

System Administrator Menu

User ID 900 is the only User with administrative privileges. Below are the available options from the System Administrator menu:

[1] Play the Current Date and Time

This option plays the current date and time of the system.

[2] Change System Time

This option allows the System Administrator to change the time on the system.

[3] Change System Date

This option allows the System Administrator to change the system date.

[4] Reset a Password

This option allows the System Administrator to change a User's password to the default password.

[5] Activate/Disable Users

This option allows the System Administrator to disable a User from the dialplan or reactivate a disabled User.

[6] Reset User ID

This option enables the System Administrator to reset a User ID. The User's password, name, personal greetings, messages, and mailbox options will be reset.

[7] Available Recording Space

This option tells the System Administrator how much recording space is available.

[8] Network Administration

This option prompts the System Administrator to record names for AMIS network sites.

[9] Return to User Menu

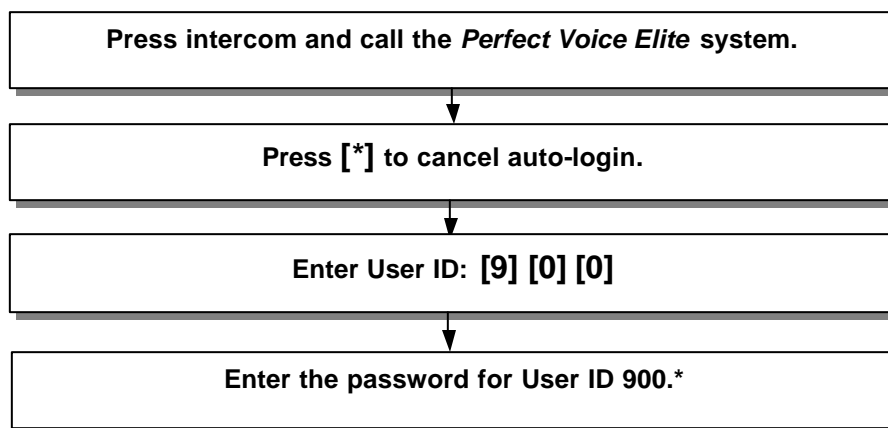
This option returns the System Administrator to the User menu.

[0] Log Out

This option logs the System Administrator out and returns him/her to the main system greeting.

[*] Replay Menu Options

To Access the System Administrator Menu



*For security reasons, it is important to change the password. You may change the password in User Setup.

Users on the *Perfect Voice Elite* System

All Users must complete Quick Setup before they can receive messages. New messages will be purged after 2 weeks if not listened to. Saved messages will be purged 2 weeks after the day they were saved.

NOTE: Due to limited disk space, the maximum number of mailboxes allowed on the *Perfect Voice Elite* system is approximately 300.

Normal Users

The Normal Type of User is the most common type of User on the system. A User of this type is associated with each person in your company who has a physical extension number on your telephone system. That extension number directly corresponds to their User ID, or mailbox number, on the *Perfect Voice Elite* system.

If your *Perfect Voice Elite* system is a primary attendant, a caller hears your main company greeting and whattodo when the system answers. When a caller enters a User's extension number, *Perfect Voice Elite* places the caller on hold and dials the User's extension number. *Perfect Voice Elite* then listens for a ring signal. If the User does not answer the ringing phone, *Perfect Voice Elite* returns to the caller and plays the User's personal greeting. The caller may then leave a message, enter another extension number, or press 0 to reach the operator.

If the caller chooses to leave a message, *Perfect Voice Elite* records the message and turns the message light on at the User's extension. When a User accesses their mailbox, *Perfect Voice Elite* turns the message light off on the extension.

- 2 personal greetings, 20 seconds in length
- 25 messages at 120 seconds in length
- User mode starting menu is the Message Management Menu
- Pager notification and message waiting light

Outside Users

The Outside Users are individuals in your company who do not have a physical extension number on the telephone system, but need voice messaging service. The Outside User boxes function just like those of the normal User. The only difference is that, since there is no telephone to transfer the caller to, *Perfect Voice Elite* immediately plays the personal greeting for this type of mailbox as soon as the caller enters an Outside User ID.

Since Outside Users do not have physical extension numbers on the telephone system, it is their responsibility to check frequently for new messages.

- 1 personal greeting, 20 seconds in length
- 25 messages at 120 seconds in length
- User mode starting menu is the Message Management Menu
- Pager notification

Standard Audiotext Users

This type of User is not associated with a person. A caller who selects a User of this type is not transferred to an extension, nor is the caller allowed to leave a message for the User. Only a message plays, after which, the caller is placed back to the whattodo. The audiotext message may be changed at any time by simply re-recording the personal greeting for this User. The information recorded in the message could be your address, your fax number, your business hours or any type of information you would like callers to have.

- 1 personal greeting, 60 seconds in length
- No messages
- User mode starting menu is the Call Management Menu

Single Digit Audiotext and Transfer-Only Users

This type of User is not associated with a person. Single Digit User IDs 1 through 6 may be set up to transfer callers to another extension (Transfer-Only) or play an audiotext message to callers (Audiotext). A Single Digit User ID may be set up to both transfer to an extension and play audiotext. However, only one of these functions will be active at a time, depending on the call blocking status of the User ID.

Operator

The default Operator for *Perfect Voice Elite* is User ID 0. Whether a caller dials zero or does not dial anything from the main greeting he or she is directed to the extension programmed for User ID 0. By default, the extension for User ID 0 is extension 0. You may select another extension.

Auto-Detect Users

These types of Users are not associated with a person. They allow you to configure *Perfect Voice Elite* to automatically transfer to a fax extension when the appropriate tone is detected.

Public Distribution Lists

Perfect Voice Elite automatically generates 3 public distribution lists:

1. User ID 950 includes all Normal and Outside Users
2. User ID 951 includes all Normal Users
3. User ID 952 includes all Outside Users

An additional 7 public distribution lists (User IDs 953-959) may be created.

User Type	Number of Personal Greetings	Personal Greeting Length	Max Messages	Message Length	Login Start Menu	Notification Type	Message Expiration
Normal	2	20 secs	25	120 secs	Message Mgt.	Light, Pager	Default
Outside	1	20 secs	25	120 secs	Message Mgt.	Pager Only	Default
Audiotext	1	60 secs	0	N/A	Call Mgt.	N/A	N/A
Single Digit	1	60 secs	0	N/A	Main Menu	N/A	N/A
Operator	2	20 secs	25	60 secs	Message	N/A	Default

Recording System Greetings and Whattodos

System Greetings

Customized greeting and whattodo for open and closed mode operation should have been recorded during your installation process. The following information is offered for assistance should you wish to re-record the greeting and whattodo.

The first prompt a caller hears when reaching the *Perfect Voice Elite* is the greeting. The open greeting is recorded in the personal greeting number 1 of User 980. The closed greeting is recorded in the personal greeting number 3 of User 980. This prompt is heard only once during a call. The greeting should welcome the caller and, like a human operator, confirm that the caller has reached the correct number.

“Thank you for calling ABC Company.”

The greeting should also contain any additional information the caller should hear only *once*.

“Thank you for calling ABC Company. Our office is currently closed.”

Immediately following the greeting, *Perfect Voice Elite* plays the whattodo. The open whattodo is recorded in the personal greeting number 2 for User 980. The closed whattodo is recorded in the personal greeting number 4 of User 980. The whattodo informs the caller “what-to-do”, or gives the caller options.

“If you know the extension number of the person you wish to reach, please enter it now. For directory assistance, press 9 or hold for assistance.”

If single digit options are used, they should be included as part of the whattodo. There are several states during the duration of a call in which the caller is brought back to the whattodo.

- After leaving a message
- After entering an invalid selection or extension number
- After pressing 0 to exit from User mode
- After listening to an audiotext message

When writing the script for the whattodo, three things should be kept in mind:

1. The whattodo is played immediately after the greeting, so the transition between the greeting and whattodo should flow smoothly.
2. Callers may eventually come back to the whattodo, so the whattodo must make sense without being prefaced by the greeting.
3. It is tempting to offer the caller as many options as possible. However, most callers only want one thing. That is to *talk* to someone. Give the caller no more than three or four options in the whattodo.

Refer to the System Greeting Scripts worksheet to record the greeting and whattodo for both open and closed modes. All recordings should be made from a quiet environment.

System Greeting Scripts

Description	Written Script
Open greeting (980-Greeting 1)	<hr/> <hr/> <hr/>
Open whattodo (980-Greeting 2)	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Closed greeting (980-Greeting 3)	<hr/> <hr/>
Closed whattodo (980-Greeting 4)	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

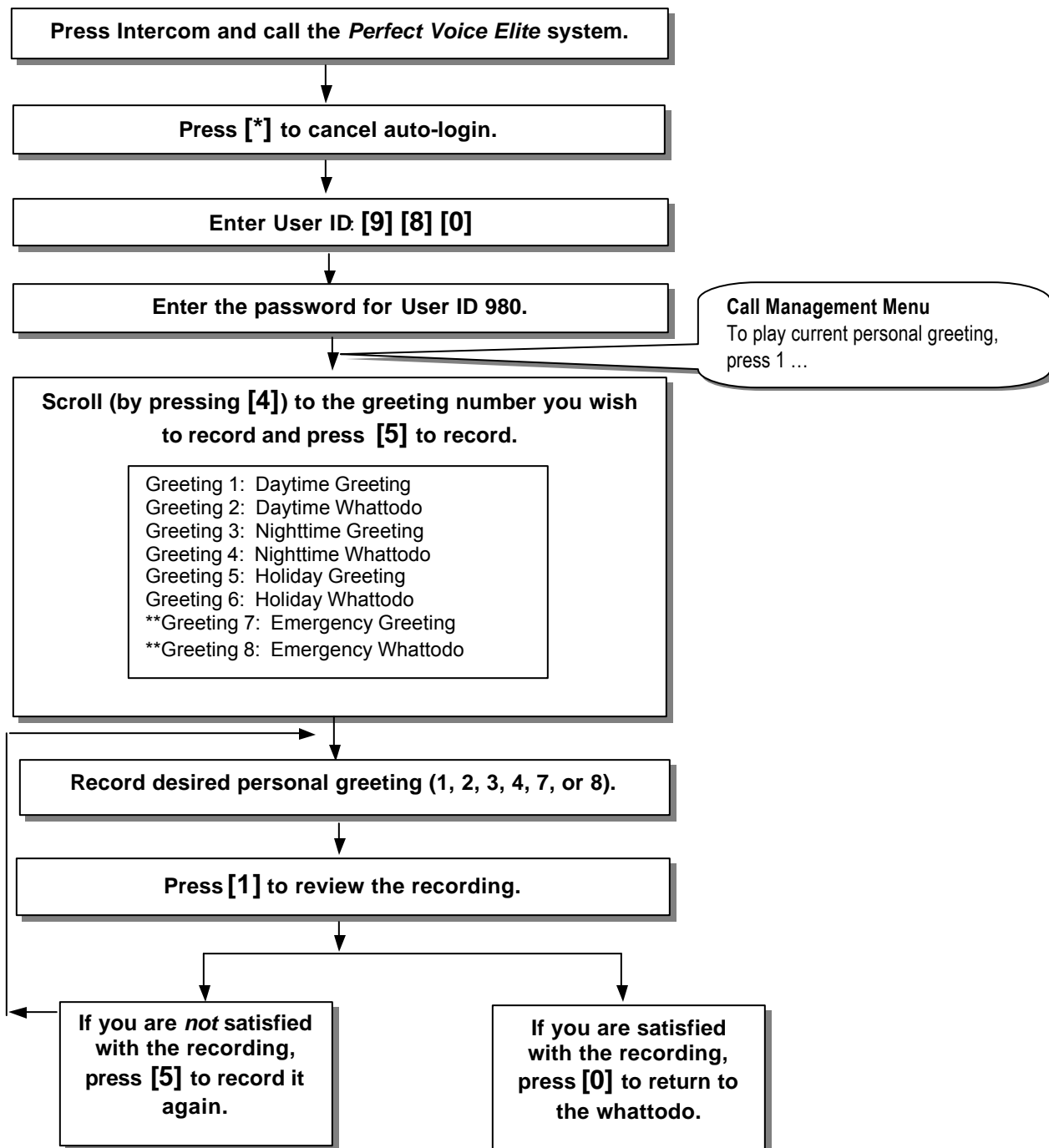
Pre-Defined Users For Greetings and Whattodos

All greetings and whattodos (daytime, nighttime, and emergency/temporary) are recorded from one User ID – User ID 980. The greetings and whattodos are recorded as individual greetings (UV1-UV4 and UV7-UV8) for this User.

- Greeting 1 (UV1): Daytime Greeting
- Greeting 2 (UV2): Daytime Whattodo
- Greeting 3 (UV3): Nighttime Greeting
- Greeting 4 (UV4): Nighttime Greeting
- Greeting 5 (UV5): Holiday Whattodo
- Greeting 6 (UV6): Holiday Whattodo
- Greeting 7 (UV7): Emergency Greeting
- Greeting 8 (UV8): Emergency Whattodo

Recording System Greetings

The process of recording of the greeting and whattodo for open, closed or holiday mode is the same as recording a personal greeting in a mailbox, only the User ID and password are different. All greeting and whattodo messages (daytime, nighttime, and emergency) for the main company may be recorded in User ID 980. Follow this procedure to record the greetings.



NOTE: To activate a new open greeting and whattodo or holiday greeting, see “Manually selecting Open and Closed mode”.

**Greetings 7 and 8 will immediately override the current greeting until the next change from day or night. This change may be done manually or scheduled.

Holiday and Temporary Greetings and Whattodos

Holiday Greeting and Whattodo

The system allows you to play a different greeting during a holiday. Holiday greetings become active when you place the system in “Holiday” mode. The holiday recordings will play until you place the system in “Workday” mode. (See “Manually Select Open or Closed Mode”.)

Holiday greetings and whattodos are recorded in User ID 980:

- **User 980 – Greeting 5: Holiday Greeting**
- **User 980 – Greeting 6: Holiday Whattodo**

Temporary Greeting and Whattodo

A Temporary greeting and whattodo is typically used if your company is closed due to inclement weather or a some other reason. These recordings should explain when you will be back in operation and what options the caller has at that time.

Temporary greetings become active as soon as you record them. These new recordings will play until the next scheduled greeting change occurs. For example, if you plan to be closed on a Thursday, record your temporary greeting just after the Thursday “open” greeting has loaded. *Perfect Voice Elite* will play the temporary greeting/whattodo during the open hours. *Perfect Voice Elite* will automatically switch to the closed greeting after hours and play the regular open greeting on Friday.

Temporary greetings and whattodos are recorded in User ID 980:

- **User 980 – Greeting 7: Temporary Greeting**
- **User 980 – Greeting 8: Temporary Whattodo**

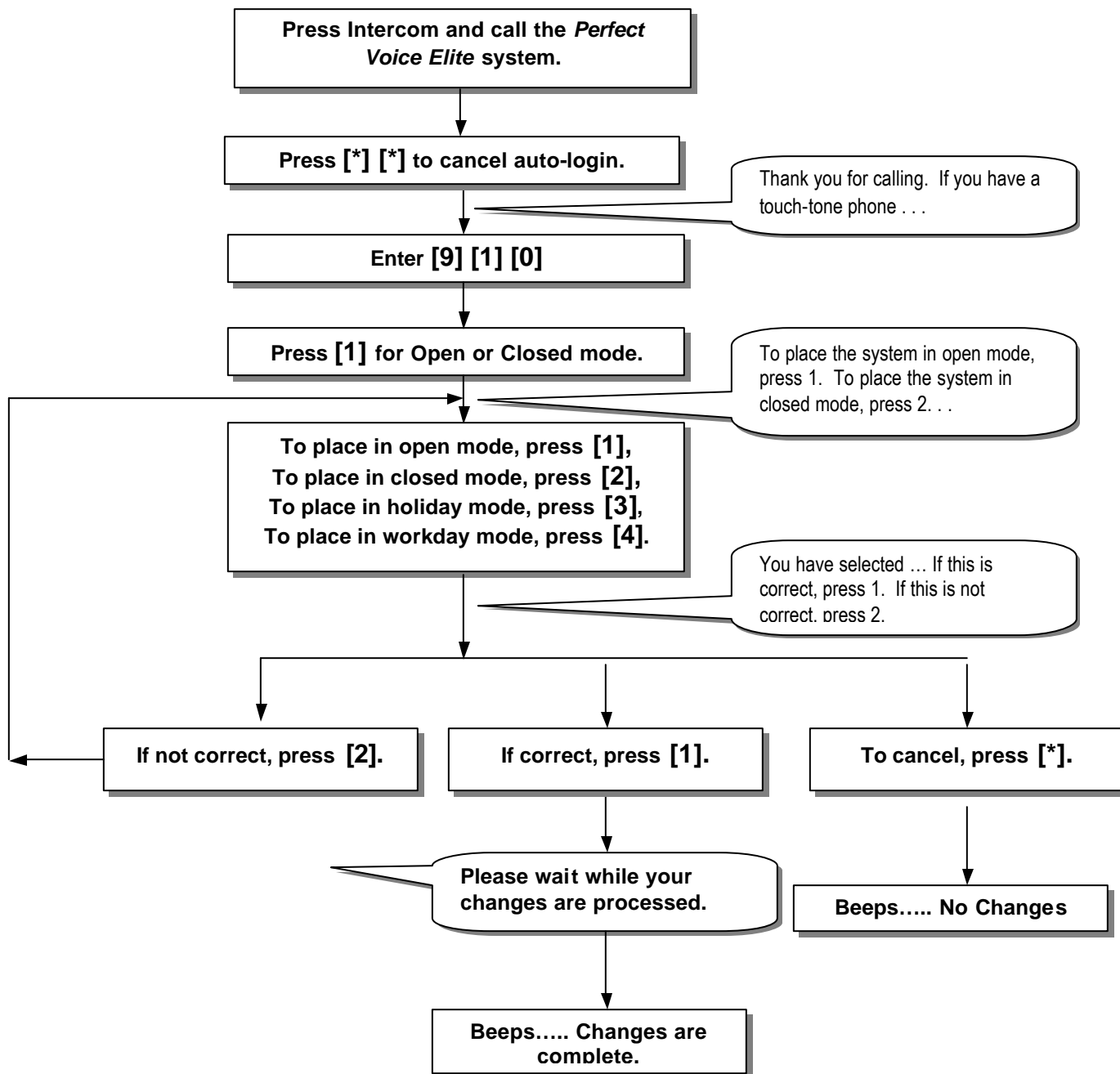
If the system does not have an open/closed schedule, you may record a temporary greeting and whattodo in User ID 980 – Greetings 3 and 4. Manually toggle the system from open to closed mode as needed. (See “Manually Select Open or Closed Mode”.)

Recording Greetings and Whattodos

Refer to “Recording System Greetings and Whattodos” for clarification of “greeting” and “whattodo” and instructions on how to record them. Keep in mind you may only want to change the greeting *or* the whattodo, it is not necessary to change both.

Manually Select the Open or Closed Mode

Once the greeting and whattodo for open, closed, or holiday mode have been recorded, the new recordings may be activated immediately using the following procedure for manually selecting open, closed, holiday, or workday mode. Otherwise, the new recordings will play at their regularly scheduled time.



Change the System Date and Time

If necessary, you may adjust the date and time on the *Perfect Voice Elite* system by using the following procedure. You must change the system date and time when the system has been reset. If the date and time have not been set, the following message plays: "The current system date is invalid."

To Change the System Date & System Time:

