

## Corporate Office DX Supervisor's Guide



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# 1. SYSTEM OVERVIEW

## 1.1 What Does the Corporate Office DX Do?

In its simplest form, the Corporate Office DX Voice Mail acts like a telephone receptionist. The system answers incoming calls and transfers them to the appropriate extension. If the called extension is not available (busy or no answer), the system offers to take a message or try an alternative extension.

Voice Mail functionality includes:

- Automated attendant features
- Voice mail features

These two functions work together to provide smooth call coverage for your application.

### 1.1.1 WHAT IS AN AUTOMATED ATTENDANT?

The Voice Mail automated attendant features perform the tasks of a live attendant. The following table illustrates how.

Live Attendant	Corporate Office DX Automated Attendant
Answers an incoming call by lifting telephone.	Answers an incoming call by going "off-hook."
Greets the caller with <i>"Welcome to [XYZ Company]."</i>	Greets the caller by playing a pre-recorded greeting, <i>"Welcome to [XYZ Company]."</i>
Asks to whom the caller wishes to speak.	Plays a pre-recorded greeting that prompts the caller to either dial the extension of the party they are trying to reach or choose from a list of voiced options to route their call to a specific department or group.

## System Overview

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Live Attendant (Continued)	Corporate Office DX Automated Attendant
Listens to the caller's response.	Listens to the digits dialed by the caller.
Says "Please hold."	Plays a pre-record phrase " <i>Please hold...</i> "
Calls the required extension, by hook-flashing and dialing the extension number.	Calls the required extension, by hook-flashing and dialing the extension number.
Listens for busy tone, ring tone, answer, etc.	Listens for busy tone, ring tone, answer, etc.
If the extension is busy, offers to let the caller hold. If the extension does not answer, offers to take a message or try another extension.	If the extension is busy, plays a pre-recorded prompt, offering the option to hold. If the extension does not answer, plays a pre-recorded prompt offering to take a message or try another extension.

### 1.1.2 WHAT IS VOICE MAIL?

The term "voice mail" refers to systems that can record a voice message and treat it like a mail message. In a typical office environment, the live attendant takes a message from a caller and writes it down on a piece of paper. The attendant then places the slip in the recipient's in-box or "mailbox." The box owner then retrieves and reads the message placed in the box.

In contrast, the DX-80 Voice Mail records a message from a caller and places it in a voice mailbox. The mailbox owner can later retrieve the message by calling into the Voice Mail and listening to the recording.

## 2. SYSTEM SUPERVISOR INSTRUCTIONS

The procedures provided in this section indicate how a system supervisor can make changes to the system setup by calling into the system using a telephone.

### 2.1 Working with Mailboxes

#### 2.1.1 ADDING, DELETING, OR MODIFYING A MAILBOX

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:

*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system responds with the Supervisor menu options:

Supervisor's Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

## System Supervisor Instructions

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3. From the Supervisors menu, **press 1** for Mailbox Administration.
4. When prompted, **enter the number of the mailbox** you want to add, modify, or delete. The system repeats the number back to you.
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system responds with the Mailbox menu options:

Mailbox Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Suspend	Press 4
To Restore	Press 5
To Reset	Press 6
To Exit	Press #

6. To add a new the mailbox to the system, **press 1**. The system adds the new mailbox to the mailbox database. All default settings in the mailbox are set to the default parameters settings specified in prototype mailbox 9994. The default password for the mailbox is the same as the mailbox number.

To delete the mailbox from the system, **press 2**. The system deletes the mailbox from the mailbox database.

To modify the mailbox on the system, **press 3**. The system responds with the Options menu:

Options Menu	
To Record Your Name	Press 1
To Record Your Greeting	Press 2
To Change Your Password	Press 3
To Change Your Call Transfer Feature	Press 4
To Change Your Message Notification Feature	Press 5
To Change Your Pager Feature	Press 6
To Review Msgs Scheduled for Future Delivery	Press 7

Options Menu (Continued)	
To Change Your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

7. To record the mailbox owner's name, **press 1**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
8. Once you record the name, the system replies with the following prompts:

To Replay	Press 1
To Re-Record	Press 2
To Delete	Press 3
To Exit	Press #

Follow the prompts to complete the procedure.

9. To record a personal greeting for the mailbox, **press 2**. You can record up to 10 personal greetings for the mailbox (0 through 9). (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
10. Once you record a greeting, the system replies with the following prompts:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

Follow the prompts to complete the procedure.

## System Supervisor Instructions

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11. To change the mailbox password, **press 3**. Note that to change the password, you must first enter the current password when prompted by the system. By default, the mailbox password is the same as the mailbox number. (Also note that each mailbox owner can log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

Once you enter a new mailbox password and confirm the entry as prompted, the system responds with a prompt informing you that the new password will be in effect the next time the mailbox is accessed.

12. To change the call transfer feature, **press 4**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
13. The system responds with a prompt identifying the current call transfer set up, then announces the call transfer options:

Press 1 if you would like to change the number Press * to turn this feature on or off, or Press # if you are satisfied
--

Follow the prompts to complete the procedure.

14. To change the message notification feature, **press 5**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
15. The system responds with a prompt identifying the current message notification setup, then announces the notification options:

Press 1 if you would like to change the number Press * to turn this feature on or off, or Press # if you are satisfied
--

Follow the prompts to complete the procedure.

16. To change the pager feature, **press 6**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
17. The system responds with a prompt identifying the current pager set up, then announces the paging options:

Press 1 if you would like to change the number
Press * to turn this feature on or off, or
Press # if you are satisfied

Follow the prompts to complete the procedure.

18. To review messages scheduled for future delivery, **press 7**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
19. The system responds with a prompt identifying any message scheduled for future delivery, then announces the options:

To Listen to the Message	Press 1
To Hear the Next Message	Press 2
To Cancel the Message	Press 4
To Exit	Press #

Follow the prompts to complete the procedure.

## 2.2 Working with Routing Boxes

### 2.2.1 UNDERSTANDING THE ROUTING BOX SETUP

The Voice Mail is pre-configured with 3 Routing boxes to process calls. Routing box 800 answers calls during office open business hours (specified as “day service” hours during set up), box 801 answers calls after day service hours, and box 821 routes calls after they have already passed through box 800 or 801.

## System Supervisor Instructions

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During set up, the following greetings were recorded in Routing boxes 800, 801, and 821:

Box	Greeting Number	Information Voiced by Greeting
800	Greeting 0	Office Open greeting and call routing options
800	Greeting 1	Holiday greeting and call routing options
801	Greeting 0	Office Closed greeting and call routing options
801	Greeting 1	Holiday greeting and call routing options
821	Greeting 0	Call routing options

Typically, companies offer more extensive call routing options to callers during open hours than during closed hours. Often, single-digit call routing (for example, "...Press 2 for Sales...") is not offered during office closed hours, therefore the prompts and call routing options differ between box 800 and 801.

To accommodate the fact that a holiday lasts a full 24 hours, and thus holiday calls are answered by both box 800 and 801 throughout those 24 hours, a holiday greeting is provided in both box 800 and 801.

### **Box 800, Greeting 0 Example:**

*"Welcome to [Company]. If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator."*

**Note:** If the system is set up to provide callers single-digit call routing options ("...Press 2 for Sales..."), those options are also voiced to callers during this greeting.

### **Box 800, Greeting 1 Example:**

*"[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party's extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now."*

**Box 801, Greeting 0 Example:**

*“[Company] is presently closed. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”*

**Box 801, Greeting 1 Example:**

*“[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”*

**Box 821, Greeting 0 Example:**

*“If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator.”*

<p><i><b>Note:</b> If the system is set up to provide callers single-digit call routing options (“...Press 2 for Sales...”), those options are also voiced to callers during this greeting.</i></p>
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## System Supervisor Instructions

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### Other Greetings

Up to 10 different greetings can be recorded and stored in each Routing box. Procedures for recording additional greetings and changing the currently active greeting in each box are provided later in this section. The chart below is provided for you to note any additional greetings set up on the system:

Box	Greeting Number	Greeting

## 2.2.2 RECORDING OR CHANGING ROUTING BOX GREETINGS

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system announces the Main menu:

*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*

2. **Press 3** to change options. The system announces the Options menu:

<b>Options Menu</b>	
To Record Your Name	Press 1
To Record Your Greeting	Press 2
To Change Your Password	Press 3
To Change your Cal Transfer Feature	Press 4
To Change Your Message Notification Feature	Press 5
To Change Your Pager Feature	Press 6
To Review Msgs Scheduled for Future Delivery	Press 7
To Change Your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

3. From the Options menu, **press 2**.
4. When prompted, **enter the number of the Routing box** whose greeting you want to change. (Note that to change a Routing box greeting, you must be logged into the mailbox that is the designated owner of the Routing box, as specified on the Routing box’s setup screen. By default, Supervisor mailbox 70 is the owner of Routing boxes 800, 801, and 821.)

## System Supervisor Instructions

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5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system announces the following options, which relate to the currently active greeting:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

6. If you intend to re-record the greeting, first press 1 to replay it. By replaying the greeting you can 1) ensure you are re-recording the greeting you intended to modify, and 2) note all the call routing options that are currently provided in the greeting so you can restate the appropriate call routing options in the new greeting you record (for example, "...*Press 2 for Sales...*"). Note that you can modify the single-digit call routing options by following the procedure provided later in this section.
7. To re-record the greeting, **press 2**. The system prompts you to enter the number of the greeting you want to re-record. Enter the greeting number (0 through 9). Then, follow the prompts to complete the procedure.
8. To choose a new greeting to play as the currently active greeting, **press 5**. The system prompts you to enter the number of the greeting you would like to activate or to press star for the currently active greeting. If you press \*, the system responds with the currently active greeting number and greeting, then repeats the options:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

9. Once you press 5 and enter a new greeting number, the system responds with a confirmation prompt stating the greeting number and voicing the now-active greeting.

## 2.2.3 CHANGING THE SINGLE-DIGIT CALL ROUTING

The Voice Mail can be set up to voice greetings to callers that include single-digit call routing options, such as, “*Press 2 for Sales...*” On a system set up this way, a call is transferred to a certain mailbox when the caller presses 2 during or after the greeting. You can control the digit(s) callers can dial and the route their calls will subsequently take using the following procedure.

Note that if you use the following procedure to change the single-digit call routing set up, you must update the Routing box greeting to relay new instructions to the caller. Use the procedure in **section 3.2.2** to update the greeting as necessary.

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:
 

*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*
2. To access the Supervisor menu, **press 6** (this option is not voiced). The system responds with the Supervisor menu options:

<b>Supervisor's Menu</b>	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 2** for Routing box Administration.

## System Supervisor Instructions

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- When prompted, **enter the number of the Routing box** with which you want to work.
- When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system responds with the Routing Box administration menu options:

Routing Box Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Exit	Press #

- To make modifications to the Routing box, **press 3**. The system responds with the modification options:

To Change the Greeting	Press 1
To Change the Routing	Press 2
To Exit	Press #

- To change the routing structure, **press 2**. The system responds with the prompt, *“For digits zero through nine, please enter the digit, or press \* for special routing options.”*
- Press the digit** for which you want to modify the call routing. The system responds with a prompt identifying the current call routing set up for the digit.
- When prompted, **press 1** to change the routing for the digit. Then, when prompted, enter the number of the box to which you now want callers who press the digit to route. The system responds with a prompt stating the new call routing structure.

Note that you can make special call routing refinements by pressing \* in step 8 above. The system responds with the following special routing options:

To Change the Destination for the Star Digit	Press *
To change the Destination for the Pound Digit	Press #
To Change the No Digits Destination	Press 1

To Change the Invalid Digit Destination	Press 2
To Change the Voice Detected Destination	Press 3

Once you access this menu, be advised that you must not press # to exit it, since the # key invokes a change to the destination for the pound key. If you want to return to the previous menu, simply make no entry when you hear the special routing options prompt.

## 2.3 General System Maintenance

### 2.3.1 ENABLING OR DISABLING A PORT

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:

*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system announces the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the system Date	Press 8
To Modify System parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 4** for Port Administration.
4. When prompted, enter the **number of the line** with which you want to work.
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system responds with the port administration options:

To Disable a Port	Press 1
To Enable a Port	Press 2
To Exit	Press #

6. To shut down a port, **press 1** to disable it. If you disable a port, all calls using that port are immediately terminated.
7. To enable a port that is currently shut down, **press 2**.

### 2.3.2 RECORDING A BROADCAST MESSAGE

A broadcast message is automatically sent to every mailbox on the system. The message is played to the mailbox owners the first time they log into their mailbox following the recording of the broadcast message. A broadcast message does not activate any message waiting lights or indicators on subscriber telephones and does not add to the message count of new or old messages in subscriber mailboxes.

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:  
*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*
2. To access the Supervisor menu, **press 6** (this option is not announced as an option). The system announces the Supervisor menu options:

<b>Supervisor Menu</b>	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the system Date	Press 8
To Modify System parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

## System Supervisor Instructions

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- From the Supervisors menu, **press 5** for System Broadcast Message. The system announces the following options:

To Hear the Current Broadcast Message	Press 1
To Re-Record the Braodcast Message	Press 2
To Delete the Broadcast Message	Press 3
To Exit	Press \$

- To record a broadcast message, **press 2**. Follow the prompts to complete the procedure.

## 2.4 Changing the Day/Night Mode of Operation

- From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:

*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*

- To access the Supervisor menu, **press 6** (this option is not voiced). The system announces the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the system Date	Perss 8
To Modify System parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

- From the Supervisors menu, **press 6** to change the Voice Mail Day/Night Service Mode.

4. The system responds with “*The Voice Mail System is currently in .....*” (either day, night, or holiday service mode, depending on which is currently active).
5. The options presented are:

To Change the Voice Mail System To:

Day Service Mode	Press 1
Night Service Mode	Press 2
Lunch Service Mode	Press 3
To Exit without making any changes	Press #

## 2.5 Changing the System Time

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:  
*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*
2. To access the Supervisor menu, **press 6** (this option is not voiced). The system announces the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the system Date	Press 8
To Modify System parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

## System Supervisor Instructions

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3. From the Supervisors menu, **press 7** to access Changing the System Time.
4. The system responds with “*The current time is.....( HH:MM AM/PM). “ If you would like to change this, press 1, otherwise, press #”* If you press 1, you will be further prompted to enter the new time.
5. “*Please enter the hour.”* Enter the hour from the keypad (1-12)
6. “*Please enter the minutes”*. Enter the minutes from the keypad (1-59).
7. *For AM, press 1. For PM, press 2.*
8. The system responds with the new time.

## 2.6 Changing the System Date

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system responds with the Main menu:  
*“To listen to your messages press 1. To send a message press 2. To change your options press 3.”*
2. To access the Supervisor menu, **press 6** (this option is not voiced). The system announces the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day/Night Service	Press 6
To Change the System Time	Press 7
To Change the system Date	Press 8
To Modify System parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 8** for Changing the System Date.
4. The system responds with “*The current date is.....( month, day, year). “ If you would like to change this, press 1, otherwise, press #”* If you press 1, you will be further prompted to enter the new date.
5. “*Please enter the year.”* Enter the year from the keypad (ie 02 or 2002 for the year 2002.)
6. “*Please enter the month”.* Enter the number of the current month from the keypad (1-12).
7. “*Please enter the day”.* Enter the number of the current day from the keypad (1-31).
8. The system responds with the new date.

## 2.7 Changing System Parameters

This menu is password protected and is not available as a supervisor function.

## 2.8 Performing First-time Setup

This menu is password protected and is not available as a supervisor function.

### 3. TROUBLESHOOTING SYSTEM PROBLEMS

Follow these guidelines to effectively report problems you may encounter:

**Gather as much detail concerning the situation as possible:**

- Time and date the problem occurred.
- Box and extension number(s) affected.
- Action immediately preceding problem.
- Action taken since problem occurred.

**Attempt to duplicate the problem:**

- Note the actions taken that apparently invoke the problem.
- Recall any recently made system set up changes that may be contributing to or causing the problem.
- Attempt to duplicate the problem. If you cannot duplicate the problem, it may be have been attributed to user error.



 Comdial DX-80



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