

# SYSTEM ADMINISTRATION MANUAL

Before You Start

Customizing Your System

Additional Information

Appendices / Index

\* 999

OR SYSTEM

\* 412

**Contact™-DK**

1-864-282-0874

## *Contact Systems*

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# I: Before You Start

Welcome to Contact™, the complete voice messaging system designed to improve communication between your company, clients, customers, and employees.

Some of the features provided by Contact include:

- An Automated Attendant that plays different greetings during open and closed business hours, provides a company directory using station numbers or last names as the dialing method, and allows single-digit option selection.
- Subscriber mailboxes that are passcode protected.
- A tutorial that assists new subscribers with mailbox setup such as recording personal greetings.
- Simple message retrieval.
- Easy to use menus that allow subscribers to send urgent, private, and certified messages.
- Notification of waiting messages whether subscribers are in or out of the office.

Contact's Automated Attendant provides two immediate benefits for your company:

- Your receptionist has more time for calls requiring special assistance and to help you with other aspects of your business.
- All telephone calls are answered automatically. Even when an employee is not available, callers can conduct their business and hang up feeling that they accomplished what they set out to do.



Contact includes unique tools to help get your voice mail up and running quickly. After that, you can customize the system to meet your specific business needs.

## Intended Audience

This document was written to assist the person responsible for administration of the Contact voice mail system.

As the System Administrator, you are the link between your company and Contact. Whenever there is a need to change the system, you are the person who will make the necessary modifications. When employees need help, they'll come to you. Some of your typical duties include:

- Adding and changing mailboxes. Mailboxes are where employees send and listen to messages.
- Recording company greetings and announcements.
- Setting up outside notification numbers for pagers, cellular phones, etc.
- Backing up the system.
- Answering employee questions.

## Document Organization

Below is a brief description of the information contained in each section of this manual.

### □ Customizing Your System

#### 2: About Mailboxes

Section 2 describes all the different types of mailboxes you can set up for your voice mail system.

### 3: Making Modifications

Section 3 is the section you will refer to most often. It contains most of the information you will need to manage your Contact system. This section contains procedures for adding and deleting mailboxes, recording system greetings, and establishing automatic message notification, among others.

Read section 2 before section 3 to fully understand the topics described.

## □ Additional Information

### 4: Useful Tips

Section 4 contains useful information that will help you to:

- Make voice mail a welcome change to your employees.
- Explain to employees how they can use voice mail most efficiently.
- Understand why some Contact features behave as they do.

### 5: System Maintenance, Configurations, and Upgrades

Section 5 gives a brief description of how to maintain the Contact hardware, what system configurations are available, and how to upgrade Contact to meet increasing voice mail demands.

### 6: Troubleshooting

Refer to Section 6 if Contact is not working properly. Find the symptom that most closely matches what is happening and try to resolve the problem by performing the suggested corrective action.

### 7: Specifications

Section 7 provides the physical specifications and recommended operating environment for Contact plus compliance and safety information.

## □ Appendices

### A: Key System Programming Procedures

Refer to this section for simple key system and telephone programming procedures. Your Contact dealer can assist you if necessary.

### B: Glossary

Refer to the Glossary for a definition of terms used in this manual. It may be helpful to review these terms before customizing your Contact system.

## How To Use This Document

A Contact dealer has already installed Contact on your key system and performed the necessary system programming to make it work for you. Read the System Administration Manual from beginning to end to find out how you can tailor Contact to suit your unique business needs.

Use the glossary in Appendix B if you are unsure of any terminology used here. The index at the end of the manual will help you when specific questions arise.

## □ Conventions

The System Administration Manual uses the following conventions.

### Procedures

Numbers precede steps that you should perform in a certain order. For example:

1. First Step
2. Second Step
3. Third Step

## Bullets

- Bullets precede lists of items that have no implied order.

## Voice Prompts and Responses

*Italics represent references to the spoken word, such as examples of the company and mailbox greetings.*

## Boxes

A box surrounds important notes that provide additional information about a topic or refer you to other material.

### CAUTION

Cautions alert you to the possibility of damage to equipment or software.

### WARNING

Warnings alert you to the possibility of personal injury.

## Telephone Keys

Square brackets always surround numbers or letters that you enter from the telephone keypad. For example:

[1] [2] ... [0] [#] [\*]

If you need to press several keys in succession, the square brackets surround all the numbers. For example:

[123]

## Mailbox Numbers

Depending on the system type, mailbox numbers can be 2 or 3 digits. Parentheses always surround the extra digit, where applicable. For example:

Enter your mailbox number: [(n)nn]

## Buttons and Flexible Buttons

Angle brackets always surround telephone button names and flexible button functions. For example:

<Intercom> <Redial> <Speed Dial>

## Additional References

### ❑ Installation Guide

There is an Installation Guide that your Contact dealer used to install Contact into your key system. You should not need to reference this document unless you are very familiar with key system programming. Ask your dealer for a copy of the Installation Guide if you think you would like access to this information.

### ❑ Contact User Guide

Each Contact subscriber should have a User Guide for daily message management. It provides step-by-step instructions on how to call Contact, set up a personal mailbox, and how to send and retrieve messages.

That information is not repeated in this manual. You should reserve a copy of the User Guide for your own use as a regular subscriber and to help answer subscribers' questions.

### ❑ Contact Wallet Card

Each subscriber should also have a Wallet Card for quick reference to the Contact Menu system.

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## 2: About Mailboxes

Contact uses different types of mailboxes. Some are reserved for system functions and others are available for general use. Each mailbox type has different characteristics and is used in a variety of ways. All mailboxes have numbers that normally correspond to a telephone's station number.

This section of the manual describes the different mailbox types. It also describes a situation where the mailbox number is not the same as the station number and how Contact's Auto Attendant handles it.

Read this section and determine if and how you might use the different mailbox features. Refer to the next section, Making Modifications, for step-by-step instructions on how to add, edit, or delete mailboxes and how to enable or disable other Contact features.

### Reserved Mailboxes

#### The Operator

Mailbox 0 is reserved for the Operator's mailbox. Callers will leave messages in this mailbox when:

- They do not know who to contact.
- They are calling from a rotary phone and cannot access menus or mailboxes.

Someone should check the messages left in the Operator's mailbox every day. The default passcode for the operator's mailbox is [123]. If the passcode length has been changed, add the appropriate number of zeros to the end of the



passcode. For example, if the system passcode length is five digits, the default passcode for mailbox 0 is now [12300].

### The Directory

Mailbox 9 is reserved for the personnel directory. This mailbox cannot take messages. Callers use it to reach an employee by dialing the first two letters of their last name.

### Administrative Functions

Mailboxes (9)90 through (9)97 are reserved for Contact self-administrative functions.

### The Modem

Mailbox (9)98 is reserved for the modem. Contact has a built-in modem used for remote administration or maintenance only. It is not meant to replace a regular computer modem.

### The System Administrator's Mailbox

Mailbox (9)99 is reserved for the system administrator. It is not associated with a station and does not take messages. You can access this mailbox from any touch-tone telephone in your company. The default passcode is [123] which you should change to preserve system security.

## General Usage Mailboxes

Contact has four types of mailboxes available for general use:

- Extension
- Message-Only
- Transfer-Only
- Information-Only

The system administrator assigns these mailbox types. Each type serves a different purpose and has its own characteristics. The following pages describe these mailbox types.

These examples assume that your installer has programmed the key system so the Contact Auto Attendant answers your primary business number(s).

If that is not true, then the Operator sends calls to Contact only when the caller wants to leave a voice message.

## □ Extension Mailbox

An extension mailbox is the default mailbox type. The mailbox number is usually the same as the subscriber's station number.

Figure 2-1 shows what happens when an outside caller reaches an extension mailbox.

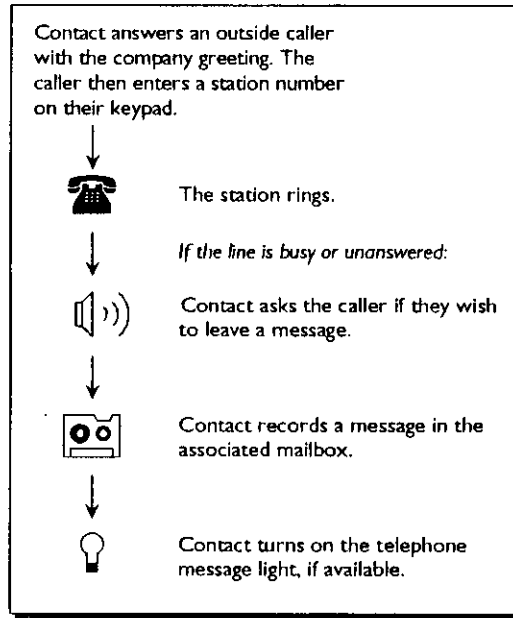


Figure 2-1. Extension mailbox calling sequence.

For telephones without message lights, you can set up message notification to the subscriber's station number. See Section 3 for more information on the Message Notification feature.

## □ Message-Only Mailbox

A message-only mailbox takes messages and turns on the message light of the associated station. Unlike an extension mailbox, the phone does not ring after the caller enters the station number. Instead, Contact immediately asks the caller to leave a message.

A message-only mailbox does not have to have an associated station. In this case, Contact cannot turn on a message light; the mailbox owner must periodically check his/her mailbox for messages.

Message-only mailboxes are for people in your organization who do not have telephones or who are not in the office very often.

**Examples:** Out-of-town sales representatives  
Delivery drivers  
Part-time and seasonal employees  
Frequent customers

Figure 2-2 illustrates how a message-only mailbox works.

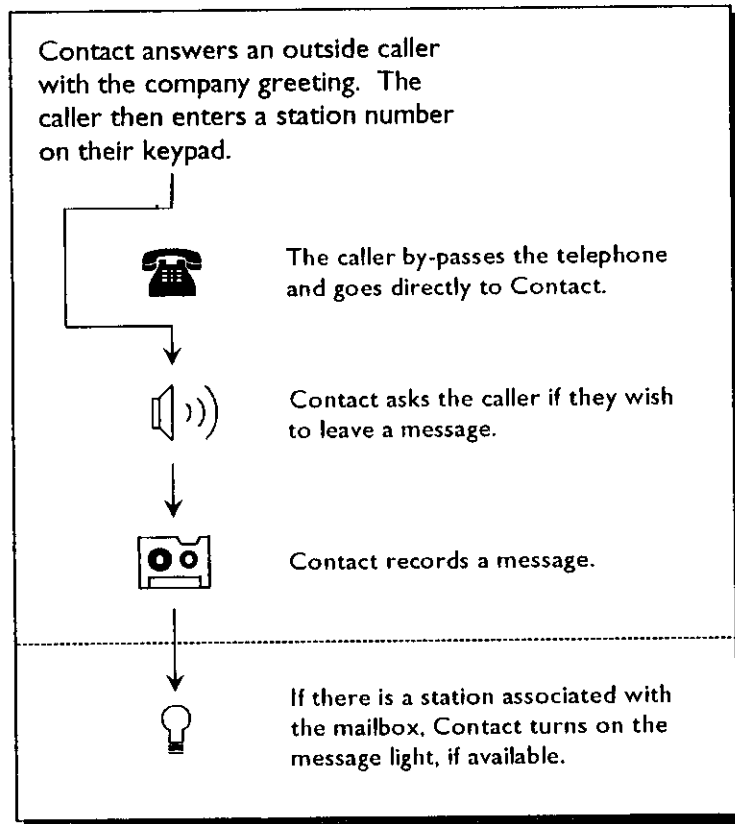


Figure 2-2. Message-only mailbox calling sequence.

## □ Transfer-Only Mailbox

A transfer-only mailbox is associated with a station but does not take messages. When a caller dials this station and it is busy or unanswered, Contact returns the caller to the company greeting. No message is taken.

Add transfer-only mailboxes for areas in your company where you need a telephone but don't want messages taken.

**Examples:** Conference rooms  
FAX machines  
Modem hookups  
Lab areas

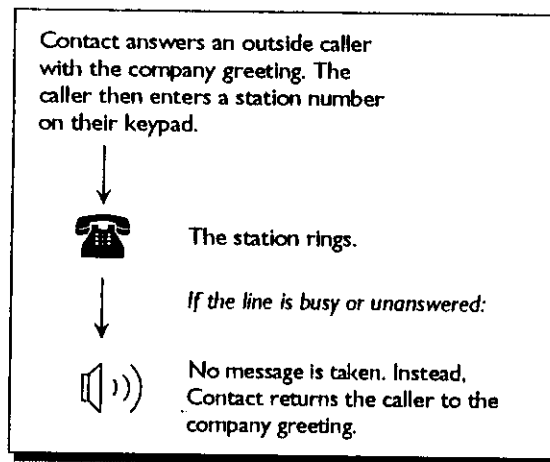


Figure 2-3. Transfer-only mailbox calling sequence.

You must clear all voice mail ID digits on the telephone associated with this mailbox. Refer to your telephone's user guide for these instructions.

## □ Information-Only Mailbox

An information-only mailbox, also referred to as a bulletin board, is not associated with a specific station number and does not take messages. Instead, it plays a greeting that provides information to callers. The information could be anything your company would like customers to have but doesn't necessarily need a person to say.

**Examples:** Business hours  
The company address  
General announcements  
Product updates

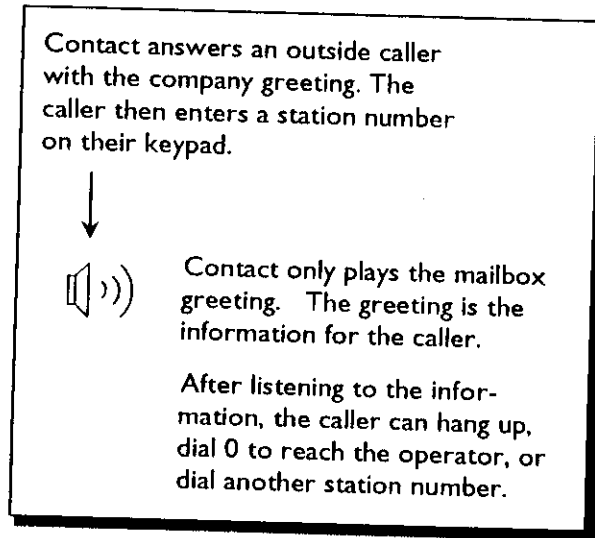


Figure 2-4. Information-only mailbox calling sequence.

## Single-Digit Mailboxes

Mailboxes 1-8 are referred to as single-digit mailboxes. A single-digit mailbox can be any of the four types of general use mailboxes.

They are most effective when referenced in the company greeting. The caller needs to enter only one number to receive the information they want or to reach the most frequently dialed stations.

Following are two typical uses for single-digit mailboxes. To illustrate, assume callers hear this company greeting.

*"Thank you for calling ABC Industries. If you know the number of the person you wish to reach, enter it now. For a personnel directory, press 9. For business hours, press 1. To reach customer service, press 2. If you wish to speak to an operator, press 0 or hold on the line."*

The numbers 1 and 2 in the greeting refer to single-digit mailboxes.

**Example 1:** Mailbox 1 is an Information-Only mailbox. The personal greeting for mailbox 1 could be:

*"ABC Industries is open for business Monday through Friday from 9 am to 6 pm and on Saturdays from 9am to 1 pm."*

The caller listens to the information and hangs up when they are done.

**Example 2:** Mailbox 2 is an Extension mailbox. For this example, we'll assume station (2)14 is the Customer Service telephone.

When the caller presses 2, station (2)14 rings. The caller might hear the following greeting if the telephone is busy or not answered.



*"All of our Customer Service representatives are busy at the moment. Please leave your name, telephone number and a brief message. Someone will get back to you as soon as possible."*

You need to record the appropriate name and greeting for mailbox 2 for this setup to work correctly.

If station (2)14 also belongs to a subscriber, such as the customer service secretary, callers can dial (2)14 directly to reach that person. However, the secretary cannot have a personal greeting identifying himself or herself as the owner of the mailbox. Contact saves all department and personal messages in mailbox (2)14.

**DO NOT** change the company greeting to reference single-digit mailboxes before you actually add them. Always add the mailboxes first.

Figure 2-5 illustrates this example.

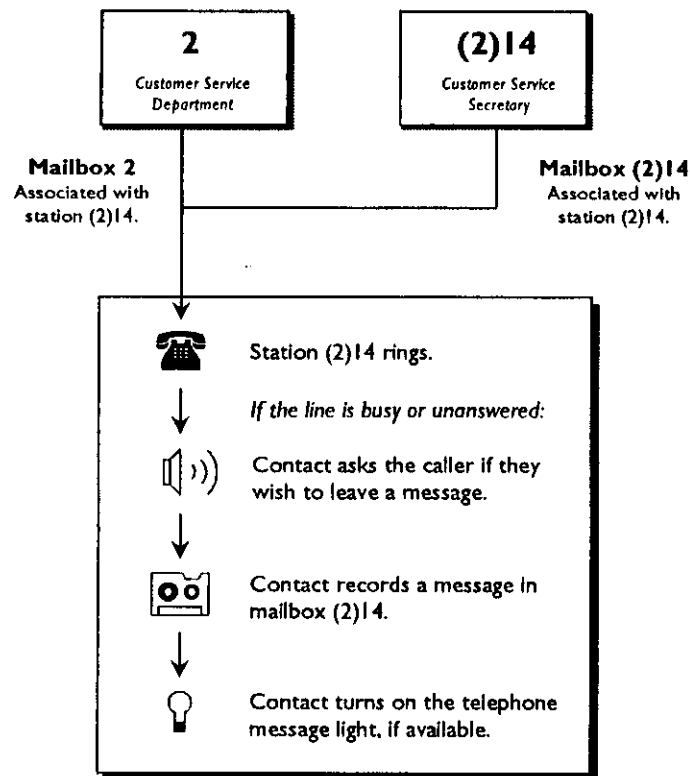


Figure 2-5: Single-digit mailbox.

When a caller enters a single digit at the greeting, Contact will wait to see if another digit follows. If you don't want this slight pause, you may wish to use single-digit mailboxes numbered higher than the first digit of the last user mailbox.

For example, if you have no more than 29 two-digit user mailboxes, the first digit of the last possible user mailbox is 2. Use single-digit mailboxes numbered 3 and higher to avoid delay when a caller enters 3 after hearing the company greeting.

If your three-digit mailboxes are numbered 200-299, avoid using single-digit mailbox number 2. Contact will not immediately transfer because the caller may have only entered the first digit of a person's station number (such as 215 or 220).

## The Auto Attendant

It is important to understand how the Contact Auto Attendant actually handles calls if you want to become skilled in setting up and maintaining your voice mail system.

Figure 2-6 illustrates the call processing steps that the Auto Attendant uses. Some important points of information follow.

- Callers are really dialing a mailbox number even though they are prompted to dial a station or extension number.
- Single-digit mailboxes provide callers with easy to remember numbers that get them to their party quickly. When callers press a single-digit, they are accessing a mailbox number which is associated with a station number. Each station is programmed with a mailbox number to use for message storage and retrieval. Therefore, messages for single-digit mailboxes are routed to the mailbox number programmed on the phone.

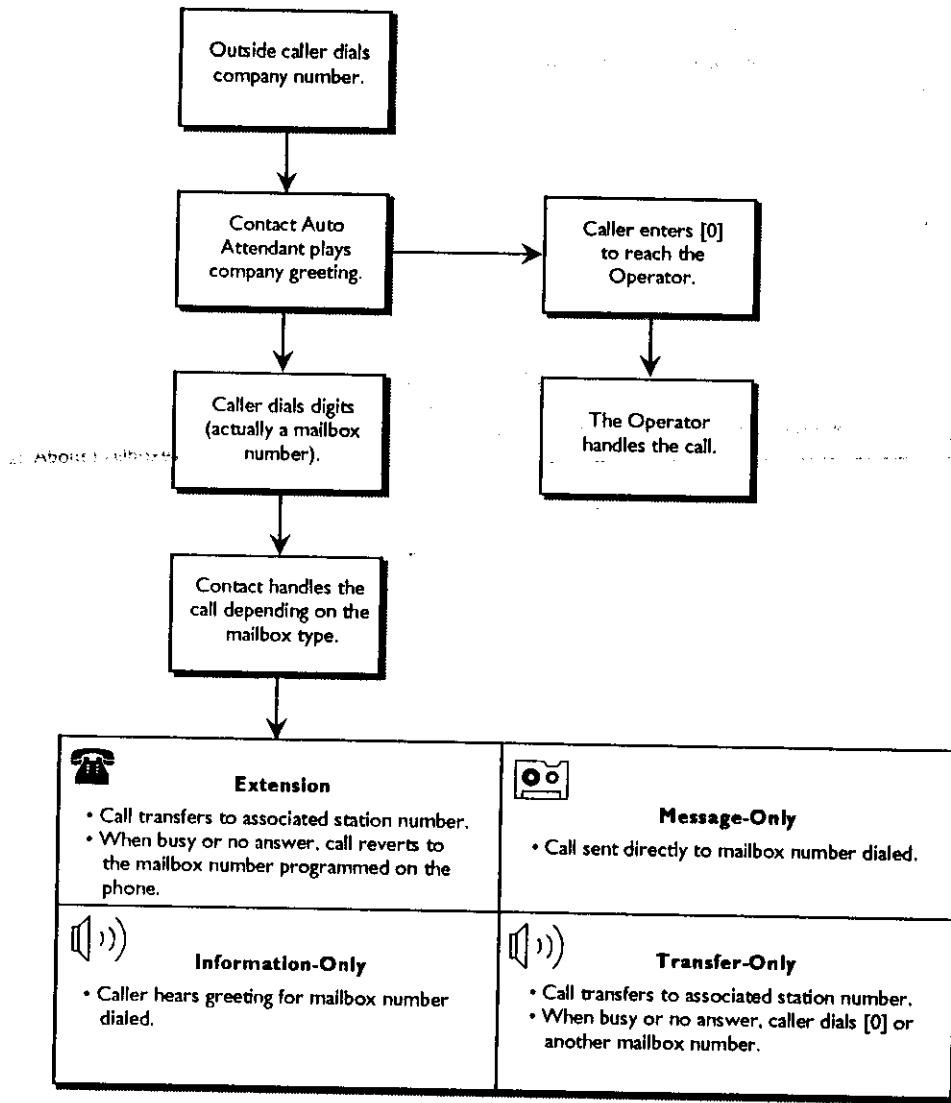


Figure 2-6: Auto attendant call processing.

## 3: Making Modifications

You can modify any mailbox parameters set during the initial installation. This section of the Administrator's Manual tells you how to add, edit, and delete mailboxes, and perform general Contact maintenance.

The Contact system is designed around the functionality of the mailbox, and much of its power comes from the flexibility you have in customizing mailboxes. The table below summarizes each mailbox type and the functions it supports:

Function	Mailbox Type:			
	Extension	Message-Only	Transfer-Only	Information-Only
Transfers caller to the associated station	Yes	No	Yes	No
Allows transfers to the operator	Yes	Yes	Yes	Yes
Plays the mailbox greeting or information	Yes	Yes	No	Yes
Records a message	Yes	Yes	No	No
Notifies users of messages	Yes	Yes	No	No

## Accessing the System Administrator's Mailbox

You must log in to the administrator's mailbox to modify Contact settings. Follow these steps to log in to the administrator's mailbox.

- 4 PORTS  
200708-09
1. Lift the handset.
  2. Press <Intercom>, if necessary.
  3. Dial the Contact message center number: [(n)nn]  
Contact answers and plays the company greeting.
  4. Press [\*] when you hear the company greeting.  
Contact prompts you for a mailbox number.
  5. Enter the system administrator mailbox number: [(9)99]  
Contact prompts you for a passcode.
  6. Enter the passcode: [nn...n]

The default passcode for the System Administrator's mailbox is [123]. If passcode length has been changed, add the appropriate number of zeros to the end of the passcode. For example, if the system passcode length is five digits, the default passcode for mailbox 0 is now [12300].

See "Changing the Administrator's Passcode" on page 3-28 to change the passcode or passcode length.

You are now logged in to the system administrator's mailbox. Follow the voice prompts for instructions or use this section of the manual for reference.

Figure 3-1 shows the full system administrator menu.

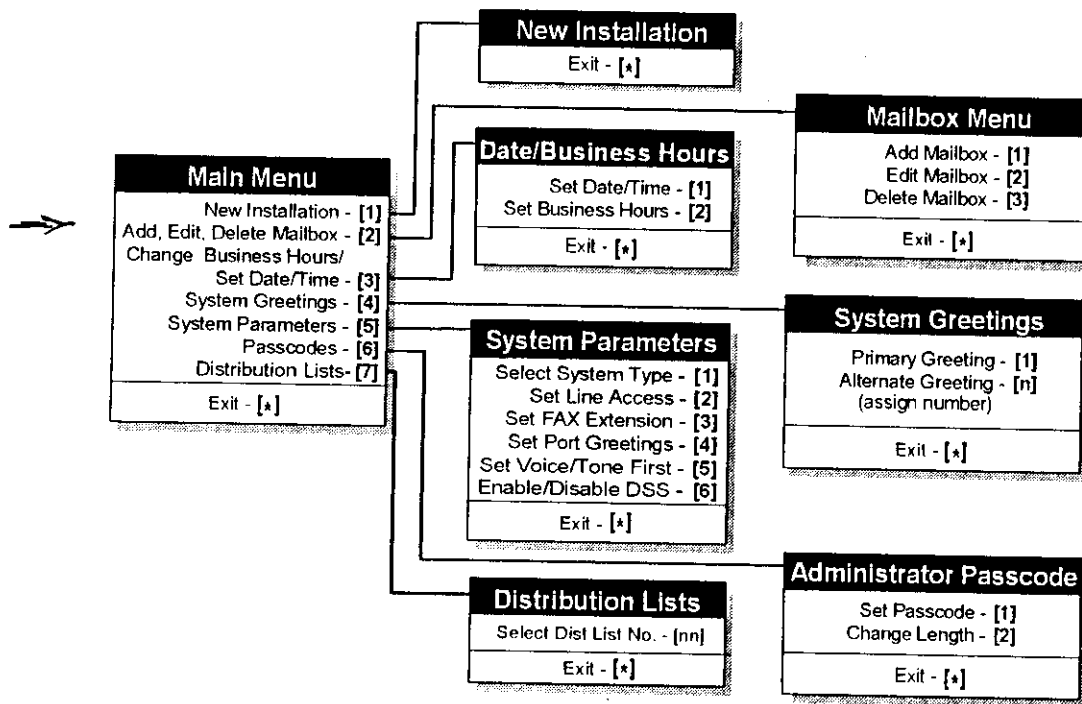


Figure 3-1. The System Administrator menu.

## New (or Repeat) Installation

If you install a larger key system, you may have to re-install Contact. Figure 3-2 shows the 'New Installation' menu.

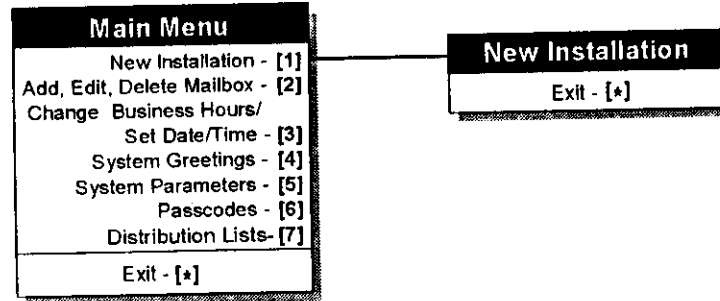


Figure 3-2. New Installation.

When you perform a new installation, the only system parameters you must overwrite are:

- System type
- Line access code
- FAX station number

All other system parameters, existing greetings, mailbox setups, date and time, passcode length, and business hours are preserved. This allows you to upgrade the key system without having to re-enter greetings and mailboxes.

If you change the System Type *from or to* a UST 1016DK or DK16, all existing system and mailbox parameters will be erased. You will have to re-record greetings and add subscriber mailboxes after the installation.



Do not use the 'New Installation' procedure to change your mailboxes. Instead, use the 'Add Mailbox', 'Edit Mailbox', and 'Delete Mailbox' procedures.

To re-install Contact, follow these directions.

1. Access the System Administrator's mailbox.
2. Select option number [1] from the main administration menu, then follow the prompts.

If you had your dealer install Contact initially, you may want to have him or her perform the re-installation as well.

If *you* installed Contact initially, then follow the original Installation Worksheets for the new installation.

## Add, Edit, or Delete a Mailbox

### □ Add Mailbox

Add a mailbox when you need a *new* mailbox; if the mailbox already exists and you want to change it, use the 'Edit Mailbox' function.

No one can use a mailbox until the system administrator adds it.

Figure 3-3 shows the 'Add Mailbox' menu.

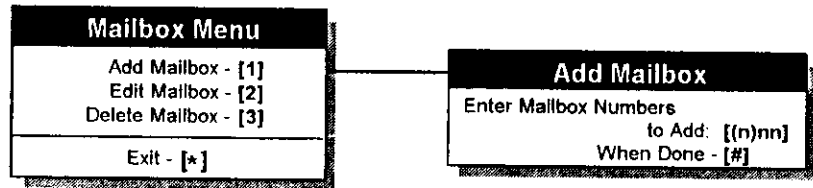


Figure 3-3. The Add mailbox menu.

To add a mailbox, follow this procedure:

1. Access the System Administrator's mailbox.
2. Enter [2] for the 'Mailbox' menu.
3. Enter [1] for the 'Add Mailbox' menu.
4. Enter the mailbox number to add: [(n)nn]

5. Using the keypad, enter the first two letters of the last name of the person assigned to this mailbox. Use 7 for Q and 9 for Z.  
If you do not want to include the mailbox in the directory, press [#] instead.
6. Press [#] when finished.

### Add Single-Digit Mailboxes

Follow these steps to add a single-digit mailbox:

1. Decide which single-digit mailboxes to use for what purpose.
2. Access the System Administrator's mailbox.
3. Add each single-digit mailbox using the 'Add Mailbox' procedure but do not attach a name to the mailbox.

After you enter a single-digit, Contact pauses to make sure you are not entering more digits. Wait until Contact prompts you for the mailbox name before pressing [#].

4. Edit the mailbox using the 'Edit Mailbox' procedure to associate it with the proper station number and to specify the mailbox type, e.g., extension or message-only.
5. For each single-digit mailbox, create the proper greeting.
6. Create or change the company greeting, if desired, to include the single-digit mailboxes.

## □ Edit Mailbox

Edit an existing mailbox to change one or more of the parameters that determine what type of mailbox it is and how it functions.

Figure 3-4 shows the 'Edit Mailbox' menu.

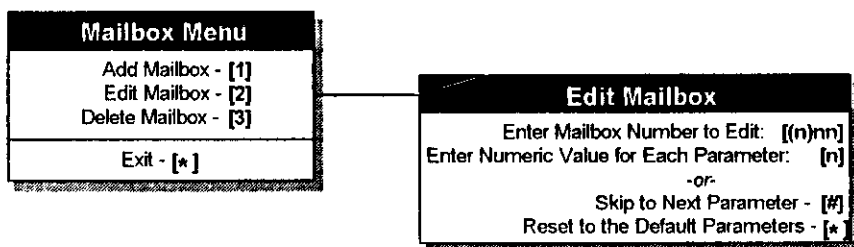


Figure 3-4. The Edit mailbox menu.

You cannot edit mailbox number (9)99, the system administrator's mailbox.

The following chart lists the mailbox parameters you can change.

You cannot select an individual parameter to change; Contact prompts you through each one. Use the [#] key to either end a numerical entry, i.e., telephone and station numbers, or skip to the next parameter.

If nothing is entered after 4 seconds, Contact repeats the prompt. It can be repeated up to three times. Contact exits the menu if you do not press a key by the third time.

<b>Mailbox Parameter</b>	<b>Description</b>	<b>Length</b>	<b>Remarks</b>
<b>Name</b>	Changes the mailbox name used in the directory.	2 digits	The 2 digits correspond to the first two letters of the person's last name. If [*] is entered, the name will not be listed in the directory.
<b>Passcode</b>	Resets the passcode on any of the mailboxes.	3-6 digits	If someone forgets their passcode, this function resets it to the default code of [999] or to a new code. You cannot find out what the existing passcode is.
<b>Extension</b>	Associates a mailbox with a station number.	variable	Enter [*] to create a message-only mailbox without an associated station.
<b>Notification Type</b>	There are five locations to which you can notify a user of messages: to any station number, to an outside number, and to 3 different types of pagers.	1 digit	Contact lists the notification types in a series of prompts. To disable notification, press [*]. For more information on this topic, see the 'Setting Notification' section.
<b>Notification Number</b>	Sets the telephone number to be dialed when a message is received.	variable	This parameter will only be asked for if notification is enabled. To disable notification, press [*].
<b>Notification Access</b>	Allows the user to set their own notification type and number.	1 digit	To enable user access, press [1]. To disable user access, press [2].
<b>Mailbox Type</b>	Sets mailboxes to be extension, message-only, transfer-only, or information-only.	1 digit	If [*] is entered, an extension mailbox is automatically set.

To edit a mailbox, follow these steps:

1. Access the System Administrator's mailbox.
2. Press [2] for the 'Mailbox' menu.
3. Press [2] for the 'Edit Mailbox' menu.
4. Enter the mailbox number to edit: [(n)nn]
5. Follow the prompts and enter the changes for each parameter.

Press [#] if you do not need to change a parameter.

6. Contact returns you to the 'Mailbox' menu after you have altered or skipped the parameters.

An example of mailbox editing follows.

**Example:** If Harry Smith forgets his passcode, do the following:

1. Access the 'Edit Mailbox' menu.
2. Enter his mailbox number.
3. Press [#] to skip to the 'Passcode' parameter.
4. Press [\*] to reset his passcode to the default (all 9's).
5. Press [#] at each remaining parameter to skip it.

## □ Delete Mailbox

When you delete a mailbox, you delete all messages, greetings, and the mailbox name. Contact does not inform you if there are still messages in the mailbox. You would delete a mailbox belonging to an employee who has left your company, an information-only mailbox you wish to discontinue, etc.

Figure 3-5 shows the 'Delete Mailbox' menu.

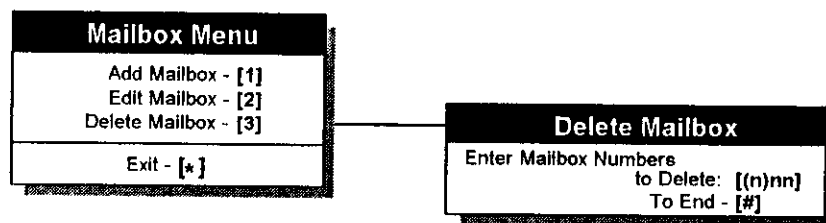


Figure 3-5. The Mailbox menu.

You cannot delete the operator's mailbox or the system administrator's mailbox.

Follow these steps to delete a mailbox:

1. Access the System Administrator's mailbox.
2. Press [2] for the 'Mailbox' menu.
3. Press [3] for the 'Delete Mailbox' menu.
4. Enter the mailbox number to delete: [nn]
5. Press [#] when done.



# Setting Date and Time/Changing Business Hours

During Contact installation, your Contact dealer should have set the date and time. As long as there is a display phone in the first port on your key system, Contact will monitor the system time. From now on, you should make date and time changes on your key system; you should not have to repeat the process in Contact.

If there is not a display phone connected to the first port on your key system, you will have to change the date or time for Contact whenever you change the date or time on the key system.

Business hours are the opening and closing times for your company. They can be different for every day of the week.

Figure 3-6 shows the 'Date/Business Hours' menu.

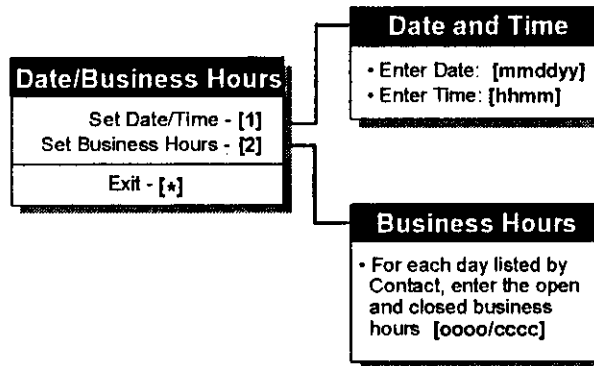


Figure 3-6. The Date/Business Hours menu

## □ Setting the Date and Time

Follow these steps to set the date and time:

1. Access the System Administrator's mailbox.
2. Press [3] for the 'Date/Business Hours' menu.
3. Press [1] for the 'Set Date/Time' menu.
4. Enter the month, day, and year, using two digits for each:  
[mmddyy]
5. Enter the current time, using four digits, in the 24-hour format:  
[hhmm]

Contact returns you to the 'Date/Business Hours' menu.

## □ Checking the Date and Time

Follow these steps to check the date and time:

1. Access the System Administrator's mailbox.
2. Press [3] for the 'Date/Business Hours' menu.
3. Press [1] for the 'Set Date/Time' menu.
4. Press [#] to skip the entry of the date, then again to skip entry of the time.  
Contact then reports the date and time currently entered on the system.

Contact returns you to the main 'Date/Business Hours' menu.

## □ Setting Business Hours

Follow these steps to set business hours:

1. Access the System Administrator's mailbox.
2. Press [3] for the 'Date/Business Hours' menu.
3. Press [2] for the 'Set Business Hours' menu.
4. Contact cycles through the days of the week asking you to input the opening and closing times for each day, beginning with Sunday. If your business will not be open on the day listed, enter [0000] for both the opening and closing times.

Enter the opening time (in 24-hour format): [hhmm]

Enter the closing time (in 24-hour format): [hhmm]

Contact returns you to the 'Date/Business Hours' menu.

## Recording System Greetings

In the 'System Greetings' menu, you record a company greeting for Contact to use when answering the telephone. There are two types of greetings: a primary greeting set and an alternate greeting set. Each of these sets has an open greeting, a closed greeting, and a temporary greeting.

Figure 3-7 shows the 'System Greetings' menu.

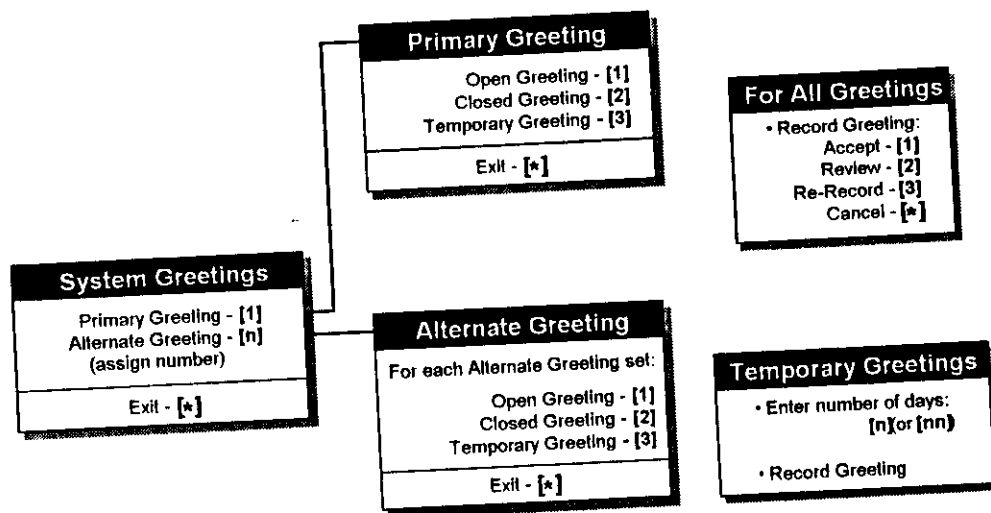


Figure 3-7. The Greetings menu.

The Primary greeting set contains the greetings recorded during the installation process. Contact uses the primary greeting until you record and assign an Alternate greeting set.

You can record up to 8 alternate greeting sets (numbered 2 through 9), and assign each set to a different Contact port. This feature provides flexibility. For

example, two or more businesses can share a single key system and Contact unit, or a single business can have specialized greetings for 800 numbers. Assigning alternate greeting sets to Contact ports is done through the 'System Parameters' menu. However, determining which outside lines each Contact port should answer is done through key system programming. You may want to call your Contact dealer for assistance.

Both the primary and alternate greeting sets have open, closed, and temporary greetings. Selection of the proper greeting occurs as follows:

- If the receptionist has the key system set to Day or Day2 and you enable use of the DSS, the auto attendant plays the open greeting to callers.
- If the receptionist has the key system set to Night mode and you enable use of the DSS, the auto attendant plays the closed greeting to callers.
- If your key system does not use a Night Transfer button or if you disable use of the DSS, Contact references the business hours specified during initial installation. It plays the open greeting when your company is open and the closed greeting when your company is closed.
- If there is a conflict between the Night Transfer button and the system business hours, the Night Transfer button dictates. For example, if someone forgets to activate Night mode before closing the office, the auto attendant plays the open greeting to all callers regardless of the system time.
- The temporary greeting overrides both the Night Transfer button and System Business Hours and plays to all callers for the number of days you specify. See page 3-19 for further details.

## □ Primary Greeting Set

Follow these steps to record the primary greeting set:

1. Access the System Administrator's mailbox.
2. Press [4] for the 'System Greetings' menu.
3. Press [1] to set the primary greeting.
4. Follow the instructions on the next page(s) for assigning Open, Closed or Temporary greetings for your primary greeting set.

## □ Alternate Greeting Set

Follow these steps to record an alternate greeting set:

1. Access the System Administrator's mailbox.
2. Press [4] for the 'System Greetings' menu.
3. Select a number, 2 through 9, for an alternate greeting set.

Enter your selection: [n]

4. Follow the instructions on the next page(s) for making Open, Closed, or Temporary greetings for your alternate greeting set.

## □ Open or Closed Greetings

To set open or closed greetings for a primary or alternate greeting set:

1. After making your selection for either a primary or an alternate greeting (from the previous page):

Press [1] for an Open greeting.

-or-

Press [2] for a Closed greeting.

2. Record the greeting speaking clearly into a handset, not a speaker phone.

Press any key to stop recording.

3. After recording, select one of the following options:

[1] Accept

[2] Review

[3] Re-record

[\*] Cancel

Contact returns you to the 'System Greetings' menu.

## □ Temporary Greetings

This is useful as a greeting during the holidays or during a vacation period where it would only need to last a few days or weeks. A temporary greeting overrides both the open and closed greetings. An example of a temporary greeting is given below.

*"Happy Holidays from all of us at ABC Company. We are closed from Friday, December 23 until Monday, January 2. To leave a message, enter the number of the person you wish to reach or press 9 for the directory."*

You are first prompted for the number of days, between 01 and 99, that the greeting should play. After that, follow the same sequence as the open and closed greetings: record the greeting, then select from the available options. To cancel an existing temporary greeting, enter 00 for the number of days.

To set temporary greetings for a primary or alternate greeting set:

1. After making your selection for either a primary or an alternate greeting (from page 3-18), press [3] for a temporary greeting.
2. Enter the number of days for the greeting to play: [nn]  
Enter a 2-digit number between 01 and 99. If you enter 00, the greeting is canceled.
3. Record the greeting, speaking clearly into a handset, not a speaker phone.  
Press any key to stop recording.
4. After finishing, select one of the following options:
  - [1] Accept
  - [2] Review
  - [3] Re-record
  - [\*] Cancel

Contact returns you to the 'System Greetings' menu.



# Set/Change System Parameters

The 'System Parameters' menu allows you to enter information about your telephone system, select a line access code for message notification, assign greetings to outside lines, and enable the FAX Finder. Figure 3-8 shows the 'System Parameters' menu.

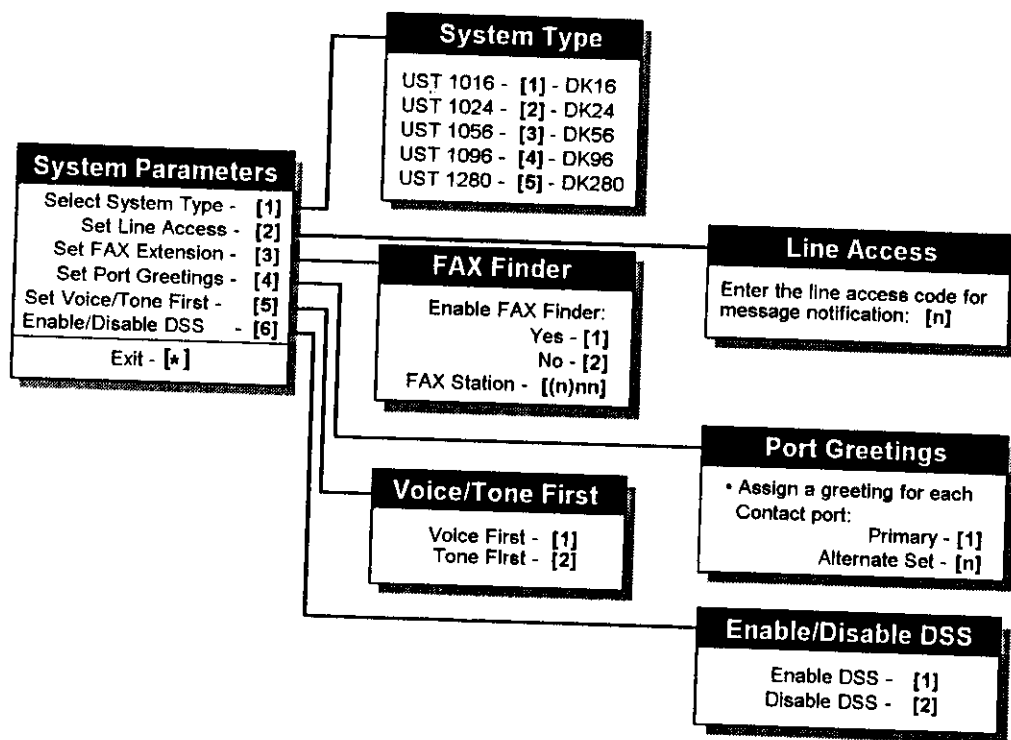


Figure 3-8. The System Parameters menu.

When you set the system type by entering the number for your particular model, Contact automatically configures the basic parameters associated with it, i.e., number of outside lines and stations.

You can specify the line access code that Contact should use for message notification.

FAX Finder instructs Contact to direct an incoming FAX tone to the FAX machine at the selected station, eliminating the need for a dedicated outside line. See page 3-41 for further information about the FAX Finder feature.

Assign different greetings for each Contact voice mail port. This is how you can share the voice mail system between two or more companies. For example, if you have a 4 port system, you can assign one set of greetings for the first two ports and a different set of greetings for the last two ports.

If you would like to use alternate greetings, you may want your Contact dealer to help you. They may have to reassign hunt groups, reassign message center numbers, or assign specific Contact ports to answer selected outside lines.

Last, your key system contains a feature that allows internal callers to default to voice first or tone first signaling when calling stations. Contact must match that setting in order to correctly send calls to stations. Your Contact dealer took care of this during initial installation. You will only need to change this parameter if your dealer changes the key system.

## □ Selecting the System Type

Follow these steps to select the system type:

1. Access the System Administrator's mailbox
2. Press [5] for the 'System Parameters' menu
3. Press [1] for the 'Select Type' menu
4. Enter the number corresponding to your key system model number:

DK16 or UST 1016DK – [1]

DK24 or UST 1024DK – [2]

DK56 or UST 1056DK – [3]

DK96 or UST 1096DK – [4]

DK280 or UST 1280DK – [5]

Contact returns you to the 'System Parameters' menu.

## □ Set Outside Line Access

To specify a line access code for Contact to use for message notification:

1. Access the System Administrator's mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [2] for the 'Set Outside Line Access Code' menu
4. Select the appropriate access code.

Contact returns you to the 'System Parameters' menu.

When you set the system type by entering the number for your particular model, Contact automatically configures the basic parameters associated with it, i.e., number of outside lines and stations.

You can specify the line access code that Contact should use for message notification.

FAX Finder instructs Contact to direct an incoming FAX tone to the FAX machine at the selected station, eliminating the need for a dedicated outside line. See page 3-41 for further information about the FAX Finder feature.

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If you would like to use alternate greetings, you may want your Contact dealer to help you. They may have to reassign hunt groups, reassign message center numbers, or assign specific Contact ports to answer selected outside lines.

Last, your key system contains a feature that allows internal callers to default to voice first or tone first signaling when calling stations. Contact must match that setting in order to correctly send calls to stations. Your Contact dealer took care of this during initial installation. You will only need to change this parameter if your dealer changes the key system.

## □ Selecting the System Type

Follow these steps to select the system type:

1. Access the System Administrator's mailbox
2. Press [5] for the 'System Parameters' menu
3. Press [1] for the 'Select Type' menu
4. Enter the number corresponding to your key system model number:

DK16 or UST 1016DK - [1]

DK24 or UST 1024DK - [2]

DK56 or UST 1056DK - [3]

DK96 or UST 1096DK - [4]

DK280 or UST 1280DK - [5]

Contact returns you to the 'System Parameters' menu.

## □ Set Outside Line Access

To specify a line access code for Contact to use for message notification:

1. Access the System Administrator's mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [2] for the 'Set Outside Line Access Code' menu
4. Select the appropriate access code.

Contact returns you to the 'System Parameters' menu.

### □ Set FAX Extension

Follow these steps to identify the station number to which your FAX machine is connected. Refer to page 3-41 for further information.

1. Access the System Administrator's mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [3] for the 'Set FAX Extension' menu
4. Contact asks if you want the FAX feature enabled.

To enable the FAX feature, press [1].

Otherwise, press [2].

5. If you enable the FAX feature, Contact asks you to enter the extension number the FAX machine is on. The station number is the extension.

Enter the station number: [(n)nn]

Contact will not allow you to set the FAX extension to either the operator, 0, or the system administrator, (9)99.

Contact returns you to the 'System Parameters' menu.

### □ Set Port Greetings

You can assign either the primary greeting set or one of eight alternate greeting sets to each Contact voice mail port. This feature provides flexibility. For example, two or more businesses can share a single key system and Contact unit, or a single business can have specialized greetings for 800 numbers.

Assigning alternate greeting sets to Contact ports is done through the 'System Parameters' menu. However, determining which outside lines each Contact port

should answer is done through key system programming. You may want to call your Contact dealer for assistance.

To assign greetings to Contact ports:

1. Access the System Administrator's mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [4] for the 'Assign Greetings' menu.
4. For each port, Contact asks if the caller should hear the primary greeting or an alternate greeting.

For the primary greeting set, enter: [1].

For an alternate greeting, enter the greeting set number: [n].

After you respond for each port, Contact returns you to the 'System Parameters' menu.

If you would like to use alternate greetings, you may want your Contact dealer to help you. They may have to reassign hunt groups, reassign message center numbers, or assign specific Contact ports to answer selected outside lines.

## □ Set Voice or Tone First Signaling

Your key system has a feature that allows you to choose between Voice First or Tone First intercom call signaling.

**Tone First:** When calling an internal station, the telephone rings normally.

**Voice First:** When calling an internal station, the called party hears the caller's voice on the telephone's speaker.

This menu lets Contact know which signaling method your key system uses. If your system is set up for Tone First, Contact transfers calls to the station number and the telephone rings. If your system is set up for Voice First signaling, Contact adds a [1] to the end of the station number to force the telephone to ring first.

To identify the signaling method to Contact:

1. Access the System Administrator mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [5] for the 'Voice/Tone First' menu.
4. Press [1] for Voice First or [2] for Tone First.



## □ Enable or Disable the DSS

Having a DSS configured on the KSU gives Contact the ability to monitor a Night Transfer button. The state of this button determines which greeting—open or closed—Contact will play to callers. Once the DSS is configured, it may be enabled or disabled using this menu option in Contact.

The DSS is enabled by default. This means that the Night Transfer button dictates the greeting as described on page 3-17. If disabled, Contact ignores the state of the Night Transfer button and plays the proper greeting according to the business hours. The company's business hours were identified during initial installation and can be changed by following the procedures described on page 3-15.

To enable or disable the DSS:

1. Access the System Administrator mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [6] for the 'Enable/Disable DSS' menu.
4. Press [1] to Enable or [2] to Disable the DSS.

## Changing the Administrator's Passcode

The default setting for the Administrator's passcode is [123]; every Contact system initially has the same default passcode. To preserve system security, change the administrator passcode so only you and your backup person knows what it is. If the passcode is not changed, then every time you log in, Contact reminds you to change the passcode.

You can also change the passcode length, system-wide, to any length between three and six digits.

Figure 3-10 shows the 'Administrator Passcode' menu.

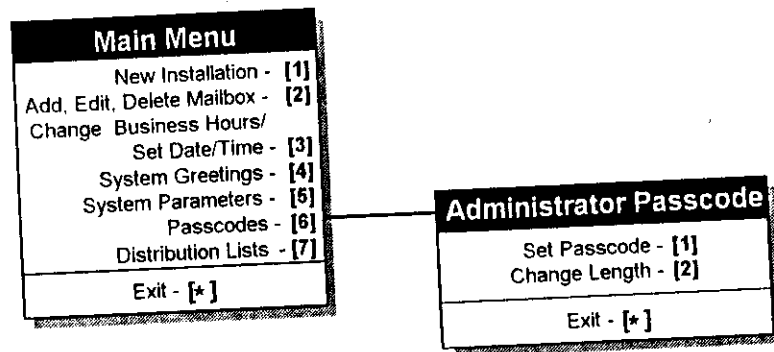


Figure 3-9. The Administrator passcode menu.

## □ Changing the Passcode

To change the administrator passcode:

1. Access the System Administrator's mailbox.
2. Press [6] for the 'Administrator Passcode' menu.
3. Press [1] to change the passcode.
4. Contact asks for the new passcode. You may use any keys on the keypad except [\*] and [#].

Enter your new passcode: [nn...n]

5. Contact asks you to confirm the new passcode.

Enter the passcode again: [nn...n]

Contact returns you to the 'Administrator Passcode' menu.

## □ Changing the Passcode Length

The passcode length can be between three and six digits. If passcode length is changed, all existing passcodes will either be truncated (the right-most digits cut off) or lengthened (zeroes added as the right-most digits).

To change the administrator passcode length:

1. Access the System Administrator's mailbox.
2. Press [6] for the 'Administrator Passcode' menu.
3. Press [2] to change the passcode length.
4. Contact asks for the new passcode length; valid choices are between 3 and 6 digits.

Enter the new passcode length: [n]

All passcodes on the system will be this new length, the administrator passcode as well as user passcodes. Notify all subscribers before making this change.

Contact will confirm the new length and return you to the 'Administrator Passcode' menu.

# Distribution Lists

Both you and your subscribers can set up distribution lists consisting of multiple mailbox numbers. This feature makes it easier to send or forward a message to a group of people.

As a System Administrator, you can set up global distribution lists, numbered between 01 and 04, that all subscribers can use but cannot change.

In addition, distribution list number 00 is already set up to allow subscribers to broadcast a message to every mailbox in the system.

Figure 3-10 shows the 'Distribution Lists' menu.

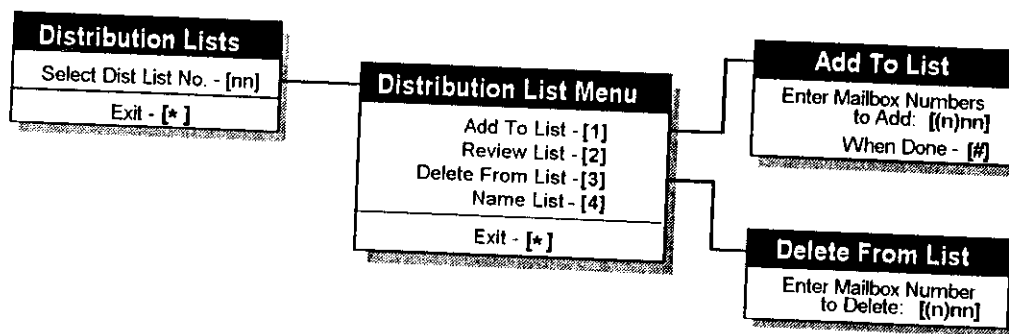


Figure 3-10. The Distribution Lists menu.

## □ Add To A Distribution List

To create a new distribution list or to add mailbox numbers to an existing list:

1. Access the System Administrator's mailbox.
2. Press [7] for the 'Distribution Lists' menu.
3. Enter a 2-digit distribution list number, 01 to 04.
4. Press [1] to add mailbox numbers to this list.

After you enter each mailbox number, Contact confirms that the number has been added. Continue to add mailbox numbers until all are entered.

If you enter a mailbox number that already exists, Contact tells you the number is a duplicate but does not enter the number twice.

5. Press [#] when you enter the last mailbox number to stop adding.

## □ Review A Distribution List

To review an existing distribution list:

1. Access the System Administrator's mailbox.
2. Press [7] for the 'Distribution Lists' menu.
3. Enter a 2-digit distribution list number, 01 to 04.
4. Press [2] to review the mailbox numbers in this list.

Provided the list contains mailbox numbers, Contact itemizes the mailboxes contained in the list by speaking the name associated with each mailbox. If no personal names are recorded, Contact reads all the mailbox numbers to you.

5. Press any key to interrupt the review and return to the 'Distribution Lists' menu.

## □ Delete From Distribution List

To delete a mailbox from an existing distribution list:

1. Access the System Administrator's mailbox.
2. Press [7] for the 'Distribution Lists' menu.
3. Enter a 2-digit distribution list number, 01 to 04.
4. Press [3] to delete a mailbox number from this list.

Contact confirms that the mailbox number is deleted and returns you to the 'Distribution Lists' menu.

## □ Name A Distribution List

To record a name for a distribution list:

1. Access the System Administrator's mailbox.
2. Press [7] for the 'Distribution Lists' menu.
3. Enter a 2-digit distribution list number, 01 to 04.
4. Press [4] to record a name for this list.
5. Press any key to stop recording.

Contact returns you to the 'Distribution Lists' menu.

## Message Notification

### □ Description

This feature allows users to be notified whenever messages arrive in their mailbox. Contact supports five types of notification:

- To an internal station.\*\*
- To an outside telephone number.
- To a message pager.
- To a tone-only pager (or beeper).
- To a digital pager.

A notification number can be assigned for each Contact mailbox subscriber.

*\*\* One reason you may want to set Contact to notify an internal station when a message arrives is if a station does not have a message light.*

### How It Works

- For internal station numbers and outside phone numbers:
  1. Contact calls the notification number when the subscriber's mailbox receives its first new message.
  2. Depending on the response at that number, Contact does different things:
    - a. If the notification number is busy or does not answer, Contact tries calling again in 15 minutes. This procedure is repeated up to three times. Contact stops calling after the third time. The message light on the user's phone remains lit until they call in and check their messages.



- b. If the phone is answered, Contact automatically enters the correct mailbox number, then prompts for the user's passcode. The user can listen to their message immediately.
- For pagers:
  - Every time the subscriber's mailbox receives a new message, Contact calls the notification number.
    - a. Since the pager cannot be 'answered' like a phone, it pages up to three times, at 15 minute intervals, or until the user calls Contact to check messages.
    - b. Contact starts the paging procedure again every time a new message arrives.

## □ Using Pagers

### Pager Types

There are three types of pagers Contact can use: a beeper (or 'tone-only'), a messaging type, and a digital type. The following table describes, in general, how Contact works with each pager type. The process can change depending on the pager number parameters you enter for individual mailboxes.

Pager Type	How Contact Works
Beeper	Dials the phone number of the pager.
Messaging	Dials the phone number of the pager and announces: "(Name) ... You have new messages. Please access your mailbox" through the pager speaker.
Digital	Dials the phone number of the pager and displays: (remainder of pager number) 555-1212*(mailbox number)  Note: You can change '555-1212' to your company's telephone number using Contact Graphical Manager, a personal computer program available from your Contact Dealer.

For the above three pager types:

- Contact performs the page up to three times or until the user logs into their mailbox to check messages.
- Notification starts again whenever the user's mailbox receives a new message.

### Pager Number Parameters

Pager numbers can vary in length, but some pagers require pauses or other actions to occur within the pager number. The [\*] key plus a digit define these specific actions as shown in the following chart.

Command	Function	Audio Playback	Displays in Graphical Manager as...
*1	Pause 1 second	"comma"	,
*2	Flash hook	"star 2"	&
*3	Dials the [#] key	"pound"	#
*4	Wait for dial tone	"star 4"	W
*5	Wait for answer	"star 5"	X
*6	Do not wait for answer	"star 6"	Y

*7n	Pause n seconds, where n is between 1 and 9 seconds	"star 7(1-9)"	P(1-9)
**	Dials the [*] key	"star"	*

- Each pager needs its own distinct number sequence in order to work correctly. When you set up the pager number in a mailbox, the subscriber should supply you with the characteristics and requirements of their pager.
- There is a 35 character limit to the total number of digits in a pager number.
- The \*5 (wait for answer) parameter takes affect at the point where Contact first encounters it in the pager number. Any subsequent \*5 parameters are ignored. If the call is answered and the pager is digital, Contact dials the remainder of the pager number followed by the call back number (555-1212 unless changed) and mailbox number.
- Use the \*6 parameter for time based pagers. Contact does not wait for any signals to perform the action dictated by the pager type, i.e., play a prompt, display the call back number. It does not matter where in the pager number you enter the \*6 parameter.
- In the absence of a \*5 or \*6 parameter in the pager number, Contact dials the entire mailbox pager number and waits for an answer. If the call is answered, it performs the action dictated by the pager type, i.e., plays a prompt, displays the call back number.

**Examples:** Assume that the pager number is 123-4567, the subscriber's pin number is 54321, and the mailbox number is 201.

To specify this action on a digital pager...	Enter this pager number...	The subscriber sees...
Wait for dial tone Dial the pager number	*41234567	5551212*201

To specify this action on a digital pager...	Enter this pager number...	The subscriber sees...
Wait for an answer Display the call back number and mailbox number		
Wait for dial tone Dial the pager number Wait for an answer Pause 2 seconds Dial a pin number Pause 3 seconds Display the call back number and mailbox number	*41234567*5*7254321*73	5551212*201
Dial 9 for outside line Wait for dial tone Dial the pager number Do not wait for an answer but wait three seconds Display the mailbox number three times separated by a two second delay Display the call back number and mailbox number	9*41234567*73201*72201*72 201*6	201 201 201551212*201

## □ Setting Up Notification

### What's Required

Before notification can take place, these things must be done:

- Your dealer must assign a line access code to one or more outside lines. The dealer specifies this access code during Contact installation.

- You must edit the mailbox associated with each user requiring notification to enter the notification type and number. This process causes notification to be on 24 hours a day for the user.

Each user can turn their notification off or adjust the notification schedule as needed. Refer users to their Contact User Guide for these procedures.

OR

You can allow individual users to modify their own mailbox type and number. Refer to the 'Edit Mailbox' section on page 3-9 for information on Notification Access.

### Steps to Perform

1. Verify with your dealer that they assigned at least one outside line to a line access code. On small systems, you may want to limit the number of outside lines Contact can use to prevent tying up all outside lines with message notification.

Do not use lines which are not 2-way business lines (such as dedicated 800 lines, tie lines, FAX lines, or WATS lines).

Refer to the 'Set Outside Line Access' procedures on page 3-23.

2. Enter the notification type and number, or give the user access to these features. Refer to the 'Editing a Mailbox' description on page 3-8.
  - a. Notification Type. Indicate where notification is to take place:

- |                            |     |
|----------------------------|-----|
| An internal station        | [1] |
| An outside phone number    | [2] |
| A message pager            | [3] |
| A tone-only pager (beeper) | [4] |
| A digital pager            | [5] |

- 
- b. **Notification Number.** The user supplies this number to you. If the number is a pager number, use the information given on page 3-36, 'Pager Number Parameters', for entering pager numbers.
  - c. **Notification Access.** Give the user the ability to modify their own notification type and number.

## FAX Finder

Using Contact, your key system can receive FAXs, thereby eliminating the need for a dedicated outside FAX line.

When adding FAX capability, Contact asks what station the FAX is connected to and automatically configures that station to a 'transfer-only' mailbox. When a FAX tone comes in, Contact transfers the call to that station. If the receiving FAX machine is busy when a new FAX call comes in, the sending FAX hears a busy signal.

Some older FAX machines do not generate the tones necessary for triggering the FAX transfer function. In this case, the person sending the FAX has to manually dial the station number of your FAX machine after they reach the Contact Auto Attendant. To let callers know what station the FAX machine is on, you may want to give the station number in your company greeting.

**Example:** Say your FAX machine is in station 17. Your company greeting might read:

*"Thank you for calling the CBA company. If you know the number of the party you would like to reach, enter it now. For a personnel directory, enter 9. To reach our FAX machine, enter 217. For assistance, press 0 or remain on the line."*

## □ Enabling FAX Finder

To enable the FAX Finder:

1. Access the System Administrator's mailbox.
2. Press [5] for the 'System Parameters' menu.
3. Press [3] for the 'Set FAX Extension' menu
4. Contact asks if you want the FAX feature enabled.

To enable the FAX feature, press [1].

Otherwise, press [2].

5. If you enable the FAX feature, Contact asks you to enter the extension number the FAX machine is on. The station number is the extension.

Enter the station number: [(n)nn]

Contact will not allow you to set the FAX station to either the operator, 0, or the system administrator, (9)99.

Contact now returns you to the 'System Parameters' menu.



## □ For An Incoming FAX

Whenever Contact detects FAX tone on an outside line, it directs the signal to a selected station. A transfer-only mailbox is associated with the FAX station; if a caller using a FAX machine tries to enter that mailbox, Contact plays the following message:

*"..Please hold while I try the FAX machine..."*

If the caller stays on the line and the FAX machine answers, they would hear the customary FAX tone.

## □ For An Outgoing FAX

To send an outbound fax, press the appropriate line access code, then the destination number.

**Example:** If the FAX number is 636-1234, enter the following numbers on your FAX machine: [96361234]

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## 4: Useful Tips

Some people are reluctant to use their telephone for anything other than making calls. With Contact, end users cannot damage the system; encourage them to experiment with the different options offered. Contact only works if employees use it.

Here are some tips to help everyone benefit from having a voice mail system.

### Explaining Contact to Customers

Even if you send letters to customers preparing them for Contact, the best way to make customers feel comfortable about it is through employees.

If employees are enthusiastic about Contact, customers will sense their positive attitude. If employees use their mailboxes and return calls in a timely fashion, customers will feel secure about the new system.

Let employees know they should keep their mailbox greeting current. Employees should check for messages frequently, particularly if their telephone doesn't have a message light or if they have been away from their office. They should respond to messages promptly—not two or three days later.

### Mailbox Greetings

Employee mailboxes use two types of greetings: "permanent" and "temporary". The caller always hears the permanent greeting unless you record a temporary greeting. A permanent greeting should be general enough to cover all situations. A temporary greeting describes a specific situation and lasts for a user-specified number of days.

Here are examples of both types of greetings:

**Permanent greeting:**

*"You have reached Christine Conner. I can't answer your call right now, so please leave your name, number, and a short message – I will get back to you as soon as possible. If you need immediate assistance, press [0] and ask to be transferred to my associate, Julie Jones."*

**Temporary greeting:**

*"Hi! You have reached Julie Jones. I will be on vacation from Friday, June 18, through Friday, June 25. I'll be back on Monday, June 28, so please leave a message and I'll get back to you as soon as possible. If you require immediate assistance, press [0] and ask to be transferred to Christine Conner."*

The mailbox user specifies the number of days for the temporary greeting to last, from 1 to 99, expiring at midnight of the last day. If specified to last only one day, the message starts immediately and expires at midnight of the day the user records it. To cancel an existing temporary greeting, users should set the number of days to 0. The caller then hears the permanent greeting.

Employees should get in the habit of creating a new temporary greeting every day because it shows callers that they are really using Contact.

### Messages in a Mailbox

Contact saves messages for 15 days. A System Administrator can change the number of days using Contact Graphical Manager. Contact deletes each saved message as soon as the message is older than the specified number of days.

### 'Reply' and 'Forward'

The 'Reply' and 'Forward' options in the 'Listen' menu only work with other Contact mailboxes on the system. Users cannot reply to a message that originates from an outside line or forward a message to an outside telephone number.

## Type Ahead

Callers always hear a menu when Contact answers the telephone. Although the menus are brief, these voice prompts are only for convenience. If you know what keys to use, type ahead and move through the system as fast as you wish.

Occasionally, when interrupting prompts, the system may not detect the key. In this case, you need to press the key again.

## Message Length and Conditions

Contact does not limit the length of any message. However, after five minutes, Contact interrupts the caller and asks if they wish to continue recording. If there is no reply, Contact stops recording and disconnects the line. Similarly, if the caller stops talking for more than four seconds or has a very faint connection, Contact gives them the option to continue recording.

## Phantom Messages

Contact automatically stops recording a message if it hears a steady, non-voice tone, such as dial tone. This feature eliminates unwanted or unintended messages.

Contact may interpret background noise, such as in a factory, as a steady tone and mistakenly disconnect the caller. Using a car phone with the windows open can cause an unwanted disconnect also. The caller should try again from a quieter location.

## Music-On-Hold

There is always a delay between the time Contact answers an outside call and the time someone answers the phone or Contact sends the call to a mailbox. On most key systems, the caller hears nothing while Contact transfers the call unless

you install 'music-on-hold'. Music can be alternated with product advertisements and is a good way to keep callers busy while they wait for an answer to their call.

You or your dealer can program the UST 1280DK and DK280 key systems so the caller hears ringing instead of music or silence when Contact transfers to the station.

### The Operator's Mailbox

Messages left in the operator's mailbox (mailbox 0) need to be checked. Assign someone the task of checking the operator's mailbox every day and forwarding any messages to the appropriate persons.

The default passcode for the operator's mailbox is [123]. If passcode length has been changed, add the appropriate number of zeros to the end of the passcode. For example, if the system passcode length is five digits, the default passcode for mailbox 0 is now [12300].

### The Operator's Telephone

A special feature of Contact is that the auto-attendant attempts to transfer calls to the operator even if that station is busy. This allows the operator an opportunity to put the current call on hold and answer the new call.

### Message Notification to Stations

If a subscriber's phone does not have a message light, Contact can use the Message Notification feature to inform the subscriber when messages arrive in their mailbox.

One of the five available notification methods is to any internal station number. If you enter the mailbox owner's station as the alternate number, that station will ring when a message arrives. See the Message Notification section in 'Making Modifications' for more information about the notification feature.

## 5: System Maintenance, Configuration and Upgrades

### Maintenance

Contact is self-maintaining. With proper use there is no need for outside maintenance. The only thing which needs to be replaced occasionally is the battery. Contact contains a small lithium coin cell for keeping the calendar and clock running in the event of a power failure. The approximate life of the battery is 2-3 years of continuous use.

If the battery is dead and a power failure occurs, the system date and time reset to midnight, January 1, 1993. To correct this, change the battery and use the 'Modifications' instructions to set the proper time; you do not have to re-install Contact. Data such as mailbox names and numbers are permanently stored.

### Model Numbers

Contact Voice Mail System is available in the following system configurations:

Model Number	Number of Ports	Hours of Message Storage
CS-2021	2	3
CS-2042	4	6
CS-2063	6	9
CS-2084	8	12

## Upgrade Strategies

### Remote Upgrades

Contact Systems will perform the following upgrades remotely. It is not necessary for the you to have any special equipment for this upgrade to occur.

Upgrade Model Number	Upgrade From Model Number ...	To Model Number...
CS-2145	CS-2021 (2 port, 3 hour)	CS-2042 (4 port, 6 hour)
CS-2285	CS-2063 (6 port, 9 hour)	CS-2084 (8 port, 12 hour)

Call your Contact Dealer to order upgrades.

### Factory Upgrade

Contact Systems will upgrade a Model CS-2042 to a CS-2084 by adding additional hardware to the PCB. The customer must return the PCB to Contact Systems for this factory upgrade to occur.

Upgrade Model Number	Upgrade From Model Number ...	To Model Number...
CS-2245	CS-2042 (4 port, 6 hour)	CS-2084 (8 port, 12 hour)

Call your Contact Dealer to order upgrades.



## 6: Troubleshooting

### Common Problems and Solutions

If Contact is not working correctly, refer to the chart below for suggestions on fixing the problem. If the symptoms do not match anything listed, call your Contact dealer for assistance.

Symptom	Trouble/Corrective Action
No front panel lights.	Check that the key system has power.
Status light does not turn green after power-up.	Reboot system; verify that failure is consistent. Return the Printed Circuit Board to your Contact dealer.
Notification calls are configured for a mailbox but don't seem to work.	Notification is not enabled. -or- The line access code is not set or is incorrect. -or- CO line access is restricted for Contact Voice Mail port (stations) numbers.
Notification calls use the correct outside lines but the pager never beeps.	Check the notification phone number and pager type.
The date and time that a message was left is incorrect.	Reset the key system's clock. -and- Reset the date and time in Contact.
Contact informs users that it is almost full.	Delete any unused mailboxes and have subscribers clean out any unnecessary saved messages.
The system seems to get full very frequently.	Call your Contact dealer and request an upgrade kit.
Too much silence before or after a greeting or mailbox name.	When recording greetings and names, start speaking immediately after the tone and press any key as soon as you are finished.

Symptom	Trouble/Corrective Action
When outside callers reach Contact and press 0, either no phones ring or the incorrect phone rings.	Check that mailbox 0 is correctly associated with the operator's station.
When outside callers reach Contact and press 0, the operator's telephone rings and never forwards to Contact again.	Set a Call Forward-Busy/No Answer button on the Operator's phone and set it to forward to Contact.
Internal callers occasionally reach the Operator when calling Contact.	The message center is busy. Try again later. (If this happens frequently, you should consider upgrading to a Contact board containing more ports.)
Outside callers occasionally reach the Operator instead of Contact.	The message center is busy. Try again later. (If this happens frequently, you should consider upgrading to a Contact board containing more ports.)
Contact resets itself at times.	Contact has the ability to automatically reset itself in the event of a critical error. If this happens, see your Contact dealer for assistance.
The message lights do not work.	Your key system is incorrectly programmed. Call your Contact dealer.
Callers are greeted by a FAX tone instead of the company greeting.	Your key system is incorrectly programmed. Call your Contact dealer.
Incoming CO calls do not hunt past the first Contact port.	Reprogram the CO lines not to ring any stations other than the first Contact port.
No message light exists on the phone.	Set up message notification to ring the station number whenever messages are received.

### Environmental Specifications

- Ports: 2, 4, 6 or 8
- Capacity: (currently) 250 mailboxes
- Storage Capability: 3, 6, 9, or 12 hours
- Compatibility: UST 1280DK, UST 1016DK, UST 1024DK,  
UST 1056DK, UST 1096DK, DK280, DK16,  
DK24, DK56, DK96
- Power Requirements: -28V @ 300mA DC
- Dimensions: 5.5" x 7.5" x 1"
- Weight: 1 lb. (approximate)
- Operating Temperature: 32-90° F (0-35° C)
- Operating Humidity: 20% - 80%, non-condensing

**CAUTION**

Unreliable operation or damage can occur if the ambient temperature exceeds 90°F while under operation.

## Compliance

### CAUTION

Changes or modification to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Federal Communications Commission

#### Emissions

Contact has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when Contact is operated in a commercial environment.

Contact generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this instruction manual, may cause harmful interference to radio communications. Operation of Contact in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

#### Telco

Contact has been certified to FCC Part 68 requirements for telephone system equipment, Registration Number 3Y6USA-21691-KX-T.

#### Safety

Certified to ANSI/UL 1459, 2nd Edition, "Telephone Equipment".

## □ Industry Canada

### Emissions

This digital apparatus does not exceed the Class A limits for radio noise emissions from a digital apparatus set out in the Radio Interference Regulations of Industry Canada.

Le présent appareil numérique n'émet pas des bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le Règlement sur le brouillage radioélectrique édicte par le ministère de l'Industrie du Canada.

### Telco

Contact has been certified to IC (Industry Canada) CS02 and CS03 requirements for telephone system equipment.

### Safety

Certified to CSA Standard C22.2, No. 225-M90, "Telecommunications Equipment".

## Service

Should the Contact board require repair or maintenance, call your dealer or distributor. In Canada, you may be directed to send the board to the following authorized repair agent:

Reparaphone, Inc.  
7260 Cordner  
Lasalle, Quebec  
Canada H8N 2W8  
(514) 365-6000

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## A: Key System Procedures

### Telephone Programming

All Contact subscribers should program their telephones with the following features.

#### □ Call Forward-Busy/No Answer

Set Call Forward-Busy/No Answer to the message center number by pressing:

⟨Call Frwd⟩ + (N)NN + ⟨Call Frwd⟩

where (N)NN is the message center number.

This procedure assumes that a Call Forward-Busy/No Answer button exists on the telephone. If the button does not exist, refer to the telephone's User Guide for the keys to press to enable this feature.

#### □ Voice Mail ID Codes

The keys listed below represent the basic programming steps. Depending on the type of key system you have, subscribers will need to press additional or different keys. Refer to the telephone's User Guide for exact keys to press.

Subscribers with electronic or digital telephones may substitute the [#] key for 91 in the message storage procedure and the [\*] key for 92 in the message retrieval procedure.

Subscribers with standard telephones must use 91 in the message storage procedure but must substitute the [\*] key for 92 in the message retrieval procedure.

Assign a Mailbox number for message storage:

⟨Intercom⟩ [#]656 + [#](N)NN + ⟨Redial⟩ + ⟨Spkr⟩

Assign a mailbox number for message retrieval:

⟨Intercom⟩ [#]657 + [\*](N)NN + ⟨Redial⟩ + ⟨Spkr⟩

where (N)NN is the subscriber's 2 or 3 digit mailbox number.

## □ Redial and Speed Dial Buttons

If your installer did not reassign the Redial and Speed Dial buttons on electronic telephones, let subscribers know that they will have to press the following keys to produce the [#] and [\*] keys.

[#]	[*][#][#]
[*]	[*][#][*]



## B: Glossary

<b>Administrator Mailbox</b>	The Administrator mailbox is a special reserved mailbox. It can only be accessed by the System Administrator.
<b>Auto Attendant</b>	The process of having calls answered, then transferred, using an automated device instead of a live operator.
<b>Company Greeting</b>	A general purpose announcement telling callers the company they have reached and giving them options for proceeding. Also known as a System Greeting.
<b>Directory Extension</b>	A listing of Contact subscriber names having associated mailboxes. The name for an individual phone connected to the key system. (See 'station')
<b>Extension Mailbox</b>	A type of mailbox associated with a station; it has the capability to record, send, and listen to messages.
<b>Information-Only Mailbox</b>	A type of mailbox that plays informational greetings but does not record messages.
<b>Intercom</b>	A station that is on the internal company telephone network.
<b>Key System or KSU</b>	A telephone system in which the telephones have multiple buttons permitting the user to select outgoing or incoming CO lines directly.
<b>Mailbox</b>	Just like a postal mailbox, except that it uses the telephone for sending and receiving voice messages.
<b>Message-Only Mailbox</b>	A type of mailbox having the capability to record and listen to messages. It may be, but does not have to be, associated with a station number.
<b>MWI</b>	Message Waiting Indication -- a way of notifying people that they have messages. It is usually the light on your telephone.

<b>Notification</b>	The various methods used to locate people: ringing another station, calling a pocket pager, calling a cellular phone, etc.
<b>Operator</b>	The person in your company who would normally handle telephone calls. Also referred to as the Receptionist.
<b>Passcode</b>	The code used to access a mailbox.
<b>Receptionist</b>	The person in your company who would normally handle telephone calls. Also referred to as the Operator.
<b>Station</b>	The name for an individual phone connected to the key system. (See 'extension')
<b>Subscriber</b>	A person having a Contact mailbox. (See 'user')
<b>System Administrator</b>	The person responsible for maintaining the Contact system.
<b>Transfer-Only Mailbox</b>	A type of mailbox which cannot record messages and instructs callers to dial another number or 0 to reach the Operator.
<b>User</b>	A person having a Contact mailbox. (See 'subscriber')
<b>Voice Messaging System</b>	Also known as a voice mail system. A recording system designed for leaving messages with people by using the phone. It eliminates incorrect or incomplete messages taken by a third party and allows for full 24 hour communications.

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## Message Notification

### □ Description

This feature allows users to be notified whenever messages arrive in their mailbox. Contact supports five types of notification:

- To an internal station.\*\*
- To an outside telephone number.
- To a message pager.
- To a tone-only pager (or beeper).
- To a digital pager.

A notification number can be assigned for each Contact mailbox subscriber.

*\*\*One reason you may want to set Contact to notify an internal station when a message arrives is if a station does not have a message light.*

### How It Works

- For internal station numbers and outside phone numbers:
  1. Contact calls the notification number when the subscriber's mailbox receives its first new message.
  2. Depending on the response at that number, Contact does different things:
    - a. If the notification number is busy or does not answer, Contact tries calling again in 15 minutes. This procedure is repeated up to three times. Contact stops calling after the third time. The message light on the user's phone remains lit until they call in and check their messages.

