and 9 are used to link the name to the Directory and/or Department:</p> <ul style="list-style-type: none"> A. For Directory ONLY, press # to skip step 9 above B. For Department ONLY, press # to skip step 8 above C. For BOTH Directory and Department, program steps 8 and 9 above <p>To delete a name(s): Fill out the Record (Section 3) and program as follows:</p> <ol style="list-style-type: none"> 1. Call VoiceWorks and enter programming by dialing the administrator's password (*XXX#) 2. At the "Enter function" prompt, input 480# 3. At the "Enter extension" prompt, input the extension number followed by the # key (XXX#) 4. After the existing name is played, at the "Confirm" prompt, input 00# 5. At the "Confirm deletion" prompt, press # 6. If more names are to be deleted, repeat steps 4 thru 6 above 7. If finished, at the "Enter extension" prompt, press # 8. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect
<p>Accessing Mailboxes</p> <p>Function 560</p>	<p>May be required when deleting a user mailbox which still has messages, the user has forgotten their mailbox password, or changing Group Mailbox passwords. To access a mailbox:</p> <ol style="list-style-type: none"> 1. Call VoiceWorks and enter programming by dialing the administrator's password (*XXX#) 2. At the "Enter function" prompt, input 560# 3. At the "Enter mailbox" prompt, input the mailbox number followed by the # key (XXX#) or # to return to the Enter Function Prompt 4. At the "Confirm" prompt, press # 5. Use and/or program the mailbox as per the User's guide
<p>Setting the System Clock</p> <p>Function 320</p>	<p>The system clock will maintain the correct time even during power outages (the system date is pre-set and requires no changing). However, if the clock needs to be changed:</p> <ol style="list-style-type: none"> 1. Call VoiceWorks and enter programming by dialing the administrator's password (*XXX#) 2. At the "Enter function" prompt, input 320# 3. The current time will be played, input the new time in 12 hour format followed by the # key (Three or four digits must be entered XXX#. Example: 812# = 8:12) 4. At the "AM or PM" prompt, input 1# for AM or 2# for PM 5. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect
<p>Printing Reports</p> <p>Function 375</p>	<p>With an optional serial printer connected to the serial port, two reports can be printed: a program report which includes a hard copy of all programmed values, and a statistics report which will detail traffic, mailbox usage, etc for the system. As prompted, input 1 to print a program report, 2 for a statistics report, or 3 to print both reports.</p> <p>Note: the statistics report will reset all values once the report has been printed.</p> <p>Verify that the printer is ready and the paper is aligned at the top of the page before printing.</p>

VoiceWorks

System Administration 2.6

Re-record System Prompts

Function 655

System prompts may be re-recorded as desired by inputting the specific prompt number. Inputting 600 will have all prompts played in order (use # to advance through the prompts one-by-one). The system prompts are:

- 605 Busy Prompt: *"That extension is busy."*
- 610 No Answer Prompt: *"That extension does not answer."*
- 615 Hold Prompt: *"One moment please."*
- 620 Receiving Prompt: *"You are receiving a call."*
- 625 Q/Z Prompt: *"For the letters Q or Z, use key number 1."*
- 630 No Names matched Prompt: *"No names matched, one moment please."*
- 635 Leave a Message Prompt: *"To reach an operator press 0 or to leave a message begin recording at the tone. Press 1 when finished."*
- 640 End of Recording Prompt: *"To reach an operator press 0, or if finished press * and hang up."*
- 645 End of Playback Prompt: *" To Delete press 7, to Save press 9, to Reply press 3, to Move this message to another mailbox press 6, to Reach another mailbox press #, or if finished press * and hang up."*
- 650 Mailbox Exit Prompt: *"To reach an operator press 0, to go to the main menu press 8, to go to another mailbox press #, to enter mailbox programming press 5, or if finished press * and hang up."*

Additional prompts may have been recorded in the auto attendant portion such as the Main Greeting, Directory and Department instructions for the outside caller, etc. (referred to as "Branch IDs"). The installation company should have provided a list of these Branch ID prompt numbers and recordings. Both Branch ID and System Prompts are re-recorded in the same manner:

1. Place an intercom call to VoiceWorks
2. At the main greeting or "Enter password" prompt, enter programming by dialing the administrator's password (**456it# or the password created by the installer)
3. At the "Enter function" prompt, input 655#
4. Input the Branch ID or System prompt number followed by the # key (XXX#)
5. The current recording will be played. To re-record, press 1 and begin recording at the tone
6. After the recording is completed, press 1 to end recording
7. The new recording will be repeated and the administrator can either:
 - A. Confirm the new recording by pressing the # key or
 - B. Rerecord by repeating steps 5 and 6 above
8. If more re-recordings are required, follow steps 4 thru 7 above
9. When finished re-recording, press !
10. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect

Note: Any system prompt that has previously been re-recorded can be erased and automatically returned to the default (pre-recorded prompt) by inputting 00# in step 5 above.

Hint: To eliminate a system prompt, record one second of silence in its place.

VoiceWorks

System Administration 2.7

**Setting
Day/Night Mode**

Function 425

If a night mode Main Greeting has been recorded, the system can be programmed by the installer to automatically alternate between the day and night mode greeting at specific days of the week, and further, specific time(s) of day. Additionally, the system can be manually changed between day and night mode. To manually change between day and night mode, program as follows:

1. Place an intercom call to VoiceWorks
2. At the main greeting or "Enter password" prompt, enter programming by dialing the administrator's password (**450# or the password created by the installer)
3. At the "Enter function" prompt, input 425#. The system will play the current status (Day, Night, Automatic)
4. Input a 1 for Day mode, 2 for Night mode, or 0 for Automatic followed by the # key (X#)
5. The new mode status will be played. Press # to confirm
6. At the "Enter function" prompt, input another function number to program or 111# to exit programming and disconnect

Note: In this function, if a "0" is programmed in step 4 above, the system will automatically follow the daily and hourly tables programmed by the installer to alternate between day and night mode.

**Administrator's
Worksheet**

The Worksheet (Section 3) is designed to accommodate applications using a directory, departments and/or mailboxes. Complete only the appropriate section for your use.

Make several photo copies of the blank record and fill it in using a pencil to make future changes easier.

