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# ProtegéVoice®

## Subscriber's Reference Guide

*Simplified voice processing  
for the*

# Protegé®

## Digital Hybrid Key System



Mat Code  
699482

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## Chapter 1 – Introduction

Welcome to ProtegéVoice® – a compact, high performance voice processing system designed to work with your Protegé key system. ProtegéVoice offers you the ability to send, receive and even forward messages by converting human speech to digital signals, storing the signals on a disk, and reconvertng the digital signals to human speech.

ProtegéVoice offers the basics of voice mail:

- Send messages in telephone answering and voice mail mode
- Send copies of messages to other subscribers
- Send messages to multiple destinations and personal group list
- Obtain a summary count of messages waiting for review
- Delete, reply, save or skip a message
- Receive envelope information indicating the date, time and sender
- Change recorded name, personal greeting and password

Plus, it provides you with:

- Playback controls when sending or reviewing messages
- Delivery options when sending or replying to messages
- Dial-by-name addressing for messages
- Secretary mailbox and Guest mailbox
- Temporary greeting

## General Description

Recorded messages are stored so that they can be retrieved efficiently. ProtegéVoice stores messages in mailboxes. Each user, or subscriber, is assigned a private mailbox number to use. Each mailbox is protected by a subscriber-defined password. Only the subscriber can retrieve messages left in the mailbox. In order to simplify storing messages, two queues are used. The new message queue stores all messages. The saved message queue is used to store saved messages for future action.

The first time you enter your mailbox a tutorial using subscriber

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commands prompts you to set up your mailbox. This includes prompts for changing the temporary password assigned by the system and recording your name and greeting. Subscriber commands are usually one digit long. They do not have to be memorized. The system constantly prompts you to perform certain functions. Experienced subscribers can interrupt prompts and even skip ahead several steps if they know proper keystrokes.

In addition to your own mailbox, you can have Guest mailboxes (depending upon your Class of Service). These mailboxes provide for limited voice mail capabilities between you and your guest. However, the first guest mailbox, called the secretary mailbox, can only listen to the envelope information of the messages in your mailbox. The secretary mailbox cannot listen to your messages. Messages cannot be sent to or sent by the secretary mailbox.

More than one person can use the system features. Each port allows one user access to the system. A port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all subscribers will be accessing the system at the same time, many subscribers can be supported.

Using a touch tone phone, you can receive or send messages from any location through your voice mailbox. If you are busy in your office or away on a business trip, customers, vendors or other employees can leave you detailed messages in your voice mailbox. Protected by your secret password, these messages are completely confidential.

## Learning the System

The best way to learn ProtegéVoice® is to experiment. Listen to the prompts and send messages to yourself using the priority or outcall notification features. Use the mailbox options to set up your personal group lists. You cannot harm the system. All the changes you make can be undone.

If you run into difficulty, ProtegéVoice repeats its prompt. If there is no response, ProtegéVoice will transfer a non-subscriber to an attendant or politely disconnects.

**Note:** The system counts the number of errors (incorrect key presses) that a caller makes. If the count exceeds

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a certain number (usually three) the caller is politely disconnected. The system does this to allow as many subscribers and non-subscribers on the system as possible. Don't get discouraged. Look in this manual to get more information; then call back.

## The \* Key

The star [\*] key is used when you want to cancel what you are doing. Pressing [\*] allows you to skip personal greetings and introductory prompts. It also gets you directly to the recording tone.

While listening to a prompt, you may press [\*] to "back up" to the previous menu. At the main menu, press [\*] to disconnect.

## The # Key

The pound [#] key is used when you want to complete a step, or send a message. Press [#] twice to skip a message. It also can be used to denote the end of a variable length number. This keeps the system from having to wait to determine if you have finished entering digits.

## Interrupting the Prompts – Dialing Ahead

You can interrupt most prompts if you know what you want to do. You can even enter several commands at once.

## How to Use this Guide

This guide gives you easy-to-follow instructions on how use ProtegéVoice's features to their potential. It is divided into several sections: Reviewing Messages; Sending Messages; Mailbox Options; Delivery Options and Expert Mode.

To gain an understanding of the ProtegéVoice basics, read through Getting Started, Reviewing Messages and Sending Messages chapters. The Mailbox Options, Verify Delivery and Expert Mode chapters contain information on features that enhance your messaging capabilities.

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**Note:** This guide is designed to provide information for all the system features. Some system features are optional, and may not be installed in your system.

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## Chapter 2 – Getting Started

### Setting Up Your Mailbox

The first time you enter your mailbox, the ProtegéVoice® system provides a tutorial which allows you to create your password and record your name and personal greeting.

You will need the following information from your system administrator to set up your mailbox: the number to reach the ProtegéVoice system; your mailbox number; and your temporary password (the default temporary password is 0000). Once you have this information, follow these steps:

1. Call the ProtegéVoice system or press the voice mail key.
2. If you hear the system greeting, press **#** followed by your mailbox number.
3. When asked for your password enter it.
4. Listen to the tutorial. When prompted, select and enter a new personal password. A personal password must be four digits. This code should be a number that is easy for you to remember, but difficult for someone else to guess. Avoid using your extension number, birthday, etc. If you wish, record the number you have selected as your password here \_\_\_\_\_ . You can change your password at any time.
5. When prompted, record your name. This identifies your mailbox to the system during such operations as the Dial-by-Name directory. Your name is played when accessing your own mailbox for verification.
6. When prompted, record your personal greeting. A caller will hear your personal greeting when leaving you a message in your mailbox.
7. Your mailbox is now set up and ready to use

### Accessing Your Mailbox

1. Call the ProtegéVoice system or press the voice mail key.
2. If you hear the system greeting, press **#** followed by your mailbox number.
3. Enter your personal password. If there is a system broadcast announcement, it is played at this time. The system prompts you to repeat the message or delete and continue. If there are

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any delivery notification messages waiting, they are played. The system will then tell you if you have any messages waiting to be heard. The mailbox main menu is then played.

## Broadcast Announcements

System administrators record broadcast announcements that are sent to all subscribers. These messages contain important announcements about the system (for example, "The following system enhancements will be available to all subscribers effective...") or the company (for example, "Tomorrow will be a half-day holiday.") broadcast announcements cannot be skipped. You must listen to them.

## Deleted Message Notices

A deleted message notice informs you that a message was automatically deleted or is about to be deleted. You can skip a

deleted message notice by pressing . These messages cannot be saved and skipping them simply saves you from having to listen to the entire notice.

## Confirmation Notices

You may request confirmation from the system regarding the status of messages they have sent to other subscribers in the system.

**Positive confirmation of receipt** - confirms that a message sent by the subscriber was reviewed by the recipient. The "proof of delivery" option must be enabled at the time the message is sent.

**Notification of an undelivered message** - confirms the message you sent, which was marked "undelivered message notification," was not received. The Class of Service determines how many days a message that was not listened to before it became an "undelivered" message. The minimum is one (1) day.

**Note:** Confirmation notices may be skipped by dialing  while the prompt is playing.

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## Disconnecting from the System

To disconnect from an internal extension, hang up. Protegé will send the necessary signal to ProtegéVoice®. When calling from an external telephone, press  until the system says: "Exiting the system. Goodbye."

If you attempt to disconnect while there are new messages in your mailbox, the system plays a prompt: "Check your mailbox for new messages." Press  if you wish to listen to the new message. Press  to disconnect from the system.

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## Chapter 3 - Reviewing Your Messages

Messages in your mailbox come from several places:

- non-subscribers who leave messages in the telephone answering mode
- other subscribers
- special limited-use subscribers called guest users

Messages are presented to you in the following order:

- broadcast announcements
- confirmation messages
- new messages (priority messages first)
- skipped messages
- saved messages

After you listen to the last new message, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before (priority, normal, etc.) but are labeled "skipped." For example, if a new priority message arrives after you have passed priority messages during message playback, this new message is played after all other new messages and is labeled skipped.

To listen to the messages in your mailbox, press **1** at the main menu. The system plays your messages. After each message is played, the system asks you what to do with the message. Delete, Save and Reply are the most common options, and the system prompts you for these actions. To hear prompts for the other actions, press **0**. The options available are:

Digit Dialed	Action performed
1	<b>Replay</b> - repeats the complete message.
2	<b>Save</b> - keeps the message in your mailbox for future reference.
3	<b>Delete</b> - allows you to discard the message (must be confirmed).
4	<b>Reply</b> - allows you to record a reply to the message with single keystroke.
5	<b>Envelope</b> - plays the time and date the message was sent, and the message origination.

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6	<b>Send a Copy</b> - allows you to forward a copy of the message to another subscriber. When you send a copy, you may choose to send the copy with introductory comments.
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You may cancel a message playing while listening to messages by dialing **\***. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to dial **\*** and just hangs up, all partially listened to messages also remain in the new message queue.

### Playback Controls

System playback controls are designed to give you more flexibility. With playback controls, you determine what information you hear.

After dialing **1** to listen to a message, you can press:

Digit Dialed	Action performed
7	Rewind 5 seconds
8	Pause and restart the message
9	Forward 5 seconds
##	Skip to the next message

With the playback controls, you do not have to wait for a message to be completed before saving or deleting it. The listening optional key can be used at any time during the playing of the message.

### Skipping a Message

With limited time you may use the skip feature to scan through your messages, or to look for an important message from a certain person. There are two variations on this form of message scanning:

- Listen to the first few seconds of each message, then skip to the next message (**# #**). Repeat this process as desired while listening to each message.
- Listen to message envelope information (press **5**) as soon as each message begins to play, then skip to the next message (**# #**). It is not necessary to listen to the entire envelope.

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**Note:** The envelope information for messages may also be scanned through use of the secretary password.

You may skip to the next message at any time by dialing **#** twice. Skipping a message means that it retains its original place in the new message queue. It is available for review as a skipped message during this session or as a new message in a subsequent session.

## Canceling Play of Messages

You may cancel message playing while listening to messages by dialing **\***. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to dial **\*** and just hangs up, all partially listened to messages also remain in the new message queue.

## Replaying a Message

At the end of a message (when the system prompts with the "After Listening" menu) you can replay that message in its entirety by pressing **1**.

## Saving a Message

If the message needs to be acted on later, it may be saved by pressing **2**. Saved messages are kept in a separate queue. They will be played after new messages whenever the subscriber checks their mailbox for messages.

## Deleting a Message

If the message does not require action, it should be deleted by pressing **3**. The system will ask for confirmation to delete — press the **#** key. Erasing messages keeps the mailbox clear and reduces the need for system storage capacity.

**Note:** Once a message has been deleted, it cannot be retrieved.

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## Replying to a Message

You can send a reply to a message by dialing **6**. If the message has been copied from another subscriber, the reply can be sent to the person who originally sent the message, or to the person who sent the copy of the message. Replies may only be sent to messages from subscribers received in the voice mail mode. To ensure that recipients may reply conveniently, you should enter your mailbox before sending messages.

## Envelope Information

Sometimes a subscriber wants to know details about a message: who sent it; the time and date it was delivered; the length of the message; and whether it is a priority and/or confidential. This information is called the envelope information. You can obtain it either during or

immediately after the message ends by dialing **5**. After playing envelope information the system automatically returns you to the point at which the envelope information was requested. The time and date stamp on a new message always relates to message delivery.

For messages sent with one or more introductions, the system prompts for your choice: information about the sender or the person who originated the message.

Once a message is saved, the time and date stamp refers to the time it was first saved. This time and date stamp allows you to know how much longer the message can stay in the mailbox before it is automatically deleted. Listening to a message and re-saving it does not change the time and date stamp nor when the system automatically deletes the message.

**Note:** To skip the envelope information and return to message review, press **# #**.

## Sending a Copy of a Message

You may wish to send a copy of a message to another subscriber. In this situation, you may record introductory remarks and send the remarks plus a copy of the message to another subscriber. Copies may be sent to one or more subscribers, including personal group lists. You may send copies of messages that are received in either the voice mail mode or telephone answering mode.

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## Chapter 4 - Sending a New Message

To send a message:

1. At the main menu, press **2** to send a message. The system prompts you to begin recording your message.
2. Record the desired message. You can press **\*** at any point in the recording to delete the message and begin again.
3. Press **#** to end the message. The system prompts you to send the message if it is acceptable, listen to the newly recorded message, or delete and begin again.
4. When the message is acceptable, press **#**.
5. Enter the destination. The destination is the mailbox number of the person who is to receive the message. A destination can also be a personal or system personal group list number, or a guest mailbox. Messages may be sent to any of these individually or in combination with other destinations. Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected. If you have selected the wrong destination, press **\*** and enter a new number.
6. After the system plays the name of the destination, you are prompted to send the message or press **0** for more options. These options are delivery options. Messages may be marked priority or confidential. Proof of delivery can be requested. The message may be marked for a future delivery time. (See the chapter on Delivery Options for more details.) Once the message and delivery options are correct, press **#**. The system prompts you for more destinations.
7. Press **\*** if there are no more destinations, or continue from step five.

### Dial by Name to Select Destination

Have you ever recorded a message and realized you forgot your mailbox directory? This experience can be extremely frustrating for subscribers who end up hanging up, losing the message they recorded, looking for a directory and then restarting the whole process. Dial-by-Name allows subscribers to easily send messages

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without memorizing mailbox numbers.

After you finish recording the message, dial **# #** to spell a name. The system needs only enough letters to uniquely identify the mailbox, so you may not need to spell the full name. As soon as the system finds an exact match for the name, the name is played to confirm the destination. Use the key on your telephone to spell the last name of the person to receive the message. For example, Smith Bob is entered as: 76484262.

Dial **7** to enter a Q, and dial **9** to enter a Z.



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## Chapter 5 - Mailbox Options

### Changing Your Greeting

Your mailbox greeting is played to outside callers who enter your mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages. The system administrator can limit the length of a greeting in the Class of Service assigned to your mailbox. To change your greeting or name, simply enter mailbox

options by pressing **3** and select **1** "greetings."

**Note:** When listening to the greetings prompts, subscribers will hear a prompt "Press **#** for more options." These options are not available in this version of ProtegéVoice. They will be implemented in a future version.

If a mailbox greeting has not been recorded, the system uses your recorded name and a standard system greeting.

### What Makes a Good Mailbox Greeting

A good mailbox greeting presents a professional image, encourages callers to leave detailed messages (not just name and phone number) and gives them additional information that might be needed.

You may wish to include an instruction to dial **0** to reach an Operator. For example, "Hello, this is Jim Smith. I am unable to receive your call. Please leave a detailed message along with your name and number, I will be prepared to help you when returning your call. For immediate help, dial zero."

To change your mailbox greeting follow these steps:

1. At the main menu, press **3** for mailbox options
2. Press **1** for greetings
3. Press **2** for record
4. Press **2** for mailbox greeting
5. Record your greeting, then press **#**

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## Reviewing Your Greeting

You may use the mailbox options menu to review your recorded greeting. To review your mailbox greeting:

1. At the main menu, press **3** for mailbox options
2. Press **1** for greetings
3. Press **1** for review
4. Press **2** for mailbox greeting

## Deleting Your Greeting

The standard system greeting may be chosen at any time by deleting your recorded greeting without recording a new one. To delete your mailbox greeting:

1. At the main menu, press **3** for mailbox options
2. Press **1** for greetings
3. Press **3** for delete
4. Press **2** for mailbox greeting

## Recording Your Name

The New User Tutorial prompts you to record your name the first time you use your mailbox. The recording of the name is used:

- to verify destinations
- as part of a system-generated personal greeting
- as verification when someone is creating or editing group lists.

You may change the way your name is recorded at any time. To record your name:

1. At the main menu, press **3** for mailbox options
2. Press **1** for greeting
3. Press **2** for record

4. Press **1** for name
5. Record your name, then press **#**

## Temporary Greeting

The temporary greeting offers ProtegéVoice® subscribers a method to alter the message a caller hears without recording over their standard greeting. This option is useful when you will be unavailable for an extended period of time, such as out of the office for vacation. You record the temporary greeting instructing callers that you are out of the office until a certain date. A good temporary greeting will also instruct the caller where to transfer to reach someone who may be able to help.

Once the temporary greeting is activated, you will hear a prompt that a temporary greeting is in effect. The system prompts you to listen to the greeting **1**, retain the greeting **2**, or deactivate the greeting **3**. Also, when the temporary greeting is activated, all calls will go directly to voice mail and will not ring at the extension.

Internal and external callers hear the temporary greeting.

## Recording a Temporary Greeting

To establish a temporary greeting:

1. At the main menu, press **3** for mailbox options
2. Press **1** for greetings, then press **2** for record
3. Press **3** for temporary greeting
4. Record the greeting, then press **#**
5. Press **2** to activate the greeting

To deactivate the temporary greeting without deleting it, press **3** when the system prompts you that a temporary greeting is in effect.

## Reviewing Your Temporary Greeting

To review your existing temporary greeting:

1. At the main menu, press **3** for mailbox options.
2. Press **1** for greetings, then press **1** for listen.
3. Press **3** for temporary greeting.

## Deleting Your Temporary Greeting

To delete your temporary greeting:

1. At the main menu, press **3** for mailbox options.
2. Press **1** for greeting, then press **3** for delete.
3. Press **3** for temporary greeting.

## Personal Password

There is one password that is associated with each subscriber mailbox. Each password must be from four digits long. Zero should not be used as the first digit. An initial, temporary password is given to you (**0000**) and is used to enter the system for the very first time. It should not be used again.

Your password should represent numbers that are easy to remember yet not easily guessed by other people. Do not use your birthday, employee number, social security number, etc., since these numbers could be readily guessed by others. Remember to change your password frequently.

To change a password, use the mailbox options menu:

1. From the main menu, press **3**
2. Press **2** for password, then press **2** to create/modify a password
3. Press **0** for mailbox password
4. Dial the new password, then press **#**

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## Secretary Mailbox

The secretary mailbox allows someone else to access only the envelope information for messages in your mailbox. The secretary mailbox has a different password from your mailbox password. Your actual messages cannot be played. Messages cannot be sent to or received by the secretary mailbox.

To add a secretary mailbox password:

1. From the main menu, press **3** for mailbox options
2. Press **2** for passwords, and then press **2** for create/modify
3. Press **1** for secretary password
4. Enter the desired password, and then press **#**

To delete a secretary mailbox password:

1. From the main menu, press **3** for mailbox options.
2. Press **2** for password, then press **3** for delete.
3. Press **1** for secretary password.

## Guest Mailboxes

Guest mailboxes allow you to stay in touch with people outside your company. You may establish a maximum of eight guest mailboxes depending upon your mailbox's class of service.

There are three steps to using a guest mailbox:

- Create the mailbox by establishing a guest password to your mailbox
- Send a message to the guest mailbox
- Instruct your guest how to obtain the message

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## Creating a Guest Mailbox

To create a Guest mailboxes:

1. From the main menu, press **3** for mailbox options
2. Press **2** for password, then press **2** for create/modify
3. Press the digit (two to nine) corresponding to the guest number. **2** for Guest two's password, etc. (Guest One is reserved for the secretary mailbox)
4. Enter the desired password, and then press **#**

## Deleting a Guest Mailbox

To delete a guest mailbox password:

1. From the main menu, press **3** for mailbox options.
2. Press **2** for passwords, then press **3** for delete.
3. Press the digit (two to nine) corresponding to the guest number to be deleted.

## Sending a Message to a Guest Mailbox

From your mailbox options menu press **2** and record your message to a guest mailbox. When prompted for the destination, press **8** plus the guest number (two to nine). For example, to send a message to Guest Three, press **8**, then **3**.

## Instructing Your Guests on How to Use Their Mailbox

Give your guests the following instructions:

1. Call the ProtegéVoice® telephone number: \_\_\_\_\_
2. Dial # and your mailbox number: \_\_\_\_\_  
review your name.
3. Enter the password (assigned to the guest) \_\_\_\_\_

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## Personal Group Lists

Group lists allow you to record a message once and send it simultaneously to multiple destinations. Messages are recorded and sent like other messages and may have delivery options like confidential, priority, etc.

ProtegéVoice® allows each subscriber, depending on his or her class of service, to create and to develop a maximum of 18 lists with a limit of 25 subscribers each. In addition, subscribers may be given access to system group lists. These lists have names that are recorded by the subscriber or, in the case of system group lists, by the system administrator. The lists also have numbers that are used as destinations when sending messages. Personal group lists are numbered from 11 to 29 and system group lists are numbered from 30 to 79. For those using a Protegé system with two digit extension numbers – for example, 15, 22 – personal group list numbers are 011 to 029 and system numbers are 030 to 079. An example of a personal group list is:

<b>GROUP NAME</b>	Regional Managers	11
<b>MEMBERS</b>	Kevin Jones	3922
	Dan Smith	3267
	Jim Fields	3721

Group lists may NOT be linked together, but you may send the same message to several group lists in succession, if required.

To send a message to one of your distribution lists, enter the two-digit personal group list number followed by [#] when prompted for the destination. You will hear the name of the list you have recorded to confirm that you are about to send a message to that list of people. You can always change a your list by deleting or adding any voice mailbox you wish.

### Establishing a Personal Group List

To create a personal group list:

1. From main menu, press [3] for mailbox options

2. Press [3] for group lists, then press [2] to establish list
3. Enter the desired two-digit list number (11-29)
4. Press [1] to add mailbox numbers to the new list. Press [\*] when you finish adding mailboxes

### Listing Members of a Personal Group

A complete listing of names for a personal group list can be played. To play the mailboxes in a personal group list:

1. From the main menu, press [3] for mailbox options
2. Press [3] for group lists, then press [1] for list members
3. Enter the desired two-digit list number (11-29)
4. Press [3] to delete a mailbox number while the list is playing.  
Press [7] to repeat the previous entry in the list.

### Deleting Existing Personal Group Lists

You may delete an entire personal group list. To delete a personal group list:

1. From the main menu, press [3] for mailbox options
2. Press [3] for group lists, then press [3] to delete
3. Dial the desired two-digit list number (11-29)
4. To confirm deletion, press [#]. To cancel, press [\*].

### Modifying Existing Lists

By selecting to modify a list, you can either add or delete someone's mailbox from the list or ask the system to rename the group list. If a subscriber's mailbox is already on the list, dialing the number again will remove it. If it is not on the list, the address will be added. The recorded name of a list can be changed or re-recorded at any time without affecting the contents of the list.

To modify a personal group list:

1. From the main menu, press [3] for mailbox options

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2. Press **3** for group lists, then press **4** to modify a list
  3. Dial the desired two-digit list number (11-29)
  4. Press **1** to add mailbox numbers to the list, or delete mailbox numbers from the list. Press **\*** when you have finished
  5. Press **2** to rename the list. Record the new name, then press **#**

## Outcall Functions

With Outcall enabled for your mailbox, you can ProtegéVoice<sup>®</sup> notify you at an external number when a new message is in your mailbox. This optional feature is enabled by the system administrator. Before you begin to use the outcalling feature you must specify:

- 1 - A schedule of when the system can call you

Each mailbox user may establish two outcall schedules, an override and a wake up schedule for weekdays and for weekends. Schedules one and two can be programmed to accommodate time gaps in the same day. For example, "I want the system to call me at home from 6:00 am to 8:00 pm ." When the override schedule is programmed, it takes the place of schedules one and two. The wake up call offers you the ability to have the system call you at a specified time.

- 2 - The telephone number(s) where you can be reached

This number may be a Protegé<sup>®</sup> extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.

**Note:** If the telephone number is a telephone system extension, be aware of call forwarding. The outcall should be call forwarded back to the ProtegéVoice system. Otherwise, the outcall message will be recorded as a new message, and may cause a new outcall. Check with your system administrator to make certain the timer for call forwarding on no answer is longer than the ProtegéVoice timer for an

---

unanswered call (usually four rings).

The system allows each mailbox user to specify up to nine outcall bins (numbered one to nine), each of which can contain an extension number, telephone number, or pager sequence. Each outcall bin may contain up to 46 digits. You can insert a pause (required in some pager sequences) by dialing **\***.

- 3 - The number of times the system is to attempt to reach you

The system may be instructed to attempt to notify you at the programmed location from one to nine times.

- 4 - An alternate telephone (bin) number. This can be skipped if desired

If the system fails to reach you at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify you at the alternate bin destination using the same number of attempts. If after this, the system still has not reached you, no further attempts are made.

- 5 - The type of message that causes an outcall

You can specify that all new messages or only priority new messages will cause ProtegéVoice<sup>®</sup> to outcall. In addition, you can limit outcalling to messages from a member of a group list or from a particular mailbox.

- 6 - How long the system waits after a message has been received before placing the outcall

## Outcall Bin Operations

The first task in creating an outcall schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on the Protegé, a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in the system memory in locations called outcall bins. You may store up to nine telephone numbers. These bins are labeled one to nine.

Do not include the dial access code (for example, nine) needed to

---

reach an outside line in an outcall bin. This information is already programmed into the system.

## Creating an Outcall Bin

To create an Outcall bin:

1. From the main menu, press **3** for mailbox options
2. Press **4** for outcall notification, then press **2** for bin number maintenance
3. Press **2** to add a bin number
4. Dial the desired bin number (one to nine)
5. Dial the type of number to be added:
  - 1** - external telephone number
  - 2** - extension number
  - 3** - pager
6. Dial the telephone number. Use the **\*** to insert a pause
7. If the number is correct, press **#** when prompted

## Reviewing an Outcall Bin

To review the contents of an outcall bin:

1. From the main menu, press **3** for mailbox options.
2. Press **4** for outcall notification, then press **2** for bin number maintenance.
3. Press **1** to review a bin number.
4. Dial the desired bin number (one to nine).

## Deleting an Outcall Bin

To delete an outcall bin:

1. From the main menu, press **3** for mailbox options.
2. Press **4** for outcall notification, then press **2** for bin number maintenance.
3. Press **3** to delete a bin number.
4. Dial the desired bin number (one to nine).

---

## Modifying an Outcall Bin

To modify the contents of an outcall bin:

1. From the main menu, press **3** for mailbox options.
2. Press **4** for outcall notification, then press **2** for bin number maintenance.
3. Press **4** to modify a bin number.
4. Dial the desired bin number (one to nine). The system plays the current contents of the bin. If the contents are correct, dial **#**. If the contents are not correct, dial **\***. The system will prompt for new information.

## Outcall Notification

The outcall notification selection is used to program the schedules used by the Outcall feature when attempting to reach a subscriber. You can program an outcall schedule for weekdays and a schedule for weekends. The weekday and weekend schedule can be divided into two schedules (schedule one and schedule two). This allows you to program gaps in the day. The schedules are allowed to overlap. In addition, there is an override schedule and a wake up schedule. The override (schedule three) cancels the weekday and weekend schedules. When the override schedule is programmed, it takes place of all other schedules. The wake-up schedule allows the subscriber to program ProtegéVoice to make an outcall at a specified time.

Each schedule is programmed with:

- A start and stop time
- The outcall bin number containing the telephone number where a subscriber can be reached
- The number of times to attempt to reach a subscriber
- An alternate bin number (optional)
- The type of message (all or priority) which causes an outcall
- How long after a message has been received to place the outcall
- Who cause an outcall (subscribers in a particular group list, a specific mailbox number or any new message)

---

## Adding an Outcall Schedule

To add an outcall schedule:

1. From the main menu, press **3** for mailbox options.
2. Press **4** for outcall notification, then press **3** to modify outcall notification schedule.
3. Press **2** to add a schedule.
4. Press **1** for weekly schedule, or press **2** for a weekend schedule.
5. Dial the number of the schedule to be programmed (schedules one, two, three [Override] or four [Wake-up]).
6. Dial the time when you will start accepting calls as a three-digit or four-digit number in 24-hour clock format (i.e., military time). For example, 2 PM is entered as 1400.
7. Dial the time when you will stop accepting calls as a three-digit or four-digit number in 24-hour clock format (i.e., military time). For example, 8 PM is entered as 2000
8. Dial the desired bin number (one to nine).
9. Dial the number of attempts to reach you (this number must be at least one; maximum is nine).
10. Dial an alternate bin number if desired, press **0** for no alternate, or press **#** to skip
11. Press **1** for all messages, or press **2** for only priority messages. For the wake up schedule press **1** for every day and **2** for that day only.
12. Dial how long the system is to wait after receiving a non-priority message before outcalling to you. Dial one to nine for hours or 10-99 for minutes. Dial 00 for immediate notification. (The system skips the step if requested notification is for Priority message only.)
13. Dial how long the system is to wait after receiving a priority message before calling to you. Dial one to nine for hours or 10-99 for minutes. Dial 00 for immediate notification.
14. Dial a group list number, a mailbox number, or **#** for all subscribers. This allows you to select when you receive an Outcall based on the sender.

---

## Reviewing an Outcall Schedule

To review an outcall schedule:

1. From the mail menu, press **3** for mailbox options
2. Press **4** for outcall notification, then press **3** to modify outcall notification schedule.
3. Press **1** to review a schedule
4. Press **1** for a weekly schedule, or press **2** for a weekend schedule
5. Dial the number of the schedule to be reviewed (schedules one, two, three [Override] or four [Wake-up]).

## Deleting an Outcall Schedule

To delete an outcall schedule:

1. From the main menu, press **3** for mailbox options
2. Press **4** for outcall notification, then press **3** to modify outcall notification schedule.
3. Press **3** to delete a schedule
4. Press **1** for a weekday schedule, or press **2** for a weekend schedule
5. Dial the number of the schedule to be deleted (schedules one, two, three [Override] or four [Wake-up]).

## Modifying an Outcall Schedule

To modify an outcall schedule:

1. From the main menu, press **3** for mailbox options.
2. Press **4** for outcall notification, then press **3** to modify outcall notification schedule.
3. Press **4** to modify a schedule.
4. Press **1** for weekday schedule, or press **2** for a weekend schedule.
5. Dial the number of the schedule to be modified (schedules one, two, three [Override] or four [Wake-up]).

- 
6. The system plays the schedule, and requests confirmation for each entry. Press **#** if the entry is correct, or press **\*** and change the entry as needed.

## Turning Outcall Notification On/Off

Once the desired outcall schedules have been programmed, outcall can be turned on and off whenever desired. Outcall On/Off is a toggle. If outcall is on, this procedure turns it off. If outcall is off, this procedure turns it on.

To turn outcall on or off:

- From the main menu, press **3** for mailbox options
- Press **4** for outcall notification, then press **1**.

## Answering an Outcall

When the system places an outcall, it waits until it detects that the call has been answered. As soon as the call is answered the system plays "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."

**Note:** The system uses your recorded name as part of the outcall greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your password, then press **#** and review your messages.

**Note:** If an outcall is answered and the person answering dials a **\*** in response to the outcall greeting (indicating the called party is not at that number), the system automatically turns off the outcall schedule. A message is then left in the subscriber's mailbox that outcall has been turned off. Outcall remains off until the subscriber turns it back on. See section **Turning Outcall Notification On / Off**.

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## Things to Know about the Outcall Schedule

When a message is received in your mailbox, ProtegéVoice® checks:

- to see if outcall notification is enabled.
- to see if you are using your mailbox when a message is received
- to see if the message matches the message type programmed in the outcall notification schedule.
- to see what times are programmed in the Call Time From/Until field. If this field does contain programming, then ProtegéVoice compares the time with the type of message. If it matches, the message is queued for the specified delivery time. If this field contains no programming, then ProtegéVoice queues the outcall immediately and follows the schedule in effect at that time.

If you retrieve all new messages from your mailbox while an outcall is in queue, the outcall attempt will be canceled.

The system knows an outcall was successful when your mailbox password is dialed. If the system was not successful on an outcall attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempt to outcall to you.

**Note:** If the system is dialing a pager number (Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid password is entered.

## Transfer Option

ProtegéVoice offers you a variety of options when it comes to handling your calls. Your system administrator determines what features are available to you. Included in these options are: calling screening which asks the caller "who may I say is calling?" and then plays the recorded response when the call is answered. Intercom Paging which alerts a paging group of an incoming call for a specific subscriber. The subscriber can then decide whether to transfer directly to the mailbox or answer the call.



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When all options are enabled, you will hear "Call screening is active.

To transfer calls to your mailbox, press **1**. To disable call screening, press **2**. To cancel, press **\***."

## Chapter 6 - Delivery Options

Delivery options allow you to control how your message is sent. These options are prompted after you have selected a destination. The system prompts the subscriber to "To send your message now,

press **#**. For more options, press **0**." Once selected, a delivery option may be canceled by dialing its number again (for example, dialing **2** the first time marks a message priority; dial **2** again removes the priority marking).

### Confidential

You may mark a message confidential and thereby prevent the recipient from sending a copy of that message to any other subscriber. You can reply to a confidential message, but the original message marked confidential is not copied.

### Priority

You may mark a message for priority delivery. New priority messages will be presented for review after a broadcast announcement, but ahead of a non-priority message in the recipient's mailbox.

### Proof of Delivery

If it is important for you to know precisely when a message is received, proof of delivery may be requested. When the recipient listens to the message, you are sent a short message giving the date and time the recipient listened to the message. The confirmation notice appears before the main menu in your mailbox.

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## Undelivered Message Notification

You may request that the system notify you if your messages are not listened to within a preset period of time. If the allotted time period passes and the message remains unheard, you will receive an "undelivered message notification" with the name of the intended recipient. The time interval used for the undelivered message notification feature is specified by the system administrator in your mailbox's Class of Service. Check with the system administrator to determine the time interval for your mailbox number.

**Note:** Messages may be marked for proof of delivery or undelivered message notification, but not both.

For purposes of proof of delivery and undelivered message notification, a message is considered "received" (actually listened to) if the subscriber listens to the entire message. If a subscriber skips a message at any time before the end of the message, cancels listening to the message, or hangs up before the end of the message, it is not considered received. Often the most important information can be included as an afterthought at the end of a message. For this reason, it is important to know whether the entire message was actually heard.

Use of this option on too many messages may result in your mailbox becoming inundated with confirmations. **Utilize it only be used when it is essential to know exactly when a message has been received.**

### Specified Delivery Time

You may tell ProtegéVoice® to deliver messages at a specific future time. This feature is especially useful for reminder messages or when information must be released at a specific time in the future. The system first asks whether you wish to specify a date (for example, January 31) or just the day of the week within the next week (for

example, Wednesday). You can dial **1** to specify a date or **2** to specify a day in the coming week.

To enter the delivery time:

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**To specify a day over a week:**

Dial **1** then:

Select the month  
(Jan = 1, July = 7,  
December = 12, etc.)  
Select date  
(1 to 31)

**To specify a day in the next week:**

Dial **2** then:

Select the day  
the first two letters  
(Sunday = 78, Friday = 37, etc.)

Set the hour and the minutes as either three or four digits. Since ProtegéVoice® prompts the subscriber for AM or PM, in this instance the system only accepts time in 12-hour clock format. Subscribers must set the time for future delivery in the time zone of the system's location. For example:

Set 2:00 as 2-0-0

Set 10:15 as 1-0-1-5 Press **1** for AM or **2** for PM.

Your Class of Service determines whether or not delivery times for messages and the number of days in advance that messages may be sent can be specified.

### Different Delivery Options Can Apply To Different Destinations

When sending to multiple destinations, the option(s) assigned to the previous destination (for example, confidential, priority, proof of delivery and specify delivery time) apply to the next destination. To cancel a previous option, dial the number of that option again before sending the message to the next destination. This action turns the option off. In this way, the same message can be sent to two people with it going to one person as "priority," to another as "confidential," and to a third as "priority" and "confidential." Any combination of the options is possible.

### Verify Message Delivery

The system gives you an opportunity to determine whether or not your messages have been received. The verify message delivery feature of the system allows you to check for proof of delivery by directing the system to play any message from you which have not been listened to in a specified subscriber's mailbox. This after-the-fact

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method of confirmation generally provides much greater flexibility and convenience.

After dialing the mailbox number, the system confirms the name of the person whose mailbox is being checked. The total number of messages not listened to will be given. If a message has not been received, the system plays back any unheard messages in the mailbox, and gives the subscriber an opportunity to delete the messages.

To check to see if a message has been listened to by the recipient:

1. From the main menu, press **4** for verify delivery.
2. Dial the desired mailbox number, or press **#** to use spell by name. The system tells you how many of your messages have not been played by the recipient. The unheard messages are then played. After each message, the system will prompt you to take action on the message. Your choices are:
3. Press **1** to replay the message
4. Press **2** to delete the message. This is useful when you have second thoughts about a message you have sent.
5. Press **3** for message information.
6. Press **#** to continue to the next message.

---

## Chapter 7 - Expert Mode

Expert mode is a series of automatic features designed for experienced voice mail users.

The expert/auto mode can be changed back to the normal mode at any time by dialing **[0]**.

### Auto Review / Skip

When messages are listened to using Auto Listen/Skip, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are considered skipped, and appear as new messages the next time the subscriber listens to messages.

To auto listen to the messages in your mailbox and then skip to the following messages:

1. At the main menu, press **[1]**.
2. Press **[#] [1]**. The system plays your messages. After each message is played it is placed in the skipped message queue.

### Auto Review / Save

When messages are listened to using Auto Listen/Save, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are saved after they are played.

To auto listen to the messages in your mailbox and then save them:

1. At the main menu, press **[1]**.
2. Press **[#] [2]**. The system plays your messages. After the message is played, it is placed in the saved message queue.

---

## Auto Review/ Delete

When messages are listened to using Auto Listen/Delete, the system plays all the messages one after the other until interrupted by the subscriber. Messages that are listened to using this feature are deleted after they are played. Once Auto Review/Delete is selected, the system plays a message to remind the subscriber that the message will be automatically deleted after being played, and then prompts for confirmation.

To auto listen to message information only in your mailbox:

1. At the main menu, press **[1]**.
2. Press **[#] [3]**. The system plays your messages. After the message is played, it is deleted.

**Note:** Deleted messages cannot be recovered.

## Auto Scan Envelope Information

The envelope information of all messages can be played without listening to the messages themselves. While the envelope information is playing any of the playback commands can be used. The envelope information can be interrupted and the message played, saved, replied to, etc. After the interruption, the system then continues playing envelope information for the remaining messages.

1. At the main menu, press **[1]**.
2. Press **[#] [5]**. The system plays the envelope information for each message. If you wish to listen to the message, press **[1]**.  
If you wish to send a copy to someone else, press **[6]**.

---

## Mass Auto Delete

If you wish to empty your mailbox of all messages, you can use mass auto delete. To empty your mailbox of all messages:

1. At the main menu, press **1**.
2. Press **#** **\***. The system deletes all messages in your mailbox.
3. Before ProtecéVoice deletes all messages in your mailbox, it prompts you that all messages are to be deleted.

### **CAUTION**

Mass Auto Delete is a permanent action!

All messages in your mailbox will be deleted and  
**CANNOT** be recovered.

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