PERFECT VOICE ANSWER

User Guide

User Guides

TELECO

MORE THAN JUST TALK

Contents

WHAT IS *PERFECT VOICE ANSWER*?---------- 1

ACCESSING THE SYSTEM---------- 2

QUICK SETUP---------- 3

USER MODE OVERVIEW ---------- 4

(MAIN MENU)---------- 4

USER MODE TIPS ---------- 5

MESSAGE MANAGEMENT---------- 6

MESSAGE MANAGEMENT TIPS ---------- 8

LISTENING TO MESSAGES ---------- 9

FORWARD MENU---------- 10

SEND MENU ---------- 11

SENDING A SINGLE MESSAGE TO MULTIPLE DESTINATIONS ---------- 13

SENDING A MESSAGE TO AN AMIS USER---------- 14

CALL MANAGEMENT ---------- 15

RECORD ADDITIONAL PERSONAL GREETINGS ---------- 16

LIST MANAGEMENT ---------- 17

WHAT IS A PERSONAL DISTRIBUTION LIST? ---------- 17

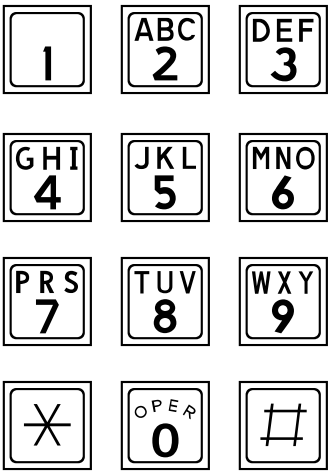
NOTIFY MANAGEMENT* ---------- 18

HOW CAN *PERFECT VOICE ANSWER* NOTIFY? ---------- 18

USER SETUP ---------- 19

What is *Perfect Voice Answer*?

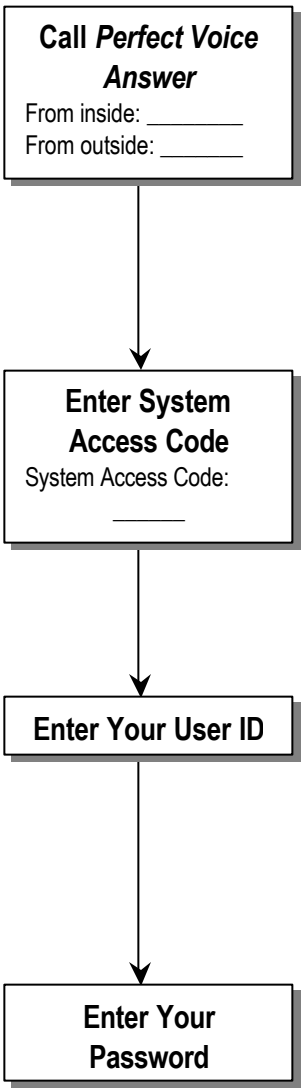
Perfect Voice Answer, an automated attendant/voice messaging system, functions like your own personal receptionist. Depending on how your system is configured, *Perfect Voice Answer* can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, and much more. *Perfect Voice Answer* provides the best utilization of current technology and makes more productive use of the telephone.



Keeping You Connected

Accessing the System

As a User, you access the *Perfect Voice Answer* system to listen to your messages change your password, record your personal greeting or perform any other Use functions. To access the system in this manner, you must ***log in to User Mode***.



Call *Perfect Voice Answer:*

To access *Perfect Voice Answer* as a User, call it just as you would call anyone else in your company with a telephon extension number. Your System Administrator can tell you wha the *Perfect Voice Answer* extension number is. Dial this numbe when you want to call *Perfect Voice Answer* from inside you company's facilities. You may also call *Perfect Voice Answer* fror outside your company's facilities by dialing a 7- or 10-digit numbe (i.e. from your home telephone). Your System Administrator ca also tell you what this telephone number is.

Enter System Access Code

After *Perfect Voice Answer* answers your call, you hear yo company's greeting, also known as the *main* greeting. If you wa to listen to your messages, change your password, record you personal greeting or perform any other *User Mode* functions, first need to enter the System Access code. This is the number th you or anyone else in your company dials from the main greetir to *log in to User Mode* (request access to User features on t system). The access code is 7.

Enter Your User ID

After you enter the System Access Code, you are prompted t enter your User ID. The User ID is what others dial to reach yo or leave you a message in your *message* box. Your Systen Administrator should have already reserved a *User ID* (Use Identification number) for you. Your User ID is often the sam number as your telephone extension number. If you are not sure check with your System Administrator.

Enter Your Password

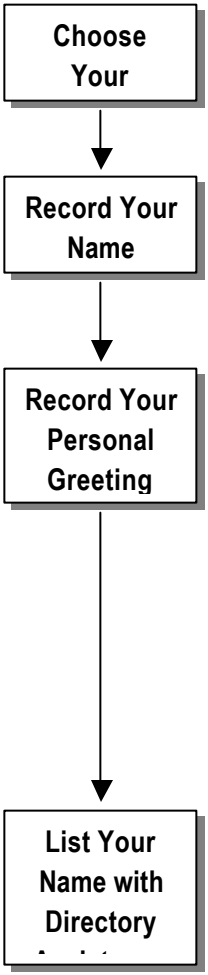
After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your message box. You are prompted for your password each time you access your message box. To keep your message box secure, you should change it to a number that only you know.

Your first menu is Message Management. To access all other menus, press 9 to back out to the Main Menu.

Quick Setup

The first time you log in to the system, you are automatically placed into Quick Setup. Even if you are not familiar with voice messaging, it should take no more than a few minutes to complete Quick Setup. Quick Setup helps you to choose a password, record your name, record your personal greeting, and spell your name for Directory Assistance. Quick Setup asks you to confirm your input for each step before proceeding to the next step, so even if you get it wrong, you get a change to try again.

You must complete Quick Setup before you can receive message. Following is a summary of the four steps of Quick Setup. It may help you to review this section before going through Quick Setup the first time.



Choose Your Password

Your password may be any one to eight digit number. To keep your message box secure, you should choose a password that only you know. Although your System Administrator can *change* your password, only you know what it is. You are responsible for remembering it.

Record Your Name

Your name recording should only contain your spoken name, so after the tone, speak only your name. For example, Fred Smith's name recording would be recorded simply as "Fred Smith". As soon as you are finished speaking your name, press the pound sign (#) on your telephone to terminate the recording.

Record Your Personal Greeting

Your personal greeting is heard by others if you are not available to answer their call. While listening to your personal greeting, a caller may select any other extension by simply entering it. A caller may skip your personal greeting and begin recording a message by pressing the pound key (#). In addition to identifying who you are, your personal greeting may also tell the caller about other options. For example, Mary wants to make sure callers can call the operator and have her paged. Her personal greeting may be:

"*Hi, this is Mary Smith. I'm sorry I missed your call. If you want to leave me a message, press pound or wait for the tone. Or, you may press 0 and have me paged."*

To save time, write down your personal greeting before recording it. After you have finished recording your personal greeting, press the pound key (#) on your telephone.

List your Name with Directory Assistance

Directory Assistance offers callers who do not know your User ID the option of "spelling out" your name by pressing the telephone keys that correspond to your last name. For example, a caller wishing to reach Fred Smith from Directory Assistance would press 76484. In this step, you are asked to spell out your name, just as a caller would from Directory Assistance. If you wish to remain unlisted with Directory Assistance, simply the # key when prompted to spell out your name.

After completing Quick Setup, you hear the Main Menu options. All subsequent logins place you in Message Management, where you may listen to messages. To access all other User menus, press

User Mode Overview (Main Menu)

From the Main menu, you may select any of the following options by pressing the appropriate key on your telephone keypad. Most of these options, in turn, lead to other menus with their own sets of options.

Message Management

From Message Management, you can listen to your messages, send a new message to another User (or a list of Users), forward a message, and erase messages. You also can review or erase a message that you sent to another user before it is listened to.

Call Management

Call Management enables you to record your personal greeting, select an alternate personal greeting and change the Call Blocking setting of your message box.

List Management

List Management, helps you define and manage up to ten *private distribution lists.* A distribution list is a list of other Users to whom you can easily send messages.

Notify Management

From Notify Management, you can enable or disable notification of new messages.

User Setup

From User Setup, you can change your password, record your name, change the order in which your messages are played, and define your name spelling with Directory Assistance.

Quick Setup

Quick Setup allows you to go back through the new User setup tutorial. Quick Setup walks you through changing your password, recording your name and personal greeting and listing yourself in Directory Assistance.

System Date And Time

This option plays the current system date and time

or

Log Out

These options log you out of User mode and return you to the main system greeting.

User Mode Tips

Logging into the System:

- When logging into the system, it is normally not necessary to wait for each prompt before entering the information requested by that prompt.

Logging out of User Mode:

- From almost anywhere in User Mode, you may press 0 to log out of User Mode and return to the main greeting.

Returning to the Previous Menu:

- From any level, you may press 9 and return to the previous menu level. If you are in the Main Menu, pressing 9 logs you out of User Mode and takes you back to the main greeting.

Replaying a Menu:

- From any menu, you may press * to replay the menu.

Skipping Ahead to the Next Step:

- Pressing # also signals to the system that you want to skip ahead to the next step. For example, if you are listening to the prefix of a message that was forwarded to you, pressing # skips directly to the forwarded message itself.

Recording Messages and Greetings:

- If you are calling from a quiet environment, you may simply stop talking when you have finished recording a message. The silence marks the end of your message and will be trimmed from the final recording. If you are recording from a noisy environment, you should press # when you have finished. These rules apply to any recording, including your name file and personal greeting.

- It is good practice to change your personal greeting to indicate that you are out of the office. Personal greetings may be pre-recorded to handle different situations.

Directory Assistance:

- If you do not know someone's User ID, you may enter the directory assistance code (9). You will be prompted to spell out their name instead.

Message Management

1 Play Next Message

Play your next message with the time stamp.

ABC 2 Replay Current Message

Replay the current message, including the time stamp.

DEF 3 Advanced Options

After selecting this option, the following advanced options are available.

---

1 Play Next Message

Automatically saves the current message and plays the next message.

DEF 3 Quick Messaging

Record and send a message to another User without ringing their telephone or hearing their personal greeting. It prompts you for the destination and then immediately begins recording your message. This method of sending a message requires a minimum amount of key strokes.

GHI 4 Erase All Messages

After selecting this option, all messages are marked to be erased and will be erased upon exit from User Mode.

JKL 5 Unerase All Messages

Selecting this option unmarks all messages that were marked for erasure. This allows you to exit User Mode without deleting any messages that were marked during that session.

MNO 6 Check Unheard Sent Messages

This option allows you to check the status of the messages that you have sent to other Users and listen to and delete the message if it has not been heard by the recipient.

PRS 7 Play First Message

This option immediately plays back the first message in playback order.

TUV 8 Play Saved Messages

This option immediately goes to playback of the first saved message in playback order.

GHI 4 Erase Current Message & Play Next Message

Erases the message currently being listened to and immediately begins playback of the next message in playback order.

Forward Current Message (See Forward Menu)

Forward the current message to another User or a list of Users. After selecting this option, you are placed into the Forward menu from which the following options are available.

Send a New Message (See Send Menu)

Send a new message to another User or a list of Users. After selecting this option, you are placed into the Send menu from which the following options are available.

Replay the Current Message

This option works just like the rewind control on a tape player. After selecting this option, playback of the message is resumed a few seconds before the current point.

Power Playback

Play all messages. This enables you to listen to all of your messages with a single button. Selecting option 3 takes you out of Power Play.

Note that this option is only available while listening to the Message Management menu. Pressing 8 during message playback moves forward within the message (works like fast-forward on a tape player).

Return to Main Menu

This option returns you to the Main menu.

Log Out

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

Replay Menu Options

Message Management Tips

Message Playback Order: You may configure the order in which your messages are played back to be the same as the order in which they were received (first-in-first-out), or in the opposite order (last-in-first-out). This is done from User Setup.

Forwarding Messages: To forward a single message to more than one User or distribution list without re-recording the forward prefix, simply re-select the destination and forward the message.

Sending Messages: To send a single message more than one User without re-recording the message, refer to "Sending a Single Message or Send a Message to Multiple Destinations".

The following options are available **only during Message Playback:**

PRS 7 Move Back Within a Message

This option works just like the rewind control on a tape player. Pressing PRS 7 one time rewinds the message five seconds from the current point. You may press PRS 7 multiple times to rewind to an earlier point in the message.

TUV 8 Move Forward Within Message

This option works just like the fast-forward control on a tape player. Pressing TUV 8 one time forwards the message five seconds past the current point. You may press TUV 8 multiple times to fast-forward to a later point in the message.

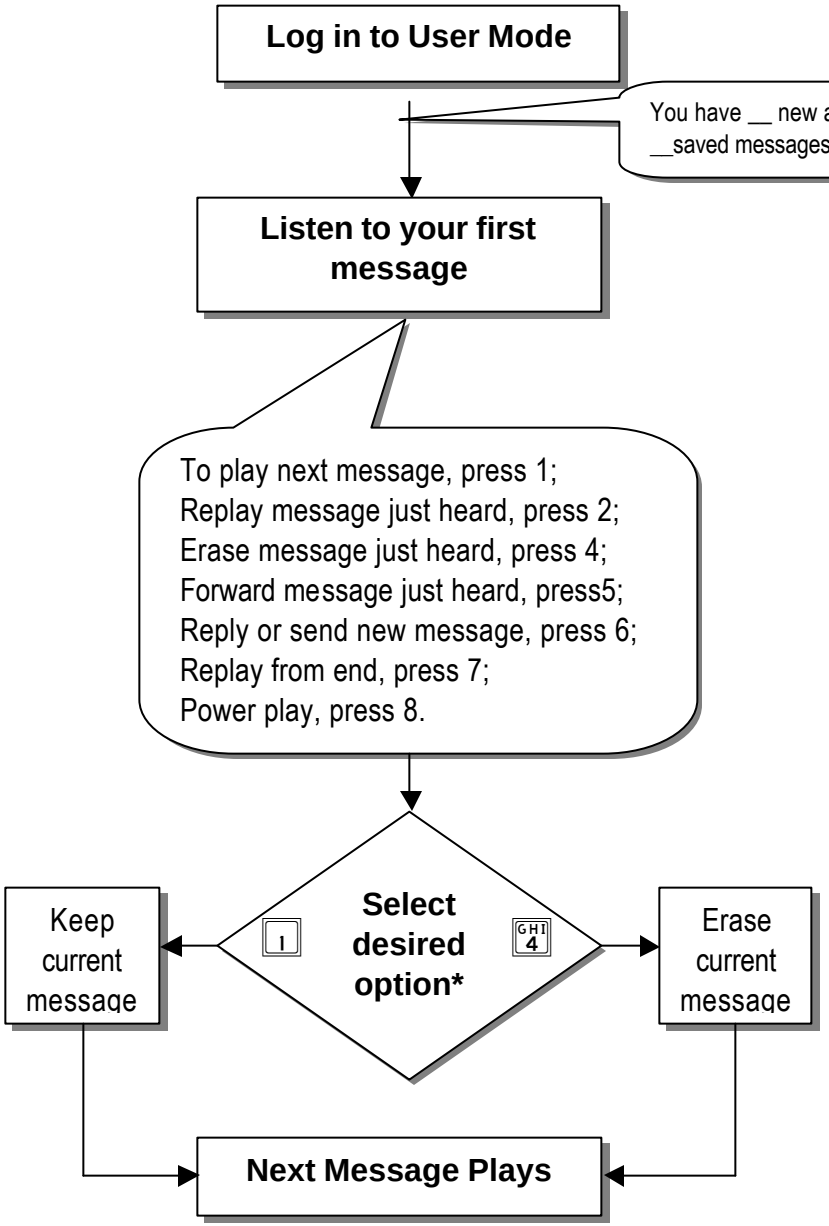
* Pause Message Playback

This option works just like the pause control on a tape player. After selecting this option, playback of the message is suspended for a few seconds or until you press * again.

Skip to Next Message Component

This option allows you to skip to the end of a message component. For example, while listening to a message that was forwarded to you, press # during playback of the forwarding prefix to skip it and begin playback of the forwarded message itself.

Listening to Messages



*These options are available during or after message playback.

JKL 5 Forward Menu

1 Forward Message and Return to Message Menu

Deliver the forwarded message. This option may be used only after you have selected a forwarding destination. You are returned to the Message Menu.

ABC 2 Record Message Prefix

Record a separate message that will be heard by the destination User or Users just before the forwarded message. Although not required, it is recommended that you record a prefix when forwarding a message. If you re-select this option, your previous recording is overwritten.

DEF 3 Review Message Prefix

Replay the forwarding prefix if you have recorded it.

GHI 4 Forward With Special Delivery Options

After selecting this option, you are placed in the following menu, after which you are sent back to the "Forward Current Message" menu.

- **1** Send Message with Options*
  Send the message after selecting one or more of the special delivery options that follow.
- **ABC 2** Set Private
  The destination User is not allowed to forward your message to any other Users.
- **DEF 3** Set Certified
  You are sent a return message when the destination User listens to your message.
- **GHI 4** Set Urgent
  Sending a message as Urgent places your message in front of non-urgent messages in the destination User's message box.
- **JKL 5** Set Future Delivery
  You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.
- **TUV 8** Reset Delivery Options
  This option allows you to redefine the delivery options that you have selected.

JKL 5 Append to Message Prefix

Continue recording the prefix, adding to the end of the current prefix recording.

MNO 6 Select Personal List Number**

Select the list of Users to whom the message will be forwarded.

PRS 7 Select User ID**

Select the User to whom the message will be forwarded.

TUV 8 Select Network User ID**

Select the Network User to whom the message will be forwarded.

*You are returned to the Forward menu where you may select another destination.
**You may override your selection if you re-select any of these options.

MNO 6 Send Menu

1 Send Message and Return to Message Menu
Deliver the recorded message. This option may be used only after you have selected a forwarding destination. You are returned to the Message Menu.

ABC 2 Record Message
Record a message to be heard by the destination User or Users. If you re-select this option, your previous recording is overwritten.

DEF 3 Review Message
Replay the message you have recorded.

GHI 4 Send With Delivery Options
After selecting this option, you are placed in the following menu, after which you are returned to the "Send a New Message" menu.

- **1 Send Message with Options***
  Send the message after selecting one or more of the special delivery options that follow.
- **ABC 2 Set Private**
  The destination User is not allowed to forward your message to any other Users.
- **DEF 3 Set Certified**
  You are sent a return message when the destination User listens to your message.
- **GHI 4 Set Urgent**
  Sending a message as Urgent places your message in front of non-urgent messages in the destination User's message box.
- **JKL 5 Set Future Delivery**
  You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.
- **TUV 8 Reset Delivery Options**
  This option allows you to redefine the delivery options that you have selected.

JKL 5 Append to Message
Continue recording, adding to the end of the current recording.

MNO 6 Select Personal List Number**
Select the list of Users to whom the message will be sent.

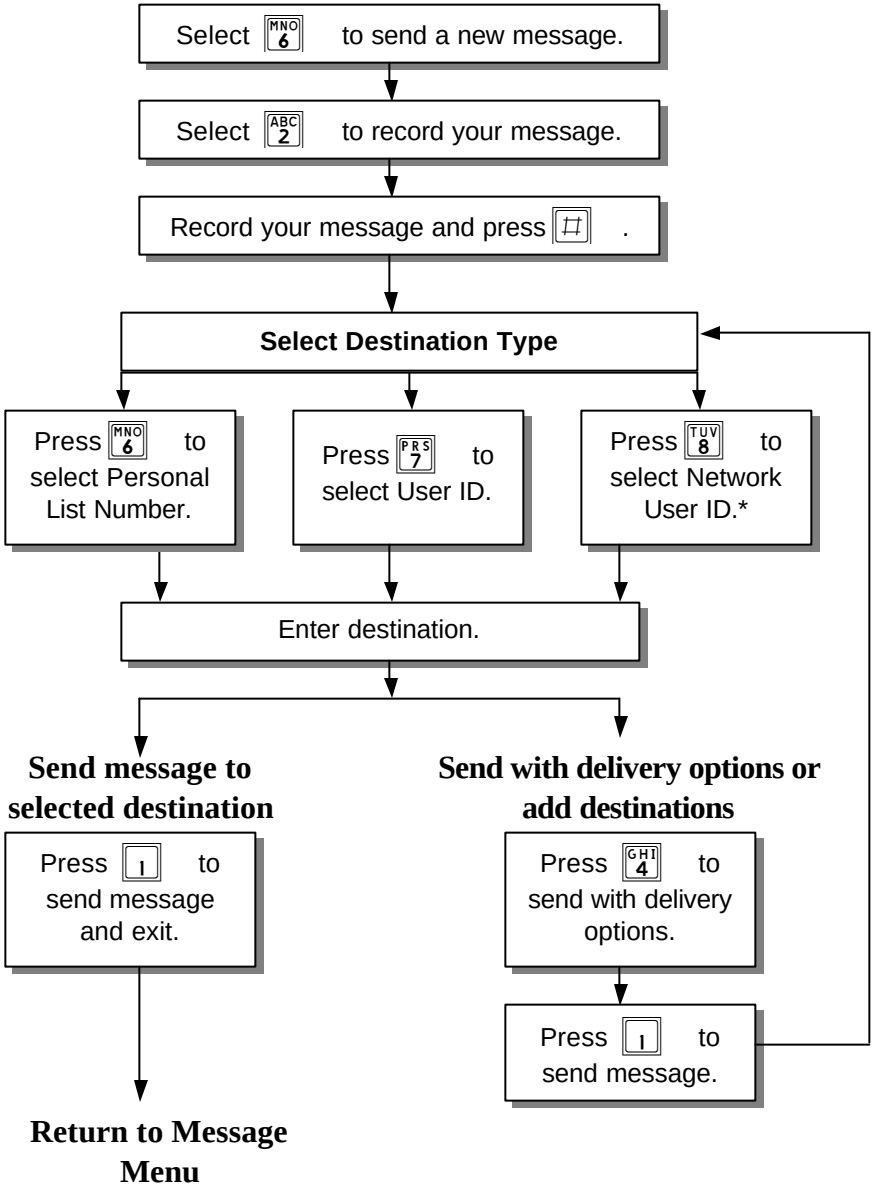
PRS 7 Select User ID**
Select the User to whom the message will be sent.

TUV 8 Select Network User ID**
Select the Network User to whom the message will be sent.

*You are returned to the Send menu where you may select another destination.

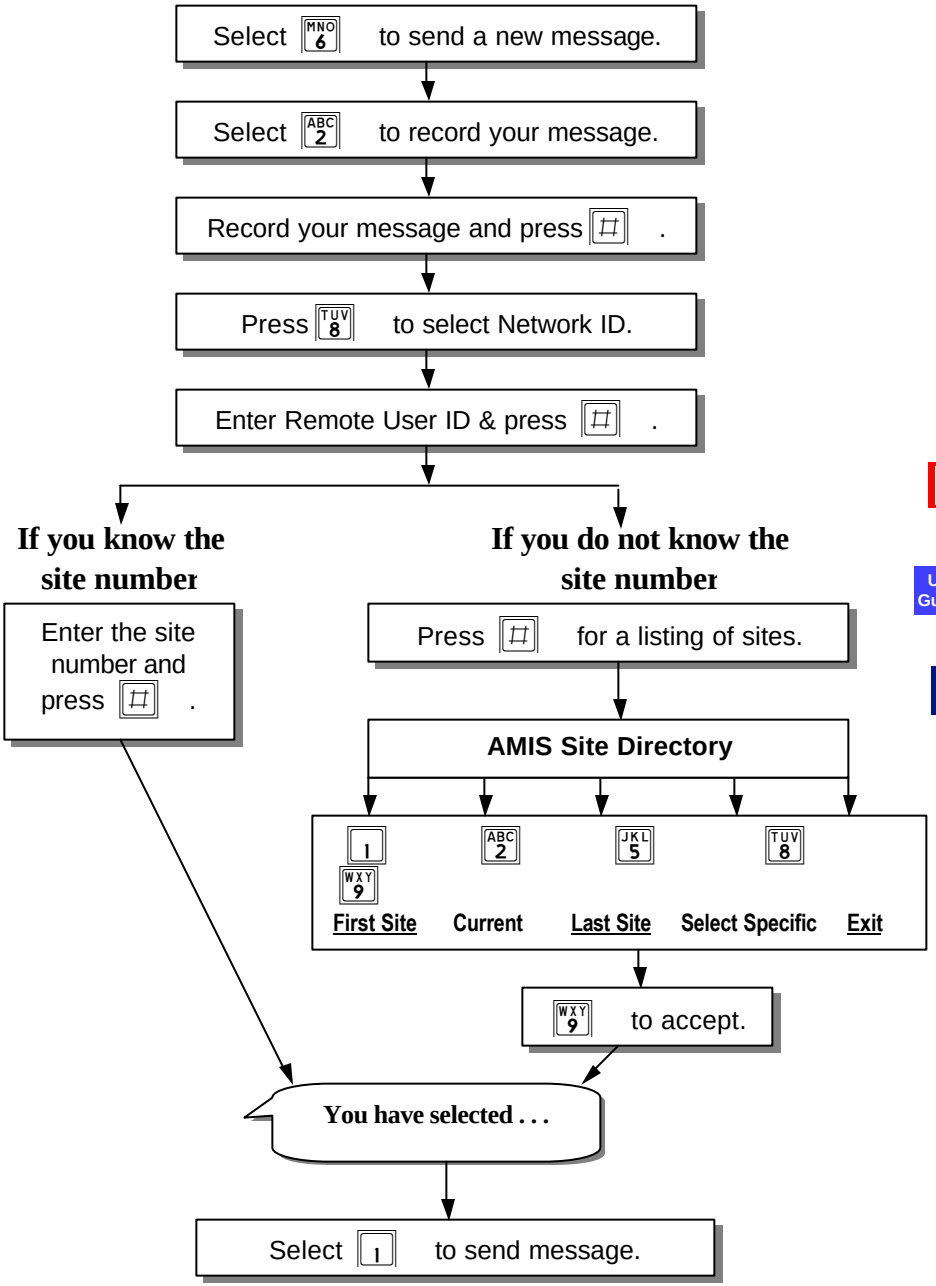
Sending a Single Message or Send a Message to Multiple Destinations

To send a single message to more than one User or distribution list without re-recording the message:



* The Network User ID is the destination User ID on the remote site.

Sending a Message to an AMIS User



Call Management

Play the Current Personal Greeting

Play back your current personal greeting.

Change Call Blocking*

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your User ID will go straight to your personal greeting without trying your extension. (This feature is not available for Outside User mailboxes.)

Select Next Personal Greeting

Select which of your personal greetings will play when you are not available. For example, if your current personal greeting is number one, pressing 4 causes personal greeting number two to play when you are not available. If you press 4 again, the standard system prompt for leaving a message will play. Pressing 4 once more causes personal greeting number one to play.

Record Current Personal Greeting

This option prompts you to record the personal greeting that is currently playing.

Return to Main Menu

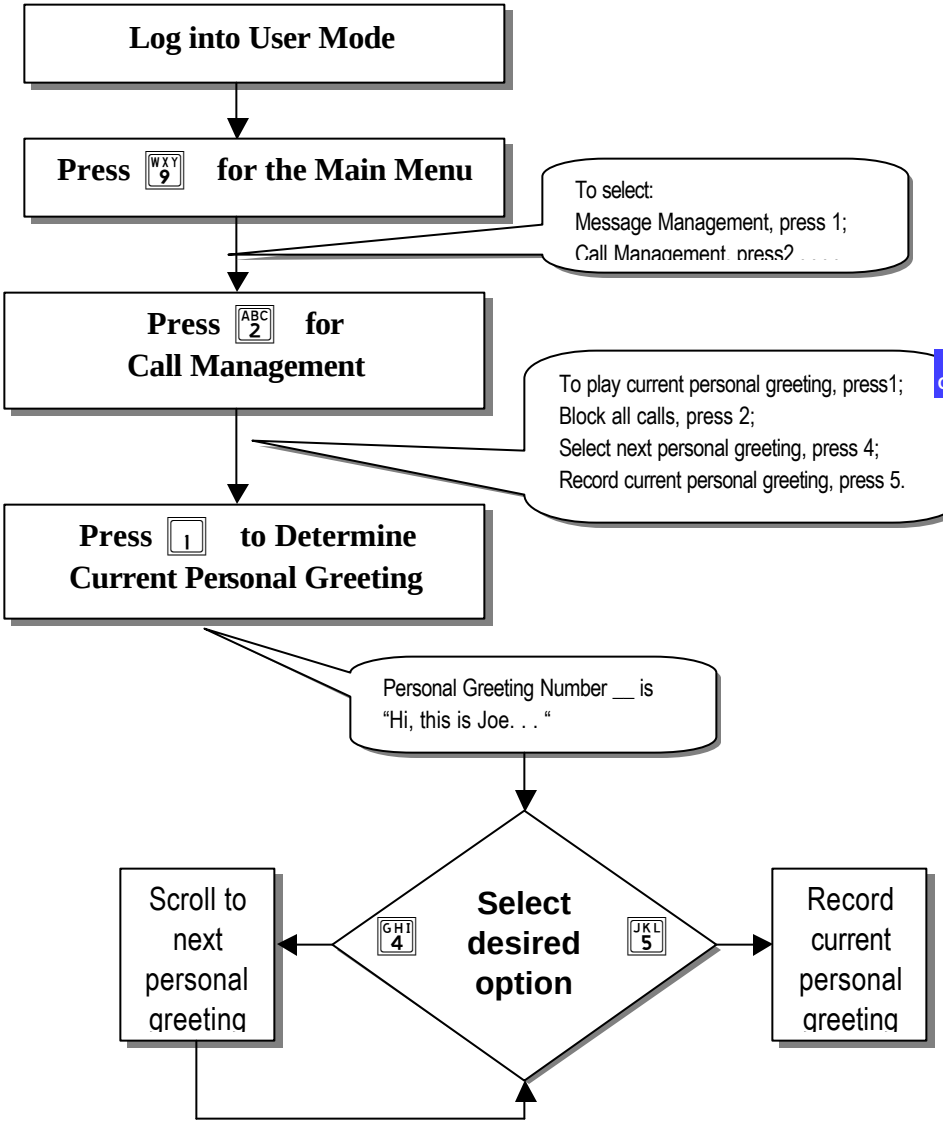
This option returns you to the Main menu.

Log Out

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

Replay Menu Options

** If an option is not available to you, it will not be spoken.*

Record Additional Personal Greetings

If you have completed Quick Setup, you have already recorded personal greeting number one. It is good practice to record additional personal greetings to handle different situations. For example, a different personal greeting may play for the times you are out of the office for appointments versus the times you are in the office but away from your desk. You may pre-record the additional greetings and select them from the Call Management menu as needed. It is not necessary to re-record the same personal greeting every time you are out of the office.