OMEGA-VOICE™ VMI

Administrator's Manual

IWATSU

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This manual was written for the Omega-Voice VMI System. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your Omega-Voice VMI System. For more information contact your authorized Iwatsu distributor.

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Section 1

Omega-Voice VMI Administrator's Manual Overview

This guide was written for the Omega-Voice VMI System Administrator. It provides step-by-step instructions about using the Omega-Voice VMI features. (Abbreviated instructions are available in the Quick Reference brochure.)

Omega-Voice VMI Administration Using the VMI Editor V 2.0

The Omega-Voice VMI Administration Manual details the adminstrative functions available from an ADIX Key Telephone. For information on Adminstrative Functions using the Omega-Voice VMI System Editor Version 2.0, please refer to the Help menu of the Editor program.

Omega-Voice VMI Feature Overview Section

The Omega-Voice VMI Feature Overview section details all of the features that are available to subscribers. The Omega-Voice VMI system is menu driven. When subscribers access their mailboxes, the Omega-Voice VMI plays a list of options. Once the subscriber makes a selection, the system plays another list of options or gives the subscribers instructions concerning how to proceed.

Subscribers are divided into different classifications, Standard, Advanced, and Supervisor. The subscriber's classification determines to which menus the subscriber has access. The Omega-Voice VMI Feature Overview section is divided into chapters based upon the different menus and submenus. All users hear the same menus, however, some menu options are not available to them based upon their class of service.

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Omega-Voice VMI Administration

The System Administrator (SA) acts as the company liaison with the Omega-Voice VMI authorized dealer. The SA is responsible for adding and deleting mailboxes, removing mailbox pass codes and other minor maintenance of the Omega-Voice VMI unit. The SA is also responsible for calling the authorized dealer to request technical support.

Maintenance may be performed using either the Omega-Voice VMI System Editor or the System Management Menu in a System Operator mailbox. The SA may add and delete mailboxes, remove pass codes, and set a mailbox's class of service using the System Editor or the System Management menu. However, Attendant Menu, Off-hook Scheduling, and some Mailbox programming can only be done through the Omega-Voice VMI System Editor program.

When calling for technical support, you should try to provide as much detailed information as possible, including mailboxes, extensions, and attendant menus involved.

Contacting Your Authorized Dealer for Technical Support Service

Before calling, please have the serial number of your Omega-Voice VMI and as much detailed information as possible. Space is provided below to record the serial number of your Omega-Voice VMI and your authorized dealer.

Omega Voice VMI Serial Number: _____

Authorized Iwatsu Distributor Telephone Number: _____

Software License Agreement

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Omega-Voice VMI Feature Overview

The Omega-Voice VMI system is menu driven. When subscribers access their mailboxes, the Omega-Voice VMI plays a list of options. Once the subscriber makes a selection, the system plays another list of options or gives the subscribers instructions concerning how to proceed. Most features have a menu of options. All users hear the same menus, however, some menu options are not available to them based upon their class of service. Subscribers are divided into different classifications, Standard, Advanced, and Supervisor. The subscriber's classification determines to which menus the subscriber has access.

The first chapter of this section was written as an introduction to the mailbox. It provides information about accessing you mailbox, the Main User Menu, the Mailbox Setup Tutorial, and mailbox class of service. The second chapter discusses message management. This includes information about your message folders and sending and receiving messages. The remainder of Omega-Voice VMI Feature Overview section is divided into subsections based upon the different menus and submenus.

Chapter 1
Mailbox Introduction

Mailbox Access

How you access your mailbox will vary depending upon your location, the Omega-Voice VMI configuration, and its integration with the ADIX system. Your vendor should provide detailed instructions for accessing the Omega-Voice VMI unit and your mailbox from your desk. The following instructions are intended as a guide and may not be complete or fully accurate.

Remote Mailbox Access. You may access your mailbox from any touch-tone phone. If your Omega-Voice VMI is programmed to utilize the built-in automated attendant functionality, you may access your mailbox without any assistance. If your Omega-Voice VMI is not programmed to utilize the built-in automated attendant functionality, you will need to be manually transferred to your mailbox.

☞ **To access your mailbox from a remote location:**

1. Dial your remote access telephone number (e.g., your company's main number). **Note:** If your VMI system is programmed to use the built-in auto attendant, your call will automatically transfer to voice mail. If your VMI system is not programmed to use auto attendant, you must wait for a receptionist to answer, then be manually transferred to voice mail.

2. When the Omega-Voice VMI answers, press the [#] key.

3. Enter your mailbox number when prompted.

4. Enter your pass code when prompted.

5. If you do not have a pass code, Omega-Voice VMI will immediately play your new and saved message folder count. The system will then play the Main User Menu.

Local Mailbox Access. The Omega-Voice VMI unit fully integrates with the ADIX system to make to make voice mail and telephone functionality seamless. Following one of the simple procedures listed below allows you to easily access your mailbox. The installation technician should have programmed a [MAILBOX ACCESS] and a [MSG] key on your telephone. Please note that the installation technician may have labeled these keys differently. The [MAILBOX ACCESS] key should call the Omega-Voice VMI system. The [MSG] key should call the Omega-Voice VMI system as well, but it should take you directly to the pass code prompt of your mailbox. If you do not have a Voice Mail Hunt key, you should consult your authorized dealer.

Note: The [MAILBOX ACCESS] key may not be labeled as such. The label is dependent upon the installation. Likewise the [MSG] key may also be labeled differently.

☞ **To access your mailbox from your desktop telephone when you have a message waiting:**

1. When the [MSG] key is lit, you have a new message.

2. To access the box and retrieve the new message:

3. Press the [MSG] key.

4. Press the [#] key.

5. Enter your pass code when prompted.

☞ **To access your mailbox from your desktop telephone when you do not have a message waiting:**

1. Press the [MAILBOX ACCESS] key, or dial the voice mail access code.

2. Enter your mailbox number.

3. Enter your pass code when prompted.

☞ **To access your mailbox from another system extension:**

1. Press the [MAILBOX ACCESS] key.

2. Enter your mailbox number.

3. When your mailbox greeting starts to play, press the # key.

4. Enter your pass code when prompted.

Mailbox Tutorial

The first time you access your mailbox, the Omega-Voice VMI unit provides a Mailbox Configuration Tutorial. This tutorial guides you through the steps needed to originally configure your mailbox. Once you have completely gone through the Mailbox Tutorial, the Omega-Voice VMI unit will deactivate it. Then, you will only be able to activate the tutorial manually by pressing the 6 key on the User Options menu.

You may select to by-pass the tutorial by pressing 9. This permanently turns off the automated tutorial. However, you may manually activate it at a later time by pressing 6 from the User Options Menu. If you hang up without completing the tutorial, the Omega-Voice VMI will automatically provide the tutorial the next time you access your mailbox.

Main User Menu

Each time you access your mailbox the Omega-Voice VMI will play your recorded mailbox name, your new and saved message count, and the Main User Menu. The Main User Menu provides access to the Message Folders Menu, the User Options Menu the System Management Menu and the Message Notification Menu. These menus are detailed in the following chapters.

Not all subscribers may access all of these menus. The available classes of service are detailed in the following section. Only Advanced and Supervisor mailboxes may access the Message Notification Menu. Only Supervisors may access the System Management Menu. Also, Hotel/Motel mailboxes cannot access the User Options Menu. If a subscriber selects a menu to

which he/she does not have access the Omega-Voice VMI will explain that the selection is not available and then prompt the subscriber to make another selection.

Mailbox Class of Service

Each mailbox has a class of service which determines to which privileges the subscriber has access. The system provides 4 generic classes: Standard, Advanced, System Administrator, or Hotel Guest. These classes are customizable through the Omega-Voice VMI editor. So, some functionality may vary depending upon your installation technician's programming.

Standard User. Standard Users have basic subscriber functionality. Standard Users can: send and receive messages, save messages, move deleted messages to another folder, and access the User Options Menu. Standard Users can quickly send messages to other subscribers, and they can receive messages from other subscribers and outside callers.

Advanced User. Advanced Users have additional features that are more sophisticated. These features were designed to provide users with greater control over incoming calls. Advanced Users have access to Attendant Blocking and Forwarding, Distribution Lists, and Message Notification.

Supervisor. The System Administrators are the on-site voice mail system managers. They are responsible for changing the system time, removing mailbox pass codes, deleting and adding mailboxes, etc. The System Administrator has access to the System Management Menu. You may have as many System Administrators as necessary. However, it is better to limit the number of System Administrators to prevent inadvertent system wide problems due to user error.

Hotel / Motel. The hotel guest class is reserved for the hotel/motel environments. Hotel guest mailboxes can only receive and delete messages.

Message Management

The first option on the Main User Menu is access to the Message Folders Menu. The Omega-Voice VMI unit provides mailbox subscribers with message folders to help them organize their messages. Each mailbox has five Message Folders: New, Saved, Archive, Receipts, and Deleted. You may move messages to different folders. However, the Deleted folder has some restrictions. When listening to messages in the Deleted folder you cannot forward or reply to the message.

New Message Folder Access

When you access your mailbox, the Omega-Voice VMI announces your New and Saved message folder count. To immediately access you new messages, press the * key. The Omega-Voice VMI unit will then play your first new message. If you do not have a new message, the Omega-Voice VMI unit will say, "You have no new messages," and return you to the Main User Menu.

☞ **To quickly access your new messages:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. After the Omega-Voice VMI unit announces your new and saved message count, press the star key.

Message Folder Menu

The Message Folder Menu provides access to all message folders. When you have new messages, you may by-pass the Message Folder Menu and directly access your new messages. Simply press the * key after the Omega-Voice VMI announces your new message count.

Standard Message Folder Options

Most folders provide you with the following options. However, you cannot reply to or forward a message from the Deleted Folder. Each message folder menu is detailed later in this chapter.

Review a Message. Anytime you select to review a message, the Omega-Voice VMI will replay the message starting at the beginning of the recorded message. It will not play the Time/Date Stamp when you review a message. To play the Time/Date Stamp you must press 8.

Discard a Message. When you discard a message, the Omega-Voice VMI moves the message to the Deleted Message Folder. The message may be played from the Deleted Folder until Housekeeping purges the message. To prevent Housekeeping from purging the message, you may move it to the Saved or Archive Message Folder.

Move to Saved Folder. Once you move the message to your Saved Message Folder, you must access the Saved Folder to play it. The message may be deleted from this folder or it may be moved to the Archive Folder. Messages in the Saved Folder are subject to removal once the Retention Period for the message expires.

Forward Message. When you select to forward a message, the Omega-Voice VMI will request you to record a comment. This comment will be appended to the beginning of the message. It becomes a part of the message. After you record your comment, the system will ask you to enter the mailbox number to which to forward the message.

Record an Answer. You can only record an answer to a message from another subscriber. If the subscriber recorded the message in your mailbox instead of sending it to you from his/her mailbox, you will not be able to record an answer.

Move to Archive Folder. When you move a message to the Archive Message Folder, the message can only be deleted by you. The message is not subject to the Retention Period. The message should only be removed when you delete it.

Get Information. When you request information on a message the Omega-Voice VMI will play the Time/Date Stamp, the message length, and then it will replay the message.

Exit the Folder. When you select to exit the current folder, the Omega-Voice VMI unit will return you to the **Message Folder Menu**.

New Folder Overview

The New Folder only stores new messages. The Omega-Voice VMI unit will not send the sequence to extinguish your message waiting light until you have emptied the New Folder. To empty the folder you must move the messages to either your Saved, Archive, or Deleted Folder. The Omega-Voice VMI unit plays the New Folder Menu after each new message. The list provides you with options for moving the new message.

New Folder Menu Options

- To review this message again, press 1.
- To discard this message, press 2.
- To move this message to your Saved Folder, press 3.
- To forward this message, press 4.
- To record an answer for this message, press 5.
- To move this message to your Archived Folder, press 6.
- *To skip the message and leave it in the New Folder press 7.*
- To get information on this message, press 8.
- To exit your New Message Folder, press 9.

Note: The Omega-Voice VMI does not play option number 7 above. The 7 key allows you to skip messages in the new folder. You should be cautious when using this feature. If you accidentally bump the 7 key while reviewing new messages you may inadvertently skip a new message. Later, when you hear the new message that you accidentally skipped you may erroneously assume that the message was delivered late.

Saved Folder Options

The Saved Folder saves messages for the programmed Retention Period of 15 days. After 15 days, the Omega-Voice VMI automatically deletes the messages from the hard drive. Messages stored in the Archived folder are not affected by the Retention Period. After you listen to each saved message, the Omega-Voice VMI plays the Saved Folder Menu. To save the current message and skip to the next message simply press 3. To delete the current message and skip to the next one, press 2. You do not have to listen to the entire menu after each message.

Saved Folder Menu

Note: You may select any of these options as the message is playing. For example, you may press 2 in the middle of the current message and delete it. The Omega-Voice VMI will skip to the next saved message.

- To review this message again, press 1.
- To discard this message, press 2.
- To keep this message in your Saved Folder, press 3.
- To forward this message, press 4.
- To record an answer for this message, press 5.
- To move this message to your Archived Folder, press 6.
- To get information on this message, press 8.
- To exit your Saved Message Folder, press 9.

Archive Folder Overview

The Archive Folder saves messages indefinitely. They remain in the Archive folder until you delete them: they are not subject to the Retention Period. As with other message folders, you may press 3 to keep the message in your Archived Folder and skip to the next message. Or, you may press 2 as the message is playing to delete it and skip to the next archived message.

Archive Folder Menu

- To review this message again, press 1.
- To discard this message, press 2.
- To keep this message in your Archived Folder, press 3.
- To forward this message, press 4.
- To record an answer for this message, press 5.
- To move this message to your Saved Folder, press 6.
- To get information on this message, press 8.
- To exit your Archived Message Folder, press 9.

Receipt Folder Overview

The Receipt Folder stores message receipts. When you send a message to another user you may request a message receipt. The message receipt is an indicator that the message has been played. Message receipts always play back in the same order, oldest first, regardless of the message play back order you have selected.

When the system plays your receipt it plays the recipient's recorded mailbox name, the date that the message was played, and the time that the message was played.

Receipt Folder Menu

- To review this message receipt again, press 1.
- To discard this message receipt, press 2.
- To keep this message in your Receipt Folder, press 3.
- To exit your Receipt Message Folder, press 9.

Deleted Folder Overview

The Deleted Folder saves messages until the next occurrence of Housekeeping. The Housekeeping routine runs each morning at 3:00. This routine removes deleted messages, messages that have expired, and mailboxes marked for deletion. After each deleted message, the Deleted Folder Menu plays. As with other folders you may select 3 to skip the current message.

Undelete a Message

To undelete or retrieve a message, you may press 7 as the message is playing or after the message has finished playing. This moves the message to your Saved Folder.

Deleted Folder Menu

- To review this message again, press 1.

- To skip this message, press 3.

- To move this message to your Archived Folder, press 6.

- To move this message in your Saved Folder, press 7.

- To get information on this message, press 8.

- To exit your Deleted Message Folder, press 9.

Forwarding Messages

You can forward any message to another user unless it has been marked private by the sender. To forward the message you will need to know the destination mailbox number.

A forwarded message and its comment only increase the message count by one. The comment and the message will play back as one continuous message. If the message is forwarded again, your comment remains a part of the message.

Note: When you make a message for another user, you have the option to mark a message as private, as urgent or to request a receipt. The options are available through the **Addressing Options Menu** that is detailed later in this chapter.

) **To forward a message:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 1 to access the Message Folder Menu.

4. Access the appropriate folder where the message is currently stored.

5. During or after the message, press 4 to forward it to another user.

6. Record a comment to precede the message when prompted.

7. Press the # key to stop recording.

8. You may press 1 to review your comment,
    Press 2 in order to discard it and start over,
    Press 3 to append to it, or
    Press 4 to save it.

9. After you press 4, enter the destination mailbox when prompted.

Replying to Messages

You can quickly and easily respond to messages sent from other subscribers. If the subscriber left the message in your mailbox rather than sending from his or her mailbox, you will not be able to utilize this feature.

☞ **To** r**eply to a message:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 1 to access the Message Folder Menu.

4. Access the appropriate folder where the message is currently stored.

5. During or after the message, press 5 to send a reply.

6. Record your response when prompted.

7. Press the # key to stop recording.

8. You may then press 1 to review your comment,
   Press 2 in order to discard it and start over,
   Press 3 to append to it, or
   Press 4 to save it.

9. After you press 4, the Omega-Voice VMI will automatically send your response.

Getting Information About a Message

After listening to a message, you may want to review the Time/Date Stamp on the message or the message length. The Omega-Voice VMI allows you to quickly access this information from any folder menu by pressing 8.

The Omega-Voice VMI unit will play the Time/Date Stamp, the message length, and caller ID information when available.

☞ **To get information on a message:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 1 to access the Message Folder Menu.

4. Access the appropriate folder.

5. During or after the message, press 8 to get information on the message.

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Recording Messages for Other Subscribers

The second option on the Main User Menu is the ability to record a message for another user. As a mailbox subscriber, you have the ability to send messages to other mailbox subscribers from your mailbox as opposed to leaving a message in another subscriber's mailbox. The benefit of sending a message from your mailbox is the automatic reply feature. If you send a message to another user from your mailbox, the recipient can automatically send a response without having to know your mailbox number.

☞ **To make a message for another subscriber:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
    Press 2 to discard it and start over,
    Press 3 to append to the message,
    Press 4 to send it to another user, or
    Press 5 to send it to a distribution list.

7. Enter the mailbox(es) to receive the message.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 1 to send it,
    Press 2 to access addressing options, or
    Press 9 to cancel the process.

10. After you select 1 to send the message, the Omega-Voice VMI sends your message.

Addressing Options

The Addressing Options Menu enables you to mark your message as private, as urgent, or to request a message receipt.

Private Messages

If you mark a message as private, it cannot be forwarded to another user. This of course does not prevent the recipient from playing the message for another person.

) **To send a private message to another subscriber:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
   Press 2 to discard it and start over,
   Press 3 to append to the message,
   Press 4 to send it to another user, or
   Press 5 to send it to a distribution list.

7. Enter the mailbox(es) to receive the message.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 2 to access the Addressing Options Menu

10. Select 2 to mark the message private.

Urgent Messages

If you mark a message as urgent, the message may activate any programmed urgent message notification schedule. If the recipient does not have a programmed notification schedule for urgent messages, marking the message will have no affect on the message delivery.

☞ **To send an urgent message to another subscriber:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
   Press 2 to discard it and start over,
   Press 3 to append to the message,
   Press 4 to send it to another user, or
   Press 5 to send it to a distribution list.

7. Enter the mailbox(es) to receive the message.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 2 to access the Addressing Options Menu

10. Select 3 to mark the message private.

Message Receipt

When you request a receipt for a message, the Omega-Voice VMI will generate a message that confirms your message has been played. This message is then sent to your Receipt Folder. A message receipt does not indicate that the entire message was played. But rather, it indicates that the recipient played at least a few seconds of the message.

☞ **To request a message receipt:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
   Press 2 to discard it and start over,
   Press 3 to append to the message,
   Press 4 to send it to another user, or
   Press 5 to send it to a distribution list.

7. Enter the mailbox(es) to receive the message.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 2 to access the Addressing Options Menu

10. Select 1 to request a message receipt.

Send a Message to a Distribution List

If your class of service allows, you can quickly send a message to a distribution list. Before you can send a message to a list, you must create the list. For further instructions see the Distribution List Chapter of this manual.

☞ **To send a message to a distribution list:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
   Press 2 to discard it and start over,
   Press 3 to append to the message,
   Press 4 to send it to another user, or
   Press 5 to send it to a distribution list.

7. Enter the number of the distribution list to receive it.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 1 to send it,
   Press 2 to access addressing options, or
   Press 9 to cancel the process.

User Options Menu

The third option of the Main User Menu is access to the User Options Menu. Only Hotel guest class mailboxes do not have access to the User Options Menu. The User Options Menu provides access to most of the Omega-Voice VMI features. Subscribers must use this menu to access the Mailbox Name, Greeting, and Pass Code features. Only subscribers with Advanced and System Administrator mailbox classes can access the Distribution List Menu from the User Options Menu.

The User Options Menu is shown below. Menu options one trough three are your core features and are used to setup your mailbox. The Mailbox Setup Tutorial provides step-by-step instructions for setting up your mailbox. If you need assistance setting up your mailbox you may select User Options Menu option number 6. This reactivates the Mailbox Setup Tutorial.

User Options Menu

- To change your mailbox name press 1.
- To access the Mailbox Greeting Management Menu press 2.
- To change your mailbox pass code press 3.
- To access the Distribution List Setup menu press 4.
- To access Call Blocking and Forwarding Menu, press 5.
- To access the Mailbox Setup Tutorial press 6.
- To select the Time and Date Stamp format for messages press 7.
- To select message play back order form message folders press 8.

Mailbox Name

The first option on the User Menu is the Mailbox Name. Your mailbox name identifies you and your mailbox throughout the Omega-Voice VMI. Each time you enter your mailbox the Omega-Voice VMI plays your recorded name. This enables you to verify that you entered the correct mailbox. The unit also uses your mailbox name on the spell-by-name directory.

After you record your name the Omega-Voice VMI will request that you enter the first few letters of your first name and then of your last name. You may enter up to seven digits for each name. The unit provides complete instructions throughout the process.

☞ **To record a new mailbox name:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 3 to access the User Options Menu.
4. Press 1 to record a new mailbox name.
5. Say your name clearly.

6. Press the # key to stop recording.

7. Press 1 to review your name, or
    Press 4 to save your name.

8. Enter as many letters as possible, up to seven, of your first name when prompted.
    (You may enter up to 7 digits)

9. Enter as many letters as possible, up to seven, of your last name when prompted.
    (You may enter up to 7 digits)

Mailbox Greeting Management Menu

The Mailbox Greeting Management Menu enables you to select your Active Greeting, record a new greeting, play a previously recorded greeting, or discard a greeting's message. Each subscriber has nine available greetings. Of those nine, you must select an Active Greeting.

The ability to maintain multiple recorded greetings, allows you to store holiday, vacation, or other unique greetings. This frees you from having to record a new greeting each time you want to change your Active Greeting message. Instead of recording new greetings, you can simply select another prerecorded Active Greeting.

Select Active Greeting

The first option on the Mailbox Greeting Management Menu is selecting an Active Greeting. The Active Greeting is the message that callers hear when they are forwarded to your mailbox. Initially, the Active Greeting for a mailbox is greeting number one. You may select another Active Greeting (1 – 9) at any time.

Note: The process of recording a greeting **does not** automatically make that greeting the Active Greeting.

☞ **To select an Active Greeting:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 2 to access the Mailbox Greeting Management Menu.

5. Press 1 to select an Active Greeting.

6. The unit will announce the current Active Greeting and then prompt you to select another one.

7. Enter another greeting number (1 – 9) that you want as your Active Greeting.

Record a Greeting

Before you record a greeting, the Omega-Voice VMI will request the greeting number you wish to record. The process of recording a new greeting does not automatically promote that greeting to the Active Greeting.

☞ **To record a new greeting:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 2 to access the Mailbox Greeting Management Menu.

5. Press 2 to record a new greeting.

6. When prompted, enter the greeting number you wish to record(1 – 9).

7. Begin recording when prompted. Press the # key to stop recording.

8. You may press 1 to review what you recorded,
    Press 2 to discard your greeting and start over,
    Press 3 to append or add to your greeting, or
    Press 4 to save your recording.

Play a Previously Recorded Greeting

The Mailbox Management Menu enables you to play a previously recorded greeting. You can quickly verify a greeting's recorded message.

☞ **To play a previously recorded greeting:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 2 to access the Mailbox Greeting Management Menu.

5. Press 3 to play a previously recorded greeting.

6. When prompted, enter the greeting number you wish to play (1 – 9).

7. The unit will then play the greeting.

Discard a Greeting

To help you maintain your greeting, the Mailbox Management Menu enables you to quickly discard an unwanted greeting.

☞ **To discard or erase a greeting's recording:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 2 to access the Mailbox Greeting Management Menu.

5. Press 4 to discard a recorded greeting.

6. When prompted, enter the greeting number you wish to discard (1 – 9).

Exit the Mailbox Management Menu

When you are finished with the Mailbox Management menu, press 9 to exit and return to the User Options Menu.

Mailbox Pass Code

The mailbox pass code feature helps protect your privacy. The maximum pass code length is initially set at 8 digits. However, the maximum pass code length is programmable by the authorized installation technician. The valid range for the maximum pass code length is 4 to 8 digits. You should select a pass code that will be easy to remember. However, if you forget or loose your pass code, your system administrator can remove your pass code.

To deactivate the pass code feature, select zero as your pass code.

☞ **To program your mailbox pass code:**

1.   Access your mailbox.

2.   Enter your pass code when prompted.

3.   Press 3 to access the User Options Menu.

4.   Press 3 to select a pass code.

5.   Enter your pass code when prompted.

6.   Enter your pass code again when the Omega-Voice VMI prompts.

Note: The pass code for a mailbox must be at least 2 digits. The Omega-Voice VMI system will not accept a single digit pass code other than **0**. Zero deactivates the pass code feature. Also, the Omega-Voice VMI system interprets **0** and **00** and **000** all as a value of zero.

Distribution List

Distribution Lists enable you to send a single message to multiple mailboxes simultaneously. Before you can send messages to a Distribution List you must create the list and add mailboxes to it. Once you have created a list you may add or delete mailboxes on the list. Also the Distribution List Menu allows you to verify the number and members on a list once you have created it.

Note: Standard and hotel/motel class mailboxes do not have the Distribution List feature.

Distribution List Menu

▪   To create a Distribution List, press 1.

▪   To add or delete mailboxes on a Distribution List, press 2.

▪   To review the members on a Distribution List, press 3.

▪   To exit the Distribution List Menu, press 9

Create a List

To use the Distribution List feature, you must create your list(s). You may create up to nine lists. And each list may have up to fifty members. When you create a list you must record a name for the list. This name may be as descriptive as you like.

Note: If you attempt to create a Distribution List and neglect to add any mailboxes to the list, the Omega-Voice VMI will not save that list. You must add at least one mailbox to a list to make it valid.

☞ **To create a mailbox list:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 4 to access the Distribution List Menu.

5. Select 1 to create a new list.

6. Enter the number of the list you wish to create (1 – 9), when prompted.

7. Record a name for the list.

8. Press the # key to stop the record process.

9. Press 1 to review the list name,
   Press 2 to discard it and start over,
   Press 3 to append to it, or
   Press 4 to save it.

10. When prompted, press 1 to add a mailbox to the list.

11. Enter the mailbox to add.

12. Continue to add mailboxes until you have added all your mailboxes to the list.

13. Press # after you enter your last mailbox.

Add or Delete a Mailbox on a Distribution List

Once you have created your lists you may need to modify one or more of them as people leave and join your company. You can quickly add new mailboxes to a list or remove mailboxes from a list without having to recreate the entire list.

Note: Each time you select 2 to modify a list, you can only add mailboxes or delete mailboxes. You cannot add and delete mailboxes at one time.

☞ **To modify a list:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 4 to access the Distribution List Menu.

5. Select 2 to add or delete members on a list.

6. Enter the number of the list you wish to modify (1 – 9), when prompted.

7. The unit will then play the recorded list name and the total number of members on the list.

8. Press 1 to add mailboxes, or
    Press 2 to delete mailboxes.

9. Enter the mailbox to add or delete.

10. Continue adding or deleting mailboxes until you have finished.

11. Press # after you enter your last mailbox.

Play a Distribution List

Once you have created a list you may need to review the members on it before making changes. The third option on the Distribution List Menu allows you to listen to the members on a list.

☞ **To review the members of a list:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 4 to access the Distribution List Menu.

5. Select 3 to review the members on a list.

6. Enter the number of the list you wish to play (1 – 9), when prompted.

7. The unit will then play the list name and the total number of members on the list.

8. Press 1 play the members on the list, or
    Press 9 cancel.

Note: When playing the members on a list, the Omega-Voice VMI plays the mailbox's recorded mailbox name and then the mailbox number.

Exit the Distribution List Menu

When you are finished, press 9 to exit the Distribution List Menu and return to the User Options Menu.

Send a Message to a Distribution List

If your class of service allows, you can quickly send a message to a distribution list. Before you can send a message to a list, you must create the list. For further instructions see the Distribution List Chapter of this manual.

☞ **To send a message to a distribution list:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 2 in order to make a message for another user.

4. Record your message at the tone as prompted.

5. Press the # key to stop recording.

6. You may press 1 to review your message,
   Press 2 to discard it and start over,
   Press 3 to append to the message,
   Press 4 to send it to another user, or
   Press 5 to send it to a distribution list.

7. Enter the number of the distribution list to receive it.

8. Press the # key after you have entered all of the appropriate receiving mailboxes.

9. You may then press 1 to send it,
   Press 2 to access addressing options, or
   Press 9 to cancel the process.

Blocking and Forwarding Menu

The Blocking and Forwarding Menu enables you to quickly make Blocking and Forwarding selections. Some Blocking and Forwarding settings can only be made through the Editor program, such as the Day Mode definition. However, you can activate and deactivate both features using this menu.

The Blocking and Forwarding features provides you with greater control over your incoming call load. The Blocking feature allows you to block your extension from incoming calls. The Forwarding feature allows you to direct callers to another extension such as your assistant or secretary. The unit provides a selectable override feature that enables selected associates and friends to bypass both the Blocking and Forwarding features and ring your extension.

Attendant Blocking Feature

When you use the Attendant Blocking feature, callers are routed directly to your mailbox when they dial your extension from the Attendant greeting. The unit never attempts to ring your station. You may select to block your extension during the Day Mode, Night Mode or both. The Day and Night Modes are defined per mailbox through the Editor program. Initially, the Day Mode is defined as 8:00 in the morning until 5:00 in the afternoon.

Attendant Forwarding Feature

When you use the Attendant Forwarding feature, callers are directly routed to another designated extension. As with the Call Blocking feature, the Omega-Voice VMI never attempts to ring your extension. The caller is immediately transferred to the defined alternate extension. You may select to forward your extension during the Day Mode, Night Mode or both. The Day and Night Modes are defined per mailbox through the Editor program. Initially, the Day Mode is defined as 8:00 in the morning until 5:00 in the afternoon.

Override Option

The Override Option is a selectable parameter that applies to both Attendant Call Blocking and Forwarding. When you select the Override Option, callers can dial * and then your extension in order to bypass any forwarding and blocking settings.

Note: The Override Option will not work if the [*] key on the menu is not properly programmed. Your installation technician should program the * key for your system.

Play the Current Setting

You can quickly verify your blocking and forwarding selection using the Blocking and Forwarding Menu.

☞ **To verify your current Blocking and Forwarding settings:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 5 to access the Blocking and Forwarding Menu.

5. Select 1 to play the current Attendant Blocking and Forwarding features.

Blocking Menu

To activate and deactivate the Attendant Blocking feature, you will need to access the Blocking Menu. This menu enables you to deactivate the feature or to activate it for Day Mode, Night Mode, or both.

Note: Day Mode and Night Mode are defined per mailbox using the Omega-Voice System Editor. The initial Day Mode definition is Monday through Friday, 8:00 a.m. until 5:00 p.m.

Activate Attendant Call Blocking

☞ **To activate Attendant Call Blocking:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 5 to access the Blocking and Forwarding Menu.

5. Select 2 to access the Attendant Blocking Menu.

6. Select 2 to activate Blocking during the Day Mode,
    Select 3 to activate it during the Night Mode, or
    Select 4 to activate it for both Day and Night Mode.

Deactivate Attendant Call Blocking

) **To deactivate Attendant Call Blocking:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 5 to access the Blocking and Forwarding Menu.

5. Select 2 to access the Attendant Blocking Menu.

6. Select 1 to deactivate the feature.

Forwarding Menu

To activate and deactivate the Attendant Forwarding feature, you will need to access the
Forwarding Menu. This menu enables you to deactivate the feature or to activate it for Day Mode,
Night Mode, or both.

Note: Day Mode and Night Mode are defined per mailbox using the Omega-Voice System
Editor. The initial Day Mode definition is Monday through Friday, 8:00 a.m. until 5:00 p.m.

Activate Attendant Call Forwarding

) **To activate Attendant Call Forwarding:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 5 to access the Blocking and Forwarding Menu.

5. Select 3 to access the Attendant Forwarding Menu.

6. Select 2 to activate Forwarding during the Day Mode,
    Select 3 to activate it during the Night Mode, or
    Select 4 to activate it for both Day and Night Mode.

Deactivate Attendant Call Forwarding

) **To deactivate Attendant Call Forwarding:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 5 to access the Blocking and Forwarding Menu.

5. Select 3 to access the Attendant Forwarding Menu.

6.   Select 1 to deactivate the feature.

Override Option Menu

The Override Option enables certain callers to access your extension regardless of your Blocking and Forwarding selections. When you have the Override Option selected, the caller must first dial * before dialing your extension in order to ring your extension. The Override Option is selectable for Day Mode, Night Mode, or both.

Note 1:   Day Mode and Night Mode are defined per mailbox using the Omega-Voice System Editor. The initial Day Mode definition is Monday through Friday, 8:00 a.m. until 5:00 p.m.

Note 2:   The Override Option will not work if the * key on the menu is not properly programmed. Your installation technician should program the * key for your system.

Activate Override Option

☞ **To activate the Override Option:**

1.   Access your mailbox.

2.   Enter your pass code when prompted.

3.   Press 3 to access the User Options Menu.

4.   Press 5 to access the Blocking and Forwarding Menu.

5.   Select 4 to set the Override Option.

Message Time and Date Stamp Format

The Omega-Voice VMI initially has the Time and Date Stamp feature activated for all users. Before playing a message, the Omega-Voice VMI system will announce the time and date that the message was recorded. However, the Time and Date Stamp is a selectable feature. If you deactivate the Time and Date Stamp, the Omega-Voice VMI will simply play the message. If you would like to know when the message was sent, you may press the 8 key either during the message or immediately after it. If you select 8 for additional information on a message, the system will play the Time and Date Stamp, the message length, and then the message.

When you activate or deactivate the Time and Date Stamp feature, it applies to all messages almost immediately. This includes saved, deleted, and new messages.

This feature is also selectable through the Omega-Voice VMI System Editor. When you change the Time and Date Stamp parameter using the VMI System Editor, it may take a few seconds for the change to update.

☞ **To deactivate the Time and Date Stamp:**

1.   Access your mailbox.

2.   Enter your pass code when prompted.

3.   Press 3 to access the User Options Menu.

4.   Press 7 to select the Time and Date Stamp format for messages.

5.   Press 1 to turn on the Time and Date Stamp for all messages.

☞ **To activate the Time and Date Stamp:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 7 to select the Time and Date Stamp format for messages.

5. Press 2 to turn off the Time and Date Stamp for all messages.

6. To hear the Time and Date Stamp once you have deactivated it, you will need to press 8 immediately after the message or during the message.

Play Back Order from Message Folder

The Omega-Voice VMI initially has the first-in, first-out (FIFO) message playback order selected for all mailboxes. However, the Omega-Voice VMI allows each subscriber to determine the order in which messages will be played back. You may select to either hear your oldest messages first or your newest messages first. The playback order is the same for all message folders except the Receipt folder. Message receipts are always played back in first-in, first-out order: you always hear your oldest message receipt first.

When you change your message play back order it affects all messages folders, except the Receipt Folder, almost immediately. The message play back order may also be changed using the Omega-Voice VMI System Editor. When using the VMI System Editor to change the playback order, it may take a few seconds to update.

☞ **To hear your oldest messages first:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 8 to select the play back order for messages from message folders.

5. Press 1 to hear your oldest messages first.

☞ **To hear your newest messages first:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 3 to access the User Options Menu.

4. Press 8 to select the play back order for messages from message folders.

5. Press 2 to hear your newest messages first.

6. Selecting to hear newest messages first affects all folders, except the Receipt folder.

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System Management Menu

The System Management Menu was designed to provide System Administrator with some control over the voice mail system. The System Administrator is the on-site manager and the company liaison with the dealer. This person(s) is responsible for opening and deleting mailboxes, removing mailbox pass codes, and changing the system time.

System Management Menu

- To open a mailbox press 1.
- To set a mailbox class of service press 2
- To mark a mailbox for deletion press 3.
- To remove a mailbox pass code press 4.
- To set or review the system time press 5
- To set or review the system date press 6
- To activate the holiday greeting schedule press 7.

Open A New Mailbox

The first option on the System Management Menu is the add mailbox feature. This option allows you to easily add mailboxes as needed. When you add mailboxes through the keypad in this manner, they are automatically classified as Standard Users. You may change the class of service after you add a box if needed. However, you cannot customize the mailbox privileges. That can only be done through the Omega-Voice VMI System Editor program.

☞ **To add a new mailbox:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 1 to open a mailbox.
5. Enter the mailbox number you wish to add.
6. The unit will verify the addition of the mailbox and return you to the System Management Menu.

Select Mailbox Class of Service

New mailboxes are opened as Standard User class of service. However, you can change the class of service using the System Management Menu.

☞ **To change a mailbox class of service:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 4 to access the System Management Menu.

4. Press 2 to change a mailbox class of service.

5. Enter the mailbox number you wish to change.

6. Press 1 to change the class of service Standard User,
   Press 2 to change the class to Administrator,
   Press 3 to change the class to Information, or
   Press 4 to change the class to Advanced.

Delete a Mailbox

You may want or need to delete a mailbox when a subscriber no longer need it. When you delete a mailbox through the keypad, the Omega-Voice VMI marks that mailbox for deletion. During the next occurrence of housekeeping, the Omega-Voice VMI removes the mailbox.

☞ **To mark a mailbox for deletion:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 4 to access the System Management Menu.

4. Press 3 to mark a mailbox for deletion.

5. Enter the mailbox number you wish to delete.

6. The unit will verify your entry and return you to the System Management Menu.

Remove a Mailbox Pass Code

Occasionally subscribers will loose or forget their pass code. As the System Administrator, it is your responsibility to remove the pass code.

☞ **To remove a mailbox pass code:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 4 to access the System Management Menu.

4. Press 4 to remove a mailbox's pass code.

5. Enter the mailbox number.

6. The unit will return you to the System Management Menu.

System Time Menu

When you need to change the system time you must access the System Time Menu. The system time, day, and date are all set independently.

Play the Time of Day

You can easily verify the system time.

☞ **To play the system time:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 4 to access the System Management Menu.

4. Press 5 to access the System Time Menu.

5. Press 1 to play the system time.

Set the Time of Day

When you need to set the system time, you need to access the System Time Menu. The system time is entered in the 24-hour clock format. Therefore 6:00 in the morning is entered as **0600** and 6:00 in the evening is entered as **1800**.

☞ **To set the system time:**

1. Access your mailbox.

2. Enter your pass code when prompted.

3. Press 4 to access the System Management Menu.

4. Press 5 to access the System Time Menu.

5. Press 2 to set the system time.

6. Enter the current time of day using the 24-hour clock format.

System Date Menu

When setting the system date, you must set the day of the week independent of the day of the month.

Play the Date

If you need to review the system date, you can quickly play the current date using the System Date Menu.

☞ **To play the system date:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 6 to access the System Date Menu.
5. Press 1 to play the system date.

Set the Date

The system date and day are entered independently. After you change the system date you may also need to change the current day of the week. The date is entered as four digits. Therefore, January 5 would be entered as **0105**.

☞ **To set the system date:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 6 to access the System Date Menu.
5. Press 2 to set the system date.
6. Enter the current month and day.

Set the Day of the Week

Each day of the week corresponds with a number. Sunday through Saturday corresponds with numbers 1 through 7 respectively. Therefore, enter a 1 for Sunday, a 2 for Monday, a 3 for Tuesday, etc.

☞ **To set the system day:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 6 to access the System Date Menu.
5. Press 3 to set the system day.
6. Enter the number that corresponds with the current day.

Activate Holiday Greeting Schedule

The Omega-Voice VMI System Editor enables the installation technician or the System Administrator to create a holiday schedule. This holiday greeting schedule may be activated and deactivated through the System Management Menu.

☞ **To activate the holiday greeting schedule:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 7 to activate the holiday greeting schedule.
5. Press 1 to activate the holiday schedule.

☞ **To deactivate the holiday greeting schedule:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 4 to access the System Management Menu.
4. Press 7 to activate the holiday greeting schedule.
5. Press 2 to deactivate the holiday schedule and return to normal operations.

Chapter 5
Select Notification Schedule

Subscribers with Advanced and Supervisor class mailboxes may select their current notification schedule or deactivate the message notification feature using the keypad. This provides subscribers with greater flexibility. Notification schedule settings are programmed using the Omega-Voice VMI System Editor.

☞ **To select a notification schedule:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 5 to access the Notification Schedule Selection Menu.
4. Enter the notification schedule (1 – 4) you wish to use.

Deactivate the Notification Feature

You can easily deactivate the notification feature on the fly from any touch-tone telephone.

☞ **To deactivate the notification feature:**

1. Access your mailbox.
2. Enter your pass code when prompted.
3. Press 5 to access the Notification Schedule Selection Menu.
4. Select 0 to deactivate the notification feature.

Appendix

Omega-Voice VMI Menus

Main User Menu
● Message Folder Menu
● Make Message Menu
● User Options Menu
● System Mgt. Menu
● Notification Menu
● Return to AA Greeting
● Exit Voice Mail

Message Folder Menu
● New Folder Menu
● Saved Message Menu
● Archive Menu
● Receipt Menu
● Deleted Menu
● Main User Menu

Recorded Message Review Menu
●   Review Message
●   Discard Message
●   Append to Message
●   Send to Subscriber
●   Send to Distribution List
●   Main User Menu

System Management Menu
●   Open Mailbox
●   Mailbox Class of Service
●   Delete Mailbox
●   Remove Mailbox Pass Code
●   System Time
●   System Date
●   Main User Menu

User Options Menu
●   Mailbox Name
●   Greeting Management
●   Change Pass Code
●   Distribution List Menu
●   Blocking/Forwarding Menu
●   Setup Tutorial
●   Time/Date Stamp
●   Message Order
●   Main Menu

Addressing Options Menu
●   Request Receipt
●   Mark Private
●   Mark Urgent
●   Cancel
●   Exit Addressing Options

Distribution List Menu	
●	Create a List
●	Add/Delete Mailboxes
●	Play Members
●	Exit Message Folder Menu

Blocking and Forwarding Menu	
●	Play Selected Options
●	Blocking Menu
●	Forwarding Menu
●	Override Option
●	Exit Message Folder Menu

Glossary

A

active greeting the message that callers hear when they are forwarded to a subscriber's mailbox is the active greeting. The active greeting for all new mailboxes is greeting number one. Each mailbox has nine available greetings and of those nine the subscriber must select the active greeting.

addressing options when recording a message for a subscriber either as another subscriber or as a caller, the Omega-Voice VMI provides the caller with addressing options. The message maker may mark the message as private or urgent or request a receipt. When a message is marked private the recipient cannot forward it to another subscriber. When a message is marked urgent, it will activate any urgent message notification routines that the recipient may have active. When the message maker requests a receipt, the Omega-Voice VMI will generate a Time and Date message stating when the recipient played the message.

after message left menu after a caller presses four to save and send a message, the system allows the caller to dial another extension or press zero to reach the operator. This after message left menu is initially defined as menu 995.

append the process of adding audio to a recorded message after the recording person has stopped recording but before the selecting to save and send the message. If a user or caller records beyond the Record Duration Timer, the Omega-Voice VMI will prompt the person to either review, delete, append, or save the message. If the person is not finished with the message, he/she may select to append. This process attaches the appended audio to the rest of the message, making one long message.

Archive Folder stores messages indefinitely. This folder is not affected by the retention days. Only the subscriber can remove messages from the Archive Folder.

attempts defines the number of times that the Omega-Voice VMI will attempt to perform a notification schedule. The valid range for attempts is 0 through 8.

attempt interval defines the number of minutes the Omega-Voice VMI will wait after one message notification attempt before beginning the next attempt. The valid range for the attempt interval is from 1 to 60 minutes.

Auto attendant call blocking See *call blocking*

Auto attendant call forwarding See *call forwarding*

automated attendant (auto attendant/AA) A voice mail system feature that answers incoming calls and directs the caller to the appropriate extension/mailbox.

B

back door a dedicated CO line that goes directly into the voice mail unit. Your dealer can set aside a CO line to create a backdoor. Outside sales personnel can call the office using the back door port (or line).

baud unit of speed of signal transmission, in bits per second.

boot load software from hard disk to RAM so the applications program can be run. The system automatically "boots" when the system is turned on and does not require any special programming.

C

CO (Central Office) The connection point for public telephones and switching equipment for trunks that provides the necessary talk path connections.

call blocking enables subscribers to block all incoming calls and route the callers directly to their mailbox. When a mailbox is call blocked the Omega-Voice VMI will not attempt to ring the extension first. Instead it will immediately transfer the caller to the subscriber's mailbox.

call forwarding allows subscribers to forward all incoming calls to another extension. When a mailbox is call forwarded the Omega-Voice VMI will not attempt to ring the extension first. Instead it will immediately transfer the caller to the defined alternate extension.

call type define the type of caller message that will activate a message notification schedule. There are two caller types, inside and outside. An inside caller would be another subscriber and an outside caller would be a person calling in from the outside. Inside caller messages are sent from one subscriber's mailbox to another subscriber's mailbox. Outside caller messages are left in a mailbox.

caller A person placing a direct call into the voice mail system.

caller menu After a caller stops recording a message the caller has four options, caller menu. The caller can review the message, discard the message and start over, add to (append) the message, or send the message. If the caller hangs-up after recording the message, the system saves the message in the accessed mailbox.

Centrex The software and hardware located in the CO (Central Office) line to provide PBX (Private Branch Exchange) service to a customer, eliminating the need for PBX equipment on the customer site.

class of service the system administrator or installation technician classifies each mailbox as either regular, advanced, supervisor, or hotel/motel. The classification defines how the mailbox will operate and what special features will be available to the user.

company greeting (system greeting) The recording outside callers hear when they reach the system. This recording should announce the company's name and it inform the caller that he/she can dial an extension at any time.

cycles defines the number of rotations the Omega-Voice VMI will make when it is programmed to cascade a mailbox's notification schedules.

D

DID (Direct Inward Dial) Trunk from the CO that provides direct access and is dedicated to a specific number group. DIDs are generally purchased in blocks of 100 extension numbers.

DTMF (Dual Tone Multi-Frequency or touch tone) The tones the phone pads generate. Each tone is composed of a pair of audible tones, one high frequency and one low frequency.

Date and Time stamp the Omega-Voice VMI records a header for all messages that stores the time and date that the message was left. Subscribers may choose to either play the Time and Date Stamp or not. This feature is selectable the User Options Menu or the Mailbox dialog box of the VMI System Editor.

defeat message waiting light deactivates the message light activation routine for a mailbox. The installation technician should defeat the message waiting light for phantom mailboxes. Phantom mailboxes do not have corresponding extensions.

Deleted Folder The folder that stores deleted messages. The deleted folder will store message up until the next occurrence of Housekeeping.

disk space Total message capacity, in hours, available on the hard disk for messages recorded in all mailboxes of the system.

distribution list a user developed list. Each advanced or supervisor class subscriber can record a message once and send it simultaneously to multiple mailboxes on a list. Advanced and supervisor subscribers can save up to 9 separate lists with 40 mailboxes assigned to each list.

dynamic trunk routing (DTR) the system can route incoming calls to specific attendant greetings based upon the trunk ID (line ID) information. Only authorized dealers can program dynamic trunk routing functionality.

F

FIFO (first-in, first-out) The Omega-Voice VMI system allows you to select whether to play your messages in FIFO or LIFO order. When using FIFIO order you will hear your oldest message first.

first schedule is the schedule that the Omega-Voice VMI begins the cascading routine with.

forwarded message the system enables the user to immediately forward a message to another user. The user may record a preface message to be forwarded with the original message.

function a function is an action that the Omega-Voice VMI may be programmed to perform. Many functions have related *types*. The type defines or modifies the function.

G

general delivery mailbox is often used as a catch all mailbox on the night attendant greeting. A general delivery mailboxes allows the caller to leave a message even if they are uncertain about for whom to leave the message.

greeting the recording an outside caller hears when he/she reaches a personal mailbox. Advanced users can store up to nine personal greetings.

H

hook flash a quick depression and release of the switch on the telephone instrument. It is used for special signaling functions such as call transfer or call waiting transfer.

Housekeeping each morning at 3:00 the system enters a housekeeping mode. If any ports are active, the system will wait until the ports become idle before beginning the utility program so as not to interrupt normal operation. Housekeeping removes any mailboxes marked for deletion, messages stored in deleted folders, and any messages that have reached the defined retention period (normally set at 14 days) in order to optimize disc storage space.

I

in-band integration a form of integration in which sending DTMF tones between the phone system and the voice mail system activates personal greetings, and message waiting indicators, etc.

in-band signaling signaling on the same physical circuit that is utilized for voice. This is typically specific tones or line breaks.

L

LIFO (last-in, first out) LIFO is an available message play back order. When using LIFO message playback order, the subscriber will hear the newest messages first. All new mailboxes on the Omega-Voice VMI system initially use FIFO (fist-in, first-out) message play order. However, the system allows each subscriber to select the message play back order for his/her mailbox. The message playback order may be selected either using the User Options Menu or the Omega-Voice VMI system Editor.

M

mailbox greeting every mailbox has a greeting record option except Hotel/Motel class subscribers. The user records the message he/she wants the caller to hear in the select active greeting. Each subscriber has 9 available greetings. The subscriber should use the Mailbox Greeting Management Menu to record his/her mailbox

mailbox number a one to four digit number that identifies the voice mailbox. This number may or may not correspond with an extension number. If a mailbox does not have a corresponding extension number, we refer to it as a phantom mailbox.

mailbox type See *class of service*

mailbox user (subscriber) a person assigned a mailbox number within the system.

message the audio a caller leaves when he/she is asked to record a message on the system.

message extension the extension message indicator light that the Omega-Voice VMI should activate in the event that a mailbox receives a new message. Usually the mailbox will activate the message light at the corresponding extension. However, the Omega-Voice VMI provides the subscriber with the ability to activate another extension's message light. This is valuable for phantom mailboxes or general delivery mailboxes. Please note, if an extension has multiple mailboxes lighting its message light, it also has multiple mailboxes extinguishing its light. Therefore the subscriber should be cautious and check all mailboxes that are programmed to light its light when it has a lit message light. This will prevent the subscriber from missing messages or perceiving that the message was delivered late.

message retention days this parameters defines how long the Omega-Voice VMI system will retain saved messages before automatically purging them from the system. The Omega-Voice VMI is initially programmed to retain messages for 14 days before removing them. Messages stored in the Archive Folder are not affected by the retention period. The Omega-Voice VMI's message retention days is defined as 15 days. Only the authorized installation technician can adjust the message retention days.

modem (modulator/demodulator) a device used to interface a terminal with a telephone line for remote system management and polling. The Omega-Voice VMI system uses a 28800 baud modem.

N

New Folder stores new messages. As long as messages remain in the new folder, the message waiting light will remain lit and message notification will remain active. When playing new messages you may press the 7 key to skip the message. This enables you to listen to the next new message and keep the first new message in the new folder.

no-action behavior the action that the Omega-Voice VMI will perform if the caller fails to make a valid selection before the no-action timer expires.

no-action timer defines the length of time, in seconds, that a caller may hesitate after an attendant menu finishes playing before making a selection. If the no-action timer expires before the caller makes a valid selection, the Omega-Voice VMI will execute the define no action behavior. The no-action timer and behavior is defined on the Menu dialog box of the VMI System Editor. The no-action timer valid range is 0 through 90 seconds.

notification cascading system administrators or installation technicians can program the Omega-Voice VMI to cascade notification schedules. When the Omega-Voice VMI cascades notification schedules it rotates through each notification schedule with a valid out call number for the programmed number of rotations. The cascading routine begins with the notification schedule that is defined as the **First Schedule** on the Mailbox dialog box of the VMI System Editor.

notification schedule system administrators or installation technicians can program a notification schedules for advanced and supervisor class mailboxes. The notification schedule may be programmed to call to a pager, phone or extension in the event that the user has messages in the new folder. Notification schedules may only be programmed using the Omega-Voice VMI System Editor's Mailbox dialog box.

notify type defines the type of out call that the Omega-Voice VMI will perform for a message notification schedule. There are three available notify types; pager, voice, or extension. When an advanced or supervisor mailbox has a new message the Omega-Voice VMI will call a pager, a telephone number, or an extension.

O

off-hook taking the telephone receiver off-hook alerts the central office that a call is about to be made.

off-hook scheduling determines what attendant greeting will play when the voice mail goes off hook to answer an incoming call. The off-hook scheduling is programmed using the Omega-Voice VMI System Editor's Off-hook Scheduling dialog box.

on-hook when the telephone headset is resting in its cradle it is not connected to a line and only the ring detect circuit is active.

override option this option applies to the call blocking and forwarding features. Subscribers may select this option to enable certain callers to override the user's call blocking and forwarding selections. To utilize this feature a key on the automated attendant system greeting must be programmed as **Transfer/Override (B/F)**. Otherwise, the Override option will not function even if the subscriber selects to allow it. We recommend that the star (*) key on the Attendant System Greeting be programmed as **Transfer** function with type **Override (B/F)**. Therefore the caller would press the star (*) key and then dial the extension in order to override the subscriber's Call Blocking and Forwarding options.

P

pass code each user can create a mailbox pass code to ensure privacy. Only the user knows his/her confidential pass code; it cannot be viewed from the VMI System Editor Mailbox dialog box. The subscriber pass code can be up to 8 digits. The maximum pass code length is programmable by the authorized installation technician. The Omega-Voice VMI is initially programmed with 8 digits as the maximum pass code length. However, the valid maximum pass code length range is 4 to 8 digits.

personal greeting the user's recorded greeting that plays to callers when they access the mailbox to leave a message.

phantom mailbox does not have an extension on the phone system. These mailboxes should be programmed to defeat the message waiting light since they do not have an extension. Also, they should be Auto Attendant Call Blocked (call blocked) for both day and night mode.

phone suffix is the DTMF digits that are sent after the Omega-Voice VMI calls the defined phone number for a message notification schedule. The phone suffix may include pauses.

port a point of entrance or exit for a communication channel in a telephone system or

voice mail system. A four-port system means four people can simultaneously use the voice mail system.

prompts prerecorded voice instructions that informs the listener about various options for each voice mail feature.

Q

queuing callers waiting in line for the next available trunk.

R

receipt a date and time receipt from a message sent to another user. The system plays the date and time receipt to the sender's Receipt Folder once the receiver listens to the message.

Receipt Folder stores message receipts. Message receipts are always stored in first-in, first-out order.

record duration timer the record duration timer defines the length of time, in minutes, that the Omega-Voice VMI will allow a caller or user to record a message before it interrupts and prompts the person to review, delete, append, or save the message. This timer was designed to prevent the Omega-Voice VMI system from recording inadvertently long messages. The record duration timer is initially programmed for 3 minutes. However, the valid record duration timer range is 1 to 30 minutes.

record noise timer the record noise timer defines, in seconds, the length of time that a caller or user can pause when recording a message. If the person pauses for longer that the defined record noise timer, the Omega-Voice VMI system will interrupt and prompt the person to review, delete, append, or save the message. The record noise timer is initially programmed for 3 seconds. However, the valid range for the record noise timer is 1 to 8 seconds.

retention days See *message retention days*

review message listening to a previously recorded message.

S

Saved Folder stores messages that the user saves. Messages in the saved folder can remain for the defined retention period. Once the retention period for a message expires, the Omega-Voice VMI system will purge the message. The Omega-Voice VMI is initially programmed to retain saved messages for up to 14 days. However, this parameter is programmable.

silence length defines the number of seconds of silence that the Omega-Voice VMI must detect before proceeding to either the phone suffix or

suffix delay or both. The silence length is a selectable parameter, you may want to simply use the suffix delay. The silence length is used with pager message notification schedules. The valid silence length range is 0 to 60 seconds. A value of 0 deactivates the silence length timer.

system administrator the on-sight person(s) responsible for the voice mail system. This person has a system operator mailbox which allows him/her to open or delete mailboxes, classify mailboxes, change compression rates, change the time of day, change the day of the week, access the modem, etc.

system greeting (company greeting) the recording an outside caller hears when the Omega-Voice VMI answers the incoming call.

System Management Menu this menu is only available in mailboxes that are supervisor class of service. It enables the subscriber to add and delete mailboxes, define a mailbox's class of service, remove a mailbox pass code, and change the system time or date.

suffix delay the number of seconds that the Omega-Voice VMI will wait after dialing the phone number before proceeding to the phone suffix. This parameter may be used in conjunction with or independent of the silence length parameter. The suffix delay is used with pager message notification schedules. The valid suffix delay range is 0 to 60 seconds. A value of 0 deactivates the suffix delay timer.

supervisor mailbox this type of mailbox has access to the System Management Menu which allows the system administrator(s) to perform certain maintenance procedures from any touch-tone telephone.

T

talk off occurs when voice processing equipment interprets vocal sounds as DTMF tones causing the system to play an unexpected prompt.

tokens are used throughout the Omega-Voice VMI programming to represent values such as mailboxes, caller id digits, etc. When entering tokens into a field, the should be enclosed in square brackets. For example use the mailbox token to represent any mailbox and enter it as **[box]**.

trunk telephone circuit that connects a PBX to a central office, another PBX, or a special-purpose computer system like a voice mail system.

U

user see mailbox user.

User Options Menu the menu that allows the user to customize his/her mailbox.

User's Main Menu system prompt that plays after the user enters his/her personal pass code. The menu that provides the user with various options.

V

voice mail mailbox a location on the computer hard disk which records and stores voice recorded messages which the user can instantly recall.

voice mail an interactive computer system generally used to provide the automation of the switchboard function, including freestanding automated attendant systems, voice mail systems, and combined auto attendant and voice mail systems.

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