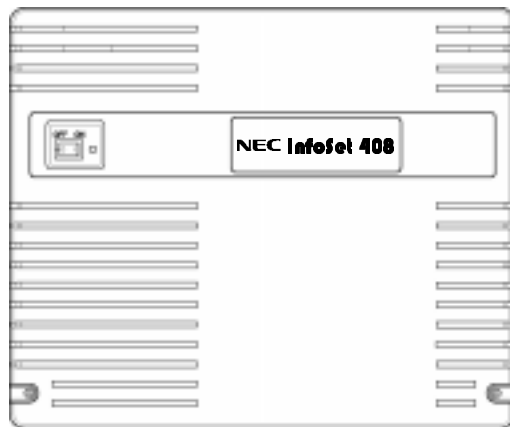


# NEC

# InfoSet™ 408 VM

## Voice Processing System



## TECHNICIAN'S GUIDE

NEC America, Inc.

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Issue 1

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# *Preface*

## **GENERAL INFORMATION**

This book is intended to help in the installation and system administration for the InfoSet 408 Voice Mail (VM). It is intended for use as a reference by anyone needing such information, including system managers, support personnel, sales representatives, and account executives. It is also intended for technicians who are responsible for system installation, maintenance, and troubleshooting.

## **THIS MANUAL**

This manual provides information about the system features, configuration, and standards. Chapters of this manual include:

- ① **About InfoSet VM**  
Describes the initial setup and use of the InfoSet 408 Voice Mail system.
- ② **Planning the System**  
Discusses the duties of the System Manager and how to handle the calls processed on the voice processing system. Special features are addressed and the System Setup Worksheet is described.
- ③ **Setting Up the System**  
Provides direction on how to utilize and change mailbox settings in the system. Fax support is also discussed.
- ④ **Customizing the System**  
Provides directions for editing or modifying system features.
- ⑤ **Training the System Manager**  
Provides training topics and directions for the technician to train the System Manager.

- ④ **Changing System Options**  
Provides directions for changing the system options by option number and provides the settings that the technician needs for setting up his own system.
- ④ **Troubleshooting System Options**  
Provides directions for diagnosing and troubleshooting system problems.
- ④ **Glossary**  
Provides definitions of the words and phrases that are used in this Technician's Guide.

## **SUPPORTING DOCUMENTS**

- InfoSet 408 VM, Voice Processing System, System Manager's Guide (Stock Number 706418)
- InfoSet Voice Mail User Guide (Stock Number 750204-0)
- InfoSet 408 System Manual (Stock Number 760409)
- InfoSet 408 Voice Processing System CD-ROM (Stock Number 305260-0)

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### **SECTION 1      SETUP IS QUICK AND EASY**

Setting up InfoSet 408 VM is quick and easy. The technician performs the initial setup, and the system manager handles the system customization.

InfoSet 408 VM is simple to use, so minimal training is required. People introduce themselves to the system as they use it.

### **SECTION 2      SUPPORTING DOCUMENTS**

There are two manuals that support the InfoSet 408 VM system — the Technician's Guide and the System Manager's Guide.

The Technician's Guide contains information on planning and setting up InfoSet 408 VM. The guide is organized by chapter:

- ① [Planning the System on page 2-1](#)
- ① [Setting Up the System on page 3-1](#)
- ① [Training the System Manager on page 5-1](#)

The System Setup Worksheet contained in the first section helps the technician gather and organize all of the information needed for the setup.

The Technician's Guide also includes the following troubleshooting appendices:

- ① [Changing System Options on page A-1](#)
- ① [Troubleshooting System Options on page B-1](#)

The System Manager's Guide contains information on customizing and maintaining InfoSet 408 VM, and training subscribers. The guide is organized by chapter:

- ④ Chapter 2 Planning Your System on page 2-1
- ④ Chapter 3 Setting Up the System on page 3-1
- ④ Chapter 4 Training Users on page 4-1
- ④ Chapter 5 Maintaining Your System on page 5-1
- ④ Chapter 6 Expanding Your System With Call Routing on page 6-1

### SECTION 1

### IDENTIFYING THE SYSTEM MANAGER

The system manager makes basic installation decisions and maintains the voice messaging system. Identifying a system manager and giving that person the information necessary to perform those tasks helps you complete the installation quickly and easily.

If the system manager has not already been selected, you need to recruit a person to take on the responsibilities.

The initial duties of the system manager include:

- ① Help make decisions about how to set up InfoSet VM
- ① Configuring and customizing the system
- ① Providing minimal training to the operator and subscribers
- ① Answering coworkers' questions as they open their mailboxes
- ① Answering basic questions about InfoSet VMS

The system manager is also responsible for maintaining certain aspects of the system. A system manager's ongoing duties include:

- ① Verifying that InfoSet 408 VM is running normally
- ① Recording holiday greetings; setting holiday operation
- ① Adding, deleting, and reassigning mailboxes
- ① Setting up and maintaining Call Routing
- ① Setting up and maintaining message groups

## 1.1 The System Manager's Guide

Being system manager is easy and takes very little time. Most of the system manager's time is spent during the start-up process immediately after installation. Complete, step-by-step instructions for all system manager duties are given in the *InfoSet 408 System Manager's Guide*.

Encourage the system manager to read Chapter 1, "System Overview" and Chapter 2, "Planning Your System" in the *InfoSet 408 System Manager's Guide* before you begin the installation.

If the system manager reads this material, he or she can better help you make installation decisions.

**Note:** To provide the system manager with necessary information about the voice messaging system, fill out the Setup Information Record in Chapter 3, "Setting Up the System" of the *InfoSet 408 System Manager's Guide*.

Refer to:

- [Training the System Manager on page 5-1](#)

## SECTION 2

### DECIDING HOW TO HANDLE CALLS

Before you set up InfoSet 408 VM, you need to determine the following:

Will the operator answer all calls, with InfoSet 408 VM being used for voice mail only, or will the system help answer calls and transfer them to internal extensions?

Some customers want the operator to handle all incoming calls, using InfoSet 408 VM primarily for its voice mail features. For these sites, you turn off InfoSet 408 VM's call transfer feature. InfoSet 408 VM then acts as a voice mail "post office," collecting and delivering voice mail messages but not transferring calls to other extensions.

Some customers want InfoSet 408 VM to help the operator answer incoming calls and transfer calls to extensions. For these customers, you and the system manager need to determine how to set up the automated attendant.

If your customer wants the operator to handle all incoming calls, read [Using InfoSet 408 VM for Voice Mail Only on page 2-3](#). If your customer chooses to have InfoSet 408 VM answer some or all calls, read [Using InfoSet VM's Automated Attendant on page 2-4](#) later in this chapter.

When you initialize InfoSet 408 VM, you indicate the customer's choices about call transfer by selecting a call handling method. For details, see [Choosing How to Handle Calls on page 3-3](#).

## 2.1 Using InfoSet 408 VM for Voice Mail Only

Your customer may want InfoSet 408 VM set up as an extension of the telephone system, with no external lines answered by InfoSet 408 VM. Internal callers can check messages and leave messages by dialing the voice mail extension. External callers can reach voice mail during business hours.

- ① The operator can transfer the call to voice mail manually.
- ① If call forwarding is set, callers can be transferred to voice mail automatically when an extension is busy or not answered.

Voice mail can also be available after business hours. The telephone system can be programmed to route incoming calls to InfoSet VM's extension. (Refer to the *InfoSet 408 System Manual* for more details.)

Later in the installation process, the system conversation asks you to pick a call handling method. To turn off call transfer, choose "Call Handling Method 3: Voice Mail Only."

**Note:** When call transfer is turned off, the system cannot use the fax detection or Call Routing features.

## 2.2 Using InfoSet VM's Automated Attendant

Your customer may want InfoSet 408 VM to help the operator answer and transfer calls and to transfer callers to voice mail during nonbusiness hours. This is the automated attendant feature.

### 2.2.1 What Is the Automated Attendant?

As an Automated Attendant, InfoSet 408 VM answers, greets, and routes incoming calls. Callers hear an opening greeting that gives them instructions and options.

The automated attendant lets an external caller with a touchtone telephone reach a person directly by dialing an extension number. Callers who do not know the correct extension number can use the system's directory assistance feature.

InfoSet 408 VM listens for touchtones while playing the opening greeting. If the caller dials a valid extension, InfoSet 408 VM transfers the call, ringing that extension. A valid extension is one with a corresponding voice mailbox.

During business hours, callers who need personal assistance can dial 0 at any time to reach the operator. InfoSet 408 VM even handles callers who are not using a touchtone telephone — for callers who do not respond during the opening greeting, InfoSet 408 VM then transfers them to the operator automatically.

### 2.2.2 Calls Can Route to Voice Mail

If the extension is busy or unanswered, InfoSet 408 VM places the caller in the extension's voice mailbox. The caller hears a personal greeting from the subscriber ("Hi, this is Chris. I'm away from my phone right now..."). After the personal greeting plays, the caller can leave a message.

### 2.2.3 Automatic Fax Routing

If InfoSet 408 VM hears a fax tone when it answers, it transfers the call to a fax machine connected to a specified fax extension. Your site does not need a separate fax telephone number or a dedicated external line.

**Note:** Because the separate fax jack connection on the side of the KSU is not an extension, InfoSet Voice Mail can not route faxes to it. Connecting a fax machine to an internal extension requires a special converter. Please see the *InfoSet 408 System Manual* for more information.

### 2.2.4 Call Routing

The InfoSet 408 VM Call Routing lets the system manager create simple menus that callers can choose from during the opening greeting. With a single touchtone, callers can transfer to a specified extension (For Sales, press 1) or hear a recorded message (For product information, press 2). Call Routing is explained in detail in the *InfoSet 408 System Manager's Guide*, Chapter 5, "Expanding Your System."

Refer to:

- [The Technician's Conversation on page 3-1](#)

## SECTION 3

## SPECIAL VOICE MESSAGING FEATURES

InfoSet 408 VM has several voice messaging features that use special capabilities found on the InfoSet telephone system. These features are:

### 3.1 Message Notification

InfoSet 408 VM can notify a subscriber that new messages have arrived. It does this in one or more of the following ways:

- ④ By activating a message waiting lamp at the extension telephone.
- ④ By calling the extension telephone, an external telephone, or pager at specified intervals to deliver messages.
- ④ By announcing that messages are waiting when the subscriber calls the system.

### 3.2 Call Forward to Personal Greeting

When call forwarding is enabled, the telephone system automatically forwards calls to the voice messaging system. When the telephone system forwards a call to InfoSet VMS, it sends a follow-along ID. This ID identifies the extension the call was forwarded from. When InfoSet 408 VM answers the forwarded call, it interprets the follow-along ID information and knows to route the call directly to the extension's voice mailbox, where the personal greeting plays.

**Notes:** Call forwarding must be enabled at each extension.

Call forwarding can be set to forward all calls or to forward calls only when an extension is busy or unanswered.

### 3.3 Automatic Subscriber Log-In

With automatic subscriber log-in, subscribers can access the voice messaging system from their extension without entering their personal ID. This feature also lets a subscriber check messages by pressing a single button on the telephone. To do this, InfoSet 408 VM uses programmable speed dialing. The speed-dial key at each extension can be programmed to dial InfoSet VMS, wait for an answer, and, if necessary, send the appropriate DTMF signals to identify the correct mailbox and retrieve messages.

When programming the speed-dial keys, you can adjust the "Direct message retrieval" setting (system option 365) to determine the number the speed-dial key should dial to reach the voice messaging system for each extension. For example, if the extension for the voice messaging system is 50 and



system option 365 is set to 0, you must program the speed-dial key to dial 50915 to let the subscriber at extension 15 use a speed-dial key to check messages.

**Table 2-1 Speed Dial Key Programming**

Direct Message Retrieval Setting	Program Speed-Dial Keys To Dial
0	Voice messaging system extension + 9 + the subscriber's extension number
1	Voice messaging system extension only
2	Voice messaging system extension only

Refer to:

- [Changing System Options on page A-1](#)

## SECTION 4

### COMPLETING THE SYSTEM SETUP WORKSHEET

There are several additional factors that you and the system manager must consider in planning the system setup. Each of the setup tasks is explained in Chapter 4, "Setting Up Your System." That chapter explains the decisions that must be made about the site. As you and the system manager decide how to set up InfoSet VM, note the decisions on the System Setup Worksheet.

You must complete the System Setup Worksheet before accessing the technician's conversation to set up the voice messaging system. There are two reasons for filling out the worksheet in advance:

- ① The conversation asks you for codes that you must determine ahead of time.
- ① The worksheet provides a record of the choices you have made, in case you need to reinitialize the system.

After you have completed the System Setup Worksheet, program the telephone system and then set up the voice messaging system through the technician's telephone conversation. The technician's conversation guides you through all of the setup tasks with simple questions and instructions.

Refer to:

- [The Technician's Conversation on page 3-1](#)

## SECTION 5 SYSTEM SETUP WORKSHEET

Use this section to record settings for your new system initialization.

Press	For This Option	To Do This	Which Includes This	See Page	Your Setting
4	New system initialization (press 4)	Select the call handling method		3-2, 3-5	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 (1 is default)
		Edit the default mailbox settings	Changing the transfer types	3-6, 3-7	<input type="checkbox"/> Await-Answer <input type="checkbox"/> Release <input type="checkbox"/> No transfer
			Changing the transfer rings	3-7	_____ (default is 4)
			Changing the default action settings	3-7	<input type="checkbox"/> Take message <input type="checkbox"/> Route to operator <input type="checkbox"/> Route to extension <input type="checkbox"/> Restart conversation <input type="checkbox"/> Say goodbye <input type="checkbox"/> Disconnect
		Add range of mailboxes for extensions		3-7	(Valid extension numbers are 1~59; default range is extension 1~29; maximum is 20) Ext. _____
		Change operator and fax settings	Change operator extension and mailbox	3-10, 3-11	(default extension is 10) Ext. _____
			Select fax extension	3-9	_____
			Set up fax notification	3-9	_____ (default is OFF) <input type="checkbox"/> On <input type="checkbox"/> Off (default)
5	System Settings	Change system options		4-4 & Ap. A	

Use this section to record settings for your new system initialization.

<b>Press</b>	<b>For This Option</b>	<b>To Do This</b>	<b>Which Includes This</b>	<b>See Page</b>	<b>Your Setting</b>
6	Mailbox Settings	Change default mailbox settings	Change transfer type, transfer rings, or default action settings	4-3	
		Change operator settings	Change transfer type, transfer rings, or default action settings		
		Change settings for a specific subscriber	Change transfer type, transfer rings, or default action settings		
7	Scheduled Maintenance and Database Archival	Set the schedule for system maintenance or perform an immediate archival or restore of the system database		4-5	
8	Technician Password	Change technician's password		4-5	
9	Fax Options	Change the fax settings		4-6	
0	System Status	Hear system information and status		4-6	

### SECTION 1 THE TECHNICIAN'S CONVERSATION

You can access InfoSet 408 VM from any telephone, either on-site or off-site. Identify yourself as the technician by entering a special technician's password. The technician's password is initially set to 8324 (TECH on keypads with letters). For security reasons, you should change this password regularly by using the technician's conversation.

**Note:** It is very important to choose a password that you will not forget since it cannot be restored to the default technician's password.

#### To access the technician's conversation:

1. Call InfoSet VM: If on-site, dial the extension for the voice messaging system. If off-site, dial the number that the voice messaging system is set to answer.
2. During the opening greeting, enter the technician's password (initially 8324).

Refer to:

- [Initializing the System on page 3-1](#)

### SECTION 2 INITIALIZING THE SYSTEM

You can use the technician's conversation to set up InfoSet VMS. This conversation guides you through the entire setup, including initializing the system, system maintenance, and several other options.

**Note:** Before accessing the technician's conversation, review the procedures in this chapter as well as the choices you and the system manager recorded on the System Setup Worksheet.

In the initialization portion of the technician's conversation, you specify the settings that define basic system operations. To complete system initialization, you need to specify these settings before hanging up or moving on to other parts of the conversation.

**Steps for system initialization:**

1. Access the technician's conversation.
2. Choose how the system answers calls (the call handling method).
3. Specify default mailbox settings (optional).
4. Add mailboxes.
5. Identify the operator's extension.
6. Identify the fax machine extension.

**WARNING!**

Initializing the voice messaging system deletes all current settings. The system reminds you of this when you begin initializing (action 4). Before initializing, you can listen to the system information (action 0) from the main menu of the technician's conversation, and write down the current settings.

**To begin system initialization:**

1. Access the technician's conversation.
2. When prompted, select action 4.
3. When prompted, select action 4 to begin new system initialization. (Select action 5 if you want to shut down the voice messaging system and restore factory default settings before initializing the system.)
4. When prompted, select action 1 to confirm that you want to initialize.
5. When the initialization menu begins, use the System Setup Worksheet as a guide and answer the system prompts to continue with each part of the initialization.

**Note:** If you shut down the voice messaging system and restore the factory default settings (action 5) before beginning system initialization, the technician's password is reset to its initial setting (8324).

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Choosing How to Handle Calls on page 3-3](#)
- [Adding Mailboxes on page 3-5](#)
- [Identifying the Operator's Extension on page 3-7](#)
- [Using Fax Support on page 3-8](#)
- [Checking System Initialization Information on page 3-10](#)

## SECTION 3

### CHOOSING HOW TO HANDLE CALLS

InfoSet 408 VM supports three call handling methods. These tell the system how to handle incoming calls.

The default setting for call handling is method 1. Make a note of your chosen call handling method on the System Setup Worksheet before accessing the initialization portion of the technician's conversation to indicate your choice.

**Table 3-1 Call Handling Methods**

Call Handling Method	Automated Attendant Used?	Call Forward Enabled?	Call Transfer Type
1	Yes	Yes	Release
2	Yes	No	Await answer
3	No	Yes	None

**Note:** Call forwarding must be enabled at each extension.

**To choose a call handling method:**

1. When the initialization menu begins, select action 5 to change call handling.
2. Select action 4.
3. Enter 1, 2, or 3 to choose your call handling method.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Initializing the System on page 3-1](#)

**SECTION 4****CHANGING MAILBOX SETTINGS**

You can add mailboxes based on the default settings or based on settings you designate using the initialization portion of the technician's conversation. If you choose to change the default settings, all subsequent mailboxes that you add will be based on the revised mailbox settings.

**Table 3-2 Voice Mailbox Default Settings**

Voice Mailbox Setting	Default
Transfer type	Release
Transfer rings (for application method 2 only)	Four rings
Default action	Callers are prompted to leave a message.

**Note:** Changing the transfer type for a voice mailbox will override the call handling method chosen during initialization.

**To change mailbox settings:**

1. When the initialization menu begins, select action 6 to change default mailbox settings.
2. Perform one of the following actions:



- To change transfer settings, select action 5.
  - To change transfer rings, select action 6.
  - To change default actions, select action 7.
3. Select action 1 to confirm that you want to change the current setting.
  4. Follow the system prompts to enter your preferred setting.
  5. Repeat steps 1-4 to change any additional mailbox settings.

## SECTION 5      ADDING MAILBOXES

Using the initialization portion of the technician's conversation, you need to designate an extension number for each mailbox you create. InfoSet 408 VM offers up to 20 subscriber voice mailboxes on a 2-port system. Before accessing the conversation, make a note on the System Setup Worksheet of the mailbox extension numbers you plan to use.

The conversation offers to set up a range of mailboxes based on the default extension numbers, 10-29. You can accept this default range or specify another range or a series of extension numbers. If the extensions set up on the telephone system do not match the default range, do not accept the system's offer to create mailboxes based on the default plan. Doing so makes the system manager's task of adding new subscribers more difficult.

**Notes:** The system directory is automatically created during setup. Subscribers enter individual information while enrolling.

Do not include the operator's extension number in the extension list if the number is 0. InfoSet 408 VM creates a special mailbox "0" automatically. If the operator's extension has a different number, include it on your extension list on the System Setup Worksheet.

Do not include the fax extension in the extension list because a fax extension cannot have a voice mailbox.

InfoSet 408 VM automatically prevents you from creating an extension number that duplicates an existing system ID. The initialization portion of the technician's conversation lists the mailboxes that cannot be added because of numbering conflicts. Conflicts can be caused by any of the following:

- Another mailbox ID.
- Another subscriber ID (9+ <extension>).
- The technician's password.
- The system manager's password.
- The fax extension.

**To add mailboxes for the default range of extensions:**

1. When the initialization menu begins, select action 7 to add a range of mailboxes.
2. When InfoSet 408 VM offers to create mailboxes based on the default extension range, press 1 to add these mailboxes. After a brief pause, the system confirms that the mailboxes have been added.

**To add mailboxes for a range other than the default range:**

1. When the initialization menu begins, select action 7 to add a range of mailboxes.
2. When InfoSet 408 VM offers to create mailboxes based on the default range, press 2 for No.
3. Indicate the starting extension number of the actual range, and then press \*.
4. Indicate the ending extension number of the actual range, and then press \*.
5. Press 1 to confirm the range.
6. Perform one of the following actions:
  - To specify another range, press 1. Repeat steps 3-5 until all ranges are specified.
  - To add mailboxes for the range(s) you specified, press 2.

7. When InfoSet 408 VM asks you to confirm the entire range, press 1. After a brief pause, the system confirms that the mailboxes have been added.

**Note:** Voice mailboxes can be added later using the system manager's conversation.

The first voice mailbox in the range of extensions is automatically designated as the operator extension and is granted public message access. Talk to the system manager about which mailboxes should receive public message access. You can use the main menu of the technician's conversation to access system settings to change public message access for a particular voice mailbox.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Identifying the Operator's Extension on page 3-7](#)
- [Changing System Options on page A-1](#)

## SECTION 6

### IDENTIFYING THE OPERATOR'S EXTENSION

Callers are routed to the operator mailbox when the operator is busy or unavailable. In addition, the system transfers daytime callers to the operator extension when:

- ① They press 0 during the opening greeting.
- ① They do not press any digits during the opening greeting.

When you add voice mailboxes, the system designates the first voice mailbox in the range of extensions as the operator extension. This extension is automatically granted public message access. You can determine the current operator's extension or assign a different extension for the operator by following the initialization portion of the technician's conversation. If you want to use a hunt group, use the pilot extension number.

Include the operator's extension in the list of mailbox extensions on the System Setup Worksheet. If you are unsure which extension to assign to the operator, ask the system manager.

**To identify or change the operator's extension:**

1. When the initialization menu begins, select action 8 to change operator and fax settings.
2. When the system tells you the operator's current extension setting, perform one of the following actions:
  - Press 1 to change it. Enter the new extension number.
  - Press 2 to keep the current setting.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Adding Mailboxes on page 3-5](#)
- [Using Fax Support on page 3-8](#)

**SECTION 7****USING FAX SUPPORT**

InfoSet 408 VM fax support requires that you connect your customer's fax machine to a telephone system extension, not an external line. The system needs to know the extension connected to the fax machine.

Before accessing the initialization portion of the technician's conversation, make a note of the fax extension on the System Setup Worksheet, but omit the fax extension from the list of current extension numbers. If more than one fax machine is connected in a hunt group, use the pilot extension number.

**Notes:** To delete a voice mailbox created for the fax extension, use the system manager's conversation. For information on accessing the system manager's conversation, see [Training the System Manager on page 5-1](#).

Fax settings can be changed after initialization using the options available from the main menu of the technician's conversation.

To connect a fax machine to a telephone system extension, use a special telephone system converter. Refer to the *InfoSet 408 System Manual* for details.

**To identify or change the fax extension:**

1. When the initialization menu begins, select action 8 to change operator and fax settings.
2. Press 2 to identify fax settings.
3. When the system confirms the current fax extension, perform one of the following actions:
  - Press 1 to change it. Enter the new extension number, and then press \*.
  - Press 2 to use the current setting.

Refer to:

- *InfoSet 408 System Manual*

## SECTION 8

### ACTIVATING FAX NOTIFICATION

If you turn on fax notification, the system sends a public message to the operator mailbox simply stating that a call was transferred to the fax machine.

If you do not turn on fax notification, callers can still send faxes to the fax extension, but the system does not notify the operator. Fax notification is set to ON by default when fax routing is enabled.

#### **To activate fax notification:**

After identifying or changing the fax extension, the system asks if you want fax notification turned on. Press 1 for Yes.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Identifying the Operator's Extension on page 3-7](#)
- [Training the System Manager on page 5-1](#)

## SECTION 9

## CHECKING SYSTEM INITIALIZATION INFORMATION

In addition to the setup tasks you perform through the technician's conversation, you can also check important information about the system.

The system information summary includes:

- ① Call handling method
- ① Number of mailboxes
- ① Operator's extension
- ① Fax extension
- ① Fax notification setting



You can use the System Setup Worksheet to indicate all of the current settings.

### To check system information:

1. Access the technician's conversation.
2. When asked to select an action, press 0 to hear initialization status.

## SECTION 10 TESTING INFOSET VM

After you have initialized the system, you must test it for proper operation. Use the extensions specified below to perform the following six tests.

**Table 3-3 Voice Mail Testing**

Test	Correct Result	Solution For Incorrect Result
<p><b>Automated attendant</b> Call InfoSet 408 VM from an external line. During the opening greeting, enter a valid extension number. Check several extensions.</p>	<p>The extension rings.</p>	<p>Confirm that call transfer is turned on by checking system setting 170.</p>
<p><b>Operator transfers</b> Call InfoSet 408 VM from an external line. During the opening Greeting, press 0.</p>	<p>The operator's extension rings.</p>	<ul style="list-style-type: none"> <li>• Confirm that the operator's extension is set correctly.</li> <li>• Confirm that call transfer is turned on by checking system setting 190.</li> </ul>
<p><b>Message notification</b> Call InfoSet 408 VM from an external line. Enter a valid extension number. When you are transferred to the voice mailbox, leave a message that is longer than six seconds.</p>	<p>The extension receives message notification within one minute.</p>	<ul style="list-style-type: none"> <li>• Confirm that the owner of the test mailbox has completed the enrollment conversation. (The system does not send message notification until the enrollment conversation has been completed.)</li> </ul>

**Table 3-3 Voice Mail Testing (Continued)**

<b>Test</b>	<b>Correct Result</b>	<b>Solution For Incorrect Result</b>
<p><b>Call forwarding</b> Activate call forwarding to a personal greeting at the extension you plan to test.</p> <ul style="list-style-type: none"> <li>• Simulate call forwarding on no answer by calling the test extension and not answering it.</li> <li>• Simulate call forwarding on busy by taking an extension off hook and then calling it.</li> </ul>	<p>InfoSet 408 VM forwards the call to the voice mailbox after a few rings or a busy signal. You hear "Extension &lt;number&gt; is not available" on no answer or busy.</p>	<p>Check both the telephone system and the extension programming.</p>
<p><b>Fax detection</b> Using a second fax machine, send a two-page test document to InfoSet 408 VM. The sending fax machine must be in "automatic" mode so that it begins transmitting a fax tone as soon as the voice messaging system answers.</p>	<p>InfoSet 408 VM recognizes the fax tone from the sending machine and automatically transfers the call to the receiving fax extension.</p>	<ul style="list-style-type: none"> <li>• Confirm that you have designated the correct fax extension.</li> <li>• Confirm that you have the correct adapter/converter connecting the fax machine and the telephone system.</li> </ul>

Refer to:

- *InfoSet 408 System Manual*



### SECTION 1      **ACCESSING THE TECHNICIAN'S CONVERSATION**

After you have initialized the system, you can customize InfoSet 408 VM by changing system, mailbox, and fax settings, scheduling system maintenance, or changing your technician's password. You can do this by accessing the technician's conversation.

If you call InfoSet 408 VM from an extension that has a mailbox, you will hear a subscriber greeting, rather than the opening greeting.

#### **To access the technician's conversation:**

1. Call InfoSet 408 VM: If on-site, dial the extension for the voice messaging system. If off-site, dial the number that the voice messaging system is set to answer.
2. If on-site, press \*2# when the subscriber greeting begins, you will then hear the opening greeting. When the opening greeting begins, enter the technician's password (initially 8324).
3. If off-site, when the opening greeting begins, enter the technician's password (initially 8324).

### SECTION 2      **CHANGING SYSTEM SETTINGS**

"Choosing System Options" in Appendix A describes many system settings that affect how InfoSet 408 VM works. As technician, you can change these system settings by accessing the technician's conversation.

Many of these system settings affect the way the voice messaging system works with the telephone system. In most cases, you do not need to change any system settings related to the telephone system. Other

system settings provide a way to further customize the system by enabling additional features. Review these features with the system manager to determine how to set the settings.

## 2.1 System Settings Worksheet

Indicate your choices on the System Settings Worksheet before accessing the technician's conversation. In the conversation, settings are identified and confirmed by number rather than description, so you must record your decisions on the worksheet before accessing the conversation.

### To change system settings:

1. Access the technician's conversation.
2. Select action 5 to change system settings.
3. Enter the system option number of the first setting you want to change. The system tells you the current setting.
4. When the system asks you to confirm that you want to change the setting, press 1.
5. Enter the new value for the setting and then press \*. The system repeats the value you have entered.

## 2.2 Special Dialing Characters

Some system settings use special characters to control certain functions of the telephone system (for example, pause, hookflash, and disconnect). Because your responses during the technician's conversation are limited to the keys on the touchtone telephone, enter the digits listed in the following table to indicate the special dialing characters.

For example, to change the "Outdial access sequence" setting (system option number 310) to 8 followed by a pause, press 8#1.

**Table 4-1 Special Dialing Characters**

<b>Press These Digits</b>	<b>To Indicate These Dialing Characters</b>	<b>To Represent</b>
#0	(&)	Hookflash and transfer
#1	(.)	A short pause (one second)
#2	(X)	The subscriber's extension
#3	(:)	A long pause (three seconds)
#4	(R)	Recall
#5	(T)	Transfer
#6	(Q)	Disconnect
#7	(%)	Hookflash
#*	*	Star
##	#	Pound

## **SECTION 3 CHANGING MAILBOX SETTINGS**

Mailboxes created during the initialization process use the default mailbox settings that you specified. You can change mailbox settings by accessing the technician's conversation. Record these changes on the System Setup Worksheet.

1. Access the technician's conversation.
2. When prompted, select action 6 to change mailbox settings.
3. Perform one of the following actions:
  - Select action 4 to change the default settings for all subscriber mailboxes. If you choose to change the default settings, all

subsequent mailboxes that you add will be based on the revised mailbox setting.

- Select action 5 to change the settings for the operator mailbox.
  - Select action 6 to change the settings for a specific mailbox. When asked, enter the first three letters of the subscriber's last name or press **##** to enter the extension number.
4. When prompted, choose from the following actions:
- Press 5 to change the transfer type. The system conversation will confirm the current setting. When prompted, press 1 to change it. Otherwise, press 2. When prompted, enter 4, 5, or 6 to choose the new transfer type.
  - Press 6 to change the number of transfer rings. The system conversation will confirm the current setting. When prompted, press 1 to change it. Otherwise press 2. When prompted, enter the new value for the number of transfer rings.
  - Press 7 to change the default action settings. The system conversation will confirm the current setting. When prompted, press 1 to change it. Otherwise, press 2. When prompted enter 4, 5, 6, 7, 8, or 9 to choose the new default action.

Refer to:

- [System Setup Worksheet on page 2-9](#)

## SECTION 4

## SCHEDULING SYSTEM MAINTENANCE

To ensure optimum performance, you need to shut down and restart InfoSet 408 VM periodically. You can instruct the system to automatically shut down and restart daily or weekly by specifying a scheduled maintenance time in the system settings portion of the technician's conversation. Schedule system maintenance during nonbusiness hours because the voice messaging system is unavailable for several minutes while it is shut down.

### 4.1 Archiving and Restoring the Database

The voice messaging system lets you archive the database so that you can restore customized settings. You can set up the system to automatically archive the database at the same time that you schedule maintenance. You may want to manually

archive the database immediately before you add or delete subscribers or change any system settings in case you want to restore these settings later. System settings, along with all recorded names and greetings, are saved when the database is archived.

**Notes:** Check with the system manager for the appropriate time and frequency for system maintenance and database archiving.

Some subscriber messages may be lost during database archive and restoration.

Restoring the database takes about five minutes.

**To set a scheduled maintenance time:**

1. Access the technician's conversation.
2. Select action 7 to schedule maintenance.
3. Perform one of the following actions:
  - When prompted, select action 4 to schedule daily system maintenance. When prompted, enter the time that you want the system to perform maintenance each day.
  - When prompted, select action 5 to schedule weekly system maintenance. When prompted, enter the day of the week and the time of day that you want the system to perform maintenance.
4. When asked, press 1 for A.M. or 2 for P.M. The system confirms the time you have entered.
5. Press 1 to perform database archiving at the same time as system maintenance. Otherwise, press 2.

**To archive or restore the database:**

1. Access the technician's conversation.
2. Section action 7 to schedule maintenance.
3. Perform one of the following actions:
  - Select action 6 to immediately archive the database.

- Select action 7 to restore the archived database.
4. Follow the system prompts.

## **SECTION 5                    CHANGING THE TECHNICIAN'S PASSWORD**

The technician's password identifies you as the technician and gives you access to the technician's conversation. Because the entire system is set up in this conversation, it is essential to remember the technician's password and to prevent others from learning it.

The password is initially set to 8324 (TECH on keypads with letters). For security reasons, change the password regularly. Choose a password that you will not forget. This is very important since this password cannot be restored to the default setting.

### **To change the technician's password:**

1. Access the technician's conversation.
2. Select action 8 to change technician's password.
3. Enter a password between four and ten digits, and press \*.
4. When asked to confirm the password, reenter the password, followed by \*.

## **SECTION 6                    CHANGING THE FAX SETTINGS**

Once you have completed the new system initialization process, you may want to change your fax setup. You can do this by accessing the technician's conversation. Record these changes on the System Setup Worksheet.

1. Access the technician's conversation.
2. When prompted, select action 9 to change the fax settings.
3. When the system provides the current fax extension setting, perform one of the following actions:
  - Press 1 to enable fax routing or change the current fax extension

setting. Enter the fax extension number and then press \*.

- Press 2 to use the current setting.
4. When the system confirms the current fax routing setting, perform one of the following actions:
- Press 1 to turn fax notification ON.
  - Press 2 to turn fax notification OFF.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Using Fax Support on page 3-8](#)

The technician will need the following resources to train the system manager in the use and maintenance of InfoSet VM:

- ① Completed copies of the Setup Information Record (see the *InfoSet 408 System Manager's Guide*) and System Options Worksheet (refer to [Changing System Options on page A-1](#) in this guide).
- ① The *InfoSet 408 System Manager's Guide*.
- ① InfoSet 408 VM with two voice mailboxes set up for the training session.
- ① A working telephone set for the operator.
- ① A working telephone set for use as a demonstration extension during training.

The system manager needs to understand telephone system and voice messaging system concepts, terminology, and procedures. Pace the training session according to the needs and experience of the system manager. Keep in mind that successful completion of the training session instills confidence in the system manager and ensures the success of the voice messaging system. Include the following topics in the training session:

- ① **System Orientation**

Familiarize the system manager with the features of InfoSet VMS, including individual and operator mailboxes, call routing, and automatic subscriber log-in.



## ⌚ System Power

Explain that InfoSet 408 VM automatically starts when the InfoSet telephone system is turned on. Note that the voice messaging system will require a few extra minutes to complete startup after the telephone system is up and running.

## ⌚ Setup Information Record and System Settings Worksheet

Review the completed worksheet with the system manager. Explain key concepts, such as personal IDs and valid extension numbers.

## ⌚ Automated Attendant

If the site uses the automated attendant, explain how it works, and then have the system manager call the voice messaging system to hear it answer.

## ⌚ Call Forward to Personal Greeting

Explain how to activate call forwarding to personal greeting at individual telephones. Let the system manager practice activating this feature at the demonstration extension.

## ⌚ Subscriber-to-Subscriber Messaging

If InfoSet 408 VM is setup for subscriber-to-subscriber messaging, explain how this feature lets a subscriber reply directly to another subscriber's message without entering a personal ID. The system automatically identifies the sender of the message.

## ⌚ Manual Transfer to Voice Mail

Demonstrate the manual transfer procedure both from the operator's telephone set and the demonstration extension. Let the system manager practice manual transfers.

## ⌚ Database Archiving and Restoration

Explain database archiving for InfoSet VMS. Describe the benefits of an archived database when restoring system data. Ask the system manager how often he or she plans to archive the system.

④ **System Handoff**

Answer any remaining questions the system manager may have. Make sure the system manager knows whom to call if he or she has questions about the customization or maintenance of InfoSet VM.

Refer to:

- [System Setup Worksheet on page 2-9](#)
- [Checking System Initialization Information on page 3-10](#)
- [Changing Default Options on page A-1](#)
- *InfoSet 408 System Manager's Guide: Understanding Your System Setup*

# *Changing System Options*

## APPENDIX A

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### **SECTION 1            CHANGING DEFAULT OPTIONS**

As a technician, you can change the default system options to control how InfoSet 408 VM works with the telephone system. Record your option settings at installation on the System Options Worksheet.

Give a copy of this worksheet to the system manager during the training session. The System Options Worksheet also provides valid ranges and suggested values for the options where applicable. A list of system options by option number is also included as a reference guide.

### **SECTION 2            SYSTEM OPTIONS WORKSHEET**

Use this worksheet to record system option settings at installation.

**Table A-1 System Options Worksheet**

<b>Option Name</b>	<b>Description</b>
Archive time for public messages	Number of days a public message is saved if it is archived.
Archive time for subscriber messages	Number of days a subscriber message is saved if the subscriber archives it.
Automatic directory transfer	During directory dialing the caller is automatically transferred to the extension only if the three digits entered match only one directory entry.
Beep before recording	A beep is added to the end of prompts that request callers to leave a message.
Beginning record pause	Number of seconds InfoSet 408 VM waits for a caller to begin speaking before going on to the next prompt without recording a message.
Call Routing key pause time	Number of seconds InfoSet 408 VM pauses for additional touchtones before routing callers.
Dial-tone check at dial-out	Dial tone check before dialing out to deliver messages or light lamps. When this option is turned on, InfoSet 408 VM does not attempt dial out unless it hears dial tone; if it does not hear dial tone, it assumes there is an incoming call and will play the opening greeting.

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<b>Option Number</b>	<b>Valid Setting</b>	<b>Suggested Setting</b>	<b>Your Setting</b>
163	0-99 days	2 days	
166	0-99 days	2 days	
221	ON/OFF	ON	
223	ON/OFF	ON	
150	0-999 seconds	5 seconds	
110	0 ~ 9 seconds	1 second	
391	ON/OFF	ON	

**Table A-1 System Options Worksheet (continued)**

<b>Option name</b>	<b>Description</b>
Ending record pause (short messages)	Number of seconds InfoSet 408 VM listens for silence after a caller leaves a short message (30 seconds or less) before assuming the message is complete. This option also applies to pauses when you record personal or opening greetings.
Ending record pause (long messages)	Number of seconds InfoSet 408 VM listens for silence after a caller leaves a long message (30 seconds or more) before assuming the caller has finished speaking.
Group message ID	System ID subscribers use to send messages to numbered groups.
Hold time for public messages	Number of days InfoSet 408 VM saves a public message if the operator or system manager listens to it but does not archive it.
Hold time for subscriber messages	Number of days InfoSet 408 VM saves a subscriber message if the subscriber listens to it but does not archive it.
Hookflash timer	Length of the on-hook period-represented by an ampersand (&)-in a dialing sequence.
Long hookflash timer	Length of the on-hook period-represented by a percent sign (%)-in a dialing sequence.
Mailbox transfer rings	Number of rings that InfoSet 408 VM waits before it transfers the call for an individual mailbox. This option allows you to change the number of rings for one subscriber's mailbox at a time.

<b>Option Number</b>	<b>Valid Setting</b>	<b>Suggested Setting</b>	<b>Your Setting</b>
151	0-999 seconds	2 seconds	
152	0-999 seconds	3 seconds	
140	Any valid system ID		
162	0-99 days	0 days	
165	0-99 days	0 days	
320	0-9999 centiseconds	65 centi-seconds	
321	0-9999 centiseconds	200 centi-seconds	
171	0-15 rings	4 rings	(set for each subscriber)

**Table A-1 System Options Worksheet (continued)**

<b>Option Name</b>	<b>Description</b>
Mailbox default action after greeting	How the call is handled after the mailbox greeting is played.
Mailbox Public Message Access	This allows access to public messages, such as operator, fax, and public message box messages.
Mailbox transfer type	Transfer type for an individual mailbox. If you select "Await answer", you must specify the number of rings that InfoSet 408 VM waits before it transfers the call. This option is available only through the technician's conversation.
Maximum personal ID attempts	Number of retries subscribers are allowed to enter a personal ID.
Off-hook delay	Length of time InfoSet 408 VM waits after answering the telephone before speaking or recognizing touchtones.
Operator transfer rings	Number of rings that InfoSet 408 VM waits before it transfers the call to the Operator mailbox.
Operator transfer type	Transfer type for the Operator mailbox. If you choose "Await answer" you must specify the number of rings that InfoSet 408 VM waits before it transfers the call.



<b>Option Number</b>	<b>Valid Setting</b>	<b>Suggested Setting</b>	<b>Your Setting</b>
172	Route to Operator Route to extension Disconnect Return to Opening Greeting Say "Goodbye" Take message	Depends on mailbox usage	(Set for each subscriber)
182	ON/OFF		(Set for each subscriber)
170	Release Await Answer OFF	Release	
222	0 - 9999	4	
340	0 - 10,000 centiseconds	50 centi-seconds	
191	0 - 15 rings	4 rings	
190	Release Await answer Off	Depends on telephone system programming	

**Table A-1 System Options Worksheet (continued)**

<b>Option Name</b>	<b>Description</b>
Operator default action after greeting	How the call is handled after the mailbox greeting is played.
Outdial access sequence	Dialing sequence to reach an external line.
Pooled delay	Length of time InfoSet 408 VM waits after a ring signal is detected.
RDMMR - Direct message retrieval	Controls message retrieval and subscriber-to-subscriber message options.
Silence detection level	The level below which voices are detected as silence. Increase this value if recordings are cut short.

Option Number	Valid Setting	Suggested Setting	Your Setting
192	Route to Operator Route to Extension Disconnect Return to Opening Greeting Say "Goodbye" Take message	Depends on operator box usage	
310	1-26 digits (any dialing character)	9 digits	
380	0-9999 centiseconds	45 centi-seconds	
365	0 = Off 1 = Direct message retrieval 2 = Direct message retrieval and subscriber-to-subscriber messaging	1	
265	10-45 in -1 decibel units	40	

## SECTION 3 SYSTEM OPTIONS BY OPTION NUMBER

The following list can be used as a cross-reference tool to locate a system option by its number.

Option Number	Option Name
110	Call Routing Key Pause Time
140	Group message ID
150	Beginning Record Pause
151	Ending record pause (Short Message)
152	Ending record pause (Long Message)
162	Hold time for public mailbox messages
163	Archive time for public mailbox messages
165	Hold time for subscriber messages
166	Archive time for subscriber messages
170	Mailbox transfer type
171	Mailbox transfer rings
172	Mailbox default action after greeting
182	Mailbox Public Message Access
190	Operator transfer type
191	Operator transfer rings
192	Operator default action after greeting
221	Automatic directory transfer
222	Maximum personal ID attempts
223	Beep before recording
265	Silence detection level
310	Outdial access sequence
320	Hookflash timer

<b>Option Number</b>	<b>Option Name</b>
321	Long hookflash timer
340	Off-hook delay
365	RDMR-Direct message retrieval
380	Pooled delay
391	Dial-tone check at dial-out

# *Troubleshooting System Options*

## APPENDIX B

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### **SECTION 1      TROUBLESHOOTING SYSTEM OPTIONS**

You may need to change the system options to resolve telephone system problems. This Quick Diagnostic Guide is designed to help you identify the InfoSet 408 VM system option settings that are related to some common telephone system problems.

### **SECTION 2      QUICK DIAGNOSTIC GUIDE**

This guide cross-references some possible unexpected behavior related to InfoSet 408 VM's system options and suggests possible solutions.

**Table B-1 Quick Diagnostic Guide**

<b>Problem Description</b>	<b>Related Option Name</b>	<b>Option Number</b>	<b>Suggested Action</b>
Caller hears DTMF during attempted transfer.	Hookflash timer	320	Increase the setting.
InfoSet 408 VM is out of recording space.	Archive time for Public mailbox messages	163	Set to 0 (Public messages cannot be archived).
	Archive time for subscriber messages	166	Reduce the setting after discussing with the system manager.
	Hold time for Public mailbox messages	162	Set to 0 (Public messages, once heard, are deleted at the end of the day).
	Hold time for subscriber messages	165	Reduce the setting after discussing with the system manager.
Subscriber hears a long silence after a message ends	Ending Record Pause	151, 152	Reduce the setting to three seconds.
Subscriber is given insufficient time to finish recording a personal greeting	Ending Record Pause	151, 152	Increase the setting to not more than five seconds.
Subscriber is unable to access an external line for message delivery.	Outdial access sequence	310	Verify the setting.
Subscriber wants fewer rings before a call is transferred to a voice mailbox (with option 170 "Mailbox transfer type" set to "Await answer").	Mailbox transfer rings	171	Reduce the setting to no fewer than 3.

**Table B-1 Quick Diagnostic Guide (Continued)**

<b>Problem Description</b>	<b>Related Option Name</b>	<b>Option Number</b>	<b>Suggested Action</b>
Subscriber wants more rings before a call is transferred to a voice mailbox (with option 170 "Mailbox transfer type" set to "Await answer").	Mailbox transfer rings	171	Increase the setting to no more than 15.
System times out while a caller is leaving a message.	Ending Record Pause	151, 152	Increase the setting to not more than five seconds.
	Silence detection level	265	Increase the negative decibel units. 45 = lowest 10 = highest



### **A-B**

#### **ARCHIVED MESSAGE**

Any message a subscriber listens to and then saves for a number of days. The technician sets the number of days that messages are archived. All old or archived messages must be saved each time they are heard or they are deleted. *See also* New Message; Old Message.

#### **AUDIOTEXT**

Recorded information that is available to callers 24 hours a day about whatever your customer's organization wants callers to hear. You can provide menus of information or other messages, and you can use audiotext messages in Call Routing.

#### **AUTOMATED ATTENDANT**

A way of setting up InfoSet 408 VM so that it acts as a receptionist, answering and routing incoming calls.

#### **AUTOMATIC DIRECTORY ASSISTANCE**

A directory of subscriber extension IDs that is available to callers when they spell the first three letters of the subscriber's last or first name, depending on your setup, on the telephone keypad.

#### **AWAIT ANSWER**

One of two types of call transfer in which InfoSet 408 VM waits for the extension to be answered before completing a transfer to that extension. *See also* Release.

## **C**

### **CALL FORWARDING TO A PERSONAL GREETING**

The ability to automatically forward calls to InfoSet 408 VM when an extension is busy or unanswered. The telephone system sends a follow-along ID with the forwarded call. This ID identifies for InfoSet 408 VM the extension the call was forwarded from.

### **CALL ROUTING**

The organization of menus, audio messages, and call routing choices, which the system manager designs and sets up, that provides callers with easy access to frequently requested departments and information.

### **CALL TRANSFER**

The transfer of calls from InfoSet 408 VM to the telephone system, which takes control of connecting the call to an extension. You can turn call transfer on and off. *See also* Await Answer; Release.

### **CONVERSATION**

The collection of prerecorded questions, choices, and responses that InfoSet 408 VM plays to guide callers through the voice messaging system. The conversation consists of greetings and prompts. Greetings can be changed over the telephone. *See also* System Manager's Conversation; Technician's Conversation.

## **D**

### **DAY GREETING**

The greeting that plays during the days and times you have designated as normal business hours. *See also* Night Greeting.

## **DAY MODE**

InfoSet VM's operating mode during normal business hours. You can set up InfoSet 408 VM to function differently during day mode and night mode hours. You define what days of the week and hours of the day are day mode. All other hours are assigned to night mode. *See also* Holiday Mode; Schedule.

## **DEFAULT**

The option the system uses if you do not select another option.

## **DIRECTORY ASSISTANCE**

A directory of subscribers' extension IDs that is available to callers with lettered keypads. Callers can use directory assistance to reach a subscriber's extension ID without speaking to an operator.

## **E**

### **EASY MESSAGE ACCESS**

A function enabling subscribers to check messages by dialing voice mail or pressing a single button on their telephones.

### **EXTENSION**

The actual telephone number of a telephone in your customer's system.

### **EXTERNAL CALLER**

See unidentified caller.

## **F**

### **FAX DETECT**

A function that allows InfoSet 408 VM to detect an incoming fax tone and automatically deliver faxes to the fax extension.

## **FAX NOTIFICATION**

A function that allows InfoSet 408 VM to notify the operator each time it delivers a fax.

## **G**

### **GREETING**

A recording that gives information, welcomes callers to the system, offers menu options, or offers a chance to leave a message. If the organization uses the automated attendant, the opening greeting is what callers hear when they dial the main telephone number for the organization. A subscriber's personal greeting is what callers hear when they reach a subscriber's voice mailbox.

### **GROUP**

See Message Group.

## **H-L**

### **HOLIDAY MODE**

A special schedule mode that overrides the normal schedule. The system manager activates holiday mode and records a holiday greeting in the greetings part of the system manager's conversation.

## **M**

### **MAILBOX**

The location where InfoSet 408 VM stores messages from callers. For example, InfoSet 408 VM keeps messages for a subscriber in that subscriber's mailbox.

## MESSAGE GROUP

A list of subscribers to whom a subscriber can send the same message at once. Any subscriber can be a member of any message group. The system manager assigns subscribers to groups in the system manager's conversation.

## MESSAGE NOTIFICATION

InfoSet 408 VM's ability to call subscribers at any telephone number they specify when they have new messages. The system can also activate pagers and message waiting indicators.

## MESSAGE WAITING INDICATOR

A feature on a telephone, such as an indication light, a distinctive dial tone, or an LCD display, that lets subscribers know when they have messages waiting.

## N

### NEW MESSAGE

A message that has not yet been heard by the recipient. *See also* Archived Message; Old Message.

### NIGHT GREETING

The greeting that plays during all days and times except those specified in day mode.

### NIGHT MODE

InfoSet 408 VM's operation mode outside of normal business hours. You can set up InfoSet 408 VM to handle calls differently during day mode and night mode hours. You define what days and hours are day mode.

All other hours are assigned to night mode. *See also* Holiday Mode; Schedule.

## **O**

### **OLD MESSAGE**

A message that has been heard, but not deleted or archived. You and the system manager decide how long old messages are saved. See also archived message; new message.

### **OPENING GREETING**

The greeting that callers hear when they call the organization's main telephone number, if the organization uses the automated attendant.

## **P-Q**

### **PERSONAL ID**

A unique system ID that identifies a subscriber to the system.

### **PORT**

The standard modular telephone jacks located on the side of the InfoSet 408 VM unit that the system uses to connect to and communicate with the telephone system.

### **PROMPT**

A recording that is played at specific places in the system conversation.

### **PUBLIC MESSAGES**

Messages that can be listened to by the operator, system manager, or any subscriber that has public message access enabled. Usually the operator screens these messages and routes them to the appropriate subscribers.

## **R**

### **RECORDED NAME**

The audio recording of the subscriber's name that InfoSet 408 VM plays in prompts requiring identification of the source or destination of a message or call. This may also be referred to as the voice name.

### **RELEASE**

One of the three types of call transfer, in which InfoSet 408 VM completes the transfer with-out checking whether the call is answered or whether there is a busy signal. See *also* await answer; call transfer.

## **S**

### **SCHEDULE**

The method for determining how calls are handled at different times and/or different days. You can define up to three different schedules for the system. See *also* day mode; holiday mode; night mode.

### **SECURITY CODE**

A series of characters that subscribers set so that no one else can access their voice mailboxes.

### **SUBSCRIBER**

Anyone who is enrolled in InfoSet 408 VM. The system identifies a caller as a subscriber when the subscriber enters a personal ID.

### **SUBSCRIBER'S PERSONAL GREETING**

The greeting callers hear when they reach a subscriber's voice mailbox.

### **SWITCH**

The telephone system.

**SYSTEM GREETINGS**

See Opening Greeting.

**SYSTEM ID**

A unique system ID that is assigned to each subscriber.

**SYSTEM MANAGER**

The individual in an organization who sets up and maintains InfoSet 408 VM.

**SYSTEM MANAGER'S CONVERSATION**

The collection of prerecorded prompts, questions, choices, and menus that the system plays to the system manager to allow the system manager to maintain InfoSet 408 VM.

**T****TECHNICIAN'S CONVERSATION**

The collection of prerecorded prompts, questions, choices and menus that the system plays to the technician to allow the technician to set up InfoSet VMS.

**TOUCHTONES**

The sounds made by pressing the keys on touchtone telephones.

**TRANSFER**

See Call Transfer.



## U

### UNIDENTIFIED CALLER

An individual calling from outside InfoSet 408 VM. If a subscriber calls the system and does not enter a personal ID, that subscriber is treated as an unidentified caller.

## V-Z

### VOICE MAILBOX

The location where InfoSet 408 VM stores messages. InfoSet 408 VM gives each extension on the telephone system a separate voice mailbox.

### VOICE NAME

The recorded name of a subscriber. InfoSet 408 VM plays the voice name in prompts that require identification of the source or destination of a message or call. See *also* Recorded Name.

**NEC**

# **InfoSet 408<sup>™</sup> VM**

## **Voice Processing System**

### **TECHNICIAN'S GUIDE**

NEC America, Inc.

Issue 1

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