REPARTEE®

VOICE PROCESSING SYSTEM

Reference Manual

Version 6.3

Active Voice

Repartee Reference Manual V6.3 RB
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Active Voice Corporation
Seattle, Washington
USA

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Using This Manual

Congratulations on purchasing Repartee, the most sophisticated, best human-engineered call processing product made.

The Reference Manual

This *Reference Manual* is organized in a format that will let you quickly find the information you need for a particular system task. It is composed of topics arranged in alphabetical order. Each topic covers a particular aspect of the Repartee system and its use. The manual's table of contents can be used as a quick guide to desired topics. You can also check the *Index* in the back of the manual for detailed cross-references. The *Glossary* that precedes the index can help define unfamiliar terms used in the system.

Think of this *Reference Manual* as your consultant on specific aspects of the system. It is not designed to be read from cover to cover, but rather to be referred to when you seek specific information on a particular aspect of the system. The material will be helpful to both the dealer who installs and maintains Repartee as well as the on-site system manager who wants to make system updates and changes. As you learn more about the system's automated attendant, voice messaging, and voice response capabilities, this manual will provide you with detailed instructions for changing, updating or adding a particular feature.

For Related Information

At the end of each *Reference Manual* topic, there is a list of other topics that relate to the subject matter at hand. You can use this *For Related Information* list as a signpost to direct you to additional, helpful information.

Key Topics

Key Topic

If you are new to the Repartee system, you should first read the *Learning Repartee* manual, which provides a series of lessons on the system's basic operation. In addition, you will notice that certain topics in this *Reference Manual* are marked as **Key Topics**. These topics discuss basic concepts and aspects of the system. They are a great place to start your exploration of this manual since they serve as a foundation to the rest of the information contained here.

Other Manuals

Accompanying this manual, but bound separately, are three other manuals:

- *Learning Repartee* contains hands-on lessons for a beginning System Manager on basic tasks. It provides an overview of the Repartee system and its operations and a summary of how to train others who will use the system. You should read this manual first.

- The *EasyMade® Application Manual* will help the dealer and installer understand and configure a system that will best meet the application needs of the end user. A System Manager may also find this manual useful for understanding Repartee's application.

- The *Repartee Installation Manual* shows how to physically install Repartee and connect it to a phone system.

The Repartee Training Guide

In addition to these manuals, the *Repartee Training Guide* is available for individual users of the system. The Training Guide is an easy-to-read brochure containing basic information on over-the-phone procedures, such as retrieving messages and recording a personal greeting; tips on how to streamline the Repartee conversation; and information on advanced features to help users customize their use of the system.

We've designed the Repartee system to be people-oriented. Its design smooths and speeds communication between people rather than loading them down with obscure codes and technology. You'll see this same spirit in this Reference Manual.

Enjoy your call processing!

Conventions in this Manual

The following notation conventions will help you in using this manual.

Terms

The following words have specific meanings in this and other *Repartee* manuals:

Type
Push the keys on your computer console.

Press
Push the keys on your phone keypad or computer console.

Port
One telephone line which Repartee answers.

Console
The computer keyboard physically attached to the Repartee PC.

Subscribers
A person enrolled in Repartee. This includes regular subscribers (employees), guests and system managers. Unless it is explicitly stated otherwise, you can assume that information presented here for subscribers also applies to system managers and guests.

Refer to the *Glossary* for definitions of other terms used in this manual.

Key Names

When you see text boxed like this: F5, Ctrl, ↵ Enter, it represents a key on your computer console. When a key name occurs by itself, *press* the key. If two key names are separated by a dash (example: Ctrl-S), *hold down* the first key while you press the second key.

Occasionally you will be instructed to type commands on the console. Words you need to spell out on the console will appear in the text as follows:

```
DIR C:\*.*
```

For example, if you see the instruction:

Type `A:INSTALL` ↵ Enter

You would type the letters `A:INSTALL`, then press the key marked ENTER.

Speech and Prompts

Words appearing italicized in quotations marks (example: *"You may enter the extension number now"*) represent speech. This is used both for prompts contained in Repartee, and for words you speak when recording prompts or greetings.

Voice prompts are always followed in this manual with a prompt number in small type (example: [prompt 101]). This will assist you in finding the prompt on the Voice Prompt Editing Screen.

Ones and Zeros

As you read through the manuals, pay close attention to these characters:

Letter	vs.	Number
l (lowercase L)		1 (the digit one)
O (uppercase O)		0 (the digit zero)

Though they look similar in print, these are totally different characters to your computer and should not be substituted one for the other.

Key Topic

Applications

An **application** is the particular configuration you program for the Repartee system at your site. Every company has unique telephone communication needs, such as reducing the receptionist's workload, taking messages, and handling after-hours calls. The decisions you make about your installation's specific needs determine the design for your particular application. An application defines which features of the Repartee system your installation will use, and how these features work together. The application also includes such details as what "voice" the system will have and the tone and wording of its prompts.

This topic outlines the three basic types of applications and suggestions for how to design your own.

Three Basic Types

There are three basic types of applications:

- Automated Attendant
- Voice Mail
- Voice Response

Many installations combine these three types of applications to create an application that meets all of their communication needs. The Repartee system makes this easy to do.

Automated Attendant

Most offices are equipped with electronic telephone systems. In most cases, these systems provide no means for an outside caller to directly dial an inside extension. This means that all incoming calls must go through the receptionist, who routes them to the appropriate extension — a costly and time consuming method. Also, when there is no receptionist on duty there is no way to get through to any extension.

Repartee provides a solution to these problems with its automated attendant features. It can act as a receptionist by handling incoming calls on a telephone system. It will answer a call, find out what extension number the caller wants, and transfer the call to that extension. The system can also hold more than one call for a single extension, informing the caller of how many calls are holding ahead of him or her and updating this information periodically. It can screen calls, announcing the name of the caller and waiting for confirmation from the recipient before putting the call through. Automated attendant features can relieve your receptionist of routine telephone tasks. (See related topics on *Call Holding* and *Call Screening*.)

Primary Answering vs. Secondary Answering

When your system is configured for primary answering, Repartee answers all calls that come into your office. Callers only reach your receptionist if they specifically dial the operator or do not press any touchtones.

When your system is configured for secondary answering, the live receptionist answers calls from the general public, but frequent callers can use the automated attendant to dial directly to an extension. For example, the automated attendant is connected to answer calls on the fifth through last incoming trunks. The direct-dial number for those trunks is given out to frequent callers and employees. In this way, the receptionist answers the first four trunks, and only those callers who are familiar with the system use the automated attendant. An automated attendant application can also serve as a backup for overflow calls, when all lines to the live receptionist are busy. An automated attendant system allows the receptionist to give better personal service where it is most needed.

Voice Mail

Voice mail allows a caller to leave a recorded message, in his or her own voice and exact words, for another individual or group of individuals. With a voice mail application, people can communicate precisely and personally without having to be on the same telephone line at the same time. Voice mail applications allow communication to take place without endless games of “telephone tag.” Research has shown that only one-third of all business calls achieve direct contact, yet 40% of all messages are "one way" messages which do not require a dialogue. Voice mail, therefore, saves you a lot of time by allowing you to leave a message immediately. Voice mail also eliminates incorrectly copied or garbled written messages.

Voice mail bypasses the problems of time zones, after-switchboard hours, and other obstacles to communication in today’s fast-paced business world. Voice mail allows the people in your office to better manage their communications and their time.

Voice Response

Many offices and organizations want to provide around-the-clock information to clients. A voice response application allows an organization to present this information with natural voice, music, or whatever the organization wants its callers to hear. The Repartee system can offer menu trees and messages to callers which can vary depending upon the phone number or the time of day they called. Callers use touchtones to select an item or subject that they want to hear. Even multi-lingual services can be provided.

Retailers, banks, airlines, radio and TV stations, and other companies use the system to provide timely information, even after hours. Service organizations such as libraries, hospitals and government agencies use voice response as a tool to help them fulfill their public responsibilities while reducing costs.

Combining Application Types

Because Repartee is an integrated voice processing product with standard features for all three application types, these application types can be combined easily in any single application. For example, you can combine automated attendant and voice mail so that Repartee can answer a call, find out what extension number the caller wants, and transfer the call to that extension. If the extension is busy or doesn't answer, Repartee can take a message.

You can also combine automated attendant and voice response. Transaction boxes and interview boxes can be assigned touchtone System IDs similar to extension numbers. This allows a caller to access voice response features or select an extension to transfer to in the same call.

All three application types can be available all the time. A caller can enter touchtones to access voice response information, then enter touchtones to select the extension of a person in the office, and leave a message if the person is unavailable.

Designing Applications

The Repartee system makes it easy to design and program applications with the EasyMade® method. The EasyMade method provides a group of worksheets to help organize the communication needs of the organization into an application design, and a series of step-by-step instructions on how to program that information into the Repartee system.

All this information is contained in the *EasyMade® Application Manual* that accompanied your system.

Applications and Your Telephone System

An important factor in every application is the telephone system or switch being used at the site. Some telephone systems provide more features than others and work well with the Repartee system. Other telephone systems lack certain features and thus limit the use of some Repartee application features. How well a telephone system works with Repartee determines the level of **integration** with Repartee. For more information, see the *Integrations* topic.

For related information, see:

- *Call Holding*
- *Call Screening Options*
- *Integrations*
- *Switch Setup*
- *The EasyMade Application Manual*

The Automatic Directory

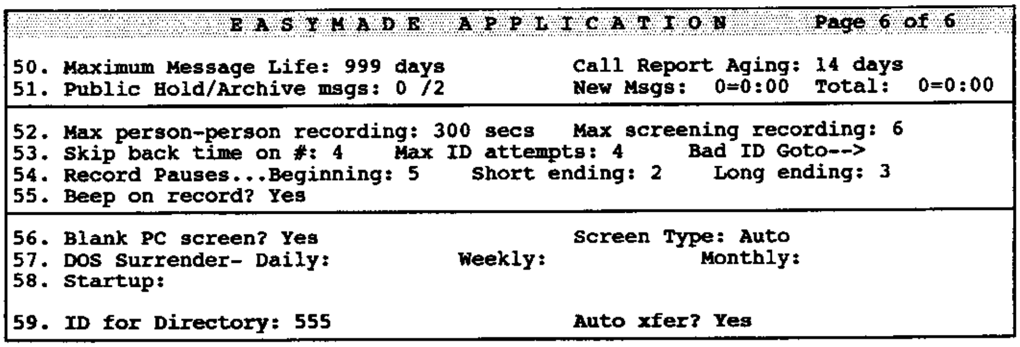
An outside caller uses touchtones to control the routing of his or her call. The caller presses an extension number and the system transfers their call. In many cases, the caller may not know the extension of the person they're calling, and will need to find out the extension from an operator or directory.

To free your operator from acting as "Information," Repartee offers an automatic subscriber directory, which provides a list of names and extensions for the caller on-line. To use this directory, the caller needs to know only the last name of the subscriber they want to reach. The system asks the caller to enter the first three letters of the person's last name. Once the caller has entered the first three letters, Repartee reads the names and extensions of subscribers whose last names begin with the letters pressed. The caller may dial an extension at any time, and, in certain cases, may be routed automatically to the subscriber's extension or message box.

This topic describes Repartee's automatic subscriber directory and the parameters which affect its operation.

Activating the Automatic Subscriber Directory

Two parameters of the EasyMade Application Screen, Page 6, affect the Automatic Directory: `ID for Directory` and `Auto xfer?`. These fields are shown in Figure 1.



```
              E A S Y M A D E   A P P L I C A T I O N       Page 6 of 6

50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:             Monthly:
58. Startup:

59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 1: EasyMade Application Screen, Page 6

`ID for Directory`
To activate the automatic directory, enter the System ID for the directory in the **`ID for Directory`** field. This System ID is the number that the callers will enter to access the directory. The automatic directory's System ID can be any ID you choose. The default System ID for the automatic directory is 555. Make sure that the Opening Line prompt tells callers the correct ID to press to reach the automatic directory.

`Auto xfer?`
If this field is set to "Yes" and there is **only one name** that matches the three letters entered by the caller, the system will automatically transfer the caller to that subscriber's extension. If there is more than one matching name, (or if this field is set to "No") the system will not transfer the caller until he or she dials an extension.

Deactivating the Automatic Directory

To deactivate the automatic directory, making it inaccessible to callers, simply delete the System ID in the field **`59. ID for Directory`** on the EasyMade Application Screen, Page 6.

Alternatively, you may assign the automatic directory a System ID which is not accessible over the phone by including a dollar sign ($) in the System ID. This may be useful in certain applications, since it will prevent callers from dialing the directory directly, but still allows the system to route the caller to the directory internally (for example, using **`GotoID-->$555`** in a transaction box's **`Action`** field). For more information on internal System IDs, see the topic on *System IDs*.

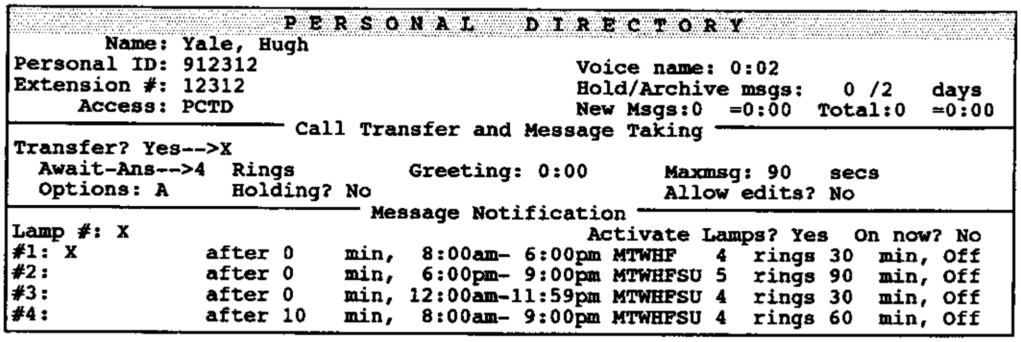
Unlisted Subscribers

In most cases, when subscribers are added to the system, they are automatically entered in the subscriber directory (hence the name: automatic subscriber directory). However, there are three conditions in which a subscriber in the system is **not** listed in the automatic directory:

- The subscriber is specifically restricted by a **`D`** in the **`Access`** field on the Personal Directory page. This is the equivalent of making the extension an unlisted phone number.
- There is **no voice name** recorded for the subscriber.
- There is **no Extension # ID** entered for the subscriber on his or her Personal Directory page.

To keep a subscriber out of the automatic directory:

Individual subscribers can be excluded from the automatic directory by entering a **`D`** in the **`Access`** field of the subscriber's Personal Directory Screen. The D code stands for "Drop from Directory".



```
                     P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312                         Voice name: 0:02
Extension #: 12312                          Hold/Archive msgs:   0 /2   days
     Access: PCTD                           New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking ----------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                      Allow edits? No
---------------------------- Message Notification ----------------------------
Lamp #: X                                    Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 2: Personal Directory page with "D" Access code.

Using the Automatic Directory

The Automatic Directory is available to all callers at any time the system is expecting an Extension ID. The caller simply presses the directory's System ID on the keys of a touchtone phone. The system will then route the call to the directory. Be sure to mention the automatic directory's ID during your Opening Line `Action` prompt. This voice prompt is recorded on the EasyMade Application Screen, Page 2, in the voice field labeled **`11. Action`**. For example, your Action prompt could say:

> *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 555 for a directory of employees."*

When the caller presses "555", the system plays the following prompts:

> *"Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now."* [prompt 1]

After the caller presses three letters which match a subscriber name, the system plays:

> *"You may dial the extension at any time. <pause>"* [prompt 3]
>
> *"<Voice name of subscriber> <Extension # ID of subscriber>"*

If only one subscriber's name matches the letters the caller pressed, and if **`Auto xfer?`** is set to "Yes," then the system automatically transfers the call to that subscriber. If **`Auto xfer?`** is set to "No," the system waits for the caller to enter the extension number. If the caller does nothing, the system returns to the Opening Line Action prompt.

If more than one name matches the three letters the caller pressed, then the system will read the names and extensions of the first three names that match, and then play the prompt:

> *"To stop the directory, press the pound sign. Remember, you may dial the extension at any time."* [prompt 4]

If there are still more matches, the system continues reading the list of "matching" names. The caller may enter the Extension # ID at any time while the system is reading the list.

When there are no more matches, the system will pause for a moment. If the caller takes no action, the system returns to the Opening Line prompt.

If there are no matching names, the system tells the caller:

> *"There are no matches to the three letters you entered. Please press 1 to try another name."* [prompt 2]

If the caller presses 1, the system restarts the Auto Directory with:

> *"Please press the first three letters of the person's last name. For Q press 7. For Z press 9. Please enter the letters now"* [prompt 1]

NOTE: The 1 touchtone may be used as a "wildcard" which matches any letter of the alphabet. For example, pressing S11 (711) would match all names which begin with P, Q, R or S, since the 7 key stands for P, Q, R, or S, and the 1 key stands for any letter. If the caller presses 111, the system will read the entire directory.

Other On-Line Directories

By using transaction boxes, you can create other on-line directories to supplement or even replace the automatic subscriber directory. For example, the default system comes with a sample departmental directory stored as transaction box 411. This departmental directory is the directory that is mentioned in the default Action prompt:

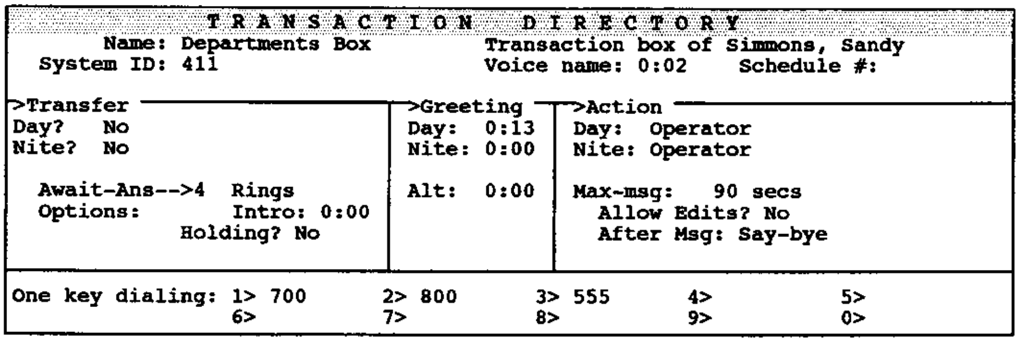
> *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory."* [prompt Action]

In the default system, callers who dial 411 then hear:

> *"Press 1 for Sales, 2 for Support, or 3 for a list of all personnel. Once again: press 1 for Sales, 2 for Support, or 3 for a list of all personnel."*

This prompt is recorded in the sample transaction box's `Greeting` voice field. Notice that callers who want to reach a particular subscriber rather than a particular department can still press 555 to reach the automatic subscriber directory. This option is also mentioned to callers in the departmental directory as a one-key dialing option: "*...press 3 for a list of all personnel.*"

The Transaction Directory page for Box 411 is shown in Figure 3. You can use it as a model for any other directories you might create. Refer to the *Transaction Boxes* topic for details on how to program transaction boxes.



```
                    T R A N S A C T I O N   D I R E C T O R Y
        Name: Departments Box              Transaction box of Simmons, Sandy
  System ID: 411                           Voice name: 0:02    Schedule #:

>Transfer ------------------------------>Greeting ---->Action ---------------------
Day?   No                              Day:  0:13   Day:  Operator
Nite?  No                              Nite: 0:00   Nite: Operator

  Await-Ans-->4  Rings                 Alt:  0:00   Max-msg:    90 secs
  Options:       Intro: 0:00                          Allow Edits? No
             Holding? No                              After Msg: Say-bye

One key dialing: 1> 700       2> 800       3> 555       4>           5>
                 6>           7>           8>           9>           0>
```

Figure 3: A Departmental Directory (Box 411)

For related information, see:

- *Subscribers*
- *Transaction Boxes*

Backing Up & Restoring the Repartee System

A backup is a copy of your system's configuration which is kept on floppy disk (or data tape or even another hard disk) to be restored to the system at a later time. In the event of an unrecoverable system failure (such as a hard disk crash) a recent backup will save you from reentering all the names of subscribers, recording all the voice names, and setting up all the directories and system parameters.

> **NOTE:** You should back up your system on a regular basis. A current backup will save you a great deal of time in recovering from a hard disk failure.

Three Types of Backups

There are three types of backup copies you can make of your voice mail system:

- Complete Backup
- Configuration Backup
- Database Backup

Each backup uses a different method for backing up the files.

A **complete backup** includes: mailbox settings; transaction boxes and interview boxes (if any); enrolled users, groups, and guests; settings that control how the voice mail system handles calls; any voice greetings, transaction box announcements, voice names, or voice prompts which have been changed or re-recorded since the default voice mail system was installed; plus all incoming messages that have been recorded on the system, including new, old and saved messages. Because voice message files take up quite a bit of disk storage, this backup may require more than 50 diskettes.

NOTE: For larger systems, such as a 30-hour (330 Mb) hard disk, a complete backup could require several **hundred** diskettes. We recommend a tape backup system be used for larger applications.

A **configuration backup** includes all items in a complete backup *except* new, old and saved messages. This backup requires many fewer diskettes than a complete backup.

A **database backup** includes only the 15 database files on your system. Screens are saved but all voice files must be re-recorded including prompts, personal greetings and voice names. This backup will often fit on one high-density diskette and thus can be done without any special backup software.

Voice Mail Software Must Be Turned Off

The system must be taken off-line to do any backup. In other words, the system cannot take messages or answer calls while you are doing the backup or restore.

Prior to each backup you should busy out all ports on the system so that it will finish processing any current calls and not accept any new callers. Next, you exit to the DOS prompt and conduct the backup or restore. After this is done, you restart the system and change the ports back to the proper answer, answer/dialout or dialout status, so that the voice mail system again answers calls.

Backing up and restoring must be performed *on-site*. You cannot do a backup of the system using remote maintenance.

Choosing a Backup Software Tool

The MS DOS operating system comes with a utility which allows you to backup your hard disk. However, the DOS Backup utility is not as powerful or flexible as many other backup software packages. We recommend you do **not** use the MS DOS Backup utility for several reasons:

- A single disk or file error on one of the DOS backup disks can destroy your entire backup, requiring you to install the system and re-enter all subscribers, interview boxes, groups, and transaction boxes by hand. The same error on most other backup software sets means only one file is lost, which is considerably easier to fix than reentering the entire system.

- If you accidently insert a backup disk out of order during the DOS Restore process, DOS will abort and you will have to start the file restore process all over. Most other backup software packages will simply prompt you for the correct disk and proceed once you have swapped disks.

In place of the MS DOS backup utility, Active Voice recommends using the **FastBack Plus** product by Fifth Generation Software. FastBack Plus performs the backup faster than the DOS Backup utility, compresses data to use fewer floppy disks, will not abort the restore on a single error, and offers the option of restoring only specific files out of a backup set.

Other software backup products (such as Norton Utilities or Central Point Backup) may be used as well. This software is **not** included with Repartee and must be purchased separately.

Backup and Restore Preparations

Prior to doing a software backup, you must have on hand enough 1.2 Mb high density floppy diskettes to store the backup. FastBack Plus and many other backup programs will format the diskettes for you as you perform the backup. Check the documentation that came with your backup software to see if you must format the diskettes before you begin.

A configuration backup will take several double-sided, high-density diskettes. A complete backup can take many diskettes. For example, a complete backup of a system with 3 hours of messages, would take more than 30 double-side, high-density diskettes.

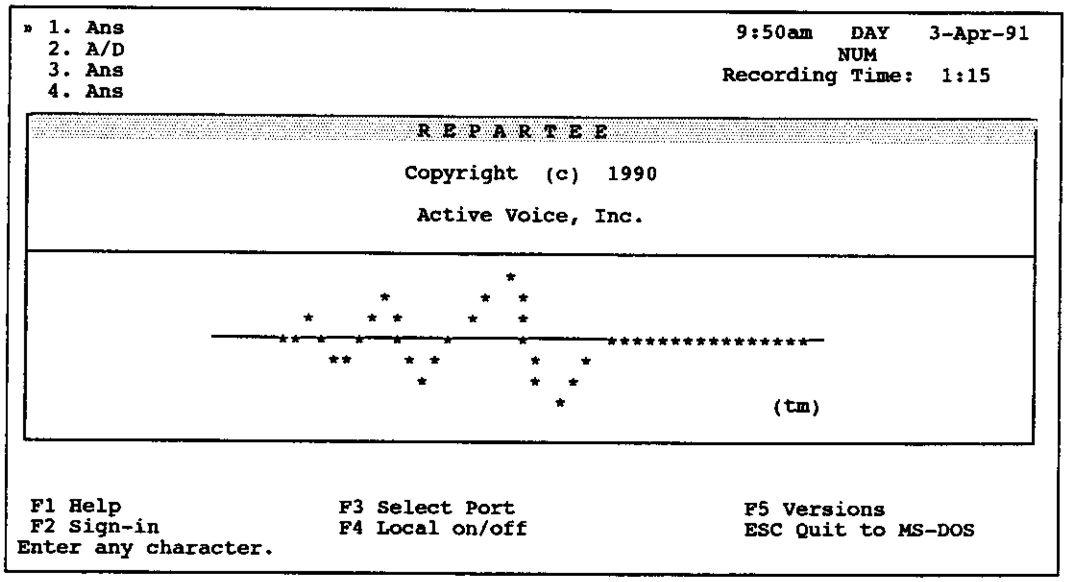
You must label and sequentially number the diskettes, as you will have to insert them in the same order as they were backed up if you later do a restore.

Prior to doing a software restore from a backup, you must have on hand the complete set of floppy diskettes for the backup you wish to restore.

You must shut down the system software to perform a backup. Thus you should notify the Operator and users that the voice mail system will be temporarily unavailable. The backup and restore procedures are done from the DOS prompt at the system console.

Exit to DOS

1. Begin at the system's Banner Screen (See Figure 4).

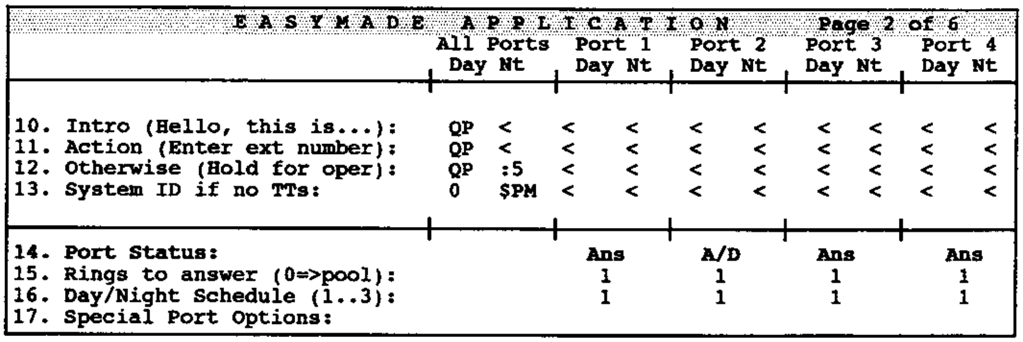


```
» 1. Ans                                          9:50am   DAY   3-Apr-91
  2. A/D                                                   NUM
  3. Ans                                          Recording Time:  1:15
  4. Ans

                      R E P A R T E E
                   Copyright  (c)  1990
                    Active Voice, Inc.

                              *
                      *     *  *
                *   * *    *   *
        ----**-*---*-*---*------*-------****************--
              **    * *       *   *
                     *        *  *
                                 *          (tm)

 F1 Help             F3 Select Port              F5 Versions
 F2 Sign-in          F4 Local on/off             ESC Quit to MS-DOS
Enter any character.
```

Figure 4: The Banner Screen

2. You should clear the telephone lines before shutting down the voice mail system to do the backup. To do this, sign in to the system.

3. Press PgDn to go to the EasyMade Application Screen, Page 2 (See Figure 5).



```
          E A S Y M A D E   A P P L I C A T I O N        Page 2 of 6
                                All Ports  Port 1   Port 2   Port 3   Port 4
                                 Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):   QP  <     <   <    <   <    <   <    <   <
11. Action (Enter ext number):   QP  <     <   <    <   <    <   <    <   <
12. Otherwise (Hold for oper):   QP  :5    <   <    <   <    <   <    <   <
13. System ID if no TTs:         0   $PM   <   <    <   <    <   <    <   <

14. Port Status:                            Ans      A/D      Ans      Ans
15. Rings to answer (0=>pool):               1        1        1        1
16. Day/Night Schedule (1..3):               1        1        1        1
17. Special Port Options:
```

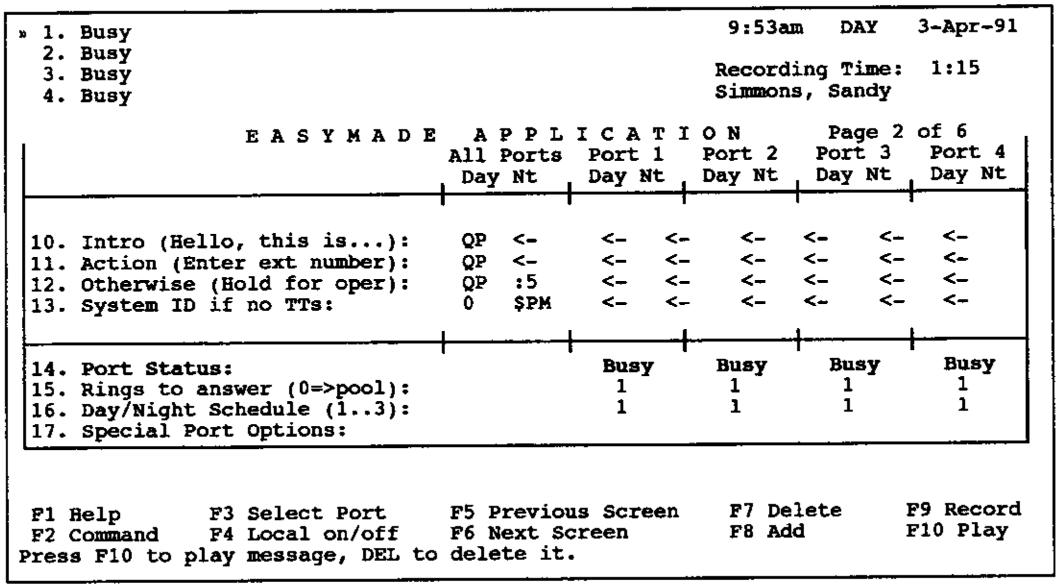
Figure 5: EasyMade Application Screen, Page 2

4. Write down the current port status setting for each port. After you have finished backing up the system, you will need to reset the ports to their original status or the system will **not** answer calls.

5. Use the arrow keys to highlight the first port field, which is near the bottom of the screen on the line labeled **`14. Port Status`**.

6. Highlight each field on the port status line and type **BUSY** ↵Enter to change that port to busy. (See Figure 6) As callers disconnect from the voice mail system, the system will busy out that line to prevent new calls

from being initiated. The port indicators in the upper-left corner of the terminal display will indicate `Busy` when all callers have disconnected from the voice mail system.

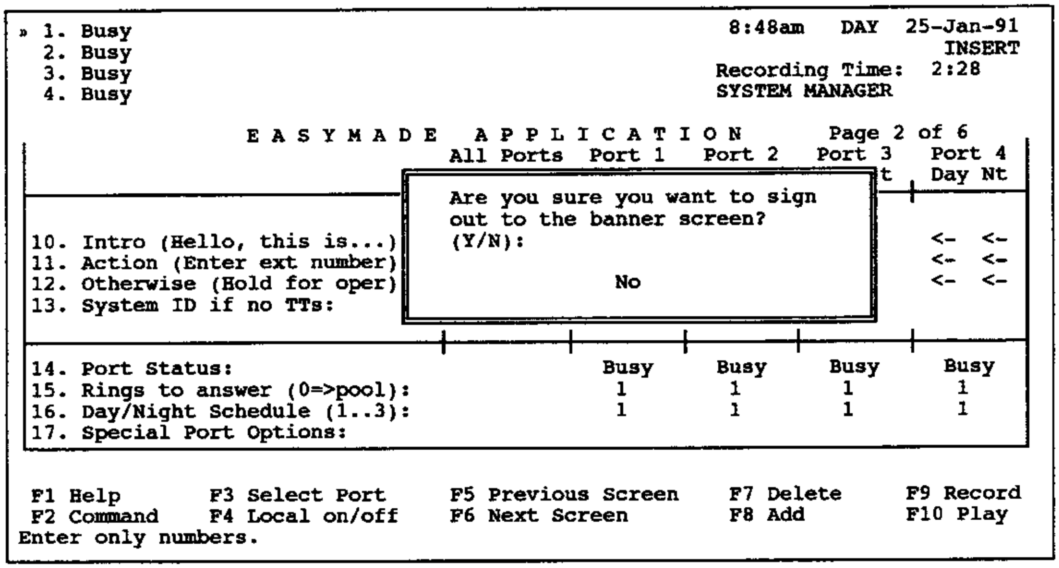


```
» 1. Busy                                          9:53am   DAY   3-Apr-91
  2. Busy
  3. Busy                                        Recording Time:  1:15
  4. Busy                                        Simmons, Sandy

              E A S Y M A D E   A P P L I C A T I O N      Page 2 of 6
                                All Ports  Port 1   Port 2   Port 3   Port 4
                                 Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):   QP  <-    <-  <-   <-  <-   <-  <-
11. Action (Enter ext number):   QP  <-    <-  <-   <-  <-   <-  <-
12. Otherwise (Hold for oper):   QP  :5    <-  <-   <-  <-   <-  <-
13. System ID if no TTs:         0   $PM   <-  <-   <-  <-   <-  <-

14. Port Status:                           Busy     Busy     Busy     Busy
15. Rings to answer (0=>pool):              1        1        1        1
16. Day/Night Schedule (1..3):              1        1        1        1
17. Special Port Options:

F1 Help       F3 Select Port    F5 Previous Screen   F7 Delete    F9 Record
F2 Command    F4 Local on/off   F6 Next Screen       F8 Add       F10 Play
Press F10 to play message, DEL to delete it.
```

Figure 6: EasyMade Application, Page 2 with Port Status at Busy

If your system has more than 4 ports, press Ctrl-PgDn to view the port status of the ports above #4. Make sure you busy out **all** the ports on the system.

7. Press the Esc key. The system will ask:
   `Are you sure you want to sign out to the banner screen? (Y/N)`
   Press Y to exit to the banner screen. (See Figure 7)



```
» 1. Busy                                          8:48am   DAY  25-Jan-91
  2. Busy                                                          INSERT
  3. Busy                                        Recording Time:  2:28
  4. Busy                                        SYSTEM MANAGER

              E A S Y M A D E   A P P L I C A T I O N      Page 2 of 6
                                All Ports  Port 1   Port 2   Port 3   Port 4
                                                                 t  Day Nt
                              ┌──────────────────────────────────┐
                              │ Are you sure you want to sign    │
                              │ out to the banner screen?        │
10. Intro (Hello, this is...) │ (Y/N):                           │ <-  <-
11. Action (Enter ext number) │                                  │ <-  <-
12. Otherwise (Hold for oper) │            No                    │ <-  <-
13. System ID if no TTs:      │                                  │
                              └──────────────────────────────────┘
14. Port Status:                           Busy     Busy     Busy     Busy
15. Rings to answer (0=>pool):              1        1        1        1
16. Day/Night Schedule (1..3):              1        1        1        1
17. Special Port Options:

F1 Help       F3 Select Port    F5 Previous Screen   F7 Delete    F9 Record
F2 Command    F4 Local on/off   F6 Next Screen       F8 Add       F10 Play
Enter only numbers.
```

Figure 7: Exit to banner screen

8. Once all calls have disconnected, press the Esc key again and then Y to exit from the Banner screen to the system's DOS prompt.

You are now ready to proceed with the backup or restore.

Complete Backup

Due to the size of voice files, a complete backup requires many floppy diskettes to store and can take quite some time to complete. To reduce the storage requirements, perform a complete backup when there are few messages on the system. At many companies, early Monday morning is an excellent time for a complete backup, since most messages have been heard and deleted over the weekend.

As mentioned before, due to the size and complexity of a complete backup, you should use a backup software package, such as FastBack Plus by Fifth Generation Software. FastBack Plus performs the backup much faster than the DOS Backup utility, compresses data to use fewer floppy disks, does not abort the restore on a single error, and it also offers the option of restoring only specific files out of a complete backup.

Complete Backup with FastBack Plus

The following procedures are a step-by-step guide to backing up and later restoring a system with FastBack Plus version 2.1. FastBack Plus is an intuitive, menu-driven program which is quite easy to use. You must first purchase the FastBack Plus software. It is available from most local PC software suppliers.

NOTE: The instructions and screen displays shown here are taken from version 2.1 of the FastBack Plus software. The procedures and screens may differ from other versions of FastBack Plus. Refer to the documentation that comes with your version of the software for the most accurate information.

Before the Backup

The most common media for backup is a **floppy disk**. The system is equipped with a high-density (HD) floppy disk drive. A newly initialized voice mail system requires approximately ten floppy disks for a complete backup. A system that has been running and collecting messages may require many floppy disks. Be sure you have enough floppy disks and labels on hand before starting the backup.

Copying the FastBack Plus Disk

You should make a copy of the FastBack Plus program disk before using the program. You can do this with any PC equipped with a 5¼" floppy disk drive, using the DOS DISKCOPY command. You will need the original FastBack Plus diskette and a blank 360 Kb floppy diskette.

To copy the FastBack Plus disk:

1. Place the FastBack Plus program diskette in the PC's disk drive and close the drive.

2. Type `DISKCOPY A: A:` and press ←Enter

3. You will be prompted on-screen to insert the disk to be copied:

```
Insert SOURCE diskette in drive A:

Press any key when ready....
```

4. Make certain the disk is in the drive. Press any key. The system will read the information on the program disk.

```
Copying 40 tracks
9 Sectors/track, 2 Side(s)
```

5. After a few minutes, the system will prompt you for the blank diskette.

```
Insert TARGET disk in drive A:

Press any key when ready...
```

   Remove the original program disk from the drive and insert the blank diskette. Close the disk drive and press any key. It will take two or three minutes for the PC to write the information to the disk. When it is finished it will ask:

```
Copy another diskette (Y/N) ?
```

6. Press N

7. Remove the copy diskette. Label it, and place a write-protect tab over the notch in the right edge of the diskette case.

> **NOTE:** The FastBack Plus disk used for backing up the voice mail system **must be write-protected!** If the FastBack Plus disk is not write-protected, the first several files of the complete backup will be written to the FastBack Plus diskette, destroying the software.

8. Store the original program diskette in a safe place and use the working copy of the program diskette for performing backups.

Starting the Backup

Start from the DOS prompt.

1. Place the working copy of the FastBack Plus program diskette in the voice mail unit's floppy drive.

2. Type `A:`

3. Press [↵Enter]

4. Type **FASTBACK** [↵Enter] to start FastBack Plus

To perform the backup, FastBack Plus needs to know which hard disk to backup, which subdirectories and files to backup, what sort of backup to perform, whether to perform an estimate, and whether to exit FastBack Plus when the backup is completed. FastBack Plus will prompt you for this information in a series of questions.

To the question `Which hard disk to copy from?` type the correct disk:

`D:` (or `C:`)

Press [↵Enter]

The software then asks: `Which directory to back up?`

Press [↵Enter] to accept the default root directory.

The software next asks: `Back up subdirectories of D:\?`

Press [↵Enter] to backup the entire system.

The software next asks: `Which files to back up?`

Press [↵Enter] to back up all files.

The software next asks: `Skip files which haven't changed since last backup?`

Press [↵Enter]

The software next asks: `Perform estimate before backup?`

Press `N` [↵Enter]

The software next asks: `Exit to DOS when backup is complete?`

Press [↵Enter]

The software will finally ask: `Is the above information correct?`

```
FASTBACK PLUS Alternate User Interface, v2.00a
Copyright 1988, Fifth Generation Systems, Inc.

Which hard disk to copy from?  (Enter for 'C:') D:

Which directory to back up?  (Enter for '\') \

Back up subdirectories of D:\?  (Enter for 'Y') Y

Which files to back up?  (Enter for '*.*') *.*

Skip files which haven't changed since last backup?  (Enter for 'N') N

Perform estimate before backup?  (Enter for 'Y') N

Exit to DOS when backup is complete?  (Enter for 'Y') Y


Is the above information correct?  (Enter for 'Y')
```

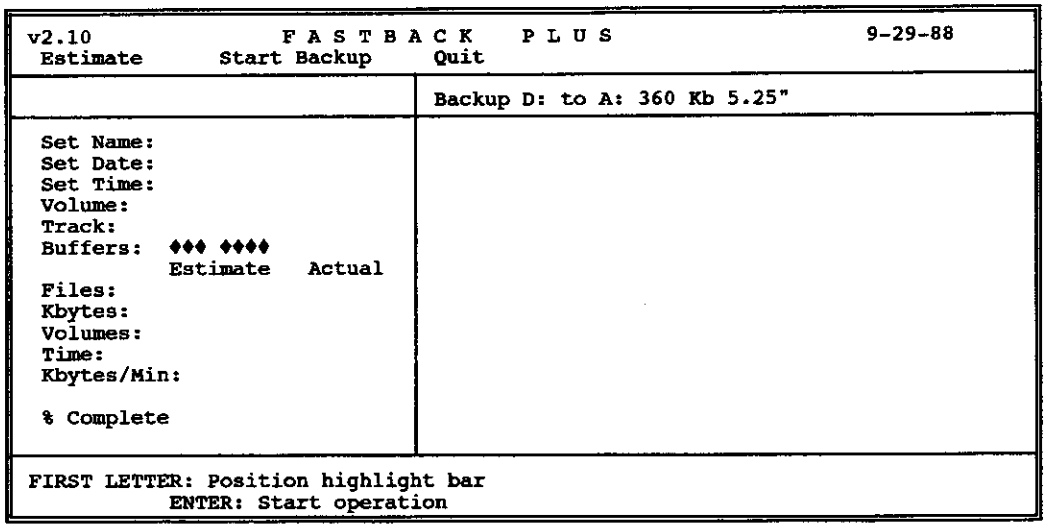
Carefully check the answers appearing to the right of each question on your screen. If they match those in the example above, press ↵Enter. Otherwise, press N and FastBack Plus will start over with the first question.

If you press ↵Enter to confirm the answers you gave, the software displays this message:

```
The FASTBACK PLUS program will now be executed.  During its operations, you
will not be prompted before previously used diskettes are overwritten.

Press Enter to continue or Escape to abort.
```

Be sure the diskettes you intend to use for the backup are blank or contain data you no longer need. Press ↵Enter

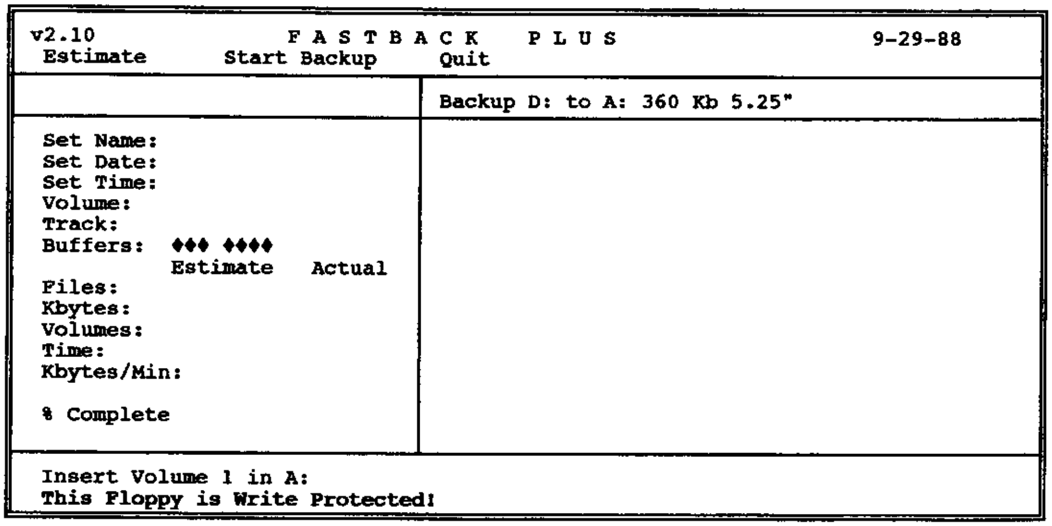
The display will change to the Backup screen (See Figure 8).



```
v2.10              F A S T B A C K   P L U S                   9-29-88
  Estimate       Start Backup     Quit

                                 Backup D: to A: 360 Kb 5.25"

  Set Name:
  Set Date:
  Set Time:
  Volume:
  Track:
  Buffers:  ♦♦♦ ♦♦♦♦
            Estimate   Actual
  Files:
  Kbytes:
  Volumes:
  Time:
  Kbytes/Min:

  % Complete

FIRST LETTER: Position highlight bar
       ENTER: Start operation
```

Figure 8: FastBack Plus Backup Screen

The PC will beep and begin scanning the voice mail system's hard disk. A moment later it will beep again and display the error message: `This Floppy is Write Protected!` (See Figure 9).



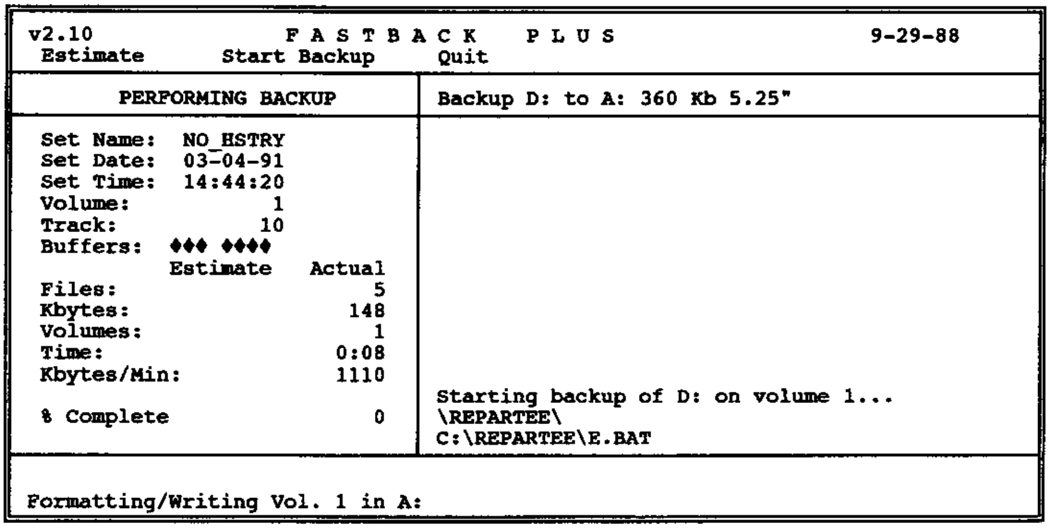
```
v2.10             F A S T B A C K   P L U S                     9-29-88
 Estimate       Start Backup     Quit

                                 Backup D: to A: 360 Kb 5.25"

 Set Name:
 Set Date:
 Set Time:
 Volume:
 Track:
 Buffers:  ♦♦♦ ♦♦♦♦
           Estimate   Actual
 Files:
 Kbytes:
 Volumes:
 Time:
 Kbytes/Min:

 % Complete

 Insert Volume 1 in A:
 This Floppy is Write Protected!
```

Figure 9: "Write Protected" Error Message

Remove the working copy of FastBack Plus from the floppy drive and insert a blank diskette, which will serve as your first diskette for the backup.

Close the drive latch and press the ↵Enter key. FastBack Plus will begin copying files to the floppy disk.

As the backup proceeds, the diamonds (♦) above the word **`Estimate`** will move, and file names will scroll past on the right half of the screen (See Figure 10), indicating which files are being copied to the backup diskette.



```
v2.10             F A S T B A C K   P L U S                     9-29-88
 Estimate       Start Backup     Quit

     PERFORMING BACKUP           Backup D: to A: 360 Kb 5.25"

 Set Name:  NO_HSTRY
 Set Date:  03-04-91
 Set Time:  14:44:20
 Volume:           1
 Track:           10
 Buffers:  ♦♦♦ ♦♦♦♦
           Estimate   Actual
 Files:                    5
 Kbytes:                 148
 Volumes:                  1
 Time:                  0:08
 Kbytes/Min:            1110
                                 Starting backup of D: on volume 1...
 % Complete                0     \REPARTEE\
                                 C:\REPARTEE\E.BAT

Formatting/Writing Vol. 1 in A:
```

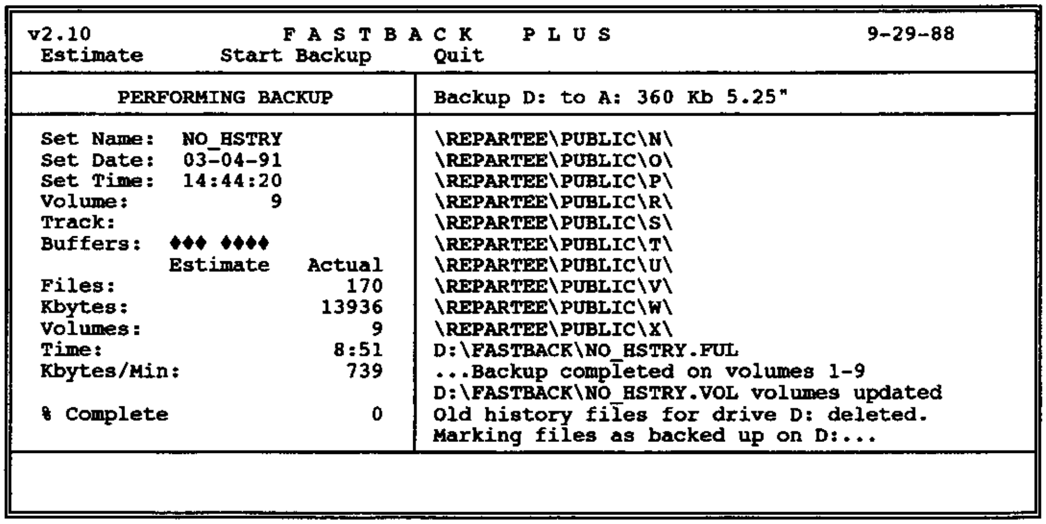
Figure 10: "Performing Backup" Display

When done writing to the first disk, the FastBack Plus software will ask for a second disk. Remove the first disk, **label it "BACKUP DISK 1" and write the current date on the disk's label.** Continue to label each disk with its correct number in the sequence. FastBack Plus will prompt you for the next disk as each is needed.

Ordinarily, you will not have to press any keys from this point on. Simply remove each disk as it is finished and insert the next one. FastBack Plus will begin writing to the next disk as soon as you close the drive latch.

> **NOTE:** Label and Mark each disk as you remove it from the floppy drive. You must insert the disks in the correct order when restoring from the backup later!

FastBack Plus will tell you when it is finished. (See Figure 11)



```
v2.10              F A S T B A C K   P L U S                    9-29-88
 Estimate      Start Backup     Quit

       PERFORMING BACKUP            Backup D: to A: 360 Kb 5.25"

 Set Name:  NO_HSTRY                \REPARTEE\PUBLIC\N\
 Set Date:  03-04-91                \REPARTEE\PUBLIC\O\
 Set Time:  14:44:20                \REPARTEE\PUBLIC\P\
 Volume:           9                \REPARTEE\PUBLIC\R\
 Track:                             \REPARTEE\PUBLIC\S\
 Buffers:  ♦♦♦ ♦♦♦♦                 \REPARTEE\PUBLIC\T\
          Estimate    Actual        \REPARTEE\PUBLIC\U\
 Files:                  170        \REPARTEE\PUBLIC\V\
 Kbytes:               13936        \REPARTEE\PUBLIC\W\
 Volumes:                  9        \REPARTEE\PUBLIC\X\
 Time:                  8:51        D:\FASTBACK\NO_HSTRY.FUL
 Kbytes/Min:             739        ...Backup completed on volumes 1-9
                                    D:\FASTBACK\NO_HSTRY.VOL volumes updated
 % Complete                0        Old history files for drive D: deleted.
                                    Marking files as backed up on D:...
```

Figure 11: "Backup Completed" Display

After the message `...Backup completed` appears on the screen, remove the last diskette and insert the working copy of FastBack Plus back into the disk drive. The system will read the program disk for a few seconds, then exit back to the DOS prompt.

Put the backup diskettes in a safe place. Restart the system by following the instructions under *Restarting the System* later in this topic.

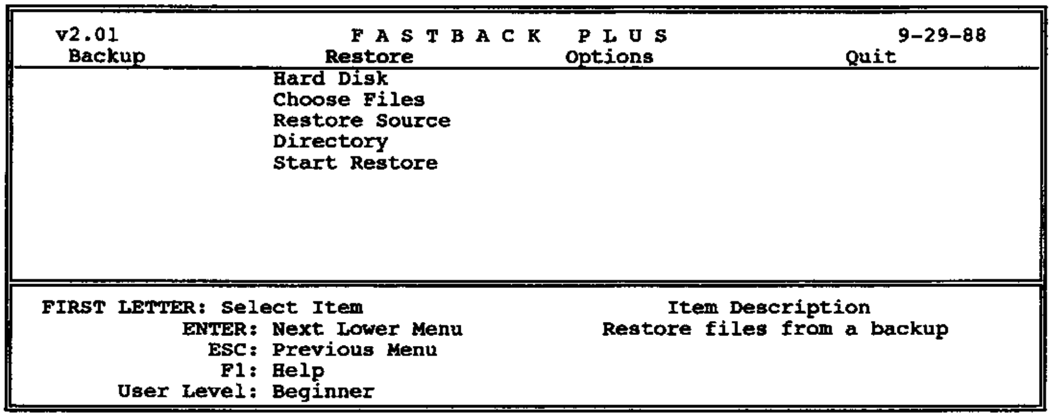
Restore a Complete Backup

With the set of backup disks on hand, insert the working copy of FastBack Plus in the floppy drive.

Type **A:** ↵Enter

Type **FB** ↵Enter

Once the FastBack Plus program is running, you will be at the FastBack Plus Main Menu. Use the right arrow key → to highlight **Restore**. The restore command menu will appear below "Restore". (See Figure 12)



```
  v2.01                   F A S T B A C K   P L U S                    9-29-88
   Backup                Restore           Options               Quit
                       Hard Disk
                       Choose Files
                       Restore Source
                       Directory
                       Start Restore

FIRST LETTER: Select Item                      Item Description
         ENTER: Next Lower Menu           Restore files from a backup
           ESC: Previous Menu
            F1: Help
     User Level: Beginner
```

Figure 12: FastBack Plus Main Menu Screen, Restore Menu

Press ↓ to highlight **`Hard Disk`**

Press ↵Enter

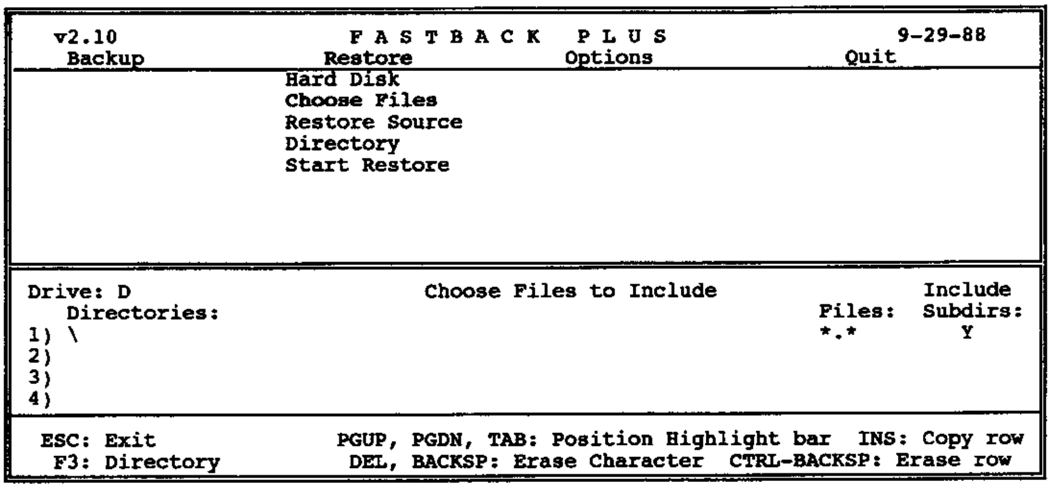
FastBack Plus will display a window showing the drive letter of the hard disk where the backup files will be restored. If the correct drive letter, "D" (or "C") appears in the **`Drive:`** field, press ↵Enter to accept it. Otherwise, type the correct drive letter and press ↵Enter.

Next, FastBack Plus needs to know which files and directories to restore.

Press ↓ to highlight **`Choose Files`**

Press ↵Enter

The bottom of the screen will display the **`Choose Files to Include`** box. A highlighted bar appears below the **`Directories`** heading. (See Figure 13)



```
  v2.10                   F A S T B A C K   P L U S                    9-29-88
   Backup                Restore           Options               Quit
                         Hard Disk
                         Choose Files
                         Restore Source
                         Directory
                         Start Restore

Drive: D                         Choose Files to Include                  Include
   Directories:                                                  Files:  Subdirs:
1) \                                                             *.*        Y
2)
3)
4)
 ESC: Exit              PGUP, PGDN, TAB: Position Highlight bar  INS: Copy row
  F3: Directory           DEL, BACKSP: Erase Character  CTRL-BACKSP: Erase row
```

Figure 13: Choose Files to Include in Restore

Type \ ↵Enter

The highlight will move to the right, beneath the `Files` heading.

Type `*.*` ↵Enter to select all files

The highlight will move to the right, beneath the `Include Subdirs:` heading.

Press `Y` ↵Enter to restore all sub-directories of the system

The highlight will move down to the `2)` line. Your screen should now look like the one shown in Figure 13.

Press Esc to return to the Main Menu

You must now select the type of floppy disks that FastBack Plus will use to restore the files.

Press ↓ to highlight `Restore Source`

Press ↵Enter

A pop-up menu appears listing the disk drive letters and capacities. Use the arrow keys to select "A: 1.2 Mb 5.25". (**NOTE:** If the correct drive and size does not appear on the menu, refer to *Correcting the FastBack Plus Configuration* later in this topic, page 38.)

Once you've selected the correct drive for performing the restore, select the Directory option.

Press ↓ to highlight `Directory`

Press ↵Enter

A pop-up menu will appear offering you two options: `Create Only if Needed`, and `Use Default Directory`.

If you select `Create Only if Needed` FastBack Plus will attempt to restore the system to an existing \REPARTEE directory. If it can't find a \REPARTEE directory, then it will create the directory and proceed with the restore. Use the arrow keys to highlight `Create Only if Needed` and press ↵Enter.

WARNING! If you select Use Default Directory, it will not create the proper subdirectory structure and the system **will not** function correctly.

Begin the Restore

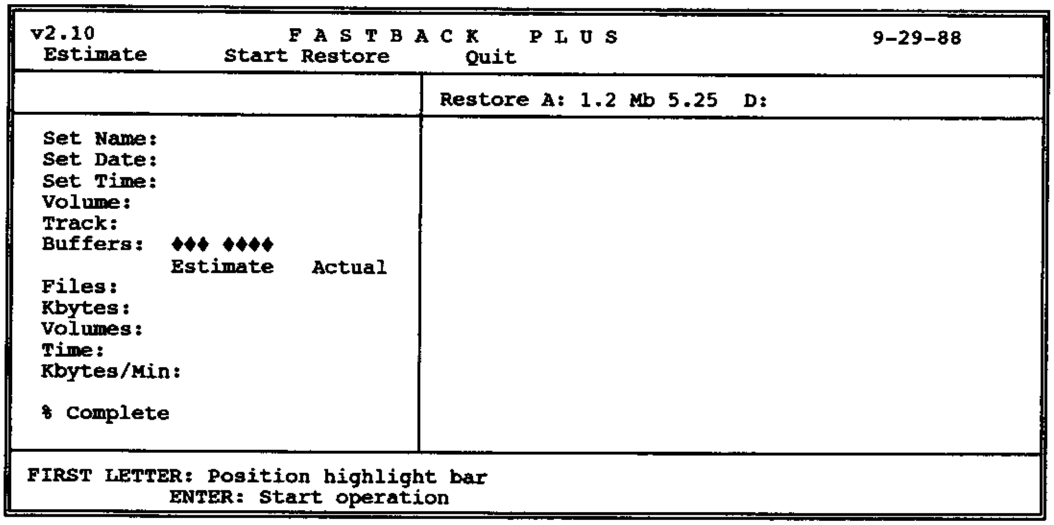
Once FastBack Plus knows how you want the restore performed, you can begin. Place the first disk of the backup you want to restore in the floppy drive.

1. Press ↓ to highlight `Start Restore`

2. Press ←Enter the Restore Screen will appear. (See Figure 14)

3. Press → to highlight **`Start Restore`**

4. Press ←Enter



```
v2.10               F A S T B A C K   P L U S                       9-29-88
 Estimate      Start Restore     Quit

                                 Restore A: 1.2 Mb 5.25  D:

 Set Name:
 Set Date:
 Set Time:
 Volume:
 Track:
 Buffers:  ♦♦♦ ♦♦♦♦
           Estimate   Actual
 Files:
 Kbytes:
 Volumes:
 Time:
 Kbytes/Min:

 % Complete

FIRST LETTER: Position highlight bar
       ENTER: Start operation
```

Figure 14: FastBack Plus Restore Screen

FastBack Plus will begin reading the disk and restoring the files to the hard drive. As it restores files, the filenames will scroll past on the right side of the screen. FastBack Plus will prompt you when it is ready for each disk in the backup set.

As it progresses, FastBack Plus may give you one or more error messages. Example: "**`Unable to restore <filename>... press [space] to continue.`**" At each message, write down the file name, then press the Space bar. FastBack Plus will restore as much of the system as possible.

You may have to re-record one or two voice names, or make other manual restorations of the system after it is running.

NOTE: If you get several of these errors in a row, the problem may be that the system's hard disk is full. This will probably not happen unless you are restoring the system to a smaller hard disk than the system was on previously, or have instructed FastBack Plus to restore the system to the incorrect sub-directory, in effect, putting two voice mail systems on the hard disk at the same time.

Once FastBack Plus is finished, use the arrow keys to select **`Quit`** and press ←Enter to return to the Main Menu. Use the arrow keys to again select **`Quit`** and press ←Enter to exit to DOS.

Restart the system by following the procedures under *Restarting the System* later in this topic.

FastBack Plus Error Messages

During a complete backup or restore there are a variety of error messages which may appear on the screen. The FastBack Plus manual details all of these in its section entitled *Error Messages*.

If the Error Message 21 `Error reading from floppy! The floppy is defective` appears on the screen, press [Spacebar] to make FastBack Plus attempt to read the rest of the disk. If more than 10 percent of the disk surface is defective, FastBack Plus aborts the restore. However, you can still recover the files stored on the rest of the floppy disks in your backup.

Exit FastBack Plus and start over at *Restore a Complete Backup*. Follow all of the instructions as before, until FastBack Plus prompts you to insert disk 1 into the floppy drive. At this point, insert the disk which numerically follows the defective floppy and press [↵Enter]. For example, if Disk 13 of the backup was defective, insert Disk 14 of the backup and press [↵Enter]. FastBack Plus will display the message `Starting from Disk x` and will perform the restore from that point.

Configuration Backup

You may back up the system (including custom prompts you have re-recorded) without **any** messages by using the Choose Files option of FastBack Plus.

Starting FastBack

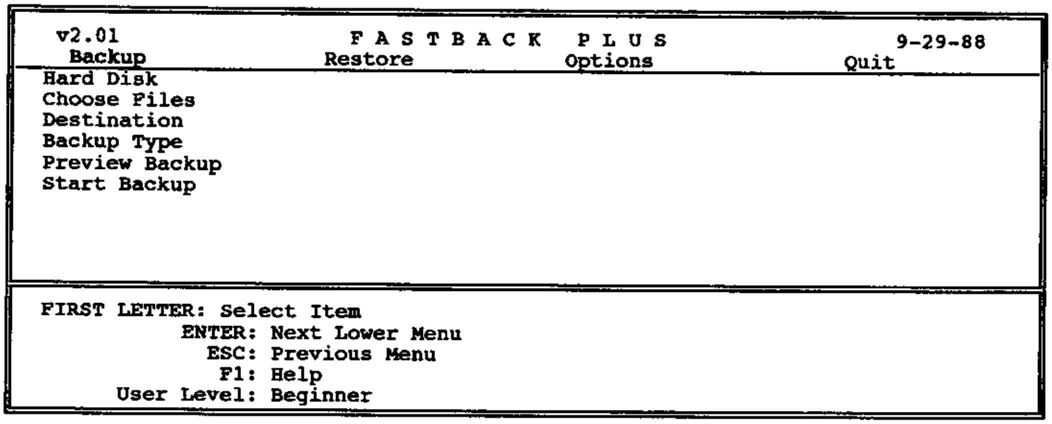
Follow the instructions under *Backup and Restore Preparations*, page 15. Place the diskette containing the working copy of FastBack Plus into the disk drive and at the DOS prompt, type:

`A:`

Press [↵Enter]

Type `FB` [↵Enter]

The FastBack Plus program will display a menu like the one shown in the following figure.



```
 v2.01                    F A S T B A C K   P L U S                    9-29-88
  Backup                 Restore             Options               Quit
Hard Disk
Choose Files
Destination
Backup Type
Preview Backup
Start Backup

FIRST LETTER: Select Item
           ENTER: Next Lower Menu
             ESC: Previous Menu
              F1: Help
      User Level: Beginner
```

Figure 15: FastBack Plus Main Menu Screen

You select the backup configuration at the FastBack main menu screen. Use the left and right arrow keys ← → to highlight commands near the top of the screen. As you highlight each of the four commands (**Backup**, **Restore**, **Options** and **Quit**) a menu of choices appears beneath the command. Use the up and down arrows ↑ ↓ to highlight these options.

Performing the Backup

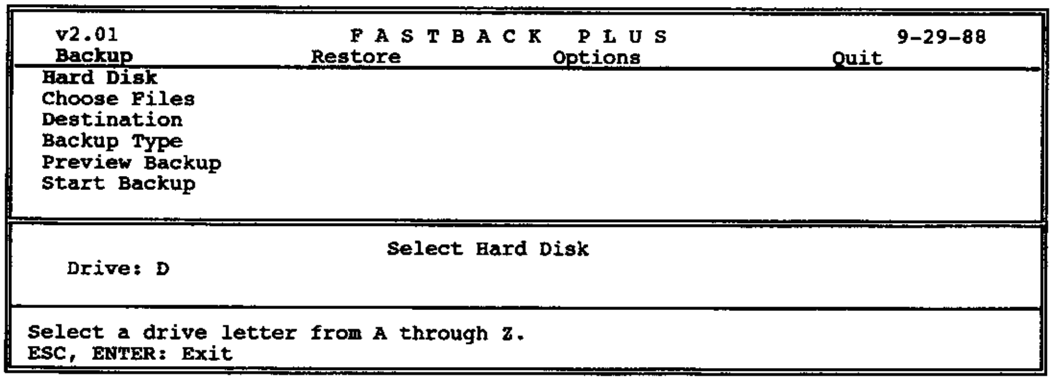
To perform the Backup, FastBack needs to know which hard disk to backup, which subdirectories and files to backup, what sort of backup to perform, and on which media (low density floppy disks, high capacity floppy disks, tape drive) to store the backup copy.

Use the left and right arrow ← → keys to highlight **Backup**.

Use the up and down arrow ↑ ↓ keys to highlight **Hard Disk**.

Press ↵Enter

The Select Hard Disk box will appear at the bottom of the screen.

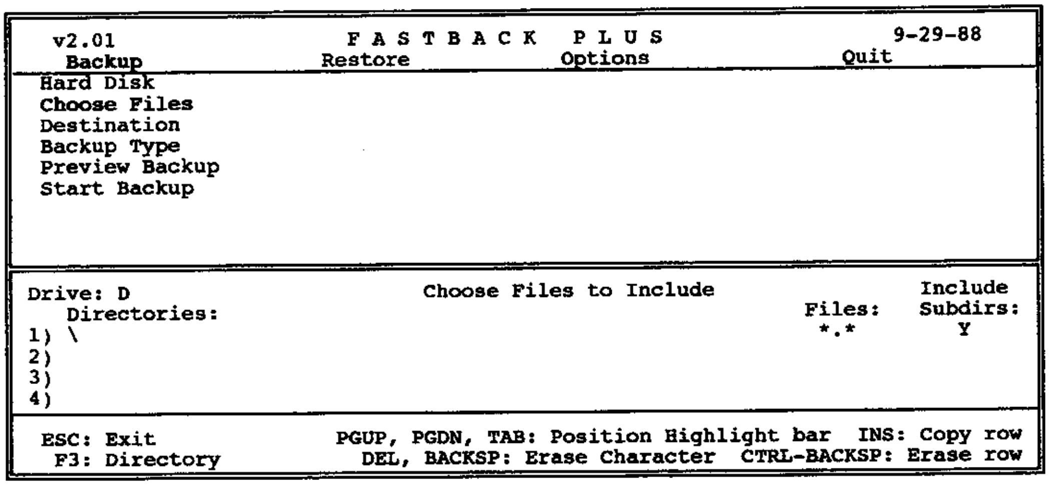


```
 v2.01                    F A S T B A C K   P L U S                    9-29-88
 Backup                  Restore             Options               Quit
Hard Disk
Choose Files
Destination
Backup Type
Preview Backup
Start Backup

                                Select Hard Disk
  Drive: D

Select a drive letter from A through Z.
ESC, ENTER: Exit
```

Figure 16: FastBack Plus Disk Selection Screen

If the correct disk drive letter appears in the **`Drive:`** field, press ↵Enter to accept it. Otherwise, press the correct letter and press ↵Enter to confirm it.

Use the down arrow ↓ to highlight **`Choose Files`**. Press ↵Enter. The Choose Files to Include box will appear at the bottom of the screen.



```
  v2.01                 F A S T B A C K   P L U S                   9-29-88
   Backup              Restore            Options               Quit
 Hard Disk
 Choose Files
 Destination
 Backup Type
 Preview Backup
 Start Backup

Drive: D                      Choose Files to Include                 Include
   Directories:                                              Files:   Subdirs:
1) \                                                          *.*        Y
2)
3)
4)

 ESC: Exit            PGUP, PGDN, TAB: Position Highlight bar  INS: Copy row
  F3: Directory        DEL, BACKSP: Erase Character  CTRL-BACKSP: Erase row
```

Figure 17: FastBack Plus Main Menu, Choosing Files to Backup

The **`1)`** line beneath the **`Directories`** heading should be highlighted. Enter the name of the system directory here:

Type **`\REPARTEE`**

Press ↵Enter

The highlight bar will now move to the right, beneath the **`Files`** heading.

Type `*.*` to select all files

Press ↵Enter

The highlight bar will move to the right, beneath the **`Include Subdirs:`** heading.

Press **`N`** ↵Enter to select no sub-directories of the **`\REPARTEE`** directory.

The highlight bar will move down to the **`2)`** line.

Type **`\REPARTEE\OGM`**

Press ↵Enter

The highlight bar will now move to the right, beneath the **`Files`** heading.

Type `*.*` to select all files

Press ←Enter

The highlight bar will move to the right, beneath the **Include Subdirs:** heading.

Press **Y** ←Enter to select all sub-directories of the OGM sub-directory.

The highlight bar will move down to the **3)** line.

Type **\REPARTEE\PROMPT**

Press ←Enter

The highlight bar will now move to the right, beneath the **Files** heading.

Type ***.*** to select all files

Press ←Enter

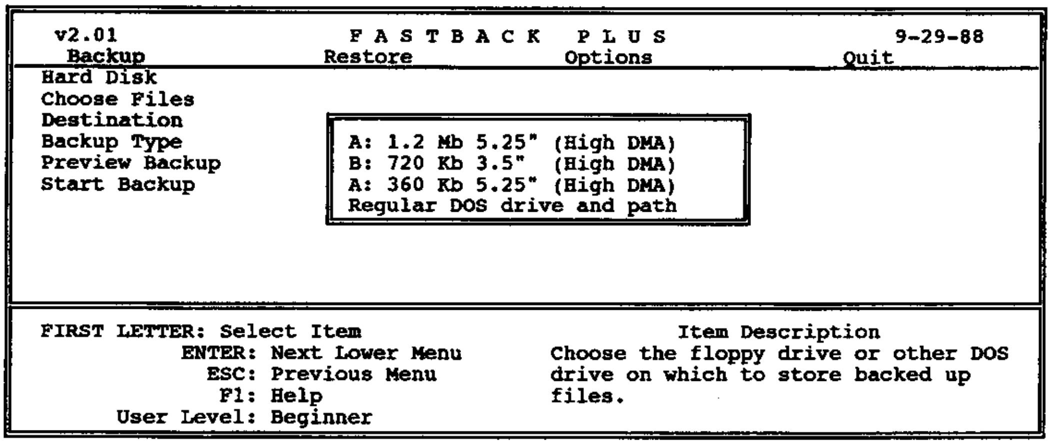
The highlight bar will move to the right, beneath the **Include Subdirs:** heading.

Press **Y** ←Enter to select all sub-directories of the PROMPT sub-directory.

Press Esc

Use the arrow keys to highlight **Destination**.

Press ←Enter



```
  v2.01                F A S T B A C K   P L U S                9-29-88
   Backup              Restore           Options             Quit
 Hard Disk
 Choose Files
 Destination
 Backup Type            A: 1.2 Mb 5.25" (High DMA)
 Preview Backup         B: 720 Kb 3.5"  (High DMA)
 Start Backup           A: 360 Kb 5.25" (High DMA)
                        Regular DOS drive and path

 FIRST LETTER: Select Item                    Item Description
        ENTER: Next Lower Menu         Choose the floppy drive or other DOS
          ESC: Previous Menu           drive on which to store backed up
           F1: Help                    files.
   User Level: Beginner
```

Figure 18: Floppy Disk Drive Selection Screen

A pop-up menu should appear listing the floppy disk drive(s) installed on your system. The box may list more floppy disk drives than are installed on your system.

The floppy disk drive options appear in the format of "<drive letter>: <disk capacity> <width of disk> <direct memory access capacity>." The disk capacity lists the amount of data each floppy disk is capable of storing. If the drive is a 5.25 inch drive, the possible choices are 360Kb (low capacity double-sided), or 1.2 Mb (high capacity). If the drive is a 3.5 inch drive, the possible choices are 720 Kb (low capacity) or 1.44 Mb (high capacity).

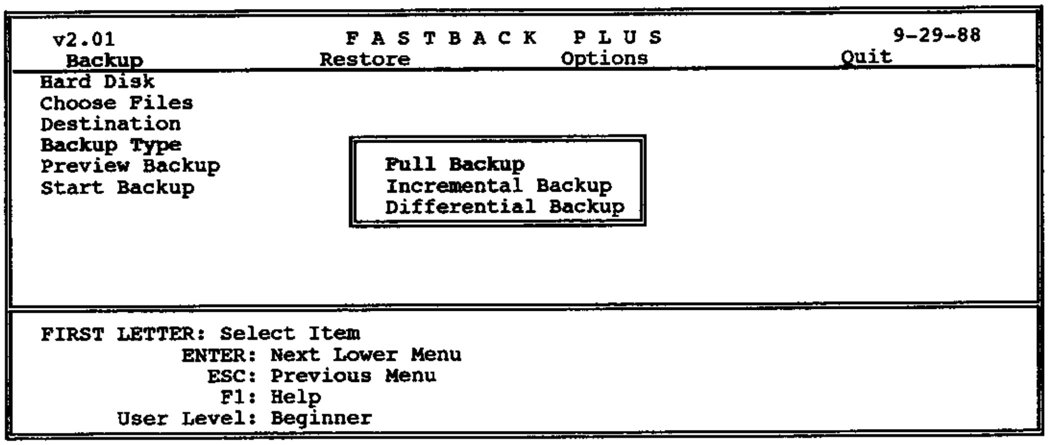
If you are running FastBack Plus from a floppy disk, you will also have to choose the correct Direct Memory Access capacity (high or low) for your system (FastBack Plus tests this for itself when properly installed on the system hard disk). If you do not know the DMA capacity of your system, you must run the **`Test Hardware`** function under FastBack Plus's **`Options`** menu. See the **FastBack Plus** documentation for more information.

The final option in the pop-up menu is "Regular DOS drive and path." Use this option only if you are performing a Tape Backup.

If the correct drive capacity for the hardware installed in your system computer does not appear in the menu **do not select another capacity.** Performing the backup with the incorrect destination information may result in an unusable backup. You must switch to the **`Options`** menu and add the correct drive to your configuration (see *Correcting the FastBack Configuration* later in this topic, page 38).

If the correct disk drive appears in the menu, use the up and down arrows ↑ ↓ to highlight it and press ↵Enter.

Use the down arrow ↓ key to highlight **`Backup Type`**. A Pop-up menu will appear on the screen offering three choices: Full Backup, Incremental Backup, Differential Backup.



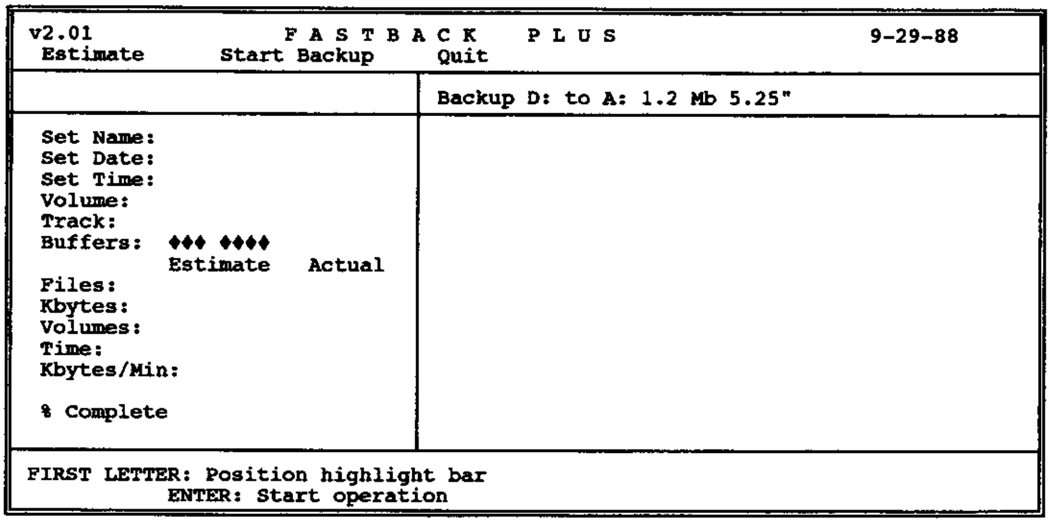
```
  v2.01               F A S T B A C K   P L U S               9-29-88
   Backup            Restore           Options              Quit
 Hard Disk
 Choose Files
 Destination
 Backup Type
 Preview Backup              Full Backup
 Start Backup                Incremental Backup
                             Differential Backup

 FIRST LETTER: Select Item
           ENTER: Next Lower Menu
             ESC: Previous Menu
              F1: Help
      User Level: Beginner
```

Figure 19: Backup Type Selection

Use the down arrow ↓ to highlight **`Full Backup`**. Press ↵Enter

Begin the Backup

Once you've selected all the correct options for the backup, use the down arrow [↓] to highlight `Start Backup` and press [↵Enter]. The display will change to the Backup screen.



```
v2.01                FASTBACK  PLUS                          9-29-88
 Estimate      Start Backup     Quit

                                 Backup D: to A: 1.2 Mb 5.25"

 Set Name:
 Set Date:
 Set Time:
 Volume:
 Track:
 Buffers:  ♦♦♦ ♦♦♦♦
           Estimate    Actual
 Files:
 Kbytes:
 Volumes:
 Time:
 Kbytes/Min:

 % Complete

FIRST LETTER: Position highlight bar
       ENTER: Start operation
```

Figure 20: FastBack Plus Backup Screen

The Backup Screen offers three command menus: `Estimate`, `Start Backup`, and `Quit`. Estimate is useful to find out how many floppy disks you will need for the backup. Use the left or right arrow [←] [→] keys to highlight Estimate and press [↵Enter].

FastBack Plus will scan the files you have selected for backup, displaying the sub-directory names in the right half of the screen, while other information scrolls by under the Estimate column of the left half of the screen. When it is finished (Estimate usually takes less than a minute) it will display the estimated number of disks in the `Volume` field under Estimate.

Make sure you have at least that many disks ready for the backup. Insert the first backup diskette in the drive, use the right arrow [→] key to highlight `Start Backup` and press [↵Enter]. The PC will beep and begin copying files to the floppy disk.

As the backup proceeds, the diamonds (♦) above the word Estimate will move, and file names will scroll past on the right half of the screen.

When done writing to the first disk, FastBack Plus will ask for a second disk. Remove the first disk, **label it "BACKUP DISK 1" and write the current date on the label.** Continue to label each disk with its correct number in the FastBack Plus sequence. FastBack Plus will prompt you for the next disk as each is needed.

Ordinarily, you will not have to press any keys from this point on. Simply remove the disk as it is finished and insert the next one. FastBack Plus will begin writing to the next disk as soon as you close the drive door.

> **NOTE:** Label and mark each disk as you insert it. When restoring from the backup later, you must insert the disks in the correct order!

FastBack Plus will tell you when it is finished. Frequently a Backup takes fewer disks than estimated. Do not be alarmed if you have several disks that were not used by the back up.

Press → to highlight `Quit`

Press ↵Enter to return to the Main Menu

Press → → → to highlight Quit

Press ↵Enter to exit FastBack Plus

Put the back-up diskettes in a safe place.

Restart the voice mail system by following the instructions under *Restarting the System* later in this topic.

Database Backup and Restore

A database backup is a "bare bones" backup containing no messages, voice names or greetings. It only preserves the skeletal structure of the Personal Directory, Transaction Directory, EasyMade Application and Switch Setup Screens. It should only be used when a fatal error has forced you to discard the original system completely and start from scratch on a new hard disk.

If you back up only the database on one day, then later restore the database *over the existing system*, some problems will occur. For example, suppose you performed a database backup on Monday, then restored the database on the following Friday:

- Users who call the restored system on Friday will be told how many messages they have based upon their message configuration on Monday when the backup was performed. Many of these messages will be phantom messages which have already been heard by the subscriber and deleted by the system since Monday.
- Messages that were pending on Friday (before the database restore) will be forever orphaned on the hard disk, since the restored database has no references for them. Valuable hard disk storage will be lost and these messages will likely never be heard.

To backup the database only:

1. Follow the instructions under *Backup and Restore Preparations*.
2. Place a blank, formatted 1.2 Mb diskette into the system's A: drive.
3. Type `COPY AV*.AV* A:` ↵Enter

4. Wait until the system displays the message `15 file(s) copied`. Remove the diskette and label it.

5. Follow the instructions under *Restarting the System* later in this topic.

Restore the Database

To restore the database:

1. Follow the instructions under *Backup and Restore Preparations.*

2. Place the diskette containing the database backup in the A: drive.

3. Type `COPY A:*.*` [↵Enter]

4. Wait until the system displays the message: `15 file(s) copied`. Remove the diskette.

5. Follow the instructions under *Restarting the System.*

6. You will have to sign into the system and re-record all voice files.

Archiving Messages to Tape Drives

In some cases, the company using the system must have access to all its old messages. It is impossible for a hard disk to store all the old messages indefinitely and still function daily as a voice mail system.

If you need to retain old messages for long periods of time, it would be wise to invest in a **tape drive backup** so you can more easily perform daily backups. Tape cartridges can typically hold fifty to one-hundred-fifty megabytes of data and back it up in minutes. Follow the instructions provided with the tape drive to perform the backup. See the *DOS Surrender* section of the *DOS Environment* topic for information on programming an automatic tape backup.

Backup and Restore the AUTOEXEC and CONFIG Files

You may also wish to keep a backup of the AUTOEXEC.BAT and CONFIG.SYS files which configure your system computer each time it is turned on. These files are not in the `\REPARTEE` directory, and on most systems are not on the same drive as the `\REPARTEE` directory.

To backup the AUTOEXEC and CONFIG Files:

To save these files, simply insert a blank diskette (**not** one of the diskettes you used in the system backup) into the computer's A: drive. At the DOS prompt, type:

`COPY C:\AUTOEXEC.BAT A:` [↵Enter]

Then, type:

`COPY C:\CONFIG.SYS A:` ↵ Enter

Remove the diskette from the system's disk drive, label the diskette, and store it with the backup disks you made with FastBack Plus.

Restore the AUTOEXEC and CONFIG Files

Insert the diskette containing the system's AUTOEXEC.BAT and CONFIG.SYS files into drive A: and at the DOS prompt:

Type `C:` ↵ Enter

Type `CD \` ↵ Enter

Type `COPY A:*.*` ↵ Enter

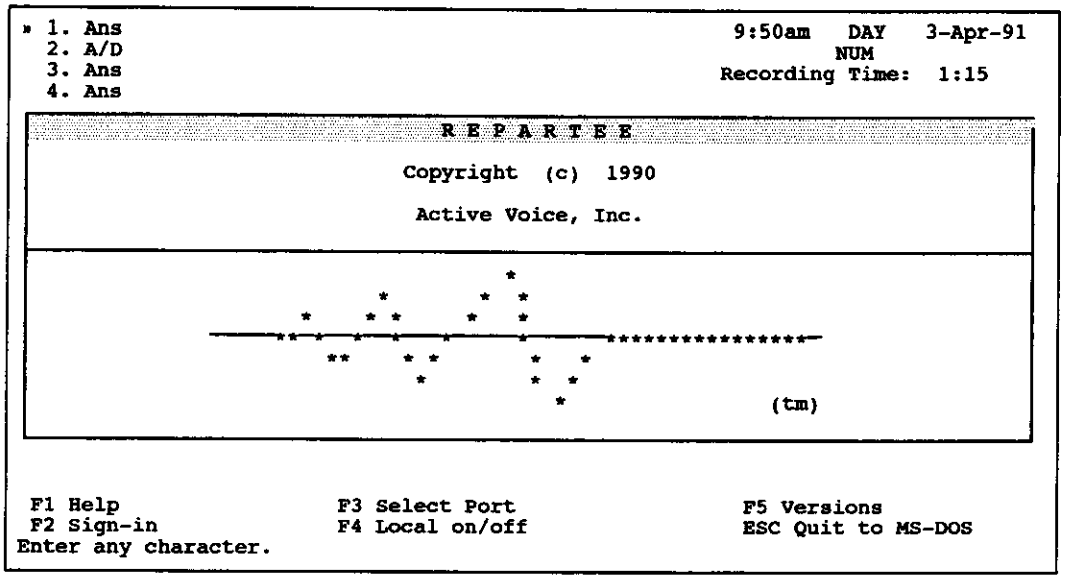
After the two files have been copied, remove the floppy disk from the voice mail unit's drive. Reboot the PC.

Restarting the System

After you have completed the backup or restore, you must restart the system and reset each of the ports to again answer calls.

To restart the system:

1. Press the reset button or turn off the power switch then turn it back on. Wait for the system to completely reset itself. This may take three minutes or longer.
2. Once the system is completely reset, you will see the Banner Screen (See Figure 21).

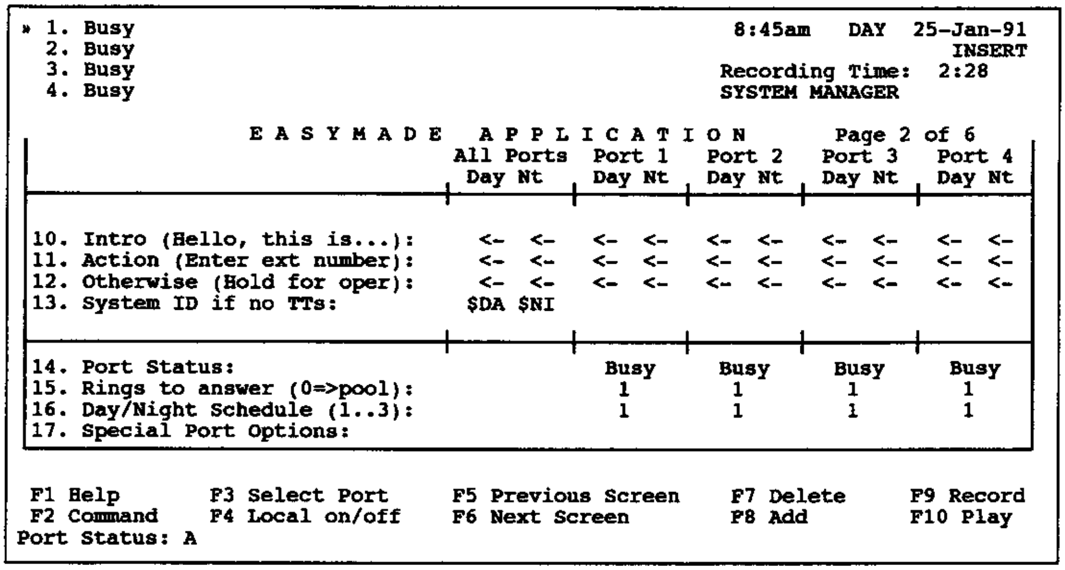


```
» 1. Ans                                           9:50am   DAY   3-Apr-91
  2. A/D                                                    NUM
  3. Ans                                          Recording Time:  1:15
  4. Ans

                              R E P A R T E E
                            Copyright  (c)  1990

                             Active Voice, Inc.

                       *
             *       *  *
       *    * *     *   *
-----**-*--*--*---*-----*------****************-
         **    * *       *   *
                *        *  *
                           *               (tm)


 F1 Help                F3 Select Port              F5 Versions
 F2 Sign-in             F4 Local on/off             ESC Quit to MS-DOS
Enter any character.
```

Figure 21: The Banner Screen

3. Sign in to the system database, using your system manager Personal ID.

4. Press PgDn to go to the EasyMade Application Screen, Page 2 (See Figure 22).

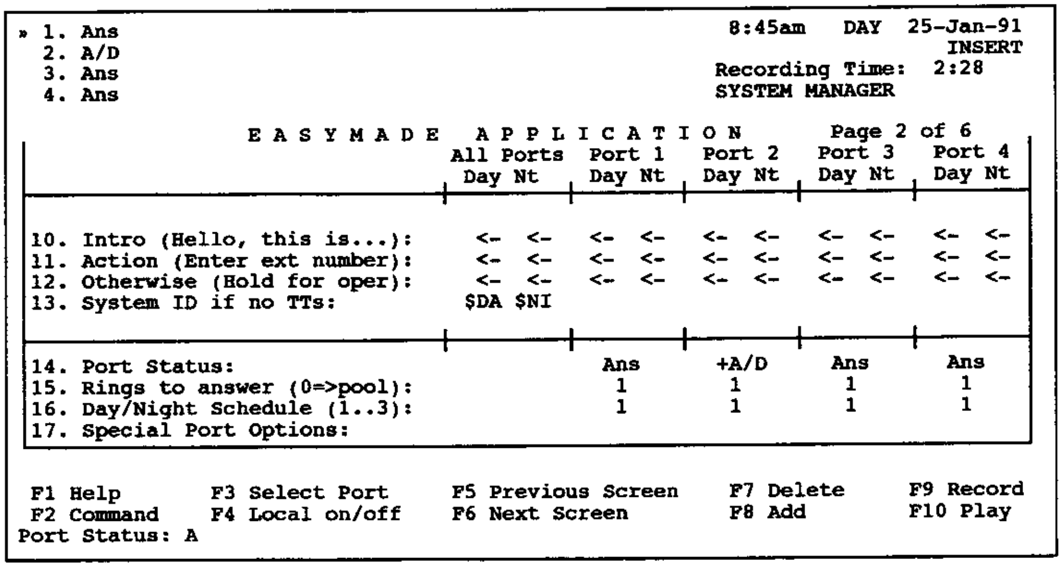


```
» 1. Busy                                            8:45am   DAY  25-Jan-91
  2. Busy                                                            INSERT
  3. Busy                                          Recording Time:  2:28
  4. Busy                                          SYSTEM MANAGER

               E A S Y M A D E   A P P L I C A T I O N     Page 2 of 6
                                  All Ports  Port 1   Port 2   Port 3   Port 4
                                   Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

 10. Intro (Hello, this is...):    <-  <-    <-  <-   <-  <-   <-  <-   <-  <-
 11. Action (Enter ext number):    <-  <-    <-  <-   <-  <-   <-  <-   <-  <-
 12. Otherwise (Hold for oper):    <-  <-    <-  <-   <-  <-   <-  <-   <-  <-
 13. System ID if no TTs:         $DA $NI

 14. Port Status:                            Busy     Busy     Busy     Busy
 15. Rings to answer (0=>pool):               1        1        1        1
 16. Day/Night Schedule (1..3):               1        1        1        1
 17. Special Port Options:

 F1 Help       F3 Select Port     F5 Previous Screen    F7 Delete    F9 Record
 F2 Command    F4 Local on/off    F6 Next Screen        F8 Add       F10 Play
Port Status: A
```

Figure 22: EasyMade Application Screen, Page 2

5. Use the arrow keys to highlight the field near the bottom of the screen on the line labeled **14. Port Status**.

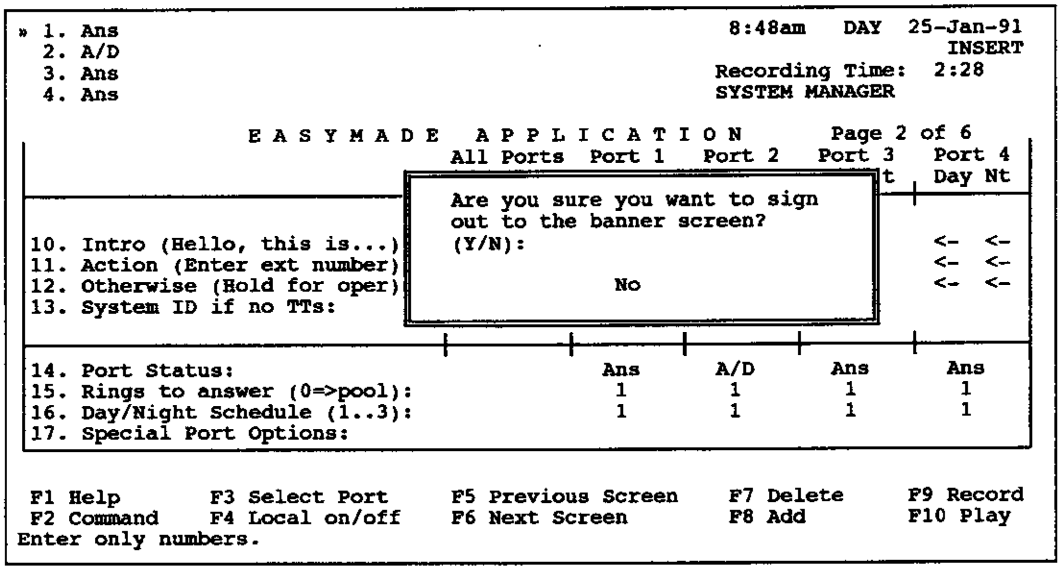
6. Move the cursor to the first port status field. Set each port back to its original status. Press ↵Enter to move the cursor to the next port. (See Figure 23) If your system has more than 4 ports, press Ctrl-PgDn to reset the ports above #4. Make sure you reset **all** your ports.



```
» 1. Ans                                              8:45am   DAY  25-Jan-91
  2. A/D                                                             INSERT
  3. Ans                                              Recording Time:  2:28
  4. Ans                                              SYSTEM MANAGER

                    E A S Y M A D E   A P P L I C A T I O N     Page 2 of 6
                                     All Ports  Port 1   Port 2   Port 3   Port 4
                                      Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):        <-  <-   <-  <-   <-  <-   <-  <-   <-  <-
11. Action (Enter ext number):        <-  <-   <-  <-   <-  <-   <-  <-   <-  <-
12. Otherwise (Hold for oper):        <-  <-   <-  <-   <-  <-   <-  <-   <-  <-
13. System ID if no TTs:             $DA $NI

14. Port Status:                               Ans      +A/D      Ans      Ans
15. Rings to answer (0=>pool):                  1        1         1        1
16. Day/Night Schedule (1..3):                  1        1         1        1
17. Special Port Options:

F1 Help      F3 Select Port     F5 Previous Screen    F7 Delete    F9 Record
F2 Command   F4 Local on/off    F6 Next Screen        F8 Add       F10 Play
Port Status: A
```

Figure 23: EasyMade Application Screen, Page 2 with Port Status Defaults

7. Press the Esc key. The system will ask: **Are you sure you want to sign out to the banner screen? (Y/N)**. Press Y. (See Figure 24)



```
» 1. Ans                                              8:48am   DAY  25-Jan-91
  2. A/D                                                             INSERT
  3. Ans                                              Recording Time:  2:28
  4. Ans                                              SYSTEM MANAGER

                    E A S Y M A D E   A P P L I C A T I O N     Page 2 of 6
                                     All Ports  Port 1   Port 2   Port 3   Port 4
                                                                         t  Day Nt
                                    Are you sure you want to sign
                                    out to the banner screen?
10. Intro (Hello, this is...)       (Y/N):                              <-  <-
11. Action (Enter ext number)                                           <-  <-
12. Otherwise (Hold for oper)                    No                     <-  <-
13. System ID if no TTs:

14. Port Status:                               Ans      A/D       Ans      Ans
15. Rings to answer (0=>pool):                  1        1         1        1
16. Day/Night Schedule (1..3):                  1        1         1        1
17. Special Port Options:

F1 Help      F3 Select Port     F5 Previous Screen    F7 Delete    F9 Record
F2 Command   F4 Local on/off    F6 Next Screen        F8 Add       F10 Play
Enter only numbers.
```

Figure 24: Exit screen

Installing FastBack Plus on a Hard Drive

FastBack Plus works best if it has been installed on the system's hard disk. Installing FastBack Plus on the hard disk speeds up the back-up process considerably, reduces the amount of disk-swapping you must do, and frees you from having to keep the FastBack Plus floppy disk handy. The software copyright requires that you purchase a copy of FastBack Plus for *each* computer you install the FastBack Plus software on.

To install FastBack Plus on the system, place the floppy disk in the A: drive and from the DOS prompt type:

A: ↵Enter

FBINSTAL ↵Enter

Refer to the FastBack Plus documentation if you need more information on the program or its installation.

Correcting the FastBack Plus Configuration

If the correct capacity does not appear for your chosen floppy disk drive, you must switch to the FastBack Plus `Options` menu to add the correct drive capacity to your configuration.

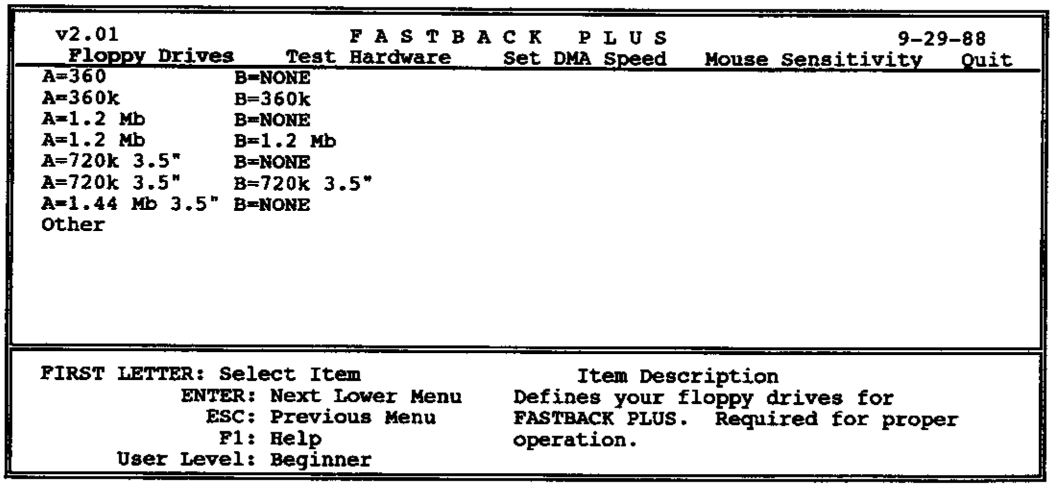
Press → → to highlight **`Options`**

Press ↓ ↓ to highlight **`Installation`**

Press ↵Enter

The screen will change to the Installation Menu. (See Figure 25) The highlight bar will start out on Floppy Drives which will show a list with most of the possible configurations of drives. Each line contains an A: and a B: configuration. Find the line which contains the correct capacity and drive letter; **it doesn't matter if the other drive information on the same line is incorrect.** Highlight the option containing the correct destination and:

Press ↵Enter



```
  v2.01                    F A S T B A C K   P L U S                   9-29-88
   Floppy Drives    Test Hardware    Set DMA Speed   Mouse Sensitivity   Quit
 A=360          B=NONE
 A=360k         B=360k
 A=1.2 Mb       B=NONE
 A=1.2 Mb       B=1.2 Mb
 A=720k 3.5"    B=NONE
 A=720k 3.5"    B=720k 3.5"
 A=1.44 Mb 3.5" B=NONE
 Other

 FIRST LETTER: Select Item                 Item Description
          ENTER: Next Lower Menu      Defines your floppy drives for
            ESC: Previous Menu        FASTBACK PLUS.  Required for proper
             F1: Help                 operation.
     User Level: Beginner
```

Figure 25: FastBack Plus Installation Screen

Use the right arrow keys to highlight **`Quit`**.

Press ↵Enter to return to the main screen

Press ↓ ↓ to highlight **Save Setup File**

Press ↵Enter

You can now return to the **Backup** menu and proceed with selecting the floppy disk drive. The drives you entered will appear as separate items in the menu.

For related information, see:

- *DOS Environment*

Call Holding

Repartee has a sophisticated call holding feature which allows you to queue up several callers holding for a busy extension. The system will periodically tell each caller on hold how many calls are waiting in front of his or her call and allow the caller to continue holding, leave a message, or try another extension. The system may also be programmed to play music or special messages while the caller is on hold.

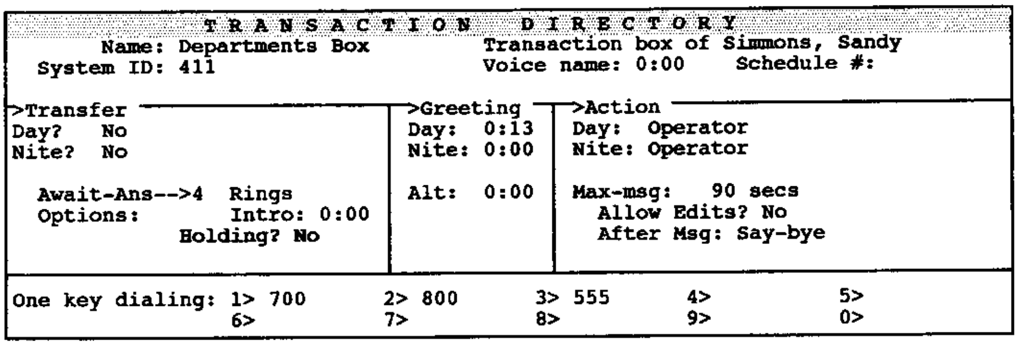
You can enable the call holding feature for individual subscribers or transaction boxes. Using call holding with a transaction box can be useful for processing calls to a busy department or group of subscribers, any one of whom can take the call. You can also configure system-wide parameters to limit the total number of calls holding at any particular time.

Figures 26 and 27 show where the call holding field is located on the Transaction Directory Screen and the Personal Directory Screen.

Call holding can only be used with a call transfer type of **`Await-Ans`** or **`Wait Ring`**. Call holding will **not** work with the **`Release`** call transfer type.

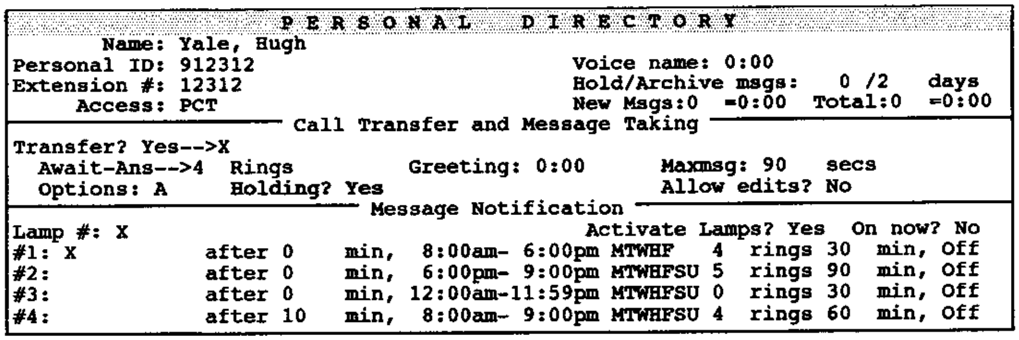
NOTE: Each caller placed on hold ties up one port of your system. Be sure to plan for enough ports on your system to handle call holding. You can also limit the total number of callers placed on hold through the call holding parameters.

Activate Call Holding



```
                 T R A N S A C T I O N   D I R E C T O R Y
       Name: Departments Box                 Transaction box of Simmons, Sandy
  System ID: 411                             Voice name: 0:00    Schedule #:

>Transfer ----------------------------->Greeting -->Action --------------------
Day?   No                              Day:  0:13 | Day:  Operator
Nite?  No                              Nite: 0:00 | Nite: Operator
                                                  |
  Await-Ans-->4  Rings                 Alt:  0:00 | Max-msg:   90 secs
  Options:       Intro: 0:00                      |   Allow Edits? No
              Holding? No                         |   After Msg: Say-bye
                                                  |
-------------------------------------------------------------------------------
One key dialing: 1> 700      2> 800      3> 555      4>          5>
                 6>          7>          8>          9>          0>
```

Figure 26: Sample transaction box, call holding turned off



```
                   P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                           Voice name: 0:00
Extension #: 12312                            Hold/Archive msgs:   0 /2   days
     Access: PCT                              New Msgs:0  =0:00  Total:0  =0:00
--------------------- Call Transfer and Message Taking -------------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00        Maxmsg: 90   secs
  Options: A     Holding? Yes                       Allow edits? No
-------------------------- Message Notification --------------------------------
Lamp #: X                                Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 27: Sample Personal Directory Screen, call holding turned on

`Holding?`

To activate call holding, set the Holding? field to "Yes" on the directory page for the subscriber or transaction box which is to have call holding. Note that call holding can be used only if the transfer type is set to `Wait Ring` or `Await-Ans`. The Release transfer type will not work with call holding.

Initial Hold

When call holding is enabled and the system encounters a busy signal in transferring a call, it will say one of the following prompts:

For a subscriber's message box.:

"<name>is on the phone now." [prompt 88]

For a Transaction Box:

"I'm sorry, all lines are busy." [prompt 122]

Followed by:

"Calls are answered in the order received." [prompt 125]
"You are <first, second, third, etc.> in line." [prompt 141-151]
"If you'd like to hold, press 1. To leave a message, press 2" [prompt 126]

At this point, if the caller presses 1, the system will place the caller in a holding queue. If the caller presses 2, the system will play the greeting for that subscriber or transaction box and take a message. If the caller presses any touchtone other than 1 or 2, Repartee places the caller on hold. If the caller presses no touchtone, Repartee will play the message box greeting and take a message.

NOTE: If the call is placed on hold by a Transaction Box, the system will only take a message if the `Action` has been programmed to `Take Msg`.

The Holding Queue

The caller who is first in line in the holding queue is handled differently than other callers further back in the queue.

First in line

If the caller is **first in line** for the extension, the Repartee system will signal the telephone system to put this caller on hold. The caller will hear music or silence, whichever the telephone system provides for holding calls. Periodically, the Repartee system tries the extension the caller originally dialed to see if it is still busy. If the extension is free, Repartee puts the call through. If the extension is still busy, the Repartee system waits for a brief period, then tries the extension again. If the line remains busy after several tries, the system returns to the caller and asks if the caller wants to keep holding:

> *"You are first in line."*
> *"To continue to hold, press 1; to leave a message, press 2; or to try another extension, press the pound (#) sign. (pause) You must press a tone to remain connected."* [prompt 141,151,127]

If the caller presses the 1 key, Repartee repeats the holding cycle. If the caller fails to press a touchtone, Repartee assumes the caller has hung up and disconnects the call.

Note that this holding cycle is not a camp-on feature. Repartee instead repeatedly tries the extension to see if it is still busy. The length of this holding cycle for the first in line caller is controlled by the call holding parameters.

Second in line or further back

Callers who are second in line or further back in the holding queue are not transferred to the telephone system. Instead, the Repartee system itself holds onto the call, until it can pass the call to the telephone system as a first in line caller.

Callers who are second in line or further back in the queue hear a series of Repartee Music-on-Hold prompts. Each Music-on-Hold prompt can contain music or a special message that you record. When the caller first enters the holding queue second in line or further back, the caller hears the first Music-on-Hold prompt. At the end of this prompt, Repartee checks to see if the caller can move to first in line in the queue. Repartee then updates the caller as to his or her status:

> *"<name>is still on the phone." "You are <first, second, ...> in line."*
> *"To continue to hold, press 1; to leave a message, press 2; or to*
> *try another extension, press the pound (#) sign. (pause) You must press*
> *a tone to remain connected."* [prompt 123,141-150,127]

If the caller presses the 1 key, Repartee plays the next Music-on-Hold prompt to the caller. If the caller fails to press a touchtone, Repartee assumes the caller has hung up and disconnects the call.

At the end of the next Music-on-Hold prompt, Repartee again checks to see if the call can move up in the holding queue, then again updates the caller as to his or her current status. Note that, unlike the holding cycle for the first in line caller, the length of the holding cycle for the second in line or further back caller is determined *only* by the length of the Music-on-Hold prompt played to the caller. More information on the Music-on-Hold prompts can be found at the end of this topic.

Holding Cycles

In essence, the Repartee system has two different call holding cycles. Because of this, there are two different methods for controlling the length of the holding cycle for the caller.

For the caller who is **first in line** holding for an extension, Repartee goes through a cycle of trying the extension several times to see if it's free, then returns to the caller to ask if he or she wants to remain on hold. You can configure both the interval of time between extension tries and the number of tries made before Repartee returns to the caller. Together, these two call holding parameters determine how long the holding cycle is for the first in line caller. The parameters that control this cycle are on Line 15 of the EasyMade Switch Setup Screen, Page 2, which appears in Figure 28.

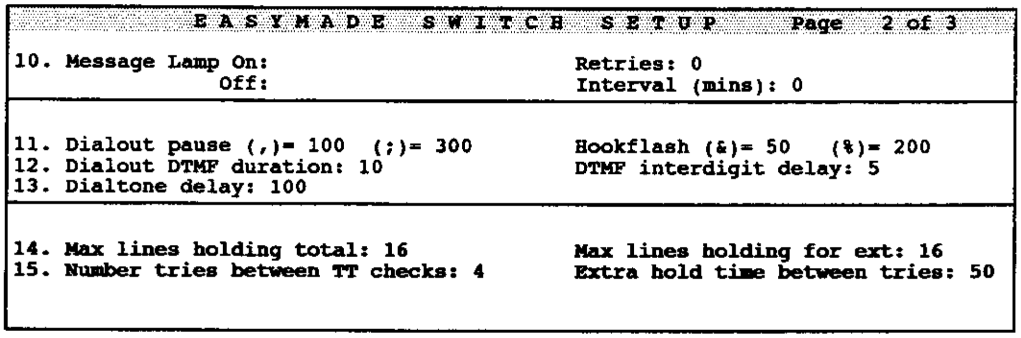
For the caller who is **second in line or further back**, the length of the holding cycle is determined only by the length of each Music-on-Hold prompt the caller hears. You may record a series of Music-on-Hold prompts of varying lengths, in which case the length of the holding cycle will vary depending on which prompt is played for the caller.

Call Holding Parameters

There are two sets of parameters you may set to control call holding system-wide. The parameters on the EasyMade Switch Setup Screen, Page 2 control how many calls the system will allow to hold, both throughout the system and for any one extension. This screen also stores parameters that control the call holding cycle for the first in line caller. Additional parameters, found on the EasyMade Switch Setup Screen, Page 3 control how the system identifies busy signals on your telephone system.

Controlling Number of Calls on Hold

You may specify how many calls can wait on hold on the EasyMade Switch Setup screen, Page 2, Line 14. Remember that each call on hold ties up one port of your Repartee system.



```
          E A S Y M A D E   S W I T C H   S E T U P        Page   2 of 3
10. Message Lamp On:                           Retries: 0
               Off:                            Interval (mins): 0

11. Dialout pause (,)= 100  (;)= 300           Hookflash (&)= 50   (%)= 200
12. Dialout DTMF duration: 10                  DTMF interdigit delay: 5
13. Dialtone delay: 100

14. Max lines holding total: 16                Max lines holding for ext: 16
15. Number tries between TT checks: 4          Extra hold time between tries: 50
```

Figure 28: Call holding parameters, EasyMade Switch Setup Screen, Page 2

`Maximum lines holding total`
This specifies the maximum total number of calls allowed to hold in the system at one time. Each call on hold occupies one Repartee port. You should set the maximum to a value less than your total number of answering ports to avoid tying up the whole system with calls on hold.

`Maximum lines holding for ext`
This specifies the maximum number of calls allowed to hold for a particular extension. Typically, this value is smaller than that for Maximum Lines Holding total. For example, in an eight port system, you might want to limit the total maximum lines holding in the system to 5, and the maximum lines holding for any particular extension to 3.

The Repartee system checks the number of lines holding by counting all calls which will ring the same telephone extension. This may include calls from multiple message boxes or transaction boxes, if the boxes transfer calls to the same actual telephone extension.

For example, a representative from your sales department might have a transaction box that is set up to transfer calls to her desk when outside callers dial the Sales Department transaction box. In addition, callers who dial her extension number directly are also transferred to her desk extension. Repartee counts the total number of calls that are attempting to transfer to her desk extension and allows only the number of calls specified in the **`Maximum lines holding for extension`** field to be put on hold. Other calls will not be put on hold. Instead, the system will handle these callers as if she were unavailable.

Note that when the number of calls holding in the system reaches either the value for **`Maximum lines holding total`** or **`Maximum lines holding for ext.`**, a new caller will **not** be placed on hold. The caller will instead be sent directly to the message box of the subscriber.

Controlling the First in Line Message Cycle

The length of the message cycle for callers who are first in line in the holding queue is controlled by parameters on the EasyMade Switch Setup Screen, Page 2, Line 15 (see Figure 28).

`Number of tries between touch-tone (TT) checks`
This specifies the number of times Repartee should try the desired extension to see if it is still busy before it checks back with the caller to ask if the caller wants to keep holding. The default value is 4 (4 tries of the extension before checking with the caller). This parameter applies only to callers who are first in line.

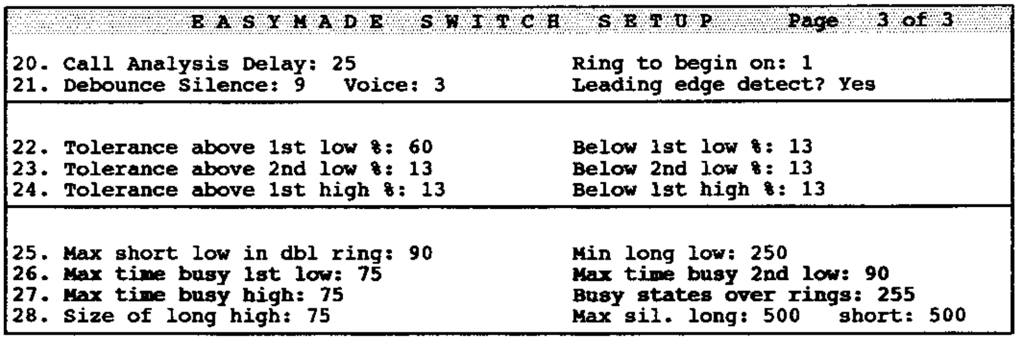
`Extra hold time between tries`
This specifies how long, in tenths of a second, Repartee will wait between each try of a busy extension. The default value is 50, or 5 seconds between each try.

An Example
If you keep both default values on the EasyMade Application Screen, Page 2, Line 15, the Repartee system will try the busy extension 4 times, waiting 5 seconds between each try, before it checks back with the caller to confirm that he or she wants to remain on hold.

If it takes Repartee approximately 3 seconds to try the extension and 5 seconds to wait before the next try, then 8 seconds will elapse between one try of the extension and the next try. Multiply this by 4 tries before checking back with the caller, to calculate that Repartee will check back with the first in line caller at an interval of approximately 32 seconds.

Setting the **`Extra hold time between tries`** lower tends to put calls through a little more quickly. Setting it higher tends to make the holding conversation sound better to the caller, as the caller will hear fewer "clicks" from the tries of the busy extension and will hear more continuous hold music (if hold music is provided by the telephone system). We recommend the default values of 4 tries between TT checks, and 5 seconds between tries.

Identifying Busy Signals



```
            E A S Y M A D E   S W I T C H   S E T U P        Page  3 of 3
20. Call Analysis Delay: 25                 Ring to begin on: 1
21. Debounce Silence: 9   Voice: 3          Leading edge detect? Yes

22. Tolerance above 1st low %: 60           Below 1st low %: 13
23. Tolerance above 2nd low %: 13           Below 2nd low %: 13
24. Tolerance above 1st high %: 13          Below 1st high %: 13

25. Max short low in dbl ring: 90           Min long low: 250
26. Max time busy 1st low: 75               Max time busy 2nd low: 90
27. Max time busy high: 75                  Busy states over rings: 255
28. Size of long high: 75                   Max sil. long: 500   short: 500
```

Figure 29: Busy states for holding, EasyMade Switch Setup Screen, Page 3

`Busy States over Rings`
This parameter on Line 27 of the EasyMade Switch Setup Screen, Page 3, controls how Repartee counts busy cycles. This parameter should be set to 255

if call holding is going to be used. If **Busy States over Rings** is left set to the default value for your switch, Repartee may fail to recognize a busy signal and place the caller directly into the message box without offering to let the caller hold. Repartee may also falsely identify an answer as a busy signal. Setting the parameter to 255 will ensure consistent call holding success.

Music-On-Hold Prompts

The system has ten prompts (prompts 131-140) available for playing "music on hold." These prompts are played in round-robin fashion to callers who are second in line or further back in the holding queue.

Only the first Music-on-Hold prompt comes pre-recorded. It contains piano music by Mozart. You may, however, record additional Music-on-Hold prompts in the same manner that you record other prompts and voice fields. (See the topic on *Prompts* for more details.) If multiple Music-on-Hold prompts have been recorded, the system will play the entire series of Music-on-Hold prompts to each caller who remains second in line or further back in the holding queue. Each time the system finishes playing one Music-on-Hold prompt, it will ask the caller if they want to continue to hold, then play the next Music-on-Hold prompt in the series. The system will skip over any Music-on-Hold prompts that have not been recorded. When the system has gone through all of its prompts, it will start again with the first Music-on-Hold prompt.

You may want these Music-on-Hold prompts to contain either music of your own choice, promotional messages, or information pertinent to your particular use of call holding. Remember that the length of each Music-on-Hold prompt will determine how long the holding cycle is for the caller who is second in line or further back. We recommend that each Music-on-Hold prompt be between 20 and 60 seconds in length to make the holding conversation flow better with the caller. If the Music-on-Hold prompts are too short, the caller will be asked too frequently to press a tone to remain on hold. If the prompts are too long, the caller may get tired of holding and hang up.

Note that the caller's position in the holding queue does not affect which Music-on-Hold prompt the caller hears. The first in line caller does not hear the Music-on-Hold prompts. Each second in line or further back caller will hear the entire sequence of recorded Music-on-Hold prompts, one-by-one, if the caller stays in the holding queue long enough.

For related information, see:

- *Call Transfer and Message Taking*
- *Messages*
- *Prompts*
- *Recording Voice Fields and Prompts*
- *Subscribers*
- *Switch Setup*
- *Transaction Boxes*

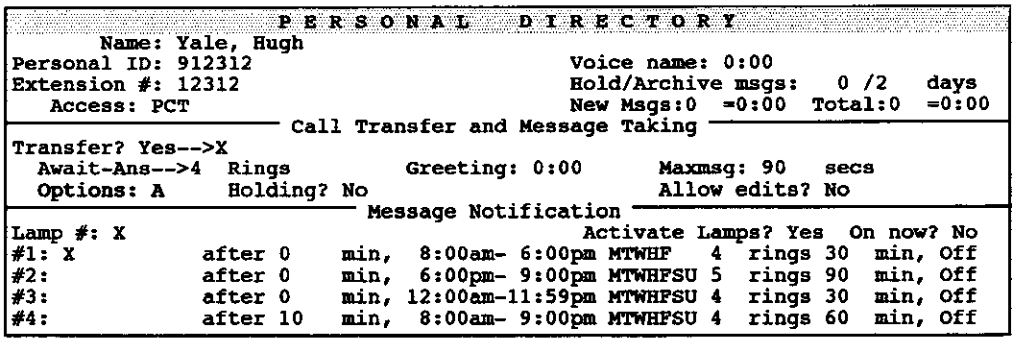
Call Screening

One function of a live operator is to screen incoming calls and announce them to the recipient. This permits busy workers to find out who is calling before deciding whether or not to accept the call. It also allows two or more people to share a common telephone extension, since the operator can put the caller on hold and try the extension. If the person who answers the phone is not the person the caller wants, the operator can return to the caller and take a message.

Like a live operator, the Repartee system can take several actions before transferring a call. The system can:

- announce that the call is from an outside caller
- tell you who the call is for
- tell you who is calling
- ask if you want to take the call or not.

These four actions are named the **call transfer options** and are entered on the Personal Directory Screen for each subscriber, in the `Options` field. (See Figure 30) Different subscribers can have different call transfer options.



```
                      P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                           Voice name: 0:00
Extension #: 12312                            Hold/Archive msgs:   0 /2   days
   Access: PCT                                New Msgs:0  =0:00  Total:0  =0:00
--------------------- Call Transfer and Message Taking ---------------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                      Allow edits? No
------------------------ Message Notification ------------------------------------
Lamp #: X                                     Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 30: Sample call transfer option: Announce

Call Transfer Options

Call transfer options are active only if you have set the `Transfer?` field to "Yes" and the call transfer type to `Await-Ans`. These fields are located in the `Call Transfer and Message Taking` section of the Personal Directory screen. Call transfer options are not active when a subscriber has a Release or Wait for Ringback call transfer type. (See the topic *Call Transfer and Message Taking* for information on call transfer types.) Note that with an Await-Answer call transfer, the call must be answered within the number of rings specified, otherwise the system will take a message.

You may specify combinations of these call transfer options by typing any of the following letters in the `Options` field.

`A [Announce]`
The subscriber will hear a beep (prompt 119) before being connected with the caller. By itself, the beep is useful for simply indicating that the system is transferring an outside caller.

`I [Introduce]`
The subscriber hears:

"Call for...<subscriber's name>" [prompt 80]

before being connected with the caller. This is useful if two or more people with different Extension # IDs share the same actual telephone extension. For instance, the person answering the phone can hand the receiver to the right person before the call is connected.

`S [Screen]`
The caller is asked:

"Whom may I say is calling?" [prompt 96]

followed by a pause in which the caller can state his or her name. The maximum allowable length of this response period (in seconds) is specified on the EasyMade Application Screen, Page 6 in the field `Max screening recording`. The default time is 6 seconds.

The system then tries the subscriber's extension. If the subscriber answers the phone, he or she hears:

"Call from <caller's name>" [prompt 97]

before the call is connected.

`M [Memory Screen]`
Like the Screen option, the caller is asked to identify himself or herself and the system announces the caller's name to the subscriber before the call is connected. In addition, with the Memory Screen option, if the caller is transferred to the subscriber's message box, the caller's name will be recorded as part of the message. If the caller is transferred to the subscriber's message box and hangs up, the name is still recorded in the message box, so the subscriber knows the caller tried to reach him or her.

Note: You may use either the M or S option, but not both at the same time.

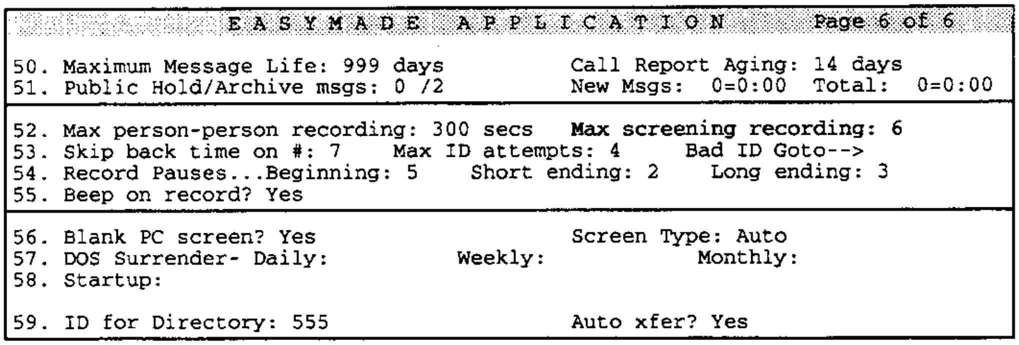
`D [Dialtone Detect on Transfer]`
The Dialtone Detect on Transfer option causes the system (if dialtone detection has been activated on Page 1 of the EasyMade Switch Setup Screen) to pause for a few seconds before transferring the call and check for dialtone. This prevents the system from transferring after a caller has hung up. See the *Switch Setup* topic for more information on dialtone detection.

`C [Confirm]`
Before the system transfers a call, the subscriber hears:

> *"Please press 1 to take the call, or 2 and I'll take a message."* [prompt 87]

If the subscriber presses 2, the caller is routed to the subscriber's message box.

How long the call screening recording can be is set as a system-wide parameter, which is programmed on the EasyMade Application Screen, Page 6, Line 52, shown in Figure 31.



```
                     E A S Y M A D E   A P P L I C A T I O N        Page 6 of 6

50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 7    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:            Monthly:
58. Startup:

59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 31: The Max Call Screening Recording field

Call Screening Combinations

You may specify combinations of the call transfer options for a subscriber. To select all of the options, type `AISCD`. If you specify `S` or `M` as part of a combination, the caller will be asked to leave his or her name before the subscriber's telephone rings. Typical combinations include:

`A [Announce]`
We recommend that you use the A option only if no other option is specified. This will cause the system to provide a beep to indicate that it is transferring an outside caller.

`IC [Introduce & Confirm]`
This is useful if two or more subscribers with different Extension # IDs share the same telephone. If one subscriber answers the phone and hears that the call is for another subscriber who is out of the office, he or she could simply press 2 to direct the caller to that person's message box.

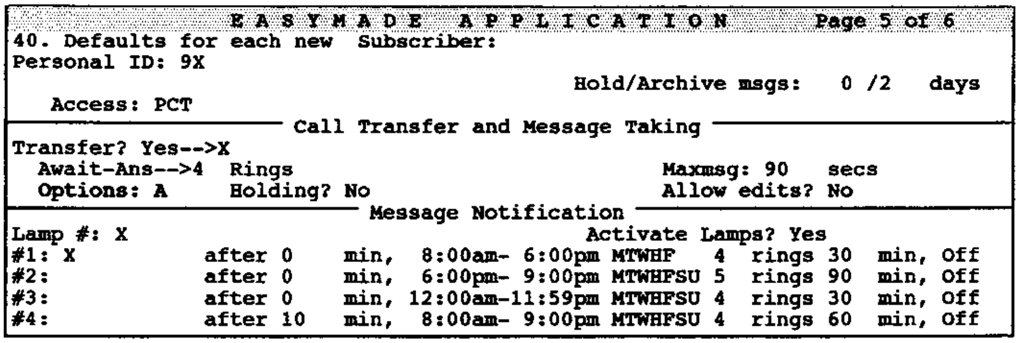
SC [Screen & Confirm]

Screening is most commonly combined with the confirm option to allow the subscriber to accept or refuse a call, after hearing the caller's name.

Use the SC (Screen & Confirm) or MC (Memory Screen & Confirm) options with discretion. Be aware that some callers may be offended if you won't take their calls after they identify themselves. Even when you are away from the phone, callers will still be screened and then directed to your message box. To the caller, it may seem like you were available, but refused to take their call.

Default Call Transfer Options

You may give the same combination of call transfer options to all new subscribers by entering the option codes in the `Options` field of the EasyMade Application Setup Screen, Page 5, as shown in Figure 32. In this example, each new subscriber added to the system would have a call transfer option of **A** (Announce).



```
                 E A S Y M A D E   A P P L I C A T I O N       Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                            Hold/Archive msgs:   0 /2   days
   Access: PCT
---------------------- Call Transfer and Message Taking ----------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings                             Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
---------------------------- Message Notification ----------------------------
Lamp #: X                                    Activate Lamps? Yes
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 32: Default call transfer options for all new subscribers

For related information, see:

- *Call Holding*
- *Call Transfer and Message Taking*
- *Integrations*
- *Remote Control*
- *Subscribers*

Key Topic

Call Transfer and Message Taking

It is important to accommodate the varying telephone needs of your subscribers. For example, not all subscribers in your organization will want calls transferred to their desk. Some subscribers may wish to limit the length of messages that callers can leave for them. Also, different telephone systems handle transferred calls differently.

Whether and how calls are transferred, the length of messages taken, and whether or not callers can edit the messages they leave, are all configurable on an individual basis for Repartee subscribers. Subscribers can also determine what a caller hears before the caller leaves a message.

This topic describes how parameters on the Personal Directory Screen and Transaction Box Screen affect call transfer and message taking.

Call Transfer

You can configure the system to transfer calls according to the needs of each subscriber or transaction box.

The call transfer feature occurs on:

- Personal Directory page of each subscriber.
- Transaction Boxes
- Operator Box (EasyMade Application, Page 3).
- EasyMade Application Screen, Page 5 (Subscriber defaults)

This topic explains the call transfer features for the Personal Directory pages. The same information, where relevant, also applies to the transaction boxes and the Operator Box. (For more information, see the topics: *Transaction Boxes*, the *Operator Box*, and *Subscribers*.)

On the Personal Directory pages, you can program the system to transfer an outside caller to the subscriber's telephone extension, or route the caller to the subscriber's message box.

Transfer of an Outside Call

When the system answers an outside call, the caller hears the Opening Line prompts. If the caller enters the Extension # ID of a subscriber while the system is playing these prompts, the call will be handled according to the programming in the `Call Transfer` and `Message Taking` section of the Personal Directory page for that subscriber. The Extension # ID is listed beneath the subscriber's Personal ID on the Personal Directory Screen. This number may be different from the subscriber's actual telephone extension number. For example, you might have two subscribers (each with his or her own Extension # ID) who share the same actual telephone extension. In most cases, however, both the Extension # ID and the actual telephone extension number are the same.

When an outside caller presses the Extension # ID, the system first checks to see if call transfer is turned on (`Transfer? = Yes-->`). If call transfer is on, then the system dials the actual telephone extension number that is listed in the `Transfer? Yes-->` field. If the subscriber at the dialed extension is unavailable, the system will take a message. Messages from outside callers are named Message Box messages.

Automatic Call Routing

Calls may also be automatically routed to a particular subscriber. For example, you can program your Repartee system to take a `GotoID-->` action in a transaction box, interview box, etc., which would route the call to a particular subscriber. Even calls which originate from within your phone system may at times be automatically routed through the Repartee system. For example, your telephone system may be programmed to automatically transfer an intercom call to the voice mail system if the extension is busy or unanswered. Most calls which are automatically routed to a subscriber are treated as if they were dialed by an outside caller. This is true even for calls originating from inside your telephone system.

Three Call Transfer Types

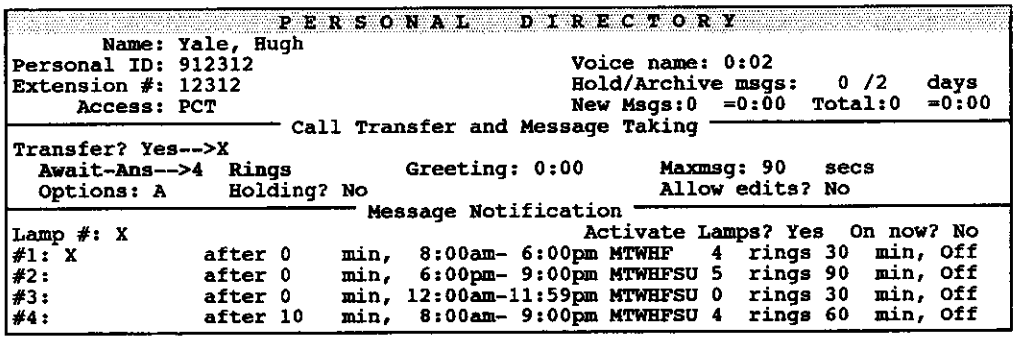
There are three types of call transfer that you can set for a subscriber:

- Await Answer [`Await-Ans`]
- Release [`Release`]
- Wait for Ringback [`Wait Ring`]

The call transfer types are active only if the `Transfer?` field is set to `Yes`. The call transfer type is entered in a field directly below the `Transfer?` field on the Personal Directory Screen or Transaction Directory Screen. Each call transfer type is described below with an example of how the type is entered on the Personal Directory Screen.

Await Answer
When the call transfer type is `Await-Ans`, the Repartee system puts the calling party on hold and dials the requested extension. The caller hears hold music (if available from the telephone system). If the subscriber answers within the specified number of rings, the Repartee system transfers the caller. If the called

party is on the phone, or does not answer the phone within the specified number of rings, Repartee plays the subscriber's personal greeting and takes a message from the caller.



```
                    P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312                              Voice name: 0:02
Extension #: 12312                               Hold/Archive msgs:   0 /2   days
     Access: PCT                                 New Msgs:0  =0:00  Total:0  =0:00
─────────────────────── Call Transfer and Message Taking ───────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings         Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
────────────────────────────── Message Notification ────────────────────────────
Lamp #: X                                         Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 33: Personal Directory page with Await Ans call transfer type

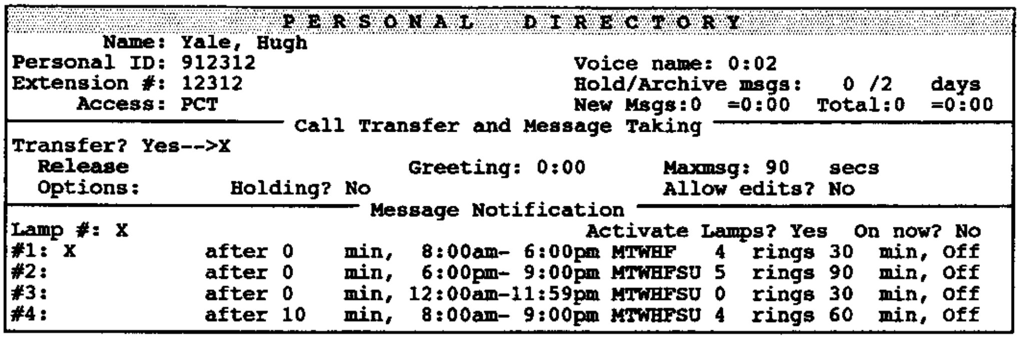
With Await–Ans as the call transfer type, Repartee plays the part of a receptionist, waiting for the subscriber to answer. When the subscriber answers, he or she is connected to Repartee, not the outside caller. Repartee then announces the call in the manner dictated by the call transfer options, and connects the outside caller. For more information on the call transfer options, see the *Call Screening* topic.

Await–Ans offers the most flexibility in using Repartee's call transfer options. When Await-Ans is the call transfer type, you may specify the call screening and call holding options, as well as the number of rings for each subscriber. It is the most commonly used call transfer type.

Release

With the `Release` call transfer type, the Repartee system puts the caller on hold, dials the extension, then releases the call. Repartee does not check the progress of the call or the status of the called extension. The calling party hears music or ringing, depending on what is provided by the telephone system. If the line is busy or not answered, the telephone system determines what will happen to the call.

However, Repartee can take a message after releasing a call if the telephone system supports call forwarding with station ID (Call Forward to Personal Greeting). For this to occur, the telephone system must forward the call back to Repartee if the desired extension is busy or ring-no-answer. The telephone system must also tell Repartee what extension it is forwarding from and may need to provide an additional digit to override call transfer. See the topic *Integrations* for more information.



```
                     P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                         Voice name: 0:02
Extension #: 12312                          Hold/Archive msgs:   0 /2   days
     Access: PCT                            New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking ----------------------
Transfer? Yes-->X
  Release                      Greeting: 0:00      Maxmsg: 90   secs
  Options:       Holding? No                       Allow edits? No
---------------------------- Message Notification ----------------------------
Lamp #: X                                    Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

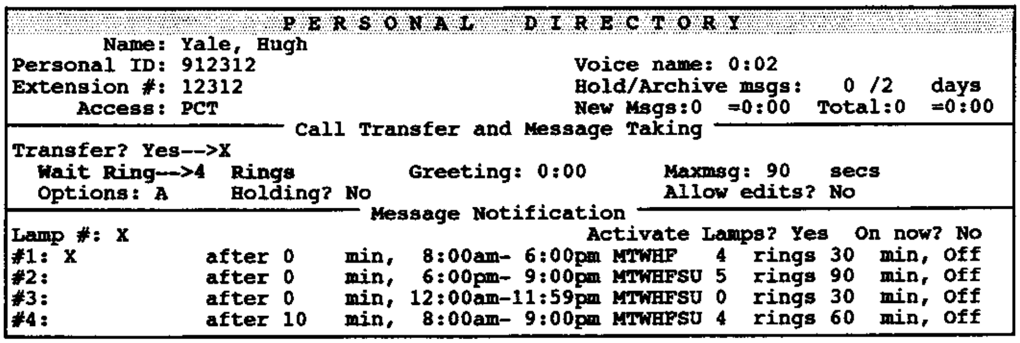
Figure 34: Personal Directory page with Release call transfer type

When the Release option is used, the call screening and call holding features cannot be used for that subscriber.

Wait for Ringback

When the call transfer type is **`Wait Ring`**, Repartee puts the calling party on hold and dials the requested extension. Once Repartee verifies that the telephone has rung for the specified number of rings, Repartee releases the call.

If the subscriber answers while Repartee is counting rings, Repartee transfers the call. The caller hears hold music (if available from the telephone system) while Repartee is counting rings, then hears ringback from the telephone system after Repartee releases the call.



```
                     P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                         Voice name: 0:02
Extension #: 12312                          Hold/Archive msgs:   0 /2   days
     Access: PCT                            New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking ----------------------
Transfer? Yes-->X
  Wait Ring-->4  Rings         Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
---------------------------- Message Notification ----------------------------
Lamp #: X                                    Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 35: Personal Directory page with Wait Ring call transfer type

If the extension is busy, Repartee plays the subscriber's personal greeting and takes a message from the caller.

Wait for Ringback is used in applications where you wish to release the call on a telephone system which drops the caller if the call is released to a busy signal; or in applications where you have an automated attendant application with call holding, but no voice mail. The Call Forward to Personal Greeting feature is required with your telephone system to take a message after releasing the call. See the topic *Integrations* for more information.

Call Transfer Parameters

Each call transfer is controlled by parameters that can be set for each subscriber. The following parameters govern the way the transfer is handled.

`Extension # ID`
This is a System ID that identifies a subscriber's message box. It is the number an outside caller dials for a particular subscriber or message box. For many applications it is best if you make the Extension # ID the same as the caller's actual telephone extension number.

`Transfer? (Yes or No)`
This is actually two fields: a "Yes" or "No" field and a phone number field. When set to "Yes," Repartee will dial the phone number (indicated by -->), in an attempt to transfer the call. If the phone number field is blank, Repartee will not attempt to transfer the call.

When set to "No," Repartee will not attempt to transfer the caller. Instead, Repartee will immediately play the subscriber's personal greeting, and then take a message.

You can enter a letter **`x`** in the phone number part of this field to signify that this number is identical to the Extension # ID. In this case, Repartee will transfer the call by dialing whatever number is entered in the **`Extension # ID`** field.

`Number of Rings`
This specifies the number of times Repartee will ring the called extension before releasing the call in Wait for Ringback mode, or before returning to the caller in Await-Ans mode.

`Holding?`
This indicates whether or not you want to allow calls to hold if the subscriber's extension is busy. See the topic on *Call Holding* for specific information on this feature.

`Options`
The call transfer options apply only if you have set **`Transfer?`** to "Yes" and have selected **`Await-Ans`**. You may enter any combination of options. These options are covered in detail in the *Call Screening* topic. They are summarized here as follows:

`Announce [A]`
The subscriber hears a beep before being connected to the caller.

`Introduce [I]`
The subscriber hears *"Call for <subscriber's voice name>"* before being connected to the caller.

`Screen [S] or [M]`
The caller is asked, *"Whom may I say is calling?"*, then the system records the caller's name. Before the call is transferred, the subscriber hears *"Call from <caller's name>."* The `M` option also adds the caller's name to a message the caller leaves.

`Confirm [C]`
The subscriber hears *"Please press 1 to take the call or 2 and I'll take a message."* The subscriber must press 1 to be connected to the caller.

`Greeting`
The subscriber's personal greeting is played to the caller before Repartee takes a message. You can record or change a subscriber's personal greeting in either of two ways: 1) the standard manner for recording voice fields using both the computer and telephone (see the topic on *Recording Voice Fields and Prompts*); or 2) remote recording using a telephone only. Recording a personal greeting over the phone is more convenient for most subscribers.

Remember, the greeting should say more than *"Hello, this is Bob"*. It should also explain that you are not available, and that the caller can leave a message. A better greeting would be:

> *"Hello, this is Bob. I can't take your call right now, but please leave a message and I'll get back to you right away."*

Your system is much more credible if subscribers keep their greetings current. It is especially important that the greeting contain meaningful information if the subscriber is going to be out for an extended period of time, such as on a vacation or traveling for business.

To record or delete a personal greeting over the phone:

1. Call Repartee and enter your Personal ID. After the prompts for retrieving and leaving messages, the system asks:

   "Would you like to change your personal greeting?" [prompt 83]

2. Press 1 for "Yes."

3. Depending on whether or not there is already a greeting recorded, you will hear:

   "There is no current greeting. Would you like to record a new one?" [prompt 117, 85]

   -OR-

   "The current greeting is...." "Would you like to record a new one?" [prompt 118, 85]

   a. Press 1 to record a new greeting. You will hear:

      "OK. I'll record your message now." [prompt 45]

   b. Press 2 to say you do not want to record a new greeting. If there is a current greeting recorded, you will next hear:

"Would you like to delete it?" [prompt 116]

Press 1 to delete the current greeting or press 2 to keep it.

5. The subscriber conversation then continues with:

   "There are <number> messages to review. Would you like to hear them?" [prompt 81]

The Call Transfer Conversation

When Repartee transfers an outside caller to a subscriber's message box, Repartee prompts the caller to leave a message. This conversation varies somewhat, depending upon which of the following options have been selected:

`Transfer?`	yes or no
`Holding?`	yes or no
`Greeting`	recorded or default
`Allow Edits?`	yes or no

If Transfer = No

If call transfer is turned off for a subscriber, then the system will connect the caller directly to a subscriber's message box. If you have also entered "No" in the **`Allow Edits?`** field, then the conversation takes its simplest form:

During the Opening Line prompts, the caller can respond to:

"You may enter the extension at any time." [prompt Action]

Caller dials Extension # ID. The system plays the subscriber's personal greeting, then says:

"I'll record your message now. Please stay on the line for further options." [prompt 21]

If the subscriber has not recorded a personal greeting, the system will play the subscriber's voice name instead:

"<Voice Name> is not available right now." "I'll record your message now. When you're finished, stay on the line for further options." [prompt 20, 21]

The caller leaves a message. The maximum message length, in seconds, is determined by the **`Maxmsg:`** parameter on the subscriber's Personal Directory page. The conversation then continues with:

"If you need further assistance, press the pound sign now. Thank you and goodbye." [prompt 28]

If the caller presses the pound (#) sign, the conversation starts over with the Opening Line Action prompt.

If Transfer = Yes

During the Opening Line prompts the caller hears:

"You may enter an extension at any time." [prompt Action]

The caller enters an Extension # ID and Repartee says:

"Please hold on while I try that extension." [prompt 79]

The system then dials the actual telephone extension specified in the `Transfer?` field.

If call transfer is turned on with a call transfer type of Release, the system releases the call and the telephone system takes over call progress.

If call transfer is turned on with a call transfer type of Await-Answer or Wait for Ringback, then the Repartee system controls call progess. If the extension is busy or goes unanswered, Repartee returns to the caller and plays the subscriber's personal greeting, then says:

"I'll record your message now. Please stay on the line for further options." [prompt 21]

If the subscriber has not recorded a personal greeting, the system uses the subscriber's voice name instead. In this case, the conversation indicates whether the extension is busy or went unanswered after the specified number of rings. If the extension is busy and call holding is turned off:

"<Voice name> is on the phone now." "I'll record your message now. Please stay on the line for further options." [prompt 88, 21]

If the extension is unanswered:

"<Voice Name> is not available right now." "I'll record your message now. Please stay on the line for further options." [prompt 20, 21]

The caller leaves a message. The system then says:

"If you need further assistance, press the pound sign now. Thank you and goodbye." [prompt 28]

If the caller presses the pound (#) sign, the conversation begins anew with the Opening Line prompts.

If Allow Edits = Yes

If the `Allow Edits` option is turned on for this subscriber, the caller can add to, review or re-record his or her message. After leaving a message the caller hears:

"Thank you. If you'd like to add to your message, press 1. To listen to it, press 2. To re-record it, press the pound sign; otherwise, I'll make sure your message is delivered." [prompt 102 or 104 or 105]

If the caller presses the 1 or # tone, then a beep (prompt 119) indicates that the caller should begin speaking to record a new or additional message. If the caller chooses to append to the message, the second message is added immediately after the first message so that it sounds like one continuous message. If the caller re-records a message, the original message is erased. After recording this second message, the caller will again have the opportunity to add to, review or re-record his or her message.

If the caller presses no tones, the system saves the caller's message as is, and says:

> *"If you need further assistance, press the pound sign now. Thank you and goodbye."* [prompt 28]

If the caller presses the pound (#) sign, the conversation begins anew with the Opening Line.

NOTE: Subscribers leaving messages for other subscribers do not get the opportunity to edit their messages in this manner. Only outside callers hear the Allow Edits conversation. Subscribers can hear or re-record their messages by attempting to leave a second message for the same subscriber.

If Holding = Yes

This section summarizes the Call Holding conversation. For Call Holding to apply, you must select the following options:

`Transfer?` = Yes-->X (or other actual telephone extension number)
`Await-Ans`
`Holding?` = Yes

Then, if Repartee attempts to transfer a call to an extension which is busy, Repartee returns to the caller and offers the caller the option of being placed on hold. The initial Holding conversation begins with:

> *"<Voice name> is on the phone now." "Calls are answered in the order received." "You are <first, second, third, etc.> in line." "If you'd like to hold, press 1."* [prompt 88, 125, 141–151, 126]

Once the caller is placed on hold, Repartee periodically checks in with the caller:

> *"To continue to hold, press 1; to leave a message, press 2; or to try another extension, press the pound (#) sign. (pause). You must press a tone to remain connected."* [prompt 127]

The caller who is first in the holding line hears music or silence, depending on what is provided by the telephone system. Callers who are second, third, fourth etc. in line hear the Repartee music prompts (prompts 141-151). See the topic *Call Holding* for details.

Remote Control of Call Transfer

Occasionally, a subscriber will be away from his or her desk for an extended period of time, but can still take calls if the calls are transferred to another extension. With remote control of call transfer, a subscriber can reprogram Repartee to route calls to an alternate extension or turn off call transfer entirely. Turning off call transfer directs callers into the subscriber's message box more quickly.

To program your call transfer feature over the phone:

1. Call the system and enter your Personal ID. At the end of the subscriber conversation, the system asks:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will hear:

   "Would you like to change your transfer options?" [prompt 168]

3. Press 1 to answer "Yes". The system asks:

   "Call transfer to your extension is now" "off" [prompt 107,110]
   "Shall I turn it on?" [prompt 111]

   or

   "Call transfer to your extension is now" "on." [prompt 107,109]
   "Shall I leave it on?" [prompt 112]

   Notice that this question is phrased such that pressing 1 always turns call transfer **on** and pressing 2 always turns call transfer **off**.

4. If you respond "Yes", the system will ask if you want to change the phone number:

   "The current phone number is <phone number>." [prompt 154]
   "Would you like to change it?" [prompt 157]

5. If you choose to change the phone number, you hear:

   "Enter the new phone number. Press star (*) when you are done." [prompt 155]

6. After entering the new number and pressing the star (*) key, you hear:

   "The new phone number is <phone number>." [prompt 156]
   "Would you like to change it?" [prompt 157]

If you respond "No" to: *"Shall I leave it on?"* or *"Shall I turn it on?"* Repartee will not try to transfer outside callers to your phone when they press your extension number. Instead, outside callers will be routed directly to your message box.

Remember, when turning on call transfer, the call transfer feature uses the subscriber's call transfer and call screening parameters which have already been programmed by the system manager. Only the phone number to which calls will be transferred can be changed by the subscriber over the phone, not the parameters that control call transfer.

For related information, see:

- *Call Holding*
- *Call Screening Options*
- *Message Delivery*
- *Message Notification*
- *Operator Box*
- *Outside Callers*
- *Prompts*
- *Subscribers*

DOS Environment

Repartee is designed to work under the MS-DOS operating system, version 3.3 or later. The operating system environment allows the Repartee software to communicate with the computer's disk drives and peripheral devices. Installing and configuring MS-DOS correctly on the computer is vital to Repartee's success. Repartee's installation procedure automatically handles this task for you. This topic is a brief reference of the system's DOS defaults for the experienced MS-DOS user.

The CONFIG.SYS File

When the system is turned on or rebooted, the computer scans the hard disk for a file named CONFIG.SYS. This file contains the commands which configure MS-DOS to use peripheral devices and programs.

Repartee's installation procedure automatically creates the CONFIG.SYS file with the correct commands for Repartee to function. You should not change this file unless one of the following situations apply:

- The system has failed to restart on a reboot and the error message `Does CONFIG.SYS have 'FILES=x'?` (where *x* is a number varying depending on the size of your system) or the error message `Bad or Missing <filename>` appeared on the screen.
- You have added to or changed the computer's memory configuration.

You can view the CONFIG.SYS file using the MS-DOS command `TYPE`. Sign out of Repartee and at the DOS prompt type `TYPE C:\CONFIG.SYS` ↵Enter.

The computer will display the file, which contains a series of command lines. For example:

```
DEVICE=DMDRVR.BIN
FILES=37
BUFFERS=20
```

Every CONFIG.SYS file must have the correct FILES and BUFFERS commands specified. The number of FILES required is determined by the number of ports on your system. The number of BUFFERS required is determined by your hard disk size and the version of DOS you are using. Some guidelines for determining these values are shown in Figure 36. Contact Active Voice technical support for further details.

FILES =	FILES=(3 x Ports) + 25 Example: 4 ports = (3 x 4) + 25 -> FILES=37
BUFFERS =	For DOS 3.3 w/Disk Manager: If hard disk < 100 MB in size, BUFFERS=20 If hard disk >= 100 MB in size, BUFFERS=10 For DOS 4.01 or above, all hard disk sizes: BUFFERS=32

Figure 36: Guidelines for setting FILES and BUFFERS

The CONFIG.SYS file may also have **DEVICE** driver commands. DEVICE drivers control hardware installed on your computer, such as the hard disk drive or expanded memory board. For example, a VoiceMate system may have a DEVICE driver for the hard disk manager, such as:

```
DEVICE=DMDRVR.BIN
```

A VoiceMate system with an expanded memory board installed will also have a DEVICE driver for the expanded memory board, such as:

```
DEVICE=EMM.SYS AT D000 258 ND
```

The AUTOEXEC.BAT File

After loading the MS-DOS command interpreter and executing the commands in the CONFIG.SYS file, the computer searches the hard disk for a file named **AUTOEXEC.BAT**. Whereas the CONFIG.SYS file usually contains only commands which configure the PC's memory and peripheral devices, the AUTOEXEC.BAT file may contain any MS-DOS commands that you want the computer to perform every time it is turned on.

The system installation procedure automatically creates the AUTOEXEC.BAT file for you. You should not need to change the AUTOEXEC.BAT file. Sign out of Repartee and at the DOS prompt type **TYPE C:\AUTOEXEC.BAT** ←Enter.

The computer will display the file, which might look like this:

```
REM Automatic Repartee Startup
PROMPT $p$g
PATH C:\;C:\DOS
D:
CD \REPARTEE
R
```

Figure 37: Sample AUTOEXEC.BAT file

If the hard disk on the system is smaller than 32 megabytes, or if it is formatted as a large, single partition (for example, using DOS 4.01), the AUTOEXEC.BAT file will not contain the command `D:`.

R.BAT File

The R.BAT file sets up and executes the Repartee program. A sample R.BAT file appears in Figure 38. An explanation of the commands in the R.BAT file appears below. The system installation procedure automatically creates this file. This information is provided for reference and should be used only by experienced DOS users.

```
@ECHO OFF
REM REPARTEE startup
:BEGIN
DRIVER %1 %2 %3 %4 %4 %5 %6 %7 %8 %9 -b64
DBFIX
IF ERRORLEVEL 1 GOTO ERROR
RM %1 %2 %3 %4 %4 %5 %6 %7 %8 %9
IF ERRORLEVEL 4 GOTO ERROR
IF ERRORLEVEL 3 GOTO MONTHLY
IF ERRORLEVEL 2 GOTO WEEKLY
IF ERRORLEVEL 1 GOTO DAILY
GOTO END
:MONTHLY
REM Put monthly maintenance procedure here
REM GOTO BEGIN
:WEEKLY
REM Put weekly maintenance procedure here
REM GOTO BEGIN
:DAILY
REM Put daily maintenance procedure here
REM GOTO BEGIN
GOTO END
:ERROR
ECHO PROGRAM TERMINATED ABNORMALLY.
:END
REM REPARTEE is now OFF-LINE!
REM To restart REPARTEE, press CTRL-ALT-DEL keys simultaneously.
```

Figure 38: Default R.BAT file

DRIVER

The `DRIVER` command calls the voice board driver. The "%" symbols and numbers appearing on the DRIVER line are replaceable parameters. See your MS-DOS manual if you need general information on using replaceable parameters.

These startup parameters for DRIVER may be included in either of two places: the AUTOEXEC.BAT file or the R.BAT file. An explanation of how each parameter affects the voice board driver follows. **Note: these parameters need only be used if the voice board configuration has been changed from its default.** Options preceded by a "-" are used by the voice board driver (DRIVER), which is always executed before Repartee is started.

-Bn
Sets the **conventional memory buffer** size used when recording and playing messages. Increase this number (*n*) if you are experiencing loss of speech in the middle of a message or if you hear your PC making low ticking sounds while handling a phone call. The defaults are `-B64` for 2- and 4-port units, and `-B96` for 8-port units without expanded memory.

-En
Sets the **expanded memory buffer** size used when recording and playing messages. This parameter only works on computers with expanded memory. The defaults are `-E128` for 8-port units with expanded memory, `-E192` for 12-port units, `-E256` for 16-port units. The `-E` parameter should only be set higher if the system computer has more than 512K of expanded memory installed.

-Vxx
Sets the **intermediate buffer size** used when placing both the port buffers *and* a RAM disk with voice prompts in expanded memory with the `-E` parameter. When voice prompts are placed in a RAM disk that is also using expanded memory (RAMDRIVE.SYS `/A` option; see *Volume Separation of Data* later in this topic), the voice board driver needs an additional memory buffer to shuttle the prompts from expanded memory to the voice board. The `-V` options **must** be placed on both the **DRIVER** line and **RM** line in the R.BAT file. We recommend avoiding this situation by placing the RAM disk in extended memory rather than expanded memory. If you must use expanded memory for a RAM disk, you should set the size of the `-V` buffer to half the size of each port buffer. The port buffer size is calculated by dividing the total buffer size by the number of ports in the system.

Example: An 8-port Repartee is using the Volume Separation of Data feature to place prompts in a RAM disk using expanded memory (RAMDRIVE.SYS 2000 /A), and placing memory buffers in expanded memory with a `-E128` parameter. The channel buffer size is calculated by dividing 128, the total buffer size, by the number of ports in the system, 8 (128÷8=16). The port buffer size is 16, half of that is 8. You would then add `-V8` to the DRIVER and RM lines of the R.BAT file.

-Ax
Sets the **Address** used by the voice board as shared memory in hexadecimal paragraphs. The shared memory is a block of the PC's memory which is used by both the computer and the voice board. The PC sends commands for the voice board to the 8K block of memory assigned to that board. The default setting is D000 for 2-port, 4-port and 8-port units, A000 for 12- and 16- port units. The shared memory address need not be changed unless another expansion board (such as an expanded memory board) in the system is using the same memory address. See the *Installation Manual* for more information on memory addresses.

-Ix
Sets the **Software Interrupt level,** where *x* is the software interrupt being used by the voice board, in hexadecimal format. Default is `-I6D`. This value should be changed only if there is a known conflict with another application using this interrupt on the computer. This often happens with VGA video boards on computers (especially laptop computers), in which case you can

change the value to `-I60`. **Note:** if you change the software interrupt for the driver, you must place the `-Ix` parameter on both the `DRIVER` and `RM` lines.

DBFIX

DBFIX is an auxiliary program which examines and rebuilds the message database before the main Repartee program is activated. Specific index files are deleted and then rebuilt from information contained in the data files.

DBFIX may display an error message, `Database May Be Corrupt` or `Database Is Corrupt`. You do not need to take any action if either of these messages appear. It only means that the computer was turned off or re-booted without first exiting Repartee properly, or that your system is missing subdirectories. DBFIX corrects these problems before the main Repartee program begins.

RM

The RM command starts the actual Repartee program. The "%" symbols and numbers are replaceable parameters. Refer to your MS-DOS manual for a detailed explanation on how replaceable parameters are used. As with the DRIVER parameters explained above, there are several startup parameters which may be entered here, in the AUTOEXEC.BAT file, or on the `Startup` line on the EasyMade Application Screen, Page 6.

We recommend that the startup parameters be entered on the EasyMade Application Screen, Page 6. They may then be changed without shutting the system software down or re-writing batch files. How these parameters affect the system is explained below.

`Ln`
Sets the **voice board interrupt level** where *n* is the level number (2..7) that matches the jumper pin setting on the voice board. Default is 3. The level should be changed only if the message `Voice board not functioning` is displayed when the system starts up. See the *Installation Manual* for details on changing the jumper pin setting.

`V`
Tells the system to **not initialize** the voice board(s). You will not be able to play or record files or handle telephone calls if you use this option, but it will give you access to the system database and programming. Typically, you would use this parameter if you need to start the system without a voice board installed in the computer.

`Dn`
Sets the **Delay for Transfer Override**. Specify `D` followed by the number of seconds to wait for a transfer override. The default is `D1` for one second of delay.

This delay determines how long the system will wait for a transfer override touchtone before actual transfer is attempted. When transfer is off for an extension number or transaction box, the system ignores the extra digit for transfer override. This allows automated forwarding (such as station forwarding with System ID) to reach the message box whether transfer is on or off.

NB

No Beep. Specify **NB** and the system will never sound the computer's bell. This suppresses all beeps including the error bells and the pre-recording beep. Use this only when the PC bell will not stop beeping. This happens only on a PC equipped with an incompatible bell.

K*n*

Key Address. Specify **K** followed by the hexadecimal address of the parallel port to which the system key is attached. The system automatically checks DOS's LPT1: for the key. If the key is installed at a different address, you need to specify the "K" parameter. See the *Installation Manual* for details on the system key installation. You need to change this parameter only if the system fails with an (M95) type error on startup, or when the Banner Screen says the system is a `Demonstration Version`.

Note: The system looks at the **K** parameter only when it is starting up. Therefore, after changing this parameter you must exit the system and restart. You may place the K parameter on the RM command line when starting the system from the DOS prompt.

C

Disable Disk Fault Tolerance. When the system encounters problems reading from or writing to the hard disk, it continues as best it can. If the error occurs while reading a prompt or message, the system will behave as if the prompt or message is missing, and continue the conversation. Otherwise, it will generate an on-screen message that the file is inaccessible, or tell the caller that it is unable to record their message. Enter the letter **C** to disable this feature.

E

Disable automatic sign-out. When a system manager is signed-in at the system console and the keyboard is idle for more than six minutes, the system automatically signs out the system manager and returns to the Banner Screen. Specify this option and the system will not sign out to the Banner screen automatically.

U*nn*

Sets the **maximum number of ports**, where *nn* is the maximum number of ports on the system.

-I*x*

Tells the CPS.EXE program that the software interrupt for the DRIVER has been changed. Use only if you change the software interrupt for the driver by placing the **-I*x*** parameter on the DRIVER line. See the explanation under the *DRIVER* topic.

XEMM

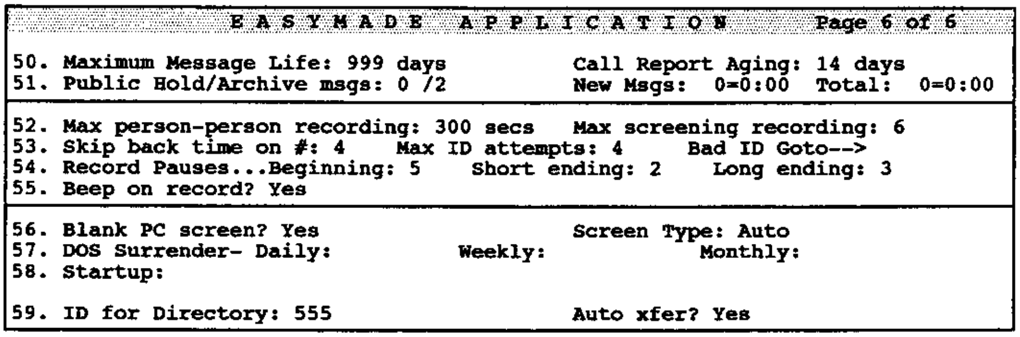
Disable port stacks in expanded memory.

EMM

Force port stacks to expanded memory.

Internal Parameters

The Repartee system allows you to change many of its internal parameters to suit unusual applications. These system parameters affect the DOS Environment and may be programmed on the EasyMade Application Screen, Page 6, shown in Figure 39 below.



```
                E A S Y M A D E   A P P L I C A T I O N       Page 6 of 6

50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:         Weekly:              Monthly:
58. Startup:

59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 39: Default hardware and DOS environment parameters

Most the system applications do not require any change to these system parameters. The parameters are explained below so that you may correct them if necessary.

Blank PC Screen

When set to the default value of "Yes" and no one is signed in at the PC, the system blanks the PC screen after three minutes pass without any keys being pressed. The screen displays only the message **Awaiting a Key**. Screen blanking is done to preserve the monitor and prevent the system logo from being burned into the monitor screen.

To disable this feature, set **Blank PC Screen** to **No** on Line 56 of the EasyMade Application Screen, Page 6. The Banner Screen will then always be visible.

Screen Type

The system automatically senses the type of monitor that is installed, color or monochrome. If the system's screens seem to lack contrast or otherwise appear odd, it may be because the program has incorrectly identified the monitor type. If this happens, simply set the **Screen Type** on Line 56 to **C** for color, **M** for monochrome, or **A** for Automatic Selection. The default value is **A**.

Startup

Enter any of the Startup Parameters detailed in the *RM* section of this topic. Parameters removed from the **Startup** field do not take effect until you exit the system and restart the system.

DOS Surrender

You may program the system to automatically exit to DOS periodically to perform a system backup or print reports. When the system performs a DOS

Surrender, it exits the Repartee software just as if you had pressed the Esc and Y keys at the Banner Screen. You can modify the R.BAT file to contain any commands from the DOS prompt that you want.

NOTE: When the system surrenders to DOS, all processing of calls will cease. It is best to program DOS Surrender for some time when there is little or no call traffic, such as the wee hours of the morning.

To program one or more regular times for the system to surrender to DOS, fill in the **`DOS Surrender`** field on Line 57. You may enter a time for the system to exit every day, once per week, or once per month. When DOS Surrender is used, the system exits with a completion code of "1" for a daily surrender, "2" for weekly surrender, and "3" for a monthly surrender. This code can be checked by the batch file you create, so that the computer will take the appropriate action. Other completion codes to check for are "0" (zero) for an exit to DOS from the keyboard and "99" for an exit to DOS from a system error.

The default R.BAT file (Figure 38) contains an outline for using the Surrender to DOS feature, including notes as to where to enter commands for the daily, weekly, and monthly procedures you want the system computer to perform. If you choose to use this feature, it is your responsibility to program the batch process to use the completion codes correctly. Refer to your MS-DOS manual for details.

In order to have the computer automatically perform a tape backup, print a report or perform disk maintenance, you must install any necessary application programs yourself and you must add the appropriate DOS commands to the R.BAT file to initiate the procedure.

Whichever application program(s) you purchase and install must exit back to DOS when they are finished and you must have the proper command at the end of the other program's batch file to re-start the Repartee system. See your MS-DOS manual for more information on batch processing.

NOTE: When the system exits to DOS, it is dependent on the batch process **which you program** to reboot the system when it is complete. Active Voice provides this feature as a convenience to our customers, but we **cannot** provide support or assistance for problems related to any batch process you program for other applications on the system PC.

Indexed Quick Play of Prompts

As explained in the *Prompts* topic, the system indexes 109 prompts for Quick Play, including: the Opening Line prompts, the time and date envelope prompts, the phone number prompts, message playback and message delivery prompts.

Each time the system starts, it automatically reads the file named `QP` found in the \REPARTEE\PROMPT directory, and will copy the appropriate voice prompts into one big file called `QP.IDX`. The system then plays these voice prompts from this index file, instead of loading each prompt from the hard disk as it is needed. This makes the playback of these prompts much faster.

If no `QP` file is found, the system will *not* create the QP.IDX file, and will play all prompts from the hard disk as needed.

```
[Application]
1-3

[General]
51-74
81 98 99 114 119
158-171
185-200
205-217
219-226
228-229
232-239
240-245
249-258
```

Figure 40: Default QP File (and QP.ENV) for Quick Play prompts

```
[Application]
1-3

[General]
1-300
```

Figure 41: The QP.ALL file

Changing Quick Play

The system also includes two pre-defined configurations for the Quick Play feature: one which includes the 109 most frequently used voice prompts (QP.ENV), the other includes all voice prompts (QP.ALL).

As a default, the QP.ENV file is copied to QP. To choose all prompts for Quick Play, exit to DOS, change to the \REPARTEE\PROMPT subdirectory and then:

Type `COPY QP.ALL QP` ↵Enter

The existing QP file will be replaced with the contents of the QP.ALL file (Figure 41). The next time the system starts, all of the voice prompts will be copied into the QP.IDX file. **Note:** This file will use 10-15 minutes of message recording space on your hard disk.

To return Quick Play to the default 109 prompts, exit to DOS, change to the \REPARTEE\PROMPT directory and:

Type `COPY QP.ENV QP` ↵Enter

The default QP file will be restored. The next time the system starts, only the 109 default prompts will be included in Quick Play.

Customizing Quick Play

To define a different collection of prompts for Quick Play, you must first decide which of the system prompts to include. We recommend that you choose only those prompts which are heard most frequently or are heard combined with other prompts, such as:

> *"Recorded..." "<day>" "at" "<hour>" "<minute>" "am/pm." "For no reply, press 2, otherwise I'll record your message now."*
>
> [prompt 51-74 & 35]

Once you choose the appropriate prompts for Quick Play, note their prompt numbers and create an ASCII file listing the numbers of each prompt you want. List the prompt numbers in numerical order, with each number separated by a space. Prompts selected from the Voice Prompt Editor Screen or *Appendix B: Prompts Reference Guide* must be listed under the heading `[General]`. To include the Opening Line prompts in the Quick Play feature, enter the numbers: `1` for the Intro prompt, `2` for the Action prompt, and `3` for the Otherwise prompt under the heading `[Application]`. For example:

```
[Application]
1 2 3

[General]
35 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71
72 73 74 96 97 98 99 158 159 160 161 162 163 164 165 166
```

Save the list (in ASCII text form) under the filename `QP` in the `\REPARTEE\PROMPT` directory.

If you choose consecutively numbered prompts, you may use a sort of shorthand rather than typing out each individual prompt number. Type the number of the first prompt, a hyphen, and the last prompt in a consecutive range to include all the prompts in that range. For example: `7-10` would include all the prompts from number 7 to number 10 inclusive (`7 8 9 10`). Using the shorthand method, the sample custom QP file shown above could be written:

```
[Application]
1-3

[General]
35
51-74
96-99
158-166
```

The Quick Play feature may be combined with the Volume Separation feature (discussed below) to place the QP.IDX file in a RAM disk.

Volume Separation of Data

By default, the system is installed on a single large hard drive or volume. All of the system's components: prompts, messages, greetings, voice names, and database files are in one of several directories or subdirectories on that single volume or drive. To help facilitate certain backup procedures, cached operation on certain files, and RAM disk operation of often-repeated files, you can split the system's software components among two or more disk drives, or into other directories, using the Volume Separation feature.

For Volume Separation purposes, the system software has been broken into six components:

Component	**Contents**
OGM (Out Going Messages)	Voice names, greetings, and Interview Box questions
PERSONAL	Subscriber messages
PUBLIC	Public messages
PROMPT	The system's voice prompts
DATABASE	The system database (configuration, subscribers, transaction boxes, etc.)
QP (Quick Play)	QP Quick Play prompt index file

Each component may be moved to any DOS volume on your system, including other hard disks, other directories, or RAM disks.

Copy Files to a Separate Volume

To make use of volume separation, you must first place all of the necessary files on the chosen volume. For example, by default, the system expects all conversational voice prompts to be in a subdirectory of the system directory called `PROMPT`. The full path for this directory would normally be `D:\REPARTEE\PROMPT`. If you wanted to place all of the system's conversational prompts onto another disk drive, `E:`, in a subdirectory called `CONVERSE`, you would have to copy all of the prompts from the `D:\REPARTEE\PROMPT` directory to the `E:\CONVERSE` directory. To do this you would use the DOS copy command: `COPY D:\REPARTEE\PROMPT\*.* E:\CONVERSE`

Components of the system software other than PROMPT are less simple to copy to a new device or volume. This is because PERSONAL messages, OGM prompts, and PUBLIC messages are stored not in one subdirectory, as prompts are, but in many separate directories each, with the paths:

```
D:\REPARTEE\PERSONAL\A       D:\REPARTEE\OGM\A       D:\REPARTEE\PUBLIC\A
D:\REPARTEE\PERSONAL\B       D:\REPARTEE\OGM\B       D:\REPARTEE\PUBLIC\B
      .                          .                        .
      .                          .                        .
      .                          .                        .
D:\REPARTEE\PERSONAL\X       D:\REPARTEE\OGM\T       D:\REPARTEE\PUBLIC\X
```

The `DATABASE` component consists of 15 files of the form `AVxxxxxx.xxx` in the `\REPARTEE` directory.

To copy all personal messages from their default directories into another volume or directory requires the use of the DOS `XCOPY` command. For more information on the `XCOPY` command, consult your MS-DOS manual.

Setting the Separate Volume

Once all of the appropriate files have been copied, a DOS system parameter must be **SET** to tell the Repartee system where those files may be found. The DOS command is of the form:

```
SET AVxxxxxx=d:\pathname
```

where *xxxxxx* is the component (PROMPT, DATABASE, etc.) you have relocated, and *d:\pathname* is the full path specification for the directory or volume containing the files. In the example above, the SET command would be: `SET AVPROMPT=E:\CONVERSE`. This command must be entered at the DOS prompt and should be placed in your AUTOEXEC.BAT or R.BAT file.

Using a RAM Drive

The most beneficial result of volume separation is the ability to place components of the system which are very disk intensive, such as conversational prompts, into a RAM drive.

A RAM drive is like any other drive, except that it exists in random access memory (RAM), and offers much faster access than any hard drive. By placing conversational prompts in a RAM drive, the system will never waste any time reading a prompt from disk. Portions of the system conversation that involve many prompts, like the reading of phone numbers or timestamps, can become noticeably faster.

Before you can use a RAM drive, you must install and configure sufficient extended memory in your computer. See your MS-DOS manual for information on creating a RAM drive after extended memory has been installed and configured. (You can also install a RAM disk in expanded memory, but extended memory works better.) Once this is done, prompts may be copied into a RAM disk the same way they are copied to any other disk drive.

It is **absolutely crucial** when placing both prompts in a RAM drive *and* port buffers in expanded memory that you add the `-v` parameter to the RM and DRIVER lines of the R.BAT file. This option configures both the voice board driver and the system to correctly play the prompts from expanded memory. For more information on the `-v` parameter, see the *DRIVER* section earlier in this topic. For more information on the R.BAT file see the *R.BAT* section earlier in this topic. Using the `-v` option is required only if the RAM disk is placed in expanded memory. We recommend you use extended memory for the RAM disk instead, in which case you do not use the **-v** option.

> **WARNING!** Be aware that anything placed in a RAM disk will be **lost** when the computer is turned off or rebooted. The RAM disk must be reloaded to be used again. For this reason the RAM drive should only be used for QuickPlay. Do **not** store DATABASE files in a RAM disk.

Add the DOS commands to the AUTOEXEC.BAT or R.BAT file necessary to copy the appropriate files to the chosen volume and to SET the system to look for the files in that volume.

For related information, see:

- *Backing Up and Restoring*
- *Opening Line*
- *Prompts*
- *The Installation Manual*

Key Topic

Groups

Occasionally, a subscriber may want to send the same message to several subscribers at once. For example, a manager may want to send a message to a staff of twenty people. Leaving the same message for each staff member individually would be tedious and time consuming.

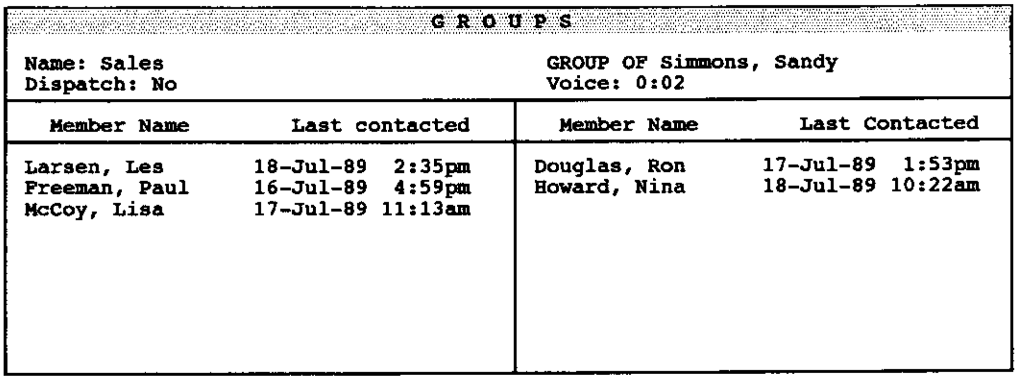
Repartee allows you to create groups of subscribers to make it easy to send messages to several people at once. A **group** is like a distribution list for a memo. When you send a voice message to a group, it is sent to all subscribers who are listed as the members of the group.

This topic describes the four types of groups available in the system and explains how to create and manage groups. It explains:

- The Group Owner, Group Name, and Group Members
- Broadcast vs. Dispatch Groups
- Private vs. System Groups
- The Groups Screen
- Adding a Group
- Adding a Subscriber to a Group
- Removing a Subscriber from a Group
- Deleting a Group
- Sending a Group Message
- Canceling a Group Message
- Restricting a Subscriber from Sending to System Groups

The Group Owner, Group Name and Group Members

A group is simply a list of subscribers enrolled on the system who are marked to receive common group messages. Every group has an owner, a group name, and a list of group members. Figure 42 shows a sample Groups Screen.



```
                              G R O U P S
Name: Sales                                 GROUP OF Simmons, Sandy
Dispatch: No                                Voice: 0:02

  Member Name         Last contacted          Member Name         Last Contacted

Larsen, Les       18-Jul-89  2:35pm       Douglas, Ron        17-Jul-89  1:53pm
Freeman, Paul     16-Jul-89  4:59pm       Howard, Nina        18-Jul-89 10:22am
McCoy, Lisa       17-Jul-89 11:13am
```

Figure 42: Sample Groups Screen

The Group Owner

The owner of a group is the person allowed to send messages to the group. The name of the group owner is displayed in the **GROUP OF** field on the Groups Screen. For most groups, the owner is an individual subscriber. In this sample, the group owner is Sandy Simmons. The system also allows you to specify the SYSTEM as a group owner. If the group is owned by the system, any authorized subscriber on the system can send message to the group.

WARNING! If you delete a subscriber from the system, you also delete all groups owned by that subscriber.

The Group Name

The group's name is the printed name in the upper left corner of the display. The group name serves two functions. The system lists the group alphabetically by group name. To leave a message for a group, a subscriber uses the first three letters of the group's name. These first three characters in the group name must be alphabetic; **you cannot use numbers or symbols in the first three characters of the group name.**

Give careful consideration to the names you give your system groups. Keep in mind that subscribers use the first three letters of the group name to send messages to it. For example, it would be easy to remember that entering ALL sends a message to a group containing all staff. However, it would be difficult to remember to enter EMP if the same group's name was EMPLOYEES. It is possible to have more than one group with the same name. However, it is easier to manage your system's groups if you use unique group names.

After you add a group to the system, you should record a voice name for the group. The system plays the voice name to a subscriber when he or she sends a message to the group, and when introducing messages to group members. For more information explaining how to record a voice name for the group, see the topic *Recording Voice Fields and Prompts*.

If you do add groups with the same printed name, be sure to record a different voice name for each group. Otherwise, subscribers won't be able to tell which group they're sending a message to when they enter the first three letters of the group's name.

The Group Members

The group members are the subscribers who receive a group message. As shown in Figure 42, the name of each group member is listed under the **Member Name** field. Any subscriber can be a member of a group. Guests cannot be members of system groups, though they can be members of their host's private groups.

Private vs. System Groups

When the system manager adds a group to the system, he or she specifies whether the group is a private group or a system group.

Private Groups

Private groups allow individual subscribers to send messages to their own special groups of subscribers. Only the owner of a private group can send messages to that group. For example, the manager of a sales department may want to set up a group that contains all staff in the department. The manager can then send messages to everyone in the department, but no one else in the department can send messages to that group.

There is virtually no limit to the number of private groups a subscriber can own. Since the owner of a private group is the only one who can send messages to the private group, two subscribers using the same name for their private groups does not cause a conflict.

System Groups

System groups allow any authorized subscriber to send a message to any system group. A system group is owned by the Repartee system. Your organization can use system groups to make it easier for a subscriber to send a message to an entire department, or to the entire organization.

For example, you can create a system group containing every person in your company. Then, any authorized subscriber can send messages to the whole organization, without having to set up their own private group containing all employees.

You can limit who is authorized to send messages to system groups. If you want to limit a subscriber from sending messages to system groups, you can enter an **Access** code on that subscriber's Personal Directory page. You can only restrict a subscriber from sending messages to *all* system groups. For more information, see *Restricting a Subscriber from Sending to System Groups.*

Broadcast vs. Dispatch Groups

In addition to specifying ownership of the group, the system allows you to specify whether a group is a broadcast or dispatch group. This controls who receives the message: just one member of the group or all members of the group.

Broadcast Groups

Most groups in the system are broadcast groups. In a **broadcast group**, each member can access the message sent to the group, and can respond to it individually. For example, you could create a system broadcast group named SALES, which contains everyone in the sales department. Whenever a subscriber sends a message to this group, each salesperson will be able to listen and respond to the message.

Typically, most message groups in the system are private broadcast groups.

Dispatch Groups

In a **dispatch group**, the first group member to listen to a message is the only one who receives it. As soon as any one member of the group listens to the message, the message becomes an old message. Other group members will not hear the message in their new message stack.

For example, the manager of a customer service department may want to send a message about a customer's question to a private dispatch group containing all customer service representatives. In this case, the manager doesn't care which representative handles the question, as long as someone in the group handles it. By creating a dispatch group for this purpose, the manager can make sure that one person in the group will get the message, without requiring the other members to listen to the message once it's been handled.

The Four Group Types

In summary, the system manager sets up the group type when a group is added to the system. Specifying whether a group is a private or system group determines who can send messages *to* the group. Specifying whether the group is a dispatch or broadcast group determines who in the group *receives* the message.

Figure 43 summarizes the four different group types and their characteristics.

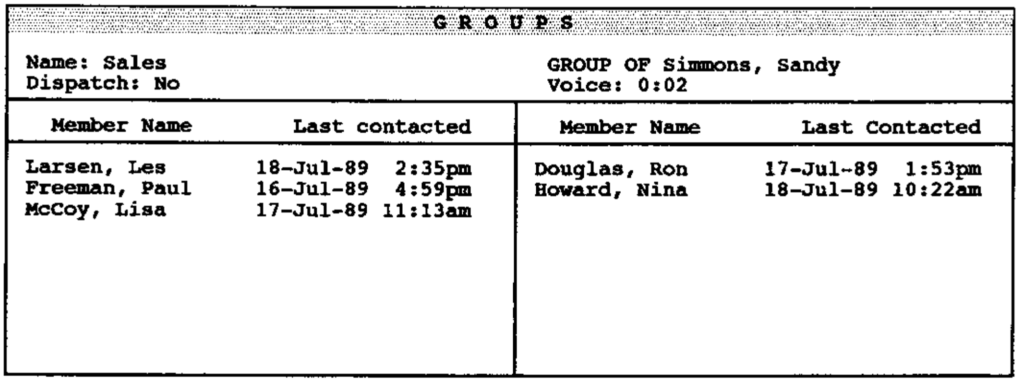
Group Types	**Broadcast**	**Dispatch**
Private	**Private-Broadcast** Only the owner of the group can send messages to the group. Everyone in the group receives the message and can respond to it individually. **EXAMPLE:** The manager of a department owns a private broadcast group to send messages to everyone in the department.	**Private-Dispatch** Only the owner of the group can send messages to the group. The first group member who listens to the messages is the only one who hears it. **EXAMPLE:** The manager of the Customer Service department uses a private dispatch group listing all Customer Service representatives to assign a customer's question to a staff member. It doesn't matter who responds to the message, as long as someone does.
System	**System-Broadcast** Any authorized subscriber can send messages to the group. Everyone in the group receives the message and can respond to it individually. **EXAMPLE:** A company creates a system broadcast group containing everyone in the organization and a system broadcast group containing everyone in the customer service department.	**System-Dispatch** Any authorized subscriber can send messages to the group. The first group member who listens to the message is the only one who hears it. **EXAMPLE:** A company's computer support department creates a system dispatch group containing all computer support staff for reporting problems with the computer system. Whenever an employee has a computer problem, he or she leaves a message for this system dispatch group. The first member to access the message handles the question.

Figure 43: Group Types

The Groups Screen

The system manager adds and deletes groups from the Groups Screen. Only the system manager can add or delete groups.

To access the Groups Screen, press Ctrl-G.



```
                                   G R O U P S
 Name: Sales                                   GROUP OF Simmons, Sandy
 Dispatch: No                                  Voice: 0:02
   Member Name        Last contacted         Member Name          Last Contacted
 Larsen, Les        18-Jul-89  2:35pm      Douglas, Ron         17-Jul-89  1:53pm
 Freeman, Paul      16-Jul-89  4:59pm      Howard, Nina         18-Jul-89 10:22am
 McCoy, Lisa        17-Jul-89 11:13am
```

Figure 44: The Groups Screen

One group at a time is displayed on the screen. Groups are sorted in alphabetical order by group name. If no groups have been added to the system, all fields on the screen will be blank. If there are groups already added to the system, press the PgUp and PgDn keys or use the Jump command, Ctrl-J, to view other groups on the system.

For private groups, the name of the subscriber who owns the group is displayed in the **GROUP OF** field in the upper right corner of the screen. For system groups, the word **-SYSTEM-** is displayed in the **GROUP OF** field.

The **Dispatch** field allows you to specify whether the group is a dispatch group or not. The default value is **No**, which causes a group to be a broadcast group.

The **Voice** field is used to record the group's voice name. The numerical value in the field displays the number of minutes and seconds the recorded name lasts. If a name has already been recorded, the value in the field is greater than zero. If no voice name has been recorded, the value in the field is 0:00.

The lower portion of the screen helps you to keep track of the members already added to the group and the last group message they received. The names of all the members are listed under the **Member Name** field. A group can contain more users than will fit in the display space available. Use the ↓ and ↑ keys to view all group members. The date and time the member of the group last received a group message is displayed in the **Last Contacted** field. If the **Last Contacted** field is blank, the member hasn't received the most recent group message. Or, if every member's **Last Contacted** field is blank, either there isn't a group message to listen to, or the group message was just sent, so no one has listened to it yet.

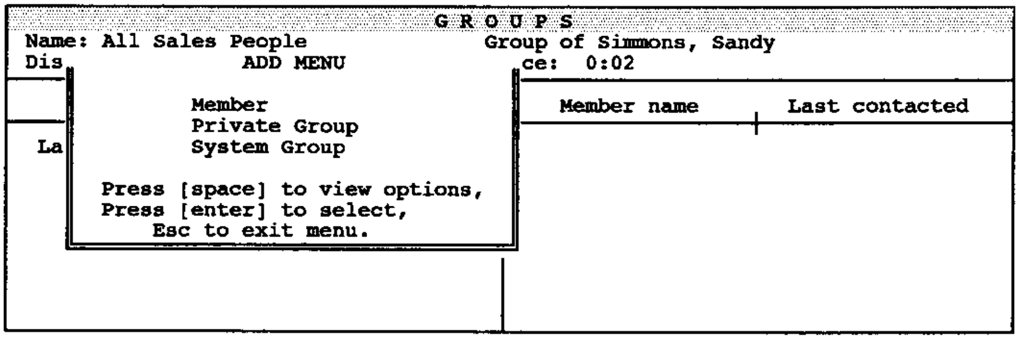
Adding a Group

The system manager adds and deletes groups at Repartee's Groups Screen. Only the system manager can add or delete groups.

To add a new group:

1. Access the Groups Screen by pressing Ctrl-G.

2. Press F8 to add a new group. The pop-up `Add Menu` window appears as shown in Figure 45.



```
                              G R O U P S
Name: All Sales People                  Group of Simmons, Sandy
Dis              ADD MENU                ce:  0:02

                 Member                    Member name      Last contacted
                 Private Group
 La              System Group

             Press [space] to view options,
             Press [enter] to select,
                 Esc to exit menu.
```

Figure 45: Add Menu, Groups Screen

3. Select the type of group you want to add.

To add a private group:

a. Use the arrow keys to highlight `Private Group`. Press ←Enter. The system asks whether you wish to add a group for the system manager who signed in.

b. Press Y to add a group for the system manager. Press N to add a group for another subscriber. The system prompts you for the name of the owner of the new private group.

c. Type the first few characters of the person's last name. The system displays the name of the first subscriber that matches the letters you typed. Press Y to select this subscriber. Press N to select another subscriber.

To add a system group:

a. Use the arrow keys to highlight `System Group` and press ←Enter.

4. Type the printed name of the group and press ←Enter. The system adds the new group and displays the Groups Screen.

5. **To make the group a dispatch group**, press the Tab key to position the cursor on the `Dispatch` field. Type Y for yes.

6. Add members to the group. Subscribers may be members of any group, but guests can be members only of private groups. For more information, see *Adding a Subscriber to a Group*.

7. Record a voice name for the group. For more information, see the topic *Recording Voice Fields and Prompts*.

Adding a Subscriber to a Group

To add a subscriber to a group:

1. Access the Groups Screen by pressing Ctrl-G.
2. Press the PgUp or PgDn keys or use the Jump command to display the group you want.
3. Press F8. The system displays the pop-up **Add Menu** window.
4. Press the arrow key to position the cursor on the word **Member** and press ←Enter. The system prompts you to type the last name of the subscriber you want to add to the group.
5. Type the first few letters of the person's last name and press ←Enter. The system displays the first subscriber whose last name matches the letters you typed.
6. Press Y to select the name. Press N to select another matching name.
7. Repeat steps 5 and 6 until you've added all desired subscribers to the group.
8. Press Esc to exit the **Add Menu**.

NOTE: To add a group containing all subscribers on the system, at step 5 just press ←Enter. The system displays the first name in the list of subscribers. Press Y to accept the name. Press Y repeatedly to accept every name the system presents, until the system displays the message **Out of Names**. Press any key to exit the menu.

Removing a Subscriber from a Group

To remove a subscriber from a group:

1. Access the Groups Screen by pressing Ctrl-G.
2. Use the arrow keys to position the cursor on the name of the subscriber you wish to remove from the group.
3. Press F7 to remove the subscriber from the group. The system asks you for confirmation. Press Y to remove the subscriber from the group. Press N to cancel the deletion.
4. To remove additional members from the group, repeat steps 2 and 3.

Deleting a Group

To delete an entire group:

1. Access the Groups Screen by pressing Ctrl-G.
2. Use the PgUp and PgDn keys to position the cursor on that group's screen.
3. Make sure the cursor is positioned in the top portion of the screen. Press F7 to delete the group. The system asks you to confirm the deletion. Press Y to delete the group. Press N to cancel the deletion.
4. To delete additional groups, repeat steps 2 through 4.

Sending a Group Message

Subscribers send messages to groups the same way they send messages to individual subscribers.

To send a message to a group:

1. When the system asks "Would you like to leave any messages?" press 1 for Yes.
2. Press the first 3 letters of the group's name. When the system plays the correct group name, press 1 for Yes.

> **NOTE:** The system plays only the names of any matching groups the subscriber is authorized to send messages to. Consequently, the subscriber will hear only the names of his or her private groups, and, if the subscriber has authority to send messages to system groups, system groups.

3. Record the message. If you sent an earlier message to this group, and the message is still pending for some group members, the system will play the earlier message and ask if you want to delete it before letting you record a new message.

Canceling a Group Message

Subscribers cancel messages for groups the same way they cancel a message to an individual subscriber. When they cancel the message, they cancel it for every member of the group who has not yet heard the message. They can cancel a private broadcast group message or a system broadcast group message at any time, even after some members of the group have heard the message. For dispatch groups, subscribers can cancel messages only before the first member of the group hears to the message.

To cancel a group message:

1. When the system asks, "Would you like to leave any messages?" press 1 for Yes.
2. Press the first 3 letters of the group's name. When the system plays the correct group name, press 1 for Yes.

   If you left an earlier message that is still pending, the system responds, *"The current group message is..."* and plays the earlier message. The system then asks, *"Would you like to cancel this message?"*
3. Press 1 for Yes.
4. To cancel more than one message for the group, repeat steps 1 through 3. The system allows you to cancel pending messages one at a time, with the most recently sent message being canceled first.

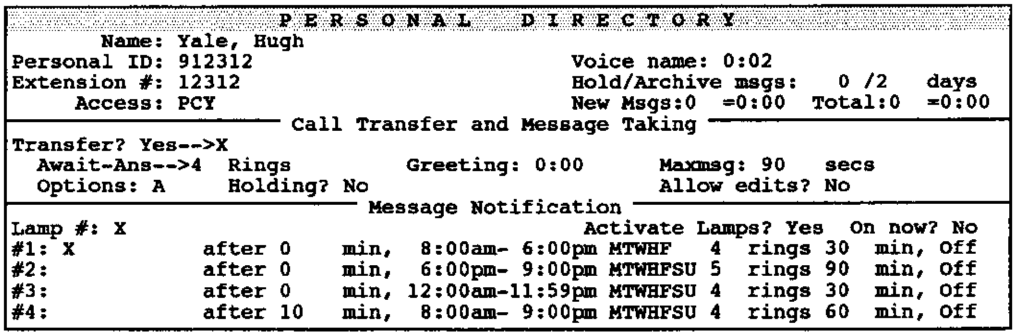
If you choose not to cancel a previous message, or when there are no more messages eligible for cancellation, instead of offering to cancel a message, the system prompts you to record a new message for the group.

Restricting a Subscriber from Sending Messages to System Groups

The system allows you to restrict subscribers from sending messages to all system groups by placing a Y Access code on the subscriber's Personal Directory page. These subscribers will still be able to send messages to any private groups they own and receive messages from any group.

To restrict a subscriber from sending messages to system groups:

1. Press Ctrl-D to access the Personal Directory.
2. Page to the subscriber you want to restrict from sending messages to system groups.
3. Add a Y in the subscriber's **Access** field and press ↵Enter.



```
                         P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                                Voice name: 0:02
Extension #: 12312                                 Hold/Archive msgs:   0 /2   days
     Access: PCY                                   New Msgs:0  =0:00  Total:0  =0:00
-------------------------- Call Transfer and Message Taking ------------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings         Greeting: 0:00       Maxmsg: 90   secs
  Options: A     Holding? No                        Allow edits? No
-------------------------------- Message Notification ------------------------------
Lamp #: X                                           Activate Lamps? Yes  On now? No
#1: X           after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30   min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90   min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30   min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60   min, Off
```

Figure 46: Personal Directory Screen with Y code

For related information, see:

- *Messages*
- *Subscribers*

Guests

Some subscribers may wish to provide a more personal interface through Repartee for special clients, contacts, friends, or family. Rather than treating these people as just another outside caller, they can be greeted by name and given direct access to exchange messages with a particular subscriber.

On the Repartee system, such people are enrolled as guests of a subscriber. A guest is assigned to a particular subscriber, and can leave messages for the host subscriber or receive messages from the host subscriber in the same manner that other subscribers leave two-way messages.

Guests are limited to leaving messages to their host. If a guest wants to leave a message for another subscriber or try an extension, the guest must do so as an outside caller.

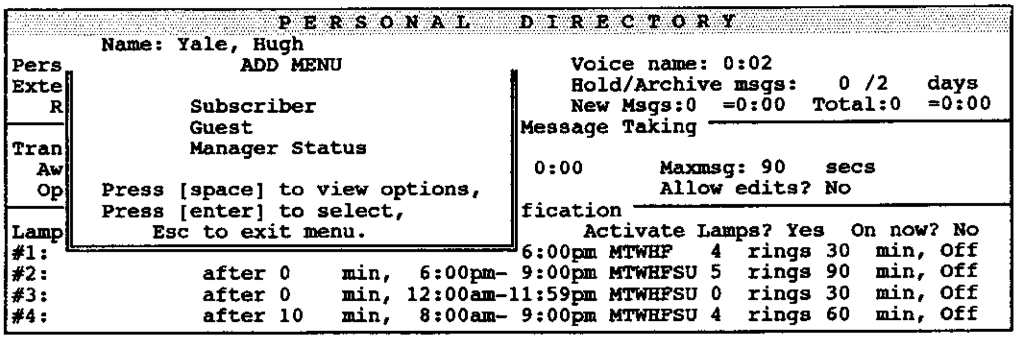
This topic describes Guests, their conversation, and the parameters that affect their conversation with Repartee.

Adding a Guest

Guests are added to the system by the system manager, in much the same way a subscriber is added.

To add a guest:

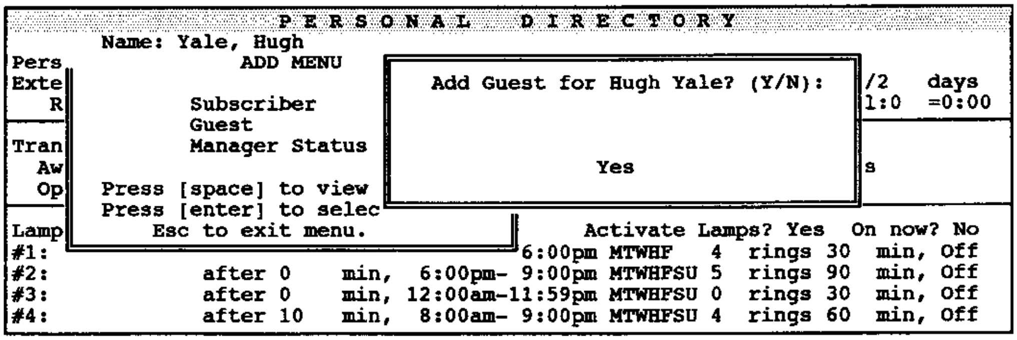
1. Sign in to the system.
2. Press Ctrl-D to jump to the Personal Directory Screen.
3. Page to the subscriber who will be the guest's host.
4. Press F8 to open a pop-up Add Menu.



```
                 P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Pers            ADD MENU                    Voice name: 0:02
Exte                                        Hold/Archive msgs:   0 /2   days
   R         Subscriber                     New Msgs:0  =0:00  Total:0  =0:00
             Guest                        Message Taking
Tran         Manager Status
  Aw                                       0:00      Maxmsg: 90   secs
  Op   Press [space] to view options,                Allow edits? No
       Press [enter] to select,           fication
Lamp      Esc to exit menu.                   Activate Lamps? Yes  On now? No
#1:                                       6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 47: The Add Menu of the Personal Directory Screen

5. Select **Guest**, press ⏎Enter and answer the following prompts:
   Add Guest for <subscriber's name>? (Y/N):



```
                 P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Pers            ADD MENU
Exte                          Add Guest for Hugh Yale? (Y/N):      /2   days
   R         Subscriber                                           1:0  =0:00
             Guest
Tran         Manager Status
  Aw                                    Yes                        s
  Op   Press [space] to view
       Press [enter] to selec
Lamp      Esc to exit menu.                   Activate Lamps? Yes  On now? No
#1:                                       6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 48: Adding a Guest for a particular host

If this is the correct host subscriber, press Y for yes. The system prompts you for the Guest's Personal ID as described below.

If you respond N for no, the system asks:

Add Guest for which subscriber (enter last name).

Type in the last name of the host subscriber. You need to enter only the first few letters of the subscriber's name. The system will search for the name which most closely matches the letters you enter. (If you press ⏎Enter without entering any letters, the system will list all the subscribers in alphabetical order.) When the system finds a name that matches, it asks:

Add Guest for subscriber <name of a subscriber>?
(press ESC to quit) (Y/N)

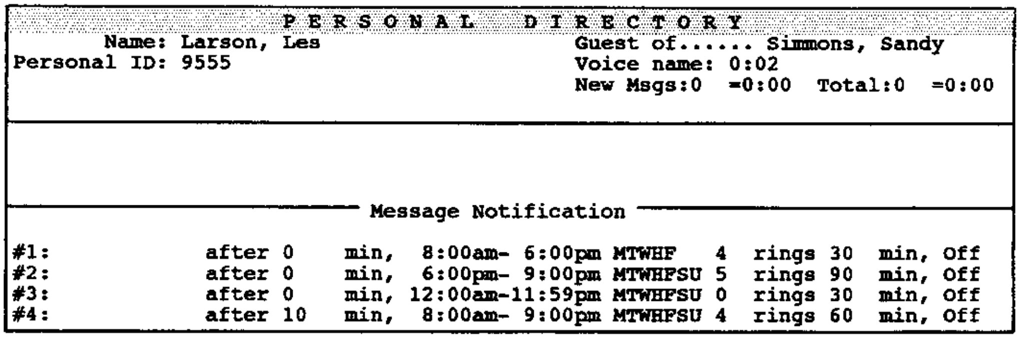
If this subscriber is not the one for whom you want to add a Guest, press N until you find the correct subscriber.

6. Once you have selected the host subscriber, enter the new guest's Personal ID. This is the number the guest will enter when calling the system to check messages. Press ⏎Enter.

7. Type the last name of the guest. Press ⏎Enter.

8. Type the first name of the guest. Press ←Enter.

9. After the last prompt, the system displays the new guest's Personal Directory page.



```
                    P E R S O N A L   D I R E C T O R Y
      Name: Larson, Les                       Guest of...... Simmons, Sandy
Personal ID: 9555                             Voice name: 0:02
                                              New Msgs:0  =0:00  Total:0  =0:00



------------------------------ Message Notification ------------------------------

#1:             after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 49: Personal Directory, Guest

10. You must now record a voice name for the guest. For more information on recording voice names, see the topic on *Recording Voice Fields and Prompts*.

Deleting a Guest

You can delete a guest in the same manner that you delete a subscriber. Remember, all ports on the system must be inactive before a deletion can be completed.

To delete a guest:

1. Page to the guest on the Personal Directory screen.

2. Press F7 (the delete key).

3. Press Y to confirm the deletion.

Two–Way Messaging: Subscriber to Guest

A subscriber leaves messages for a guest and receives messages from a guest in exactly the same manner as for another subscriber. This conversation is documented in the *Subscriber* topic under the heading: *Subscriber to Subscriber Messaging Conversation.*

Two–Way Messaging: Guest to Subscriber

For messages to or from the host subscriber, the guest calls in and presses his or her personal ID when the system answers. The Opening Line prompts may not specifically tell guests to enter their Personal IDs, so guests should be informed beforehand to press their Personal IDs at this time.

When the system recognizes a guest's Personal ID, it says:

> *"<Guest name>, how nice to hear from you!"* [prompt 7]

The system next informs the guest of the current state of his or her messages:

"<Host name> hasn't heard your last message yet." [prompt 13]

OR

"<Host name> got your last message." [prompt 9]
"<day> at <hour:minute><am/pm>" [prompt 52-74]
"but left no reply." [prompt 11]

OR

"<Host name> got your last message." [prompt 9]
"And left a message." [prompt 10]

OR

"<Host name> left a message." [prompt 12]

The system then plays any messages left by the host subscriber:

"The message is..." [prompt 15]
"Recorded <day> at <hour:minute><am/pm>." [prompt 51-74]

The system then takes a message from the guest:

"If you'd like to leave a message, I'll record it now <BEEP>" [prompt 18]

The system then says goodbye:
"If you'd like to try an extension, you may do so now (pause). See you later!" [prompt 19]

For related information, see:

- *Messages*
- *Subscribers*

Integrations

An integration is the process by which the Repartee system and your telephone system work together to handle calls. In an integration, both the telephone system and the Repartee system share information on the origin and destination of calls. The integration ensures that callers are routed to the correct subscriber voice mailbox when a subscriber is not available. It also notifies subscribers when new messages are pending and allows them to retrieve messages by pressing a single button on their phone.

Repartee system integration is highly dependant upon the capabilities of your telephone system. These capabilities determine which Repartee system features are available and the type of integration you will need.

Integration Features

Repartee integrations offer the flexibility you need to configure your system with all of the available integration features or only those features required by your application. Typically, an integration involves three major features:

Call Forward to Personal Greeting	Any incoming calls that are routed to an unanswered or busy extension are automatically forwarded to the subscriber's mailbox in the voice mail system, where the caller can leave a message.
Message Waiting Indication	The voice mail system will light message waiting lamps, activate an LCD display, or provide a message waiting ring on the subscriber's extension when new messages are pending.
Easy Message Access	The subscriber presses one button on the phone set to retrieve new messages, without entering a Personal ID. To prevent unauthorized message access, the subscriber may have a security code that must be entered before message playback.

How an Integration Works

The telephone system and the voice mail system trade information about both calls and messages to provide these integration features. For example, the telephone system can forward a call to the voice mail system when a subscriber's extension is busy or ring-no-answer. As it forwards the call, the telephone system sends call information to the voice mail system that indicates: the extension number called, the reason for the transfer to voice mail, and the originating caller's extension number (if it is an internal call). The voice mail system then uses this information to answer the call with the appropriate subscriber's personal greeting.

If the telephone system routes a call to the voice mail system without call information, the voice mail system assumes it is an outside call and answers the call with the Opening Line greeting.

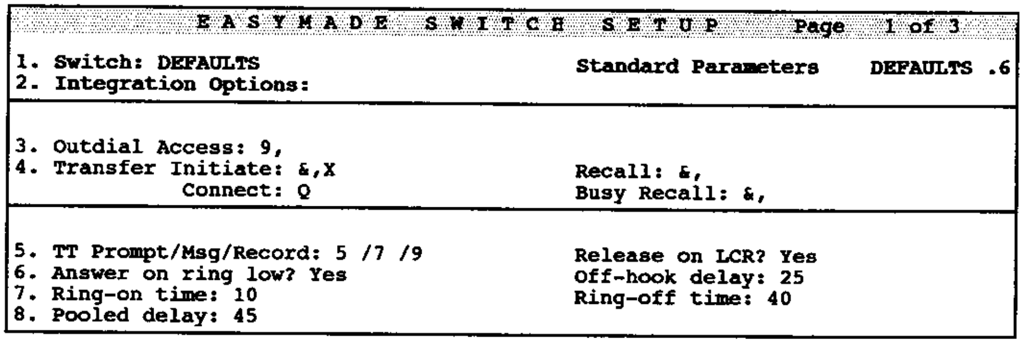
Integration Types

There are four basic methods for integrating a telephone system with the Repartee system. Some of these methods require special equipment to provide a link between the telephone system and the Repartee system. These are available from Active Voice as special Integration Packages.

In-band DTMF	The telephone system uses DTMF signals to provide call information with the call when it is forwarded to the Repartee system. The telephone system also accepts DTMF signals directly from the Repartee system to activate message waiting indicators.
RS-232 Data Link	The telephone system sends call information to the Repartee system via an RS-232 data link when the call is forwarded. The Repartee system also activates message waiting indicators via this link.
Feature Set Emulation	The Repartee system uses a special voice card which emulates a feature set for the telephone system. This voice card provides the translation necessary to accept call information when a call is forwarded to the Repartee system, and to activate message waiting indicators.
Gateway	A separate Gateway Unit receives and translates call information from the telephone system for the Repartee system, when a call is forwarded. The Repartee system also activates message waiting indicators via the Gateway Unit.

Integrating Your Telephone System

In many cases all that is required to integrate a telephone system with the Repartee system is to choose the correct switch library file on the EasyMade Switch Setup Screen, Page 1 (See Figure 50). Some telephone systems require particular integration options to be entered on line 2 of this screen. Often your telephone system and its extensions must also be programmed to work with a voice mail system.



```
             E A S Y M A D E   S W I T C H   S E T U P      Page  1 of 3
1. Switch: DEFAULTS                               Standard Parameters    DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X                         Recall: &,
            Connect: Q                            Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9                  Release on LCR? Yes
6. Answer on ring low? Yes                        Off-hook delay: 25
7. Ring-on time: 10                               Ring-off time: 40
8. Pooled delay: 45
```

Figure 50: The EasyMade Switch Setup Screen, Page 1

Avoiding Call Forwarding Conflicts

Your Repartee system offers powerful call forwarding features that rival those on many telephone systems. Sometimes, the call forwarding features of your telephone system can conflict with those of the Repartee system, unless you carefully configure both systems to avoid overlapping features. Most integrations will support the Repartee system's automated attendant features for call holding, the call transfer options (Screen, Confirm, Introduce, and Announce), and message delivery to an internal extension.

Call Holding	This Repartee feature regularly tells a caller on hold his or her status in the holding queue and offers the option to transfer to another extension or the subscriber's voice mailbox.
Call Transfer Options: Screening, Confirm, Introduce, and Announce	These features allow a subscriber to identify a caller before accepting a call.
Message Delivery to an Extension	This feature calls a subscriber's extension to deliver new messages. The subscriber must enter his or her Personal ID and security code (if used) to hear messages.

Programming Call Forwarding in an Integration

The following chart provides a guideline for how to program both the Repartee system and your telephone system to prevent the call forwarding features of the telephone system from conflicting with those of Repartee.

Feature Desired	**Call Forward-Busy OR Call Forward-All Calls on Extensions**	**Repartee's features for Call Holding, the Call Transfer Options, OR Message Delivery to an Extension**
Program the Telephone System	Set extensions to call forward on busy or no answer.	**Disable** Call Forward-Busy and Call Forward-All Calls on extensions.
Program Repartee	Set the Call Transfer Type to **Release**.	Set the Call Transfer Type to **Await-Answer**.
Features Not Allowed	Repartee's features for Call Holding, the Call Transfer Options, OR Message Delivery to an Extension	Call forwarding on busy to a subscriber's personal greeting, on station-to-station calls

Setting Number of Rings to Wait

If you use Repartee's features for call holding, the call transfer options, or message delivery to an extension, set Repartee's call transfer type to **Await-Answer** for all subscribers. This allows the Repartee system to supervise the transfer of calls to extensions.

In addition, set the number of rings to wait for an answer on a call transfer to be at least two rings less on the Repartee system than the number of rings programmed in your telephone system. **Usually, you may set the number of rings to wait for an answer to be 3 rings for Repartee and 5 rings for your telephone system.** This prevents the Repartee system from getting in a *looped transfer*, in which the Repartee system calls an extension which goes unanswered, causing the telephone system to loop the call back to the Repartee system on a new line.

Additional Switch Programming

The *Switch Setup* topic provides additional details on parameters and settings you may want to program on a telephone system that is integrated with Repartee. The Repartee dealer or installer takes care of most of the details mentioned in both these topics as a normal part of the installation process.

For related information, see:

- *Applications*
- *Call Holding*
- *Call Screening Options*
- *Call Transfer and Message Taking*
- *Message Delivery*
- *Message Waiting Lamps*
- *Switch Setup*
- *The EasyMade Application Manual*

Interview Boxes

At night and during heavy periods of phone traffic, there are times when no one is available to handle a call. Callers during these times need a way to leave a message even if they don't know specifically with whom they wish to speak.

Repartee can interview callers with a series of simple questions through the use of an interview box.

The interview box is programmed to ask a series of questions and record the caller's responses. An interview box may be used to ask for names and addresses, take sales orders, or take names, problems and phone numbers in a technical support organization.

An interview box may be created for any subscriber. That subscriber will then receive all messages left in the interview box. This topic describes how to design and use interview boxes.

The Public Interview Box

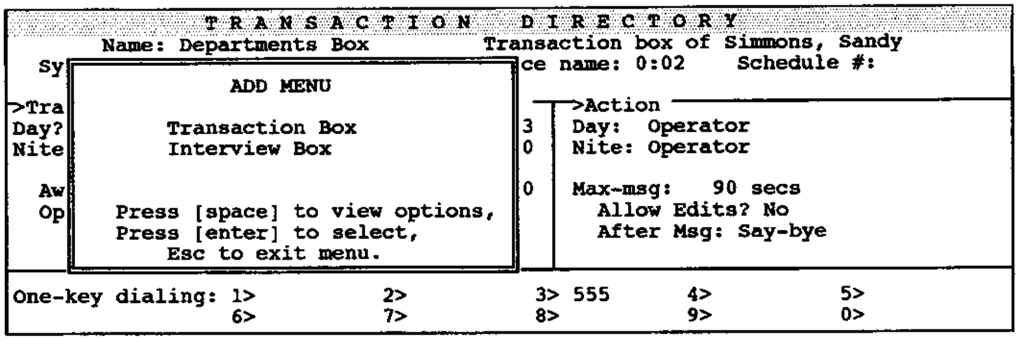
A special interview box on your system is the Public Interview Box. This box can be used to take messages when a live operator or receptionist is not available to help callers. Messages left in the Public Interview Box can be retrieved by any subscriber with public message access. See the topic *Public Interview Box* for more information.

Adding an Interview Box

To add an interview box for a subscriber:

1. Sign-in to the system.

2. Press Ctrl-T to jump to the Transaction Directory



```
              T R A N S A C T I O N   D I R E C T O R Y
         Name: Departments Box           Transaction box of Simmons, Sandy
  Sy ┌──────────────────────────────────┐ce name: 0:02    Schedule #:
     │            ADD MENU              │
>Tra │                                  │  ┌>Action
Day? │      Transaction Box             │3 │ Day:  Operator
Nite │      Interview Box               │0 │ Nite: Operator
     │                                  │  │
  Aw │                                  │0 │ Max-msg:    90 secs
  Op │  Press [space] to view options,  │  │   Allow Edits? No
     │  Press [enter] to select,        │  │   After Msg: Say-bye
     │      Esc to exit menu.           │  │
     └──────────────────────────────────┘
One-key dialing: 1>          2>          3> 555       4>          5>
                 6>          7>          8>           9>          0>
```

Figure 51: The Add Menu of the Transaction Directory

3. Press F8 for the Add Menu

4. Press I to select interview box. the system will prompt you with several questions in pop-up menus:

   Add interview box for <your name>? (Y,N)

   If you respond "Yes" to this prompt, the system immediately asks you to enter the interview box's System ID and box name as described below. If you respond "No," the system will prompt you with:

   Add interview box for which subscriber? (enter last name)

   Type in the last name of the subscriber for whom you want to add the box. You need to enter only the first few letters of the person's name. The system will search for the name which most closely matches the letters you enter. (If you press ↵Enter without entering any letters, the system will list all the subscribers in alphabetical order.) Once the system finds a name that matches, it asks:

   Add interview box for subscriber <name of a subscriber>?
   (press ESC to quit) (Y/N)

   If this subscriber is not the one for whom you want to add an interview box, press N until you find the correct subscriber.

5. Once you have selected the subscriber who will own the interview box, enter the new interview box's System ID.

6. Type in the name of the interview box. This name will appear in the **Name:** field on the box's Transaction Directory page. This name cannot be left blank.

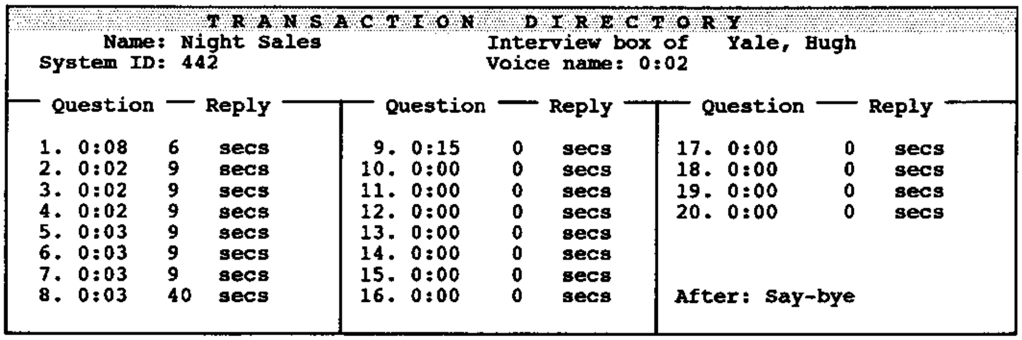
7. After you enter the interview box name, the system displays the newly created interview box on screen.

Programming an Interview Box

Before programming an interview box, you should write out your list of questions. For each question, decide on the maximum length of time a caller will need to reply. Note that your "questions" may include introductory statements or other information, as well as actual questions. You should also decide how the caller will be routed to the interview box. The possible ways that a caller may be routed to an interview box include:

- Caller presses the interview box's System ID in response to the system's Opening Line or a menu of choices
- A `GotoID-->` action in a transaction box or the Operator Box
- One-key dialing menu in a transaction box
- The interview box's System ID is entered for a specific port (day or night) on the EasyMade Application Screen, Page 2, line 13.

Here is a description of the interview box's data fields.



```
                T R A N S A C T I O N   D I R E C T O R Y
       Name: Night Sales                        Interview box of   Yale, Hugh
  System ID: 442                                Voice name: 0:02

── Question ── Reply ──────┬── Question ── Reply ───┬── Question ── Reply ────
                           │                        │
  1. 0:08    6   secs      │   9. 0:15   0   secs   │  17. 0:00    0   secs
  2. 0:02    9   secs      │  10. 0:00   0   secs   │  18. 0:00    0   secs
  3. 0:02    9   secs      │  11. 0:00   0   secs   │  19. 0:00    0   secs
  4. 0:02    9   secs      │  12. 0:00   0   secs   │  20. 0:00    0   secs
  5. 0:03    9   secs      │  13. 0:00   0   secs   │
  6. 0:03    9   secs      │  14. 0:00   0   secs   │
  7. 0:03    9   secs      │  15. 0:00   0   secs   │
  8. 0:03   40   secs      │  16. 0:00   0   secs   │  After: Say-bye
```

Figure 52: Sample Interview Box

System ID
An interview box is accessed through its System ID, which is defined when the box is created. See the topic on *System IDs* for more information on how IDs work.

Voice Name
Record a Voice Name for the interview box following the standard procedure for recording voice fields. See the topic on *Recording Voice Fields and Prompts* if you need instructions. The system will play the voice name to the subscriber who owns the box when it announces that the box has messages. For example:

> *"<The Night Sales box> has a message for you."* [prompt 115]

If you don't record a voice name, the system will play the box's System ID instead, translating any letters in the System ID to the corresponding touchtone numbers.

Questions
Record the questions in sequence starting with question number one. "Questions" may include introductory statements or other information in addition to actual questions. See the topic on *Recording Voice Fields and Prompts* if you need instructions. We strongly suggest the introductory

statement say *"I'm going to ask several questions. After each, please reply. First, whom are you trying to reach?"* An example interview box comes with the system; for more information, see the *Public Interview Box* topic.

`Reply`
After recording each question, type the maximum reply time, in seconds, for the caller to answer the question. If the caller stops speaking before the end of the maximum reply time, the system will go on to the next question. Set the reply time to zero for any questions which are actually statements or for which no response is expected from the caller.

The system will wait until the caller is finished answering a question before asking the next question (up to the maximum reply time). The length of time that the system will pause once the caller has finished his or her answer is determined by the Long and Short Ending Pause fields on the EasyMade Application Screen, Page 6. If the Reply time is set less than 30 seconds, the system uses the Short Ending Pause. Otherwise, it uses the Long Ending Pause. See the *Message Parameters* section of the *Messages* topic for further information.

`After`
Select an appropriate action to be taken after the interview is completed. The possible actions are the same as for transaction boxes, except that `T` for Take a Message is not allowed. The actions are explained in detail in the *Transaction Boxes* topic. The most common actions after an interview are Say-bye or Hangup. In summary, the possible actions after an interview are:

Key	Action	
O	Operator	transfers caller to the Operator/Receptionist
S	Say-Bye	plays Prompt 28 and hangs up if caller doesn't press a touchtone
H	Hangup	hangs up without giving the caller the option to press another extension
G	GotoID-->	Transfers the caller to another transaction box, interview box or extension
R	Restart	Returns the caller to the Opening Line prompts

Leaving a Message in an Interview Box

A caller routed to an interview box hears the questions in the order recorded in the interview box. If the caller does not finish answering a question in the allotted reply time, the system goes on to the next question.

If the caller does not respond to the first question, the first question is repeated. If the caller still does not respond, the system skips over the interview box and the caller hears the prompt:

> *"If you need further assistance, press the pound (#) sign now. Thank you and good-bye."* [prompt 22]

If the caller responds to the first question, but fails to answer a subsequent question, the system continues with the next question in the sequence.

Retrieving Messages from Interview Boxes

All responses to the interview are stored as a single message, with a beep between each response. The subscriber who owns the interview box will not hear the original questions when listening to the replies. If a caller did not answer one of the questions in the sequence, the subscriber hears two consecutive beeps.

Messages from an interview box can be retrieved only by the subscriber who owns the box. You can listen to your interview box messages in the same manner that you listen to new messages, by calling the system and entering your Personal ID.

Deleting an Interview Box

To delete an interview box:

1. Sign in to the system.
2. Press Ctrl-T to jump to the Transaction Directory.
3. Press PgUp or PgDn or use the Jump command to display the correct interview box.
4. Press F7 for the Delete Menu.
5. The system asks: `Do you wish to completely delete this box?` Press Y for "Yes"

   If you press N for no, you are given the option of deleting just the messages for this interview box, as described below.

Deleting Messages from Interview Boxes

Once you have heard an interview box message, the message will be deleted according to the same schedule as other messages. Refer to the *Messages* topic for more information about saving and deleting individual messages.

A system manager at the console can, however, delete all messages from a specific interview box.

To delete an interview box's messages:

1. Press Ctrl-T to jump to the Transaction Directory.
2. Press PgUp or PgDn or use the Jump command to display the correct interview box.
3. Press F7 for the Delete Menu.

4. The system asks: **Do you want to completely delete this box?** Press N for "No"

5. The system asks: **Do you want to delete all messages for this box?** Press Y for "Yes"

For related information, see:

- *Call Transfer and Message Taking*
- *Message Playback*
- *Public Interview Box*
- *Transaction Boxes*
- *System IDs*

Key Topic

Messages

The primary function of a voice mail system is to record messages and deliver them efficiently. While all messages share common elements, Repartee messages come in several varieties, with different origins and destinations. Messages differ in their lifetime, and their relative priority when delivered to a subscriber.

This topic presents an overview of message types and the parameters that affect each type of message.

Three Message Types

The voice mail system takes messages by recording a caller's voice in much the same way as a telephone answering machine. Unlike most answering machines, however, the system remembers the date and time the message was recorded. It can send the same message to many different people at once. Also unlike an answering machine, a subscriber can automatically record an immediate reply to some messages.

The system organizes all messages according to whether or not it knows the identity of the message's sender and recipient. The system knows the identities of all subscribers and guests enrolled on the system. A caller who enters a Personal ID is identified as a subscriber or guest on the system. This gives the caller access to more message features than a caller who is not identified. Unidentified callers are termed **outside callers**. (An outside caller can even be an unidentified caller who calls from an extension of your telephone system.)

Every message on the system falls into one of the following three types:

Message Type	**Left By:**	**Left For:**
One-way Message	Outside Caller	Subscriber
Two-way Message	Subscriber or Guest	Subscriber or Guest
Public Message	Outside Caller	Unspecified Recipient

One-way and Two-way messages are described in detail in this topic. Public Messages are discussed briefly here, but are discussed in detail in the topic *Public Interview Box*.

Leaving a Message

The various ways to leave a message in the system are documented in detail elsewhere in this manual. This topic presents a general overview of the process. For more detailed information, refer to the following topics:

Message Type	Topic
One-way Messages	*Call Transfer and Message Taking* *Transaction Boxes* *Interview Boxes*
Two-way Messages	*Subscribers* *Guests*
Public Messages	*Public Interview Box* *Operator Box*

One-way Messages

One-way messages are left for subscribers by outside callers. Typically, an outside caller will be directed to a subscriber's message box if the subscriber is unavailable. The caller may then leave a message. The voice mail system knows that the message is intended for the subscriber who "owns" the message box, but does not know the identity of the caller. This is called a one-way message.

All messages which are taken by a transaction box or an interview box are also one-way messages.

Two-way Messages

Two-way messages are left between subscribers or between subscribers and their guests. A subscriber may leave a message for another subscriber or guest during his or her subscriber conversation with the Repartee system.

In the subscriber conversation, the system asks the subscriber *"Would you like to leave a message?"* When the subscriber responds yes, the system asks the subscriber to spell the first three letters of the recipient's last name. The system then lets the subscriber pick the correct recipient from a list of matching names.

> **NOTE:** The system may instead ask the subscriber to enter the recipient's extension number. See the *Leaving Messages by Extension* section of the *Subscribers* topic for more information.

At this point, the voice mail system knows the identity of both the sender and recipient of the message. Since it knows which subscriber or guest sent the message, the system can immediately take a reply when the recipient subscriber hears the message. It is not necessary for the recipient to identify for the system who the reply should go to, because the system already knows who should receive the reply.

The ability for one subscriber to leave an automatic reply to another subscriber's message without going through the complete messaging process is the major distinction between one-way and two-way messages.

A subscriber may leave two-way messages only for people "enrolled" in the system as other subscribers. A subscriber may also leave two-way messages for his or her guests. A guest, however, can leave two-way messages only for his or her host subscriber.

Differences between One-way and Two-way Messages

One-way messages are like answering machine messages. When listening to an answering machine message, you cannot automatically reply to it by speaking your reply into the answering machine. To reply to the message, you must pick up the phone and dial the number of the person who left you the message. Similarly, after listening to a message in your message box from an outside caller, you must call the person who left you the message in order to reply.

On the other hand, *two-way messages* are interactive. After listening to a two-way message you can immediately leave a reply without pressing a single key on your phone. Two-way messages can be linked in a continuous exchange, as each subscriber replies to the other's reply.

For example, Ann leaves Joe a message asking him if he's going to the company picnic. Joe leaves a reply to Ann saying yes he is, and asks what he should bring. Ann in turn replies that he should bring a salad. Joe replies and asks what kind of salad. Ann replies simply: "Potato salad." Joe has nothing else to say, and does not leave a reply to Ann's last message. Note that if Ann wants to leave Joe another message—such as suggesting that he bring a volleyball net too—she must again go through the complete process of leaving Joe a message.

Public Messages

Most Repartee systems are configured so that the system will "interview" callers who call after hours, in order to take a detailed message. The interview is performed by the "Public Interview Box" and the resulting message is called a **public message**.

Some Repartee systems are also configured so that the system will take a message in the Operator's Box if the operator is unable to take a call. The resulting message is also a public message.

The Repartee system does not know the identity of the caller in these instances and, since the Operator Box and the Public Interview Box do not belong to a specific subscriber, these messages are available to all subscribers who have public message access.

For more information on public messages, see the *Public Interview Box* topic.

Identifying Yourself to the System

At times your subscribers may forget to enter their Personal ID when they call in to the voice mail system. In this case, they will be handled by the system like an outside caller and any messages they leave will be one-way messages or public messages. However, **subscribers or guests can identify themselves by entering their Personal ID anytime the system is listening for IDs or extension numbers.**

This situation often occurs when your telephone system's extensions and voice mail system are programmed for Call Forward to Personal Greeting. A caller, who is also a Repartee subscriber, may call another telephone extension in your office. If that extension is busy or no-answer, the call may be automatically forwarded to the recipient's message box on the voice mail system. The caller will hear the recipient's personal greeting. Since the caller has not yet entered a Personal ID, the voice mail system treats the caller as an outside caller and will take a one-way message.

To leave a two-way message, a subscriber can enter his or her Personal ID while the recipient's personal greeting is still playing. The system then recognizes the caller as a subscriber and responds:

> *"Press yes to leave a personal message for <recipient's name>."* [prompt 86]

If the subscriber presses 1, the system will take a two-way message for the recipient.

Retrieving Messages

Subscribers retrieve their messages by calling into the system and entering their Personal IDs during the Opening Line prompts, or whenever else the system is listening for IDs. With some minor differences, all messages are retrieved in the same way. See the *Message Playback* topic.

Hierarchy of Message Playback

When the system reads messages, it organizes them according to who sent them and how they were recorded. The system reads messages in the following order:

Message Type	**How Recorded**
Two-way Messages	from other subscribers (in alphabetical order) from guests (in alphabetical order)
One-way Messages	recorded by your message box recorded by a transaction box you own recorded by an interview box you own
Public Messages (if you have public message access)	recorded by the Operator Box recorded by the Public Interview Box

The Message Life Cycle

All types of message are subject to the same retention, or "aging," pattern. In general, the phases of a message's life follow this progression:

New message --> Old message --> Archived message

New Messages

New messages are those messages which have not yet been heard by their recipient. They remain new only as long as they have not been heard. Once it has been heard, a message is automatically stored for a limited time as an old message. You can keep a new message as "new," however, if you press the star touchtone key (*) during, or immediately following, the message. The next time you call the system, it will offer the message again as a new message.

Old Messages

An old message is one which has been heard but has not yet been explicitly saved. Old messages allow you to again review recent messages you have already heard. However, an old message is held by the system for only a limited period of time, typically less than a day. If you want to store a message for a longer period, you must archive it.

If the message is not explicitly saved by its recipient, the system deletes the old message from the system at the end of the **Hold** time. The length of time that the system will hold old messages can be controlled both system-wide and for individual subscribers. See the *Message Parameters* section of this topic for more information.

Archived Messages

A subscriber may explicitly save any message he or she receives as an archived message. The system will retain archived message for a period of time (see the *Message Parameters* section). The **Archive** time, however, is independent of the **Hold** time, allowing archived messages to be stored for a longer period. It is also possible to save an archived message more than once, in order to extend its life.

Message Lifetime

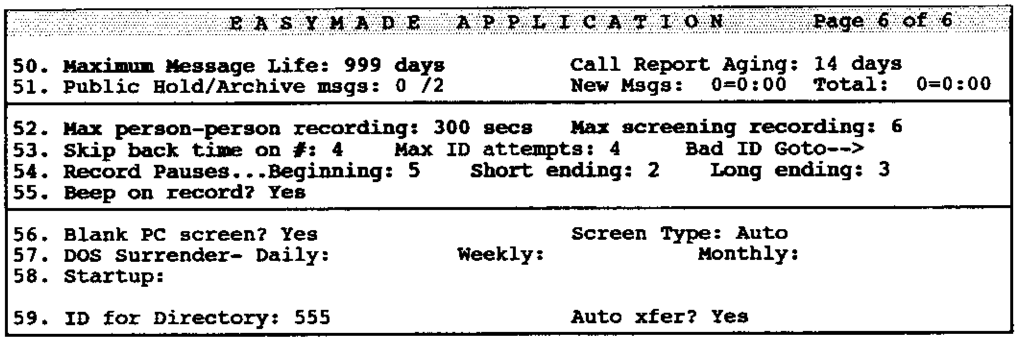
After a new message is heard, it is automatically converted to an old message. This allows the subscriber to review the message again later, but only for a limited period of time. If a subscriber wants to keep a message for later referral, he or she should explicitly save it as an archived message. An old message must be explicitly saved **each time it is heard** or else it will be immediately deleted.

Message Parameters

Messages are affected by a variety of system parameters, some of which have a system-wide effect while others operate on a subscriber-by-subscriber basis. The settings of many of these parameters also have an impact on other aspects of the system's performance, such as the "liveliness" of the system's conversation or the amount of disk space used. You may need to adjust these parameters to meet your particular application's requirements or to optimize the system's performance.

System-Wide Parameters

The following parameters affect all messages, and are programmed on the EasyMade Application Screen, Page 6.



```
              EASYMADE  APPLICATION              Page 6 of 6

50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:            Weekly:            Monthly:
58. Startup:

59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 53: EasyMade Application Screen, Page 6, with message parameters

Maximum Message Life

This parameter sets the maximum time, in days, that the system will retain a new (unheard) message in the system. The default value of 999 days will keep new messages forever. When the maximum message life is exceeded, the message is deleted from the system even if the intended recipient has not heard it.

Max person-person recording

This parameter sets the maximum length, in seconds, for two-way messages. This parameter applies to all subscribers and guests in the system. It controls the largest amount of disk storage space a single, two-way message will take. Each second of recording in a message takes approximately 3000 bytes of storage space. Messages which are shorter than the maximum will occupy less disk space. Disk space is not necessarily wasted by setting this to a large value. The default value is 300 seconds (= 5 minutes). Subscribers may leave multiple messages of this length to the same subscriber.

Max screening recording

When the system is performing call screening, an outside caller is asked: *"Whom may I say is calling?"* This parameter sets the maximum time, in seconds, that the system will record a reply to that question. It applies only when the call-screening option has actually been selected for a subscriber. See the *Call Screening* topic. The default value is 6 seconds.

Skip Back Time on #
This parameter controls how far the system will move forward or backward through a message being played when a subscriber or guest presses the message transport keys on a touchtone phone. The message transport keys (the 7 & 9 touchtones) allow a caller to move backward (7) or forward (9) through a message playback. The pound sign key (#) also allows a caller to move backward through a message playback. This parameter controls the amount of time, in seconds, that the system will reverse or forward the message playback, with one press of a transport key. The default value for this skip back time is 4 seconds.

If a transport key is pressed repeatedly, the jump through the message playback is accelerated. This allows a subscriber to move to the beginning or ending of a long message with just a few presses of the touchtone keys.

Record Pauses...
The system listens for pauses in a caller's speech to determine when the caller has stopped talking and finished a recording. The system then stops recording and goes on to the next prompt. The system uses three pause time parameters to decide when a caller has paused. There are two ending pauses: the Short Ending pause and the Long Ending pause.

Beginning Pause
This is the number of seconds the system will wait for the caller to start speaking. If the caller doesn't say anything during the specified time, the system goes on to the next prompt without recording any message from the caller.

Short Ending Pause
The system uses this parameter if the parameter that determines the maximum recording time for the message is less than 30 seconds. If the caller pauses for an interval longer than this number of seconds, the system assumes the caller has finished speaking.

Long Ending Pause
The system uses this parameter if the parameter that determines the maximum recording time for the message is 30 seconds or longer. If the caller pauses for an interval longer than this number of seconds, the system assumes the caller has finished speaking.

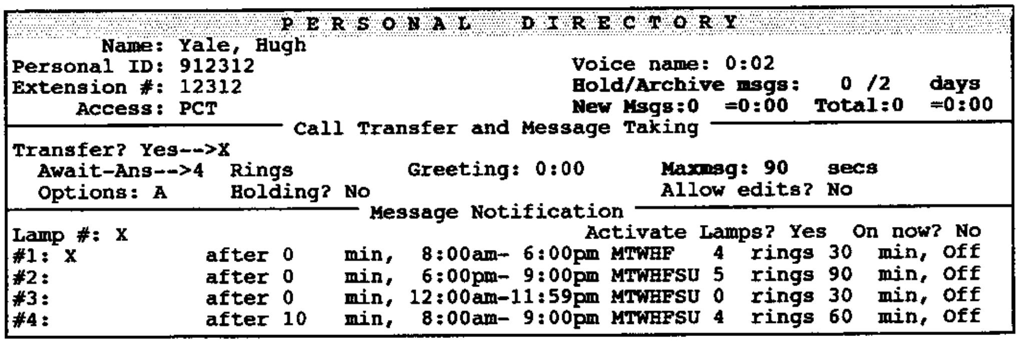
Generally, you would set the Long Ending Pause higher than the Short Ending Pause because long, multi-sentence messages are likely to have longer natural pauses than short messages. Shorter pause times make the conversation seem snappier, more lively, and more human to the caller because the system resumes the conversation more quickly once a caller has finished speaking. Longer pause times reduce the risk of cutting a caller off before he or she has finished speaking.

The default pause times are set to a balanced medium: Beginning Pause = 5 sec; Short Ending Pause = 2 sec; and Long Ending Pause = 3 sec.

Beep on Record?
When set to "Yes," the system automatically adds a beep to prompts which request the caller to leave a message so the caller knows when to begin speaking.

Subscriber Default Parameters

There are a number of message parameters which you can configure on an individual subscriber basis. These include the parameters that affect the message life cycle, the maximum allowable length of a message box message, and whether outside callers should be allowed to edit their messages. These parameters are highlighted on the sample Personal Directory Screen shown in Figure 54. Each of these parameters can be changed individually for each subscriber. You can do this by paging to the subscriber's page on the Personal Directory Screen.



```
                    P E R S O N A L    D I R E C T O R Y
         Name: Yale, Hugh
Personal ID: 912312                             Voice name: 0:02
Extension #: 12312                              Hold/Archive msgs:   0 /2   days
     Access: PCT                                New Msgs:0  =0:00  Total:0  =0:00
───────────────────── Call Transfer and Message Taking ──────────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings          Greeting: 0:00        Maxmsg: 90   secs
  Options: A     Holding? No                          Allow edits? No
─────────────────────────── Message Notification ────────────────────────────────
Lamp #: X                                        Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU  5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU  0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU  4  rings 60  min, Off
```

Figure 54: Sample Personal Directory Screen

Hold/Archive msgs
The default value of 0 for **Hold** means that an old message will be held until midnight on the day it was first heard. It will then be automatically deleted if it has not been explicitly saved.

The default value of 2 for **Archive** means that if any old message is explicitly saved, it will then be archived for two more days before being automatically deleted from the system. You can save a message more than once. A message's archive time is measured from the time it was last saved. However, each time an old message is heard, you must explicitly save it again or it will be deleted.

New Msgs: 0 =0:00 Total: 0 =0:00
These are display-only fields. The first number in the **New Msgs.** field is the current number of new messages for a subscriber, followed by the combined duration of these messages in hours:minutes.

The first number in the **Total** field is the current number of new and old messages followed by the combined duration of these messages in hours:minutes.

These message counts do **not** include public messages or group messages left for the subscriber. The message counts may not be accurate if a message has just been added or deleted in the last five minutes. For example, if you have just deleted all messages for a subscriber using the F7 key, the message counts in these fields will not be zeroed out for a few minutes, especially if the system is busy processing calls.

`Maxmsg`

This parameter sets the maximum message length, in seconds, for the subscriber's messages from outside callers. The default value is 90 seconds. The maximum possible value is 9999 seconds (167 minutes).

Each second of recorded message takes approximately 3000 bytes of disk storage space.

The `Maxmsg` parameter does **not** apply to subscriber-subscriber and guest-subscriber messages. The maximum message lengths for these message types are set system-wide by a different parameter: the `Max person-person recording` field on the EasyMade Application Screen, Page 6, as described above in this *Message Parameters* section.

`Allow Edits?`

If this field is set to `Yes`, an outside caller is given the option to change a message immediately after leaving it. After leaving a message the caller hears:

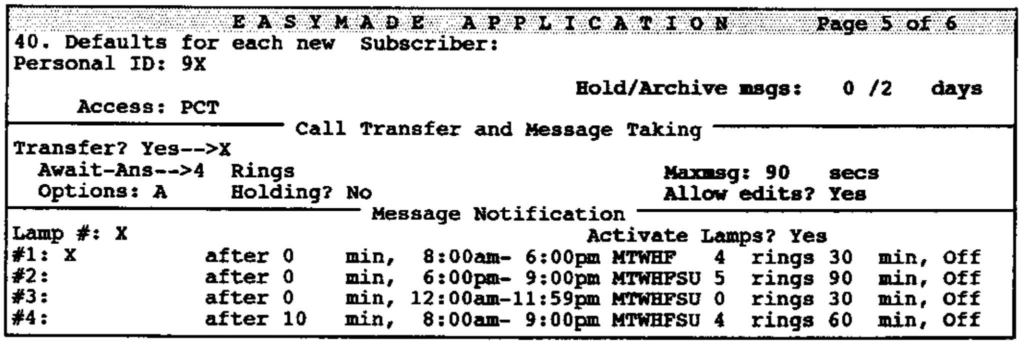
> *"Thank you. If you'd like to add to your message, press 1. To listen to it, press 2. To re-record it, press the pound (#) sign. Otherwise, I'll make sure your message is delivered."* [prompt 102]

If the caller presses 1 or #, a beep indicates that the caller should begin speaking. If a message is appended, then the "second" message is immediately added onto the first message, so that it sounds like one continuous message to the recipient. If a message is re-recorded, the second message will completely replace the original message.

Once the second recording is finished, the caller will again have the option of adding to the message or re-recording it.

NOTE: Only outside callers can edit their messages in this manner. However, subscribers and guests accomplish similar results by simply sending an additional message to the same recipient.

As with most parameters that can be configured for each subscriber, you can also set up default values for each of these parameters that will be given to every new subscriber who is added to the system. The subscriber default parameters are stored on the EasyMade Application Screen, Page 5. (See Figure 55.)



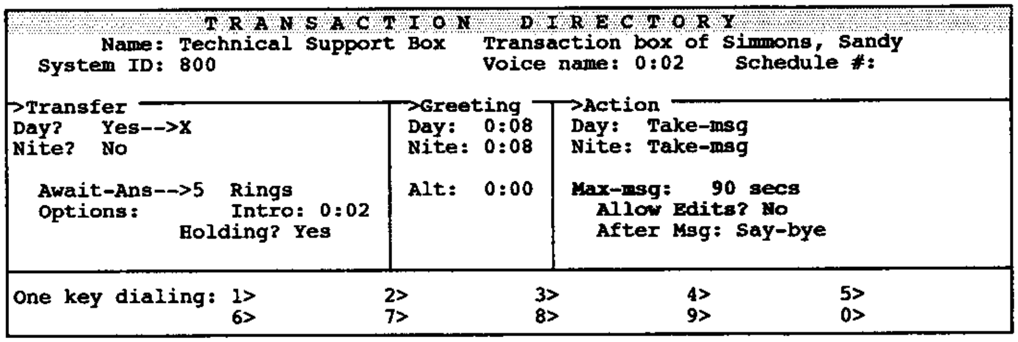
```
                E A S Y M A D E   A P P L I C A T I O N       Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                                Hold/Archive msgs:   0 /2   days
     Access: PCT
───────────────────────── Call Transfer and Message Taking ──────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings                                  Maxmsg: 90   secs
  Options: A     Holding? No                            Allow edits? Yes
──────────────────────────────── Message Notification ────────────────────────────
Lamp #: X                                         Activate Lamps? Yes
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 55: EasyMade Application, Page 5

For example, you may want every subscriber you add to your system to have the `Allow Edits?` feature enabled, and to have a maximum message box message length of 90 seconds. To do this, you would set the `Allow Edits?` field to Yes, and the `Maxmsg` field to 90 on the EasyMade Application Screen, Page 5. You can always change an individual subscriber's parameters after he or she has been added.

Transaction Box Parameters

Transaction boxes can also be programmed to take messages. If the transaction box has an action of `Take-Msg`, you can set the maximum length for a message left in the transaction box and turn `Allow Edits` on or off. These fields operate in the same manner as the fields on a subscriber's Personal Directory page.



```
                    TRANSACTION  DIRECTORY
       Name: Technical Support Box   Transaction box of Simmons, Sandy
  System ID: 800                     Voice name: 0:02    Schedule #:

>Transfer                     >Greeting   >Action
Day?   Yes-->X                Day:   0:08  Day:   Take-msg
Nite?  No                     Nite:  0:08  Nite:  Take-msg

  Await-Ans-->5  Rings        Alt:   0:00  Max-msg:    90 secs
  Options:       Intro: 0:02                 Allow Edits? No
            Holding? Yes                     After Msg: Say-bye

One key dialing: 1>          2>          3>          4>          5>
                 6>          7>          8>          9>          0>
```

Figure 56: Sample transaction box, with message parameters shown

For related information, see:

- *Call Transfer and Message Taking*
- *Guests*
- *Interview Boxes*
- *Message Delivery*
- *Message Playback*
- *Message Waiting Lamps*
- *Subscribers*
- *Transaction Boxes*

Message Delivery

The effectiveness of a voice mail system depends upon the prompt receipt of messages. Repartee can proactively contact subscribers to deliver their messages on a regular basis.

This feature is called message delivery. You can program the system to call subscribers at home, at their work extension, or on their mobile phone and deliver their new messages. These message delivery calls can be made at regular intervals or as soon as each new message is received. The system can also dial pagers and long-distance numbers, both domestic and international. This topic describes how to activate and control message delivery on an individual basis for each subscriber and guest in your system.

Message Delivery Conversation

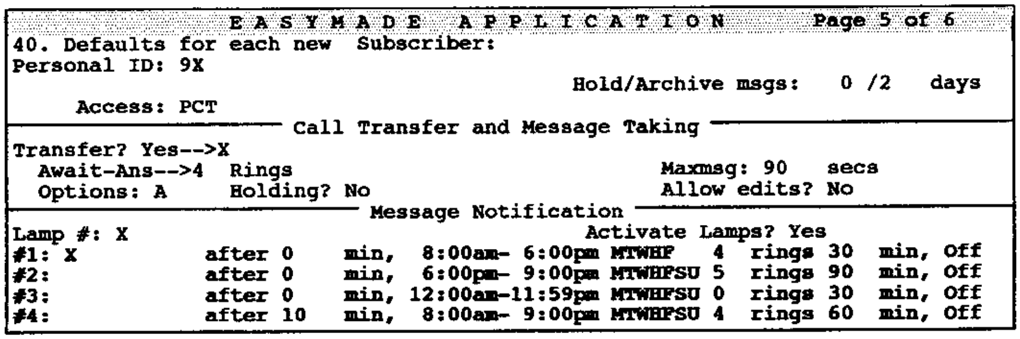
When the system calls to deliver a subscriber's messages, it will dial a number then wait for a certain number of rings for an answer. If the phone is answered the system says:

"This is Repartee calling with a message for <subscriber>" [prompt 47]
"Please press your Personal ID now to receive the message" [prompt 48]

If the person who answers the phone enters the correct Personal ID (and security code, if required), the system proceeds with the normal subscriber conversation and plays the subscriber's messages. If the correct Personal ID is not entered, the system hangs up and logs an unsuccessful message delivery.

Message Delivery Parameters

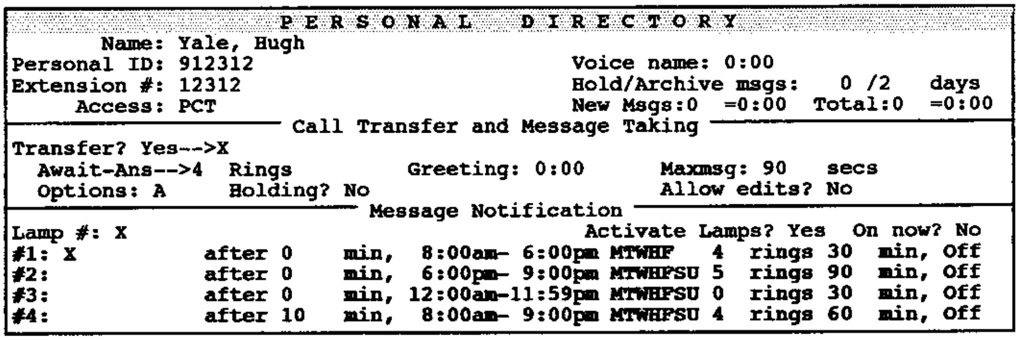
When a subscriber or guest is first added to the system, they inherit the default message notification and delivery parameters programmed on the EasyMade Application Screen, Page 5 (See Figure 57). You can save time by setting the default parameters you want for most subscribers, before you add new subscribers to the system.



```
                E A S Y M A D E   A P P L I C A T I O N         Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                            Hold/Archive msgs:   0 /2   days
     Access: PCT
---------------------- Call Transfer and Message Taking --------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings                                 Maxmsg: 90   secs
  Options: A     Holding? No                           Allow edits? No
---------------------------- Message Notification --------------------------
Lamp #: X                                        Activate Lamps? Yes
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 57: Subscriber default message delivery parameters

Message delivery parameters may also be programmed or modified for each subscriber on his or her Personal Directory page (See Figure 58, 62). The message delivery parameters are stored at the bottom of the screen on the lines labeled **#1**, **#2**, **#3**, and **#4**. Each of these lines stores the message delivery settings for one phone number.



```
                         P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                                Voice name: 0:00
Extension #: 12312                                 Hold/Archive msgs:   0 /2   days
     Access: PCT                                   New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking --------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings           Greeting: 0:00        Maxmsg: 90   secs
  Options: A     Holding? No                           Allow edits? No
---------------------------- Message Notification --------------------------
Lamp #: X                                        Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 58: Message Delivery parameters on the Personal Directory page

Each message delivery line specifies the phone number, the delivery delay, delivery schedule, the number of rings per delivery attempt, the interval between delivery attempts, and the delivery method. Each of these fields is explained in detail below. The fields which pertain to message waiting lamps: **Lamp #**, **Activate Lamps?** and **On Now?** are described in the *Message Waiting Lamps* topic.

Turning Message Delivery Off

If you do not want a subscriber to have message delivery, simply set the delivery method to `Off`.

Message Delivery Phone Numbers

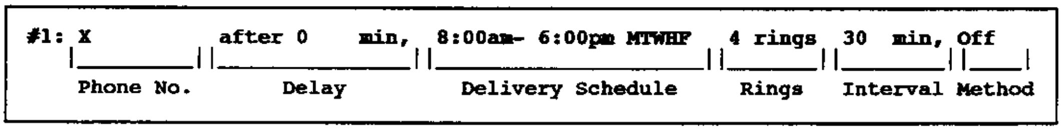
You can specify up to four different message delivery phone numbers. These numbers can be defined to provide message delivery at different numbers on different days or establish a cascading priority of which number to try first, second, and so on.

The system allows subscribers to change several of the message delivery settings over the phone. For convenience, the voice prompts identify the message delivery numbers as follows:

On Screen	In the voice prompt
#1	*"Your Work Phone"*
#2	*"Your Home Phone"*
#3	*"Your Pager Phone"*
#4	*"Your Spare Phone"*

However, you can assign message delivery numbers following a different convention (for example, message delivery #1 can be assigned to a subscriber's home number). Just be sure the subscriber understands which number is referred to in each voice prompt. (See *Remote Control of Message Delivery* later in this topic.)

For each message delivery number you use, you will want to set up several options. Figure 59 shows where these options are entered on each line.



```
#1: X           after 0    min,  8:00am- 6:00pm MTWHF   4 rings  30  min, Off
   |_________||_________________||___________________||________||_________||____|
     Phone No.       Delay           Delivery Schedule    Rings   Interval Method
```

Figure 59: Fields in the message delivery line

Phone Number

The extension number or phone number to dial for message delivery is entered in the first field of the message delivery line. The phone number can contain up to 40 characters. (The field will scroll to the left to accommodate long phone numbers.) You may use the standard touchtone digits and symbols (0 through 9, *, #) as well as certain letters and characters that have special meanings. These characters are listed under *Special Phone Number Characters* later in this topic. Any other character entered in the phone number field is ignored when the system dials the phone number. To make it easier to read, you may include common phone number characters such as parentheses and dashes.

> **NOTE:** The system will not dial alphabetical phone numbers, such as SUnset 7-2721 or 382-INFO. You should enter the actual touchtone digits represented by these letters instead.

Initial Delay

The `after __ min` field sets the number of minutes the system will wait after receiving a new message before making its first attempt to deliver a message to this number. This allows you to prioritize message delivery numbers for each subscriber. For example, if you set Phone #1 to 0 minutes delay time and Phone #2 to 60 minutes delay, for the first 60 minutes the system will try to deliver a new message only to Phone #1. After 60 minutes, the system will attempt to deliver the message to both Phone #2 and Phone #1.

Do not confuse this initial delay parameter with the delivery interval. The `after __ min` field only sets the delay of the *first attempt* to deliver a message to this number. The delivery interval controls how much time will elapse between *subsequent* delivery attempts.

Delivery Schedule

This field specifies the hours and days that message delivery to this number will be active. Include both beginning and ending hours and days of the week (M T W H F S U). Note that H = Thursday and U = Sunday. Whenever the message delivery schedule overlaps with another message delivery number's schedule, the system will try to deliver messages to both numbers.

Rings to Wait for Answer

This field specifies how many rings the system will wait for an answer when calling this message delivery number. For most applications, it is best to set this value to 3 rings or greater.

If you are using a message delivery number to provide a *message waiting ring* on your telephone system's extensions, you will want to set the rings to wait value to 1. This is usually done only when your telephone system does not support message waiting lamps.

Delivery Interval

This field specifies how long the system will wait after an unsuccessful message delivery attempt before trying this message delivery number again. The interval is measured in minutes. An unsuccessful delivery attempt occurs when the message delivery number is busy or goes unanswered or is answered by a person (or answering machine) that does not enter the subscriber's Personal ID. Delivery interval may be set to a maximum of 999 minutes (16 hours, 39 minutes).

Delivery Method

There are two ways that the system can deliver messages: `Each` or `Batch`. When the delivery method is set to `Each` the system will start the message delivery process for this message delivery number *as soon as* a new message is received. It will do this each time a new message is received.

When the delivery method is set to `Batch`, the system will still start the message delivery process as soon as the first new message is received for a subscriber. If this first message delivery is unsuccessful, however, the system will wait for the specified delivery interval before trying this number again.

The difference between Each and Batch is best shown by example. Let's take the following message delivery settings:

```
#2: 222-2222   after 0    min,  8:00am- 5:00pm MTWHFSU 5  rings 30  min, Each
#3: 333-3333   after 0    min,  8:00am- 5:00pm MTWHFSU 5  rings 30  min, Batch
```

Let's assume the system is not very busy and there are always ports available on the system for message delivery. Let's also assume that there is no answer at both 222-2222 and 333-3333 whenever the system calls. If a new message comes in at 1:00pm, the system will immediately call both Phone #2 and Phone #3. Since there is no answer, the system will schedule the next try of each of these phone numbers for 1:30pm. If, however, another new message comes in at 1:10pm, the system will immediately try Phone #2 again, because Phone #2 is set to `Each`. Phone #3, on the other hand, will not be tried again until 1:30pm, because it is set to `Batch`.

Notice from the example that the initial delay, delivery schedule, delivery interval, and delivery method all work together to determine when a message delivery number is called. For example, if Phone #3 had an initial delay set to `after 20 min`, the system would make its first delivery try to this number at 1:20pm rather than 1:00pm.

The delivery method field may also be set to `Off` to turn off message delivery to a number. In addition, the system allows subscribers to use their touchtone phones to turn message delivery on or off. See the section *Remote Control of Message Delivery* later in this topic.

NOTE: To use `Each` delivery, you must set the `after __ min` field to zero. If you set the `after __ min` field to any number other than zero, the system requires you to use `Batch` delivery.

Special Phone Number Characters

You may include the following special characters in the Phone #1, Phone #2, Phone #3 and Phone #4 fields. These affect how Repartee dials these numbers. The timing characteristics of the special characters [,], [;], [&] and [%] can be changed on the Switch Setup Screen, Page 2. See the *Switch Setup* topic for more information.

`X (letter X)`
This causes Repartee to insert the subscriber's Extension # ID at this point in the sequence. The subscriber's Extension # ID is listed beneath the Personal ID on the Personal Directory Screen. Remember: an X should be used only if the subscriber's Extension # ID is the same as the actual telephone number.

`, (comma)`
This causes Repartee to pause for one second during dialing. The length of the pause can be adjusted system wide on the EasyMade Switch Setup Screen, Page 2.

`; (semi-colon)`
This causes Repartee to pause for 3 seconds during dialing. The length of the pause can be adjusted system wide on the EasyMade Switch Setup Screen, Page 2.

`& (ampersand)`
This causes Repartee to do a hookswitch flash (for example, go on hook for one-half second, then go off hook). This is commonly used to access special features on your telephone switch. The length of the hookswitch flash can be adjusted system side on the EasyMade Switch Setup Screen, Page 2.

% (percent sign)
This causes Repartee to do a long hookswitch flash (for example, go on hook for 2 seconds, then off hook again). On most phone systems this is equivalent to hanging up and re-instating a call. On some phone systems this is used for recall. The length of the hookswitch flash can be adjusted system wide on the EasyMade Switch Setup Screen, Page 2.

P (letter P)
This causes Repartee to switch to pulse dialing. Repartee uses tone dialing by default. To use pulse dialing throughout your system, you must prefix all dialout phone numbers with P.

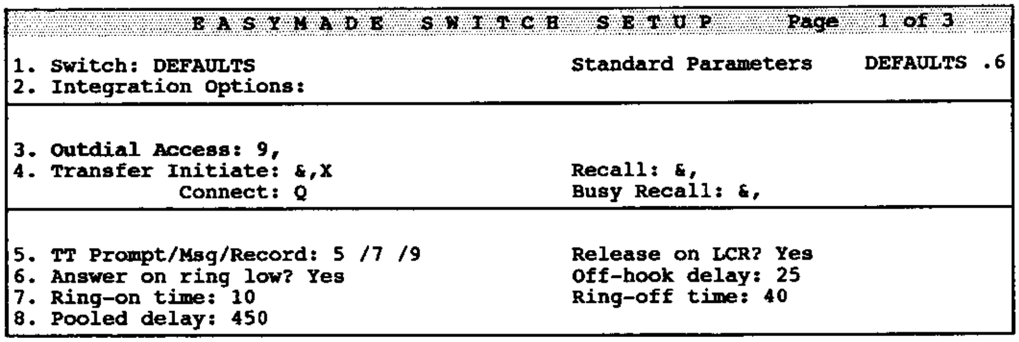
Q (letter Q)
This causes Repartee to hang up. This is useful in situations where the call is not meant to go to completion, as in calling a beeper. For activating most beepers, all that is necessary is to add a few pauses and a Q after the phone number (for example: 555-1234,,,Q).

You can also use the Q to provide a message waiting ring to people who want to be notified when they have messages, but don't want Repartee to attempt delivery.

T (letter T)
This causes Repartee to switch to tone dialing. The T option is only used when a number must be dialed via pulse, then switched midstream to tone (e.g., a credit card call on a pulse exchange).

Dialing External Phone Numbers

If a telephone number field has six or more characters (including special characters), Repartee assumes that it is an outside number and automatically dials the outside access code first. The **Outdial Access** code is on the Switch Setup Screen, Page 1, line 3. The default code is **9,**. (See Figure 60).



```
              E A S Y M A D E   S W I T C H   S E T U P      Page  1 of 3
1. Switch: DEFAULTS                              Standard Parameters    DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X                        Recall: &,
             Connect: Q                          Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9                 Release on LCR? Yes
6. Answer on ring low? Yes                       Off-hook delay: 25
7. Ring-on time: 10                              Ring-off time: 40
8. Pooled delay: 450
```

Figure 60: Outdial Access Code, EasyMade Switch Setup Screen

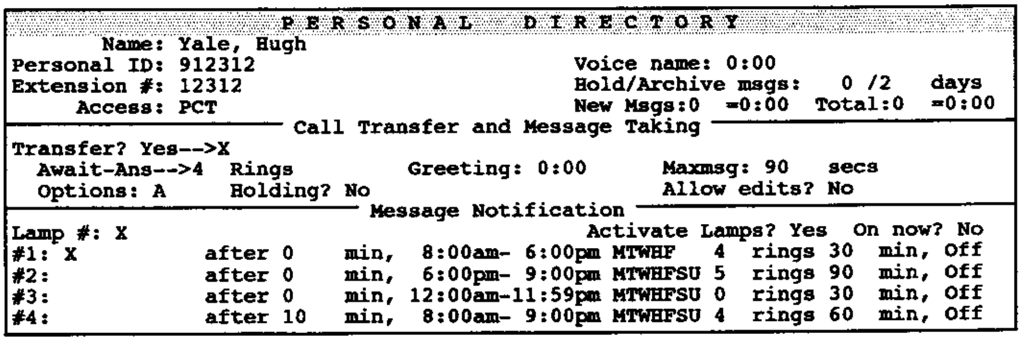
If you do not specify an **Outdial Access code** on the Switch Setup Screen, you must remember to include the proper code every time you program message delivery to an outside number.

You can prevent the system from dialing the Outdial Access code (even on phone numbers with more than six characters) by inserting a comma as the first character in the telephone number field.

Delayed Message Delivery

Message Delivery delay allows subscribers to prioritize between multiple delivery phones which are "active" at a given time. The subscriber's most probable location is tried first, then if the subscriber cannot be reached in a reasonable time, other locations or a pager are included in delivery attempts.

You can assign different priorities to delivery phone numbers by specifying different delay times in the **after __ mins** field on each delivery phone.



```
                       P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312                              Voice name: 0:00
Extension #: 12312                               Hold/Archive msgs:   0 /2   days
     Access: PCT                                 New Msgs:0  =0:00  Total:0  =0:00
──────────────────────── Call Transfer and Message Taking ─────────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings         Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
──────────────────────────────── Message Notification ─────────────────────────────
Lamp #: X                                     Activate Lamps? Yes  On now? No
#1: X          after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0   min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10  min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 61: Sample Personal Directory Screen

The system will only call a particular delivery phone when all three of the following conditions are true:

- There is a new message which has been pending for longer than the number of minutes specified in the **after __ mins** field.
- The current day and time is within the bounds of the message delivery schedule.
- The delivery method is **Each** or **Batch** (not Off).

Dispatch Message Delivery

The system's initial delay feature can be used to deliver new messages to a series of people in priority order. To do this, create a dummy subscriber, with the phone numbers of up to four subscribers entered as message delivery numbers. The **after __ mins** parameter then can prioritize which subscriber will be called first to receive the message.

For example, a caller after normal business hours might be instructed to dial a specific extension to request emergency service. This extension would be the Extension # ID of an interview box belonging to a dummy subscriber. The caller is asked for pertinent information. Once the message is recorded, the system begins calling the four message delivery numbers for the dummy subscriber, which are actually the pager numbers for four on-call technicians. One of the technicians can then call the system and enter the Personal ID *of the dummy subscriber* to retrieve the message.

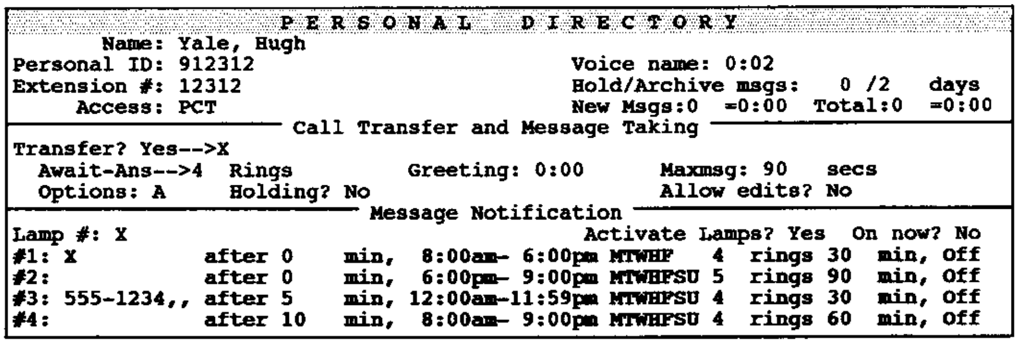
Remote Control of Message Delivery

If a subscriber has the message delivery feature, the subscriber can use any touchtone phone to turn message delivery on or off, or change any of the four message delivery telephone numbers. See the topic *Remote Control* in this manual or the system's *Training Guide* for details on how this is done.

When message delivery is turned on with touchtone remote control, the subscriber cannot adjust the message delivery schedule, number of rings to wait for answer, or the delivery method. The system will instead use the schedule, number of rings, and delivery method that are displayed on the subscriber's Personal Directory page.

Pagers

The system may notify a caller of new messages by activating a pager or beeper. This is done through a message delivery number. Enter the pager's number in one of the `Phone #` fields on the subscriber's Personal Directory page. You can also enter other characters in the field that affect how the system dials the number. For example, you can use special characters to instruct the system to pause, hookswitch flash, or hang up while dialing the number. The special characters you can use in a dial string are documented in the section *Special Phone Number Characters* earlier in this topic.



```
                     P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312                         Voice name: 0:02
Extension #: 12312                          Hold/Archive msgs:   0 /2   days
    Access: PCT                             New Msgs:0  =0:00  Total:0  =0:00
------------------------- Call Transfer and Message Taking -------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                      Allow edits? No
---------------------------- Message Notification -----------------------------
Lamp #: X                                  Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3: 555-1234,, after 5    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 62: Sample Personal Directory Screen, with message delivery to a pager

Note that `Phone #3` is called your *"pager phone"* in the system's voice prompts. However, the system may use any of the delivery phone numbers to call a pager, it does not have to use `Phone #3`.

Using the Special Characters for Pagers

Most pagers only need to be called in order to be activated. For setting off these beepers, all that is necessary is to enter the pager's phone number followed by a few pauses and a "Q" (for example: 555-1234,,,Q).

Other pagers require that you dial the number, wait for answer, and then dial the number the subscriber should call back. Some voice pagers can play the subscriber's most recent message automatically after the pager is answered. These types of pagers are less reliable for the Repartee system to work with. Contact Active Voice technical support for more information on message delivery to these types of pagers.

For related information, see:

- *Messages*
- *Message Playback*
- *Port Applications*
- *Remote Control*
- *Subscribers*

Message Waiting Lamps

Repartee can alert subscribers that they have new messages by activating a message waiting indicator on their telephone extension. This eliminates the need for subscribers to repeatedly check with the system to see if any new messages have been received. Usually, this indicator is a message waiting lamp, but some telephone systems may provide an LCD message or stutter dialtone in place of a message lamp. For simplicity, we refer to all these message waiting indicators as message waiting lamps.

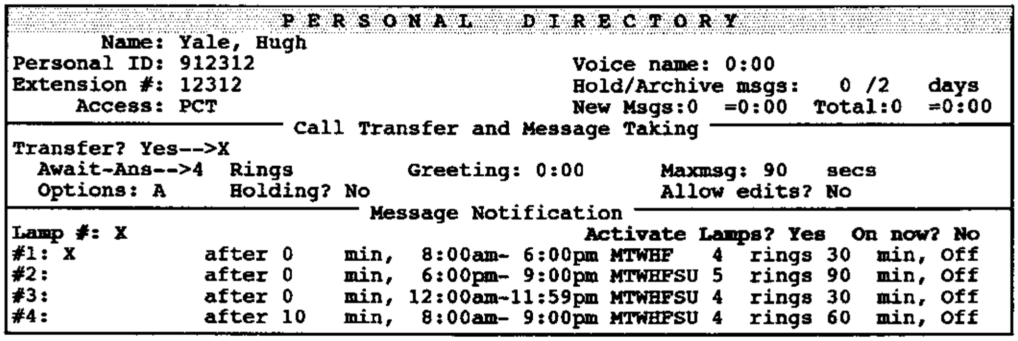
This topic describes message waiting lamps and the parameters that affect their operation with Repartee.

> **NOTE:** The system can also be programmed to deliver messages by dialing out to an extension or external phone number. See the topic *Message Delivery*.

Message Waiting Lamps

The activation of message waiting lamps is dependent on the telephone system in use, and almost always requires that lamps be controllable from a single-line phone using touchtone codes.

Message Lamp Parameters



```
                         PERSONAL  DIRECTORY
       Name: Yale, Hugh
Personal ID: 912312                             Voice name: 0:00
Extension #: 12312                              Hold/Archive msgs:   0 /2   days
     Access: PCT                                New Msgs:0  =0:00  Total:0  =0:00
─────────────────────── Call Transfer and Message Taking ─────────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                      Allow edits? No
───────────────────────────── Message Notification ───────────────────────────────
Lamp #: X                                        Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU  5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU  4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU  4  rings 60  min, Off
```

Figure 63: Message Lamp Parameters for a Subscriber

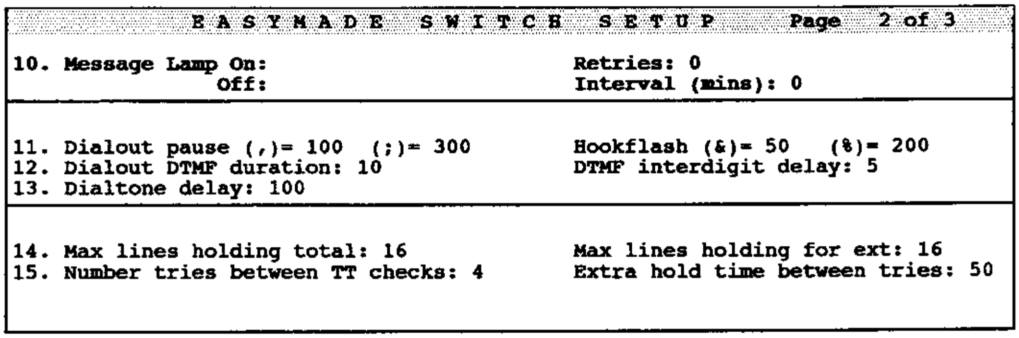
Message lamp parameters are stored in the Message Notification section of the Personal Directory pages (shown in Figure 63).

`Lamp #`
This is the extension number the system will dial when attempting to turn a message lamp on or off.

`Activate Lamps?`
Enter "Yes" to turn on the message waiting lamp function for an individual subscriber.

`On now?`
This field indicates the current state of the subscriber's message waiting lamp. It can be changed manually when you are testing or resetting lamps.

System-wide Parameters



```
             EASYMADE SWITCH SETUP                     Page  2 of 3
10. Message Lamp On:                        Retries: 0
                Off:                        Interval (mins): 0

11. Dialout pause (,)= 100  (;)= 300        Hookflash (&)= 50   (%)= 200
12. Dialout DTMF duration: 10               DTMF interdigit delay: 5
13. Dialtone delay: 100

14. Max lines holding total: 16             Max lines holding for ext: 16
15. Number tries between TT checks: 4       Extra hold time between tries: 50
```

Figure 64: System-wide Message Lamp Parameters

Message lamp parameters that apply to all subscribers in the system are entered at the top of the EasyMade Switch Setup Screen, Page 2. (see Figure 64.)

If your switch has been pre-programmed in the Repartee Switch Library, and the switch supports message waiting lamps, these parameters will be automatically inserted when you enter your Switch on line 1 of the EasyMade Switch Setup Screen, Page 1. If the message waiting lamp codes are programmable on the switch, make sure they match the codes programmed in the Repartee system. For more information, see the *Switch Setup* topic.

`Message Lamp On`
This is the code sent to the subscriber's extension phone to turn on the message waiting lamp. The code must begin with a comma to turn off dial-out access. The code must include an "X" to indicate where the extension number should go in the dialing sequence (for example: **`,*20,x`**).

`Message Lamp Off`
This is the code sent to the subscriber's extension phone to turn off the message waiting lamp. The code must begin with a comma to turn off dial-out access. The code must include an "X" to indicate where the extension number should go.

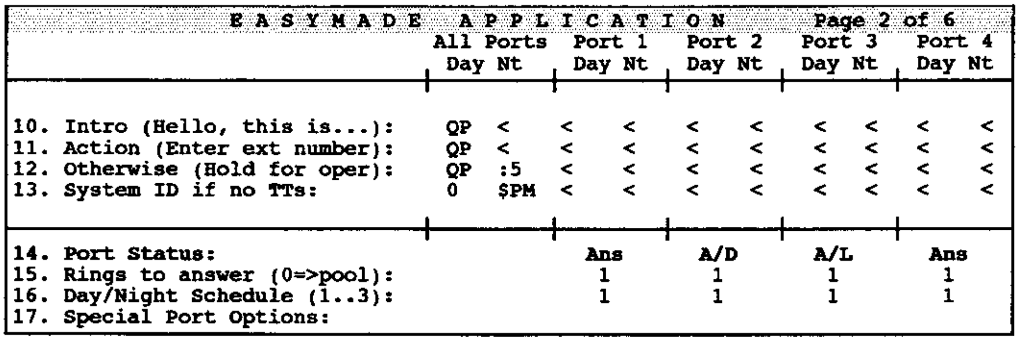
`Retries`
This specifies the number of times Repartee will send the Message Lamp On or Message Lamp Off sequence to the subscriber's phone. Retries may be necessary if there are circumstances that might occasionally prevent the lamp from lighting after a single attempt. For example, many switches will not allow a lamp to be lit on a phone in use. If the Message Lamp On and Message Lamp Off sequences are identical, the **`Retries`** field should be set to zero (0).

`Interval (mins)`
This specifies the number of minutes the system will wait between retries.

If your telephone system is not included in the Switch Library, you will have to check the manufacturer's specifications to find the Message Lamp On/Off codes for your telephone system. Enter them manually on this screen.

Message Notification Dial Out

Your Repartee system must have sufficient dialing resources to light lamps and notify subscribers of new messages promptly. At the same time, the system needs sufficient answering resources to take messages and handle your company's call traffic. This is handled by port status settings, on the EasyMade Application Screen, Page 2.



```
                EASYMADE  APPLICATION        Page 2 of 6
                               All Ports  Port 1   Port 2   Port 3   Port 4
                                Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):  QP  <     <    <   <    <   <    <   <    <
11. Action (Enter ext number):  QP  <     <    <   <    <   <    <   <    <
12. Otherwise (Hold for oper):  QP  :5    <    <   <    <   <    <   <    <
13. System ID if no TTs:        0   $PM   <    <   <    <   <    <   <    <

14. Port Status:                            Ans      A/D      A/L      Ans
15. Rings to answer (0=>pool):               1        1        1        1
16. Day/Night Schedule (1..3):               1        1        1        1
17. Special Port Options:
```

Figure 65: Port Status

Proper Port Status configuration is vital to prompt lighting of message waiting lamps and calling to pagers and extensions.

Repartee must have at least one port available for dialing out in order to use Message Notification. There are several factors to consider when configuring the port status:

- A dial-out port used to call subscribers for message delivery will likely be tied up by subscribers Repartee contacts as they sign in and check their messages. Any dialouts to activate message waiting lamps must wait for the dial-out port to become free before they can take place. This may result in a message lamp or pager not being activated until long after a message is received.

- If Repartee **answers** calls on a port that is relied upon to dial out for message notification purposes, then Repartee's ability to dial out can be compromised by incoming call traffic.

- A very busy Repartee system, needing to light dozens of message waiting lamps and notify dozens of subscribers of their messages every hour will require two or more ports to dial out on.

- If the voice mail system has too many ports dedicated to dialing out for message waiting lamps or message delivery, there may not be enough free ports to accept incoming calls, causing callers to get a busy signal when they try to leave or retrieve messages.

- Some telephone systems will only allow the port which turned on the message waiting indicator to turn it off after messages have been retrieved. Setting only one port on the system to either `A/L` or `LAMP` and setting all other ports to `A/M`, `MSG` or `Ans` guarantees that the voice mail system will only use one port for all message waiting lamp calls.

The port status options which affect message waiting lamps are explained below.

DIAL
Dial-out only. The port is dedicated to dialing out to deliver messages and to notify callers of new messages. It will not answer incoming calls.

LAMP
Lamp only. The port is dedicated to dialing out to light message waiting lamps exclusively. It will not answer incoming calls.

A/D
Answer/Dial out. This port will answer incoming calls. When the port is not answering an incoming call, it will dial out to deliver messages and to light message waiting lamps.

A/L
Answer/Light Lamps. The port will answer incoming calls. When the port is not answering an incoming call, it will dial out only to light subscribers' message waiting lamps.

A full explanation of all port status options is given in the *Port Applications* topic.

Using a Message Waiting Ring

If your telephone system does not provide message waiting lamps or another type of message waiting indicator, you can program the voice mail system to notify callers with a **message waiting ring** when a new message is waiting. With a message waiting ring, the system dials an extension then hangs up, with enough of a pause so that the extension issues a single, short ring.

To do this, add a comma and `Q` to the subscriber's extension number in the `Lamp #` field on the subscriber's Personal Directory page (for example, `X,Q`). You must also enter the code `,X` in the `Message Lamp On` field at the top of the EasyMade Switch Setup Screen, Page 2.

Using a Pager or Beeper

In addition to lighting a message waiting lamp on the subscriber's extension, the system can also dial out to a pager or beeper to notify a subscriber when a new message is waiting. This is handled through the system's message delivery feature and is discussed in the *Message Delivery* topic.

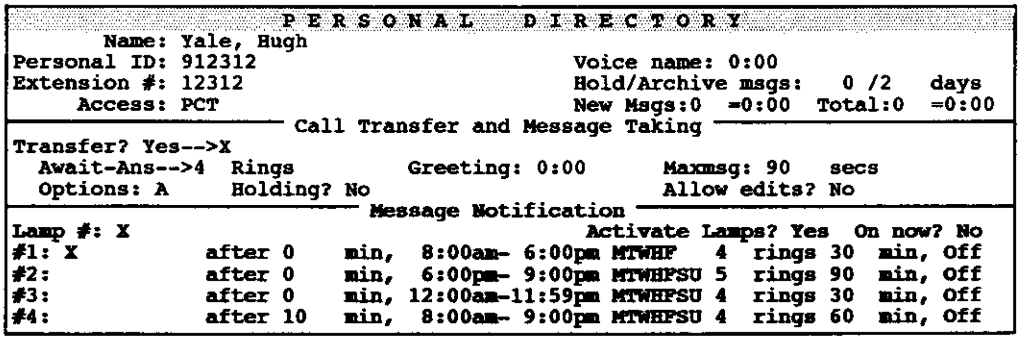
For related information, see:

- *Integrations*
- *Messages*
- *Message Delivery*
- *Message Notification*
- *Message Playback*
- *Port Applications*
- *Subscribers*
- *Switch Setup*

Message Notification

The effectiveness of a voice mail system depends upon the prompt receipt of messages. While subscribers may call the system to collect their messages irregularly, or not at all, the system can proactively contact subscribers to deliver their messages on a regular basis.

This feature is called Message Notification and Delivery. You can program the system to call subscribers at home, at their work extension, or on their mobile phone to deliver messages at regular intervals or upon the receipt of each new message. The system can also activate pagers or message waiting lamps to notify subscribers that new messages are waiting.



```
                      P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                          Voice name: 0:00
Extension #: 12312                           Hold/Archive msgs:   0 /2   days
     Access: PCT                             New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking ----------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00        Maxmsg: 90   secs
  Options: A     Holding? No                        Allow edits? No
---------------------------- Message Notification ----------------------------
Lamp #: X                                     Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 66: Message Notification and Delivery Parameters

The Message Notification and Delivery parameters are stored in the bottom section of each subscriber's Personal Directory page. This section is highlighted in Figure 66.

For information on activating message waiting lamps, see the *Message Waiting Lamps* topic. For information on programming and using the four message delivery phone numbers, see the *Message Delivery* and *Remote Control* topics. For information on programming the system to call pagers, see the *Message Delivery* topic.

Key Topic

Message Playback

Subscribers retrieve their messages by calling into Repartee and entering their Personal IDs during the Opening Line prompts, or whenever else the system is listening for IDs. In addition to listening to his or her messages, a subscriber may also redirect, save, or reply to messages. While listening to a message, a subscriber may reverse the message to listen to portions of it again, or fast forward it to jump ahead to a specific part of the message.

This topic details how the system plays messages to a subscriber and the actions the subscriber may take with messages, including:

- Summary of Message Playback
- The Message Stack and Announcements
- The Conversation for New Messages
- Redirecting Messages
- The Conversation for Old Messages
- Using Touchtone Keys During Playback
- Optional Hands-free Message Playback

Message Playback Summary

When a subscriber calls the system and enters a Personal ID, the system first announces the number of new messages the subscriber has waiting, for example: *"You have 3 new messages"*. The system then announces the messages by sender or source—that is, who sent the message or where it was recorded.

Messages from the same source are grouped together. Before reading the first message from each new source, the system announces how many messages there are from that source and asks if the subscriber wants to hear them. If the subscriber responds "no," the system moves to the next source of messages. (See Page 126)

While listening to each message, the subscriber may use touchtone keys to reverse, forward, or pause the message, skip over a message, save it for later retrieval, or redirect (forward) it to another caller. (See Page 131)

After playing each message, the system announces when the message was recorded. If the message is from another subscriber or a guest, the subscriber may record an immediate reply.

The system can also announce the total duration of all the messages waiting for a subscriber, as well as those from a particular source. This length of messages announcement can be turned on or off for each subscriber. (See Page 127)

The Message Stack and Announcements

When a subscriber listens to new messages, the system organizes the messages in a **message stack**. The messages are organized by source for playback in the following order:

- Messages from other subscribers
- Messages from guests
- Messages from outside callers (*"Your message box..."*)
- Messages recorded by a transaction box
- Messages recorded by an interview box

If the subscriber has public message access, the system also plays:

- Messages recorded by the Operator Box
- Messages recorded by the Public Interview Box

The system gives the subscriber quite a bit of information about the status of his or her messages prior to playing them. The system tells the subscriber how many new messages are waiting and the source of each message. The system can also be programmed to tell a subscriber how much time it will take to listen to a set of messages. A subscriber can use this information to skip over all or some of the messages.

Number of New Messages

When a subscriber first enters a Personal ID, and security code if any, the system responds with a greeting and the number of new messages waiting:

> *"<Voice name>. Remember, 1 for Yes and 2 for No."* [prompt 8]
> *"You have <number> new messages."* [prompt 219, 224]

As the subscriber moves through the new message stack, the system announces how many messages are from each source:

> *"<Voice name> left <number> new messages. Would you like to hear them?"* [prompt 235, 224, 237]

The subscriber can choose to listen to these messages or move on to the messages from the next source in the message stack.

All Messages from a Single Source

When all of the subscriber's messages are from a single source, the system says:

> *"You have <number> new messages from <source>. Would you like to hear them?"* [prompt 219, 40, 237]

Optional Announcement of the Total Length of Messages

In addition to announcing the number of messages waiting, the system can also announce the total length of time the messages last. This feature can be turned on or off for each subscriber. For example, a subscriber could hear an announcement like this when first checking messages:

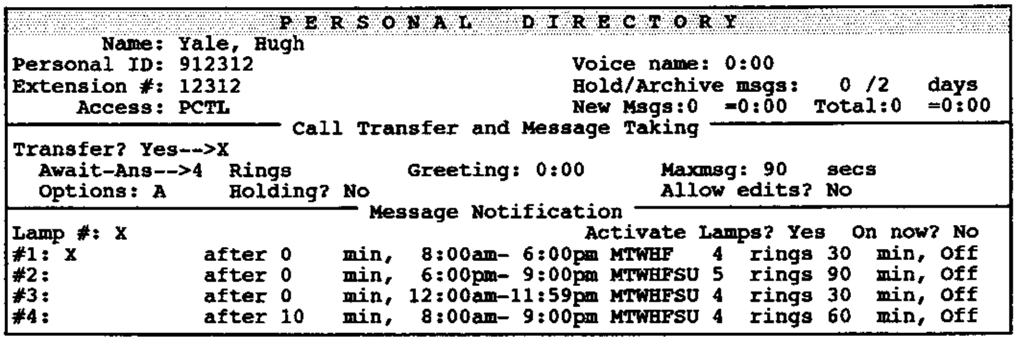
> *"You have 3 new messages, totaling 3 minutes, 20 seconds."* [prompt 219, 224, 220, 221, 223]

The length of time for messages would also be announced when the subscriber moved to a new source of messages in the message stack. For example:

> *"Sandy Simmons left 3 messages, totaling 5 minutes, 40 seconds. Would you like to hear them?"* [prompt 235, 224, 220, 221, 223, 237]

To streamline the conversation, the length of time announcement is rounded up to the next highest ten seconds. For example, a message lasting 22 seconds is announced as lasting 30 seconds.

To turn message length announcement on for a subscriber, include the letter `L` in the `Access` field on the subscriber's Personal Directory page. (See Figure 67)



```
                  P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                       Voice name: 0:00
Extension #: 12312                        Hold/Archive msgs:   0 /2   days
     Access: PCTL                         New Msgs:0  =0:00  Total:0  =0:00
─────────────────────── Call Transfer and Message Taking ───────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00        Maxmsg: 90   secs
  Options: A     Holding? No                        Allow edits? No
──────────────────────────── Message Notification ──────────────────────────
Lamp #: X                                            Activate Lamps? Yes  On now? No
#1: X          after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0   min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0   min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10  min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 67: Personal Directory page, with message length announcement turned on

After Each Message is Played

After each message, the system announces when the message was recorded:

> *"...recorded <date> at <hour>:<minute> <am/pm>."*

The system announces the date as a relative date, such as: *"recorded today at..."* or *"recorded yesterday at..."* or *"recorded three days ago at..."*. This saves the subscriber from having to use a calendar to calculate how many days the sender has been waiting for a response.

The system announces the time when the message was sent, to the nearest minute. For example, *"...recorded today at 11:57 am."* It is important to note that the system uses its own internal clock for this timestamp. The system's clock may not agree with the subscriber's watch. To avoid confusion, the system manager should check the system's clock regularly. The system constantly displays what it believes is the current time and date in the upper right corner of the Banner Screen. See the topic *Set the Date and Time* in the *Installation Manual.*

After the timestamp, if there is another message from this same source, the system says *"The next message is..."*, and plays the next message.

After reading all the messages from an identified subscriber or guest, the system will automatically offer to record an immediate reply:

> *"For no reply press 2, otherwise I'll record your message now."* [prompt 35]

This makes it easy for the subscriber to respond to the message. If the message is from an outside caller, a transaction box or interview box, the system will not record an automatic reply. This is true even when a message is left in one of these boxes by another subscriber or guest who did not enter his or her Personal ID. Without the Personal ID, the system does not know who the message is from.

At the End of the Message Stack

Once the subscriber has reached the bottom of the message stack, the subscriber usually hears:

> *"There are no further messages."* [prompt 36]

If the subscriber skipped over any messages, or if a new message has been received while the subscriber was checking messages, the system reminds the subscriber that there are still new messages waiting:

> *"You still have <number> new messages."* [prompt 245, 224]

The subscriber may press 1 to check these remaining messages. If the subscriber presses no touchtones, he or she will continue through the conversation.

The Conversation for New Messages

The flow of the conversation is best understood by example. Let's say Pat Wu has 2 messages from Chris Aaronson, 1 message from Sandy Simmons, 1 message from Dave Thompson, and 3 messages from outside callers. Pat does not have the length of messages feature turned on. When Pat calls in for messages, she enters her Personal ID, and security code. The system responds:

> *"Pat Wu. Remember 1 for yes and 2 for no."* [prompt 8]
> *"You have 8 new messages. Chris Aaronson left 2. Would you like to hear them?"* [prompt 219, 224, 235, 237]

Pat presses 1 for yes. The system plays each message and its timestamp. Then the system gives Pat a chance to record a reply to Chris:

> *"For no reply, press 2. Otherwise, I'll record your message now..."* [prompt 35]

Pat records a reply. Then the system moves to the next source in the message stack:

> *"Sandy Simmons left a message. Would you like to hear it?"* [prompt 12, 236]

Pat presses 1 for yes. The system plays the message and its timestamp. Then the system gives Pat a chance to record an reply to Sandy:

> *"For no reply, press 2. Otherwise, I'll record your message now..."* [prompt 35]

Pat presses 2 for no, because Sandy's message needs no reply. The system moves to the next source in the message stack:

> *"Dave Thompson left 2 messages. Would you like to hear them?"* [prompt 235, 224, 237]

Pat presses 2 for no, because she saw Dave in the hallway and he said the messages were not important. She'll check them later. The system moves to the next source in the message stack, messages from outside callers:

> *"Your message box has 3 messages. Would you like to hear them?"* [prompt 241, 240, 224, 237]

Pat presses 1 for yes. The system will play each of these messages and their timestamp, but will not offer to take an immediate reply. Pat will have to dial up these people herself, since they are not subscribers or guests on the system.

Having reached the bottom of her message stack, the system reminds Pat that she still has messages from Dave Thompson that she has yet to listen to:

> *"You still have 2 new messages."* [prompt 245, 224]

Pat doesn't press any touchtones and is finished checking her new messages.

Redirecting Messages

When listening to a message, a subscriber can redirect (forward) the message, to another subscriber or guest. Subscribers can redirect either new or old messages, using essentially the same procedure.

To redirect a new message:

1. While listening to the new message, press 2. The system will ask:

   "Would you like to redirect this?" [prompt 89]

2. Press 1 for yes. The system asks who to redirect the message to:

   "Please press the first 3 letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now." [prompt 1]

3. Press the touchtones that spell the person's last name. The system plays the voice name of the first subscriber, guest, or transaction box it finds that matches the letters you entered:

   "<Voice name>. Press yes to confirm." [prompt 39]

4. Press 1 for yes if this is the subscriber, guest, or box you want. Press 2 for no to select another recipient.

5. Once you have chosen a recipient, the system asks:

   "Would you like to record an introduction?" [prompt 90]

6. Press 1 for yes to add your own introduction to the front of the redirected message. The system says:

   "OK. I'll record your message now." [prompt 45]

7. After you record an introduction (or choose not to record an introduction), the system says:

   "I'll copy the message now." [prompt 91]
   "Would you like to redirect this message to anybody else?" [prompt 94]

8. Repeat the procedure to redirect this message to another recipient.

Archive or Delete a New Message

To archive a new message for later review, press 2 while listening to the message, then press 2 for No when the system asks *"Would you like to redirect this?"*. The system will next ask:

"Would you like me to archive this?" [prompt 34]

If you press 1 for yes, the system will save the new message as an archived message. If you press 2 for No, the system **immediately** deletes the message. If you press any other touchtone, the message will be changed to an **old** message.

The Conversation for Old Messages

An old message is any message which a subscriber has already heard. The system plays old messages in much the same way it plays new messages, in an old message stack. You can listen to or review your old messages when the system asks:

"You have <number> messages to review. Would you like to hear them?" [prompt 219, 225, 237]

If the subscriber answers yes, the system organizes and announces each old message by source, just as it does with new messages. For example, let's say the subscriber had two old messages from Sandy Simmons. The system will announce:

"Sandy Simmons has 2 messages to review. Would you like to hear them?" [prompt 240, 225, 237]

Once the subscriber has reviewed or been offered each of the old messages, the system confirms that there are no additional old messages by saying:

"There are no further messages."

A subscriber may listen to all or some of his or her old messages. While listening to any old message, the subscriber may use the 1, 2, 7, 8, 9, #, or * touchtones just as during playback of new messages. However, if the subscriber skips over listening to any old messages, the system will **not** remind the subscriber that there are still old messages to review at the end of the old message stack.

Announcement of Total Length of Old Messages

If the optional Total Length of Messages feature has been activated for a subscriber, the system will announce the total length of all old messages when the subscriber reviews old messages, for example:

"You have 4 messages to review, totaling 5 minutes 40 seconds." [prompt 219, 225, 220, 221, 223]

The system also announces the total length of old messages from each source.

Redirect/Archive Old Messages

After playing an old message and its timestamp, the system immediately asks the subscriber two questions:

"Would you like to redirect this?" [prompt 89]
"Would you like me to archive this?" [prompt 34]

Redirecting an old message works precisely the same as redirecting (forwarding) a new message. Archiving a message saves the message for the number of days programmed in the `Archive` field on the subscriber's Personal Directory page. If the subscriber presses 2 for no after the question *"Would you like me to archive this?"* the system **immediately** deletes the message.

Using Touchtone Keys During Playback

While listening to a new message, the subscriber may control how the system plays the message. The subscriber may use touchtone keys to reverse, forward or pause the message, skip over the message for later retrieval or redirect the message to another caller. The following diagram illustrates which keys are active when subscribers listen to messages:

1	**Skip** to the very end of the message.
2	**Interrupt** message to redirect or delete
7	**Reverse** several seconds
8	**Pause** message playback
9	**Forward** several seconds
*	**Stop** message and save for later retrieval
#	**Repeat** several seconds

Skip to the End 1

Pressing the 1 key on the touchtone pad while the system is playing a message causes the system to skip to the very end of the message immediately. This key is active at all times during the conversation, not just during message playback. Note that if you press the 1 touchtone while the system is asking a question, it skips to the end of the question **and** assumes that the 1 also means a "yes" response to the question.

Interrupt the Message 2

Pressing the 2 key on the touchtone pad while the system is playing a message causes the system to stop playing the message and ask:

> *"Would you like to redirect this?"* [prompt 89]

The caller can then respond 'yes' and send the message to another subscriber. This is most useful when an outside caller has left a message for the wrong subscriber, or has left a message about a problem which can best be handled by another person in the office.

Whether the subscriber redirects the message or not, the system will ask:

> *"Would you like me to archive this?"* [prompt 34]

If the subscriber responds 'yes' the system saves the message for several days (see *Archive Messages* in the *Messages* topic). If the subscriber responds 'no' the system **immediately** deletes the message.

Whether the subscriber archives the message or not, the system continues with the normal new message conversation. If the message was from another subscriber or a guest, the system says, *"For no reply press 2, otherwise I'll record your message now..."* and records a reply just as if the subscriber had not interrupted the message and had listened to it in its entirety. If the message is from the subscriber's personal message box, a transaction box, an interview box or a public message, the system reads the next message just as if the subscriber hadn't interrupted the message and had listened to it in its entirety.

Like the 1 touchtone, 2 to interrupt is active at all times during the conversation. If pressed while the system is asking a question, it causes the system to interrupt the question **and** assumes that the 2 means a 'no' to the question.

Reverse, Pause & Forward 7 8 9

When a subscriber listens to a message, he or she can press the 7 key to reverse, the 8 key to pause and the 9 key to forward. The increment of time that the system reverses or forwards, called the **transport value**, is controlled by the value in the `Skip back time of #` field, on the EasyMade Application Screen, Page 6, Line 53. The default transport value is 4 seconds. Pressing the reverse or forward key once causes the system to move backward or forward through the message, one times the transport value. To increase or decrease the number of seconds the system reverses or forwards for each press of the 7 or 9 key, the System Manager should increase or decrease the value in the `Skip back time of #` field.

A subscriber may press the 7 or 9 key at any time while listening to a message. However, if a subscriber presses the reverse key after listening to a message for fewer seconds than the transport value, the system resumes playing the message from the beginning. For example, let's say the transport value is set to 4. A subscriber listens to a 15-second message for 2 seconds, then presses 7 to reverse. Even though the transport value is 4, the system reverses only 2 seconds to the beginning of the message.

Similarly, if a subscriber presses the forward key while listening to a message with fewer seconds remaining than the transport value, the system will jump ahead past the end of the message and play the timestamp for the message. For example, let's say the subscriber is listening to the same 15-second message. If the subscriber presses the 9 key when only 3 seconds remain in the message, the system plays the timestamp, for example: *"...recorded today at 9:00am."* and changes the message from a "new" message to an "old" message. The subscriber can listen to the message again only by reviewing it as an old message.

Subscribers can "accelerate" their moving backward or forward through a message by pressing the reverse key or the forward key rapidly several times. For example, to move forward to the beginning of a message, a subscriber can rapidly press the reverse key several times. Conversely, to move through a message and skip ahead to the next prompt, the subscriber can rapidly press the forward key several times in succession.

The subscriber can combine the keys. For example, if the subscriber is certain that the caller who left the message left his or her phone number at the end of the message, the subscriber can press the 1 key to skip to the end and immediately press the 7 key to back up 4 seconds. If the phone number is not there, the subscriber can press 7 again and back up another 4 seconds.

Using Pause During Playback

A subscriber can press the pause key at any time while the system plays back a message. Pressing the pause key causes the system to temporarily suspend playback of the message. The system prompts the subscriber that message playback has been paused. The subscriber can then press the pause key again to resume listening to the message from two seconds earlier in the message. The subscriber can also press the reverse (7), repeat (#) or forward (9) keys to move backward or forward in the message, or the stop (*) key to save the message as new. If the subscriber presses any other key, the system reminds the subscriber: *"Press pause to resume playing."*

The system will continue to pause for 40 seconds until it prompts the subscriber to press a touchtone to continue pausing. If the subscriber doesn't press a touchtone within two minutes, the system hangs up. If the message being listened to is a new message, the system will save the message as new. If the message is an old message, the system will retain the message as old.

Stop the Message *

Pressing the star (*) touchtone key while the system is reading a new message causes the system to stop playing the message and say:

> *"Message saved as new."* [prompt 101]

When the subscriber next calls the system, the message will be announced again as if the subscriber had never heard the message before.

After announcing that the message has been saved as new, the system will do one of several things depending on whether there are more messages. If there are more messages pending from the same source, the system asks:

> *"Listen to the rest?"* [prompt 106]

The subscriber may respond 'yes' and hear the other messages from this source, or answer 'no' and move on in the conversation.

If there are more messages from other sources, the system announces them as usual and asks the subscriber if he or she wants to listen to them. If there are no other messages left for the subscriber, the system says:

> *"You still have <number> new messages."* [prompt 245, 244]

Repeat

Pressing the pound (#) key during playback causes the system to function precisely as if the 7 key had been pressed (see *Reverse, Pause & Forward* above). The only difference is that the pound (#) key is active to reverse at all times during the conversation. If the pound (#) key is pressed while the system is asking a question, the system repeats the entire question. This also works if the pound key is pressed during the silence after a question while the system is waiting for an answer.

Optional Hands-free Message Playback

The system allows subscribers the option to retrieve messages without pressing a touchtone to select each message. A system manager can activate this feature for an individual subscriber by adding the letter **N** to the **Access** field on the subscriber's Personal Directory page. The subscriber can then listen to all their messages using a telephone handset or speaker phone without having to press touchtones for each message.

WARNING! Do not activate hands-free playback for **any** subscribers unless your telephone system can signal an "immediate disconnect" to the voice mail system. If your telephone system does not signal a disconnect to the voice mail system as soon as a caller hangs up, the voice mail system may continue to play subscriber messages to the disconnected line. Contact Active Voice Technical Support if you aren't sure whether your telephone system provides "immediate disconnect."

When the letter **N** (for "No-Hands playback") is added to a subscriber's **Access** field, the system plays the subscriber's messages one after the other, without asking, *"Would you like to hear it?"*.

All the touchtone keys which control message playback are still available to the subscriber even with hands-free message retrieval. For example, if a subscriber presses the 8 touchtone to pause a message playback, the subscriber must press 8 again for playback to resume. Message playback will continue hands-free, once it is resumed.

Playback while Leaving a Message

If a subscriber tries to leave a message for a subscriber or guest who has left a message already, the system will announce:

> *"This person left a message you haven't heard yet. The message is..."*
>
> [prompt 41, 15]

The system then plays the message to the subscriber. This ensures that the subscriber is up-to-date before leaving this person a message.

The "T" Access Code

The actual message playback conversation that a subscriber hears is controlled by the settings in the subscriber's **Access** field. The *Subscribers* topic describes all the codes used in this field. In particular, the **T** access code tells the system to use a quicker, streamlined message playback conversation for a subscriber. This is the conversation described in this topic. Its main advantage is that the subscriber presses fewer touchtones to hear their new messages.

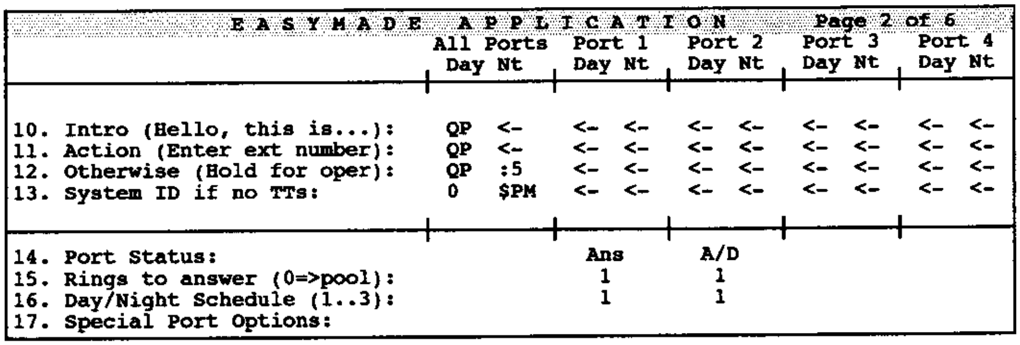
Some subscribers may prefer an alternative message playback conversation which is more like the conversation used in earlier versions of our software. The alternative conversation explicitly asks the subscriber if they want to hear their new messages. To turn on this older conversation for a subscriber, simply remove the **T** code from the subscriber's **Access** field.

For related information, see:

- *Call Transfer and Message Taking*
- *Interview Boxes*
- *Messages*
- *Message Delivery*
- *Message Notification*
- *Message Waiting Lamps*
- *Public Interview Box*
- *Remote Control*
- *Subscribers*
- *Transaction Boxes*

Opening Line

The Opening Line prompts are the first three prompts that Repartee speaks when greeting callers. These are named the **`Intro`**, **`Action`** and **`Otherwise`** prompts and are located on the EasyMade Application Screen, Page 2, shown in Figure 68. While they are three separate prompts, most callers hear the prompts as if they were a single greeting.



```
                 E A S Y M A D E   A P P L I C A T I O N          Page 2 of 6
                                 All Ports  Port 1    Port 2    Port 3    Port 4
                                  Day Nt    Day Nt    Day Nt    Day Nt    Day Nt

10. Intro (Hello, this is...):    QP  <-    <-  <-    <-  <-    <-  <-    <-  <-
11. Action (Enter ext number):    QP  <-    <-  <-    <-  <-    <-  <-    <-  <-
12. Otherwise (Hold for oper):    QP  :5    <-  <-    <-  <-    <-  <-    <-  <-
13. System ID if no TTs:          0   $PM   <-  <-    <-  <-    <-  <-    <-  <-

14. Port Status:                             Ans       A/D
15. Rings to answer (0=>pool):                1         1
16. Day/Night Schedule (1..3):                1         1
17. Special Port Options:
```

Figure 68: Opening Line Prompts

This screen is structured like the Voice Prompt Editor Screen. It allows you to record different Intro, Action, or Otherwise prompts for each port and for the system's Day Mode and Night Mode. For more information on the screen's structure refer to the topic *Prompts*.

Re-Recording the Opening Line

Most companies will want to customize the Opening Line to announce their company name, often in their own "company voice". The system comes with the following default Opening Line recordings:

`Intro:`

"Hello, Repartee messaging system."

`Action:`

"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory."

`Otherwise: (Day Prompt)`

"Otherwise, please stay on the line and an operator will be right with you."

`Otherwise: (Nite Prompt)`

"Otherwise, please answer the following questions and I'll make sure your message gets attention."

The Intro prompt answers the call, announcing the company name. The Action prompt tells callers what they can do to reach their intended extension or department. The Otherwise prompt reassures callers that the system will help them if they don't have a touchtone phone or need human assistance. If you re-record these prompts, be sure the wording and length of each prompt is similar to these defaults.

Entering Touchtones

The system is listening for touchtones during all three Opening Line prompts. If a caller enters a valid System ID, the caller is routed to the subscriber, transaction box, or interview box with that ID. If the caller does not press any touchtones, the call is automatically routed to the System ID entered on Line 13: **`System ID if no TTs`**.

Typically, you enter the System ID of your Operator Box on Line 13 of the EasyMade Application Screen, Page 2. This allows callers to speak with a real person if they are calling from a rotary phone, or if they don't know which extension to enter.

Special Applications

You may want to change the Opening Line prompts on a port-by-port basis if you want the system to greet callers with different prompts, depending upon which port answers the call. For example, you may want to dedicate one port as a public information line, divide a Repartee between two companies, or converse with callers in a different language.

In these cases, you would re-record a different version of each of the three Opening Line prompts in the **`Day`** column for each port.

Quick Play

Whenever you re-record new prompts for the Opening Line, you will want those prompts to be played from Quick Play rather than from the system's hard disk. For more information on how to ensure these prompts are included in the Quick Play feature, see the topic *DOS Environment*.

For related information, see:

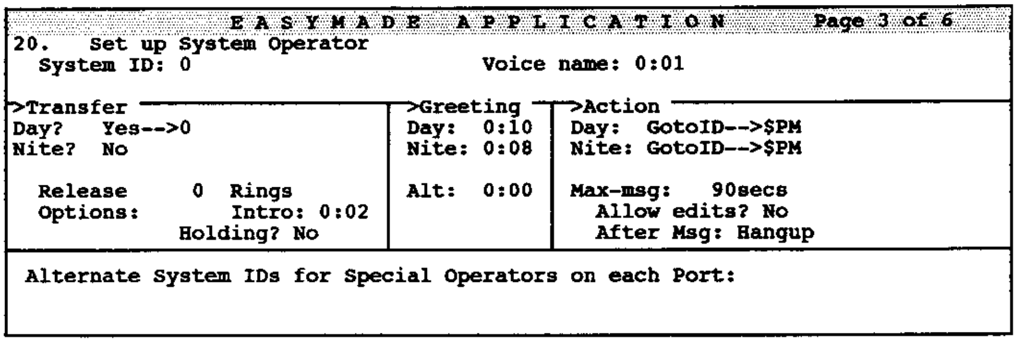
- *Applications*
- *Automatic Directory*
- *DOS Environment*
- *Operator Box*
- *Port Applications*
- *Prompts*
- *Public Interview Box*
- *Recording Voice Fields and Prompts*
- *Schedules*
- *System IDs*

Operator Box

No Automated Attendant product can completely replace a human operator. There are callers who resist call processing technology, as well as those unable to make use of the technology because they lack a touchtone phone. For these reasons, a human operator should always be available.

Repartee provides a specialized transaction box for handling calls that go to the operator, defining the operator's extension, transfer parameters, and the actions to take should the operator be unavailable. You can decide how you want Repartee to handle callers after hours. You can also create multiple operators, one for each port, by programming a new transaction box for each operator.

This topic describes the customization of the Operator Box for your application. The Operator Box is on the EasyMade Application Screen, Page 3 (see Figure 69.). With a few differences, the Operator Box is essentially a transaction box for your operator. Most of the Operator Box's features are described in detail in the *Transaction Boxes* topic.



```
                   EASYMADE APPLICATION                  Page 3 of 6
20.   Set up System Operator
  System ID: 0                          Voice name: 0:01

>Transfer                          >Greeting   >Action
Day?   Yes-->0                     Day:  0:10  Day:  GotoID-->$PM
Nite?  No                          Nite: 0:08  Nite: GotoID-->$PM

  Release      0  Rings            Alt:  0:00  Max-msg:    90secs
  Options:         Intro: 0:02                   Allow edits? No
               Holding? No                       After Msg: Hangup

 Alternate System IDs for Special Operators on each Port:
```

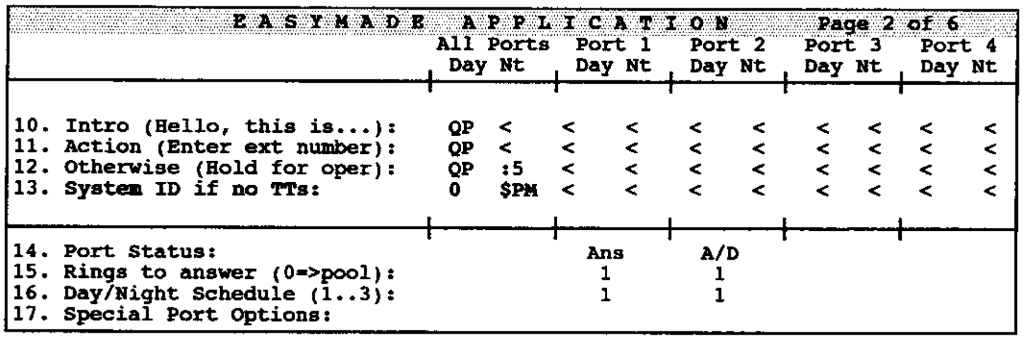
Figure 69: The Operator Box, EasyMade Application, Page 3

Access to the Operator

`Operator System ID`

The default and standard System ID for the Operator Box is 0 (zero), but you can change it if you wish. Note that the operator's System ID may or may not be the same as the operator's actual telephone extension. The System ID simply routes the caller to the transfer section of the Operator's Box. The operator's actual telephone extension number is entered in the **Transfer** section's fields: **Day? Yes-->** and **Nite? Yes-->**.

If the caller does not press any touchtones while listening to the Opening Line prompts, the system will automatically dial the System ID entered on the EasyMade Application Screen, Page 2, line 13 (see Figure 70).



```
                  E A S Y M A D E   A P P L I C A T I O N     Page 2 of 6
                                   All Ports  Port 1   Port 2   Port 3   Port 4
                                    Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):     QP  <     <    <    <    <    <    <    <    <
11. Action (Enter ext number):     QP  <     <    <    <    <    <    <    <    <
12. Otherwise (Hold for oper):     QP  :5    <    <    <    <    <    <    <    <
13. System ID if no TTs:           0   $PM   <    <    <    <    <    <    <    <

14. Port Status:                              Ans      A/D
15. Rings to answer (0=>pool):                 1        1
16. Day/Night Schedule (1..3):                 1        1
17. Special Port Options:
```

Figure 70: Default to Operator if no touchtones are pressed

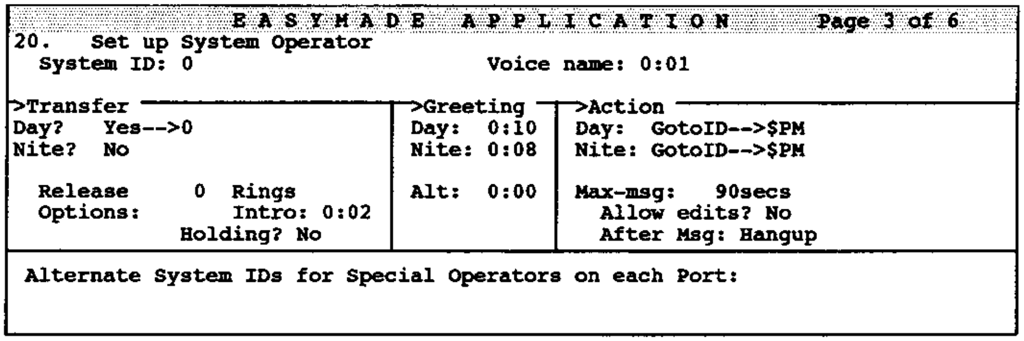
Normally, you would want the system to send these callers to the operator. To do this, enter the Operator Box's System ID on line 13. Then, if the caller did not, or could not, press any touchtones during the introductory prompts, the system would transfer the caller to the operator automatically.

Alternatively, if the caller presses the Operator Box's System ID, which is typically "0," while listening to the Opening Line prompts, or at any other time when the system is listening for an ID, the system connects the caller to the operator.

The operator can also be accessed from a transaction box by setting the **Action** field of the transaction box to "Operator" or its equivalent: "GotoID-->0."

Transfer--> Greeting--> Action

Once a caller has accessed the Operator Box, the box takes control of the call along the same **Transfer --> Greeting --> Action** path as a transaction box. These features are fully documented in the *Transaction Boxes* topic. For convenience, they are summarized here.



```
                  E A S Y M A D E   A P P L I C A T I O N     Page 3 of 6
20.   Set up System Operator
  System ID: 0                          Voice name: 0:01

>Transfer                        >Greeting     >Action
Day?   Yes-->0                   Day:  0:10    Day:  GotoID-->$PM
Nite?  No                        Nite: 0:08    Nite: GotoID-->$PM

  Release      0  Rings          Alt:  0:00    Max-msg:    90secs
  Options:        Intro: 0:02                    Allow edits? No
               Holding? No                       After Msg: Hangup

 Alternate System IDs for Special Operators on each Port:
```

Figure 71: The Operator Box, EasyMade Application, Page 3

Transfer

For your daytime business hours, you would typically set daytime transfer to "Yes" and enter your operator's actual telephone extension number after the arrow. The system would then attempt to connect a caller directly to your operator. For nighttime hours, you would typically set nighttime transfer to "No" and then record a **`Nite`** greeting explaining that the caller has reached your office after normal business hours.

The following call transfer type options apply only if you entered "Yes" in either the **`Day`** or **`Nite`** Transfer fields:

`Release`
This is the best call transfer type to use for transferring calls to the operator. Calls appear at the operator console as direct trunk calls. However, the operator's console must support automatic camp-on of multiple calls transferred to it.

`Await-Ans`
This call transfer type is used when the operator console cannot support automatic camp-on of multiple calls. If your operator doesn't answer a call routed through the Repartee system after the designated number of rings, the system plays the Operator Box's greeting and performs the designated action. The possible actions you may select are explained later in this topic. Set the number of rings the system should wait to 7 or 8 rings.

If you have chosen a call transfer type of Await-Ans, you may activate any of the following parameters:

`Options (A,I,S,C)`
These call transfer options are documented in the *Call Screening* topic. We do not recommend using the Screen (S), Confirm (C), or Introduce (I) options with the operator.

`Holding? (yes or no)`
When this field is set to "Yes," the caller is allowed to hold for the operator when the operator's line is busy. For more information, see the topic on *Call Holding*.

`Intro`
This is a voice field containing a short recording which the system plays to the caller before attempting to transfer the call to the operator. The default Intro recording is *"I'll transfer you now."* You may re-record it if you wish, as explained in the topic on *Recording Voice Fields and Prompts*. This Intro is **not** a prompt and does not appear on the Voice Prompt Editor screen.

Greeting

If a transfer to the operator's telephone extension is not successful, the system plays the corresponding greeting (Day or Nite), and then takes the designated action. The greeting does not have to be an actual "greeting". It can be any message or announcement you wish. However, the greeting should be consistent with whatever action will be taken after the greeting. The possible actions you may select are described later in this topic.

The Operator Box has the following default Day and Nite greetings:

Default Day Greeting

> *"I'm sorry. The operator is currently unavailable. To try again, press zero (0). Otherwise, please answer the following questions, and I'll make sure your message gets attention."*

Default Night Greeting

> *"You've reached our office after hours. No operator is on duty now. You may leave a message by answering the following questions, and I'll make sure your message gets attention."*

The system plays the Operator Box greetings (Day or Nite) to a caller in four situations:

- `Transfer? No`
- `Transfer? Yes`
  `Await-Ans-->7 rings`
  No answer by operator after 7 rings
- `Transfer? Yes`
  `Await-Ans-->7 rings`
  `Holding? No`
  Operator's line is busy.
- `Transfer? Yes`
  `Await-Ans-->7 rings`
  `Holding? Yes`
  Operator's line is busy; caller goes to the holding queue, then chooses to leave a message when prompted.

In each of these cases, Await-Ans can be set up to 15 rings.

Alternate Greeting

When recorded, the Alternate greeting overrides both the Day and Nite greetings. Its purpose is to allow you to record emergency or temporary greetings without discarding your regular greeting.

Unlike the alternate greetings in transaction boxes, the operator's alternate greeting cannot be recorded remotely over the telephone. It must be recorded at the keyboard and screen using the local connect mode and the F9 key. See the topic on *Recording Voice Fields and Prompts* for instructions on recording greetings.

Action

If the caller does not press any touchtones while the system is playing the greeting, the system will take the specified **Action**. The actions for the Operator Box are the same as for a transaction box, and are explained in detail in the topic on *Transaction Boxes.*

Key	Action
T	Take a message
O	Operator
S	Say Goodbye
H	Hangup
G	GotoID-->
R	Restart the call

> **NOTE:** Setting the **Action** in the Operator Box to **O** can trap the caller in an infinite loop to the operator box. We recommend you not use the **O** option.

Unlike messages left for subscribers or left in a transaction box, messages left in the Operator Box are public messages. This is because most callers will reach this message box as a "last resort", after having attempted to reach the operator for assistance. All subscribers with public message access can retrieve an Operator Box message in the same way that they can retrieve a message left in the Public Interview Box. You can restrict a subscriber from getting public messages by placing a **P** in the **Access** field on that subscriber's Personal Directory page. See the topic *Public Interview Box* for details.

To send private messages to the receptionist/operator, set up a separate Personal Directory page for that person as if they were a regular subscriber. Use this private message box for the operator's personal messages, and reserve the Operator Box's message-taking for messages intended for anyone who fills the operator/receptionist role.

The default action for the Operator Box is **GotoID-->$PM**, where $PM is the default System ID for the Public Interview Box. This means that when the operator is unavailable, the system will route the caller to the Public Interview Box after it plays the greeting. For more information, see the topic *Public Interview Box.*

The **Max-msg** and **After msg** fields are explained in the topic *Transaction Boxes*. The **Allow Edits?** option is explained in the topic *Subscribers.*

Multiple Operators

The section of the screen labeled **Alternate System IDs for Special Operators on each Port** allows you to use multiple operators. Callers pressing 0 can be routed to a different operator depending on which system port the call came in on. This feature can be used to support multi-language telephone support, systems shared by two businesses or divisions of a business, or other special applications.

To implement multiple operators, you must first set up a transaction box for each alternate operator. (See the topic *Transaction Boxes* for instructions on adding a transaction box.) Then enter the System IDs for those transaction boxes and the port assigned to that ID in the `Alternate System ID` section of the Operator Box.

All alternate system IDs are entered into one long field. The format for entry is:

```
P=###
```

Where `P` is the port number(s) assigned to a particular operator transaction box, and `###` is the System ID of the transaction box to be used. You can assign more than one port to the same alternate operator transaction box.

For example, typing these System IDs in the `Alternate System IDs...` field:

```
1=131 2=132 3-4=135
```

would result in Port 1 having the alternate operator System ID 131, Port 2 having 132, and Ports 3 and 4 both having an alternate operator System ID 135.

A caller coming in on Port 2 who entered no touchtones would be routed to the alternate operator with System ID 132. A caller coming in on Port 2 who dials 0, or whatever the system's Operator Box ID is, would also be transferred to the alternate operator System ID 132.

If you enter the alternate operator System IDs in this section, you do not have to enter them on the EasyMade Application Screen, page 2, line 13.

For related information, see:

- *Applications*
- *Call Holding*
- *Call Transfer and Message Taking*
- *Call Screening Options*
- *Opening Line*
- *Port Applications*
- *Public Interview Box*
- *Recording Voice Fields and Prompts*
- *Subscribers*
- *System IDs*
- *System Manager*
- *Transaction Boxes*

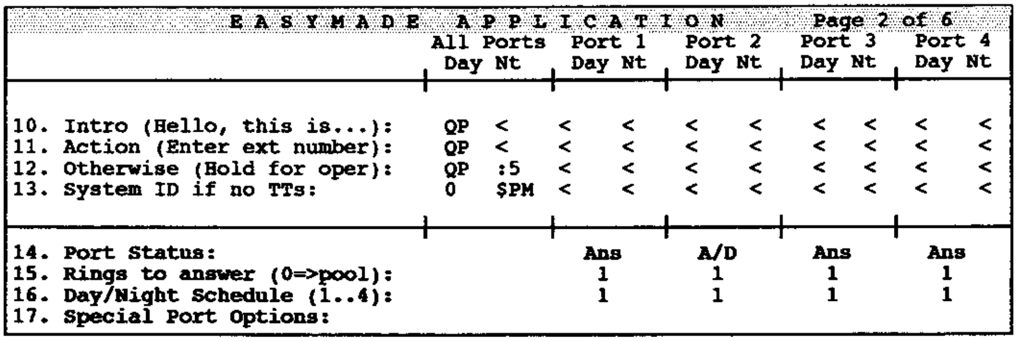
Port Applications

Many companies have particular phone lines dedicated to specific functions, such as customer support, sales, or general information. They want each of these phone lines handled differently from the others. Repartee can handle calls coming in on different ports with completely different call routing and handling schemes. In this way, a single Repartee system can accommodate several businesses, several departments within a single business, and even answer calls in different languages.

All of these capabilities are available because the Repartee system's configuration can be defined on a port-by-port basis. How the system answers and routes a call can be programmed with port-specific parameters set on the EasyMade Application Screen and the Voice Prompt Editor Screen. This topic describes the ways in which the system can be customized for specialized applications on different ports.

Setting the Ports

In most applications, the Repartee system answers every incoming call the same way, regardless of which port the call comes in on. To program special port-specific settings, you use the EasyMade Application Screen, Page 2.



```
                   EASYMADE  APPLICATION        Page 2 of 6
                                All Ports  Port 1   Port 2   Port 3   Port 4
                                 Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):   QP  <     <    <   <    <   <    <   <    <
11. Action (Enter ext number):   QP  <     <    <   <    <   <    <   <    <
12. Otherwise (Hold for oper):   QP  :5    <    <   <    <   <    <   <    <
13. System ID if no TTs:         0   $PM   <    <   <    <   <    <   <    <

14. Port Status:                            Ans      A/D      Ans      Ans
15. Rings to answer (0=>pool):               1        1        1        1
16. Day/Night Schedule (1..4):               1        1        1        1
17. Special Port Options:
```

Figure 72: EasyMade Application Screen, Page 2 for a 4-port system

This screen is organized into columns, with each column representing one port. The top half of the screen shows which voice prompts will be played on each port for the Intro, Action, and Otherwise prompts of the system's Opening Line. It also shows (in Line 13) where a call will be routed if the caller fails to press a touchtone during the Opening Line. The bottom half of the screen shows the port-specific options you can set for each port.

Displaying Additional Ports

Only ports 1 through 4 are displayed on the screen. If your system has more than 4 ports, press Ctrl-PgDn to view the next four ports' settings. If your system has more than 8 ports, pressing Ctrl-PgDn again will display ports 9 through 12, etc. Press Ctrl-PgUp to go back to ports 1 through 4.

Opening Line Options by Port

The top half of the screen controls how the system answers the calls coming in on each port. It is similar in layout to the Voice Prompt Editor screen. (See the *Prompts* topic for details.) The first three lines (Lines 10-12) store the Opening Line voice prompts for your system. These are the first lines spoken to any caller when the system answers a call. The last line in this section, labeled `13. System ID if no TTs`, controls where a call will be routed if the caller fails to press a touchtone during the Opening Line. (See the topic *Opening Line.*)

The port columns in the top half of the screen are each subdivided into Day and Night (`Day Nt`) columns. The Day and Night columns correspond to the system's Day Mode and Night Mode. Day Mode is typically the hours your office is open for business and Night Mode is when your office is closed. You define the hours and days the system is to operate in Day Mode in the `Schedules` fields on the EasyMade Application Screen, Page 4. Refer to the *Schedules* topic for details.

The `All Ports` column is the default configuration. The values that are entered into this column are used on all system ports, unless a different value is specified in any of the individual port columns.

You may record an alternative series of Opening Line prompts in any of the port columns, if you want to have calls coming in on that port answered differently (for example, in a different language). Follow the procedure outlined in the topic *Recording Voice Fields & Prompts*. You may also specify in that port column a different routing for callers who fail to press a touchtone.
All these changes can be programmed on a particular port for Day Mode only, Night Mode only, or for both Day and Night Modes.

Port Status Options

The bottom half of the screen has port-specific options that control how a port is to be used—for answering calls and/or dialing out, how many rings to wait before answering a call, which Day Mode schedule to use, and other special port options. These options are used by each port regardless of whether the system is in Day Mode or not.

Port Status

The `Port Status` field in Line 14 specifies whether the port is dedicated to answering incoming calls, dialing out calls for various purposes, or answering direct-inward-dial calls (DID). You can vary the port status you assign to each port in your system to allow the system to efficiently handle the types of incoming and outgoing calls your application requires.

The port status codes are:

Ans
Answer only, no dial out. The port will not dial out to light message waiting lamps or deliver new messages.

A/D
Answer/Dial out. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to light message waiting lamps and to deliver new messages.

A/L
Answer/Light Lamps. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to light message waiting lamps. The port will **not** dial out to deliver messages.

A/M
Answer/Message Delivery. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to deliver new messages. The port will **not** dial out to light message waiting lamps.

Busy
Stay off-hook. Use for testing or to temporarily take a port off line.

Dial
Dial out only. The port is dedicated to dialing out to light message waiting lamps and to deliver new messages. It will not answer incoming calls.

#DID
Direct-Inward-Dial answer, where # is a number between 0 and 9. The port will be used only to answer direct-inward-dial (DID) calls. The number # represents the number of DID digits expected on each port (for example, 4DID = 4-digit direct-inward-dialing, 0DID = 10-digit direct-inward-dialing). This number must be the same on each port.

LAMP
Light Lamps only. The port is dedicated to dialing out to light message waiting lamps exclusively. The port will **not** dial out to deliver new messages and will not answer incoming calls.

MSG
Message Delivery only. The port is dedicated to dialing out to deliver new messages exclusively. The port will **not** dial out to light message waiting lamps and will not answer incoming calls.

A typical application uses only two port status codes: Answer (Ans) and Answer/Dial (A/D). The answer/dial-out ports are used for lighting message lamps and delivering messages. A general rule of thumb is to have one port out of every four ports set to answer/dial-out (A/D), with the rest set to answer only (Ans). By limiting the number of ports that can dial out, the system gives priority to answering incoming calls quickly.

However, if the system is not promptly notifying subscribers that they have new messages, it is likely that the incoming call load is too heavy for the system to get a chance to dial out and light message waiting lamps. If this is the case, you might want to assign answer/dial out status (A/D) to an additional port, or dedicate one port to Dial out only (D). The system must have *at least one* port available for dialing out in order to use message waiting lamps and to deliver new messages.

Here are four factors to consider when assigning the port status codes:

- A dialout port (A/D or Dial) used to call subscribers for message delivery can be tied up for long periods by subscribers listening to their delivered messages. If this port is also used for lighting message waiting lamps, this may delay dial-out calls to light or extinguish lamps, resulting in lamps remaining lit long after a message is heard or delays in lighting a lamp after a new message arrives.

- If the system answers calls on a port that is relied upon to dial out for delivering message (A/D, A/M), the system's ability to dial out may be limited by incoming call traffic.

- If the system has several ports dedicated to dialing out for message waiting lamps or message delivery (A/D, A/L, A/M, Dial, LAMP, MSG), too few ports may be left available for incoming calls, since most or all of the ports will be busy dialing out. This can result in public callers or subscribers receiving busy signals when they try to call in.

- Some telephone systems allow only the port which turned a message lamp on to later turn if off again. On such a system you must set only one port to dial message lamps (A/L, LAMP) and must dedicate other dialout ports to message dialing only (A/M, MSG).

It is best to give A/D, A/L, A/M, Dial, LAMP, or MSG status to the least busy port, which is typically the highest numbered port on a system (for example, port #8 on an 8-port system). This allows incoming calls to naturally hunt for available ports.

The system has a built-in call collision prevention feature that is activated if you turn dialtone detection on (See the topic *Switch Setup*.) If a call comes in on a port that is set to A/D, A/L, A/M, Dial, LAMP or MSG at the same time the port is attempting to dial out, the system gives priority to the incoming call and terminates the dial-out.

In addition, if an A/D, A/L or A/M port is the only port not busy, the system will not initiate any dial-out calls until another port is freed up to answer incoming calls.

Rings to Answer

The `Rings to Answer` field on Line 15 stores the number of rings the system should wait before answering a particular port. In most cases you want the port to answer on the first ring (`Rings to Answer = 1`). This parameter applies to a port which has a port status of `Ans`, `A/D`, `A/L`, or `A/M`.

NOTE: If your switch does not support DIL hunt groups, enter 0 (zero) in the `Rings to Answer` field for pooled ringing. See the *Switch Setup* topic if you need more information on Pooled Ringing.

Day Mode Schedule for Port

Much of the system's interaction with an outside caller depends on whether the system is in Day Mode or Night Mode.

You may set a different schedule for each port on Line 16, `Day/Night Schedule (1..4)`. By default, the system uses only Schedule #1, unless you explicitly tell it to use a different schedule on a particular port. You may define up to four different Day Mode/Night Mode schedules for the system. See the *Schedules* topic for details on how to define schedules.

Except in special cases, most applications use only one schedule throughout the entire system. On the other hand, if two departments with different business hours share a call processing system, using different ports to answer each department's calls, you might want to assign different schedules to each port. In this case, you would define two different Day Mode schedules (Schedule #1 and Schedule #2) on EasyMade Application Screen, Page 4, then enter the number of the schedule that is to control each port on EasyMade Application Screen, Page 2 in the `Day/Night Schedule (1..4)` field.

Special Port Options

The **`Special Port Options`** are codes entered on Line 17 of the EasyMade Application Screen, Page 2. Each letter entered in one of these fields assigns one special port option to that port. The current port options are:

`D [DIGITRAP Integration]`
Whenever the system answers a call on a port with the `D` option on, it plays a DTMF 'a' touchtone. This is used to signal a DIGITRAP direct-inward-dial integration unit that the system is ready for it to download the extension number. Also, if the system receives a DTMF 'd' on a port with the `D` option on, it assumes that the tone is the disconnect signal from the DIGITRAP unit, and ends the call.

The DIGITRAP DID integration unit is used on PBX's which have DID lines and call forwarding capabilities but don't provide a follow-along ID for voice mail. For more information about the use of DIGITRAP units, contact Active Voice.

`F [Forwarded Calls]`
The system will not transfer the first Personal ID or Extension # ID entered during a call on this port. This is for telephone systems which have a voice mail integration option which can forward calls to a voice mail system and enter the forwarded extension number, but cannot enter any additional digits to tell the call processing system that the extension has already been tried and the call is being returned. You cannot use the Opening Line greetings with the F options. The `Fx` option explained in the *Switch Setup* topic (page 234) is preferable because you may use your Opening Line greeting if you wish and use the minimum amount of delay before the greeting starts for an outside caller. The `F` port status option, however, is useful when you wish to use one-key dialing in the initial greeting. You **must** not use both of these options on the system at the same time.

For related information, see:

- *Applications*
- *Integrations*
- *Message Delivery*
- *Message Waiting Lamps*
- *Opening Line*
- *Prompts*
- *Public Interview Box*
- *Recording Voice Fields & Prompts*
- *Schedules*
- *Switch Setup*
- *System IDs*

Prompts

All of the things that Repartee says, when taking incoming calls or conversing with a subscriber, must be prerecorded. The phrases and words that the system uses to build sentences and direct the flow of the conversation are called Prompts.

All prompts come prerecorded in the system's "voice," but can be re-recorded in whatever voice you choose. For completely customized applications, all prompts should be recorded in a single voice. Take care to retain the meaning of each prompt, since they will be used in the same context, regardless of what the prompt actually says. This topic describes voice prompts, their functions, and suggestions for recording.

The Opening Line Prompts

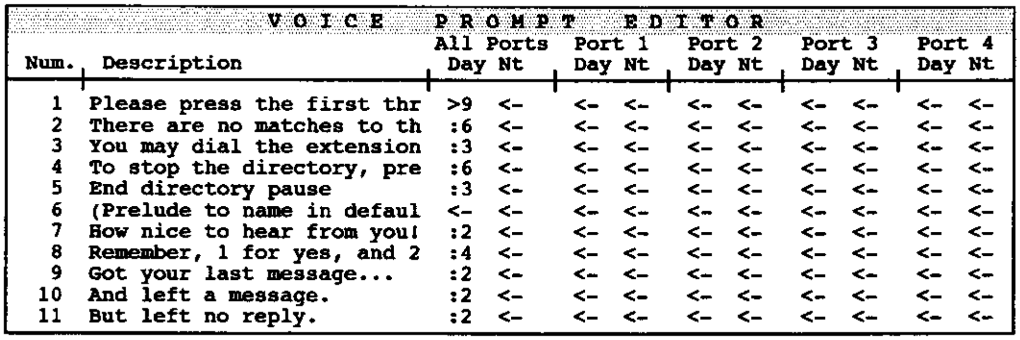
The three most important prompts are the Opening Line prompts on Lines 10-12 on the EasyMade Application Screen, Page 2. Callers hear these prompts first when they reach Repartee. (See the topic *Opening Line.*)

The remainder of the system's prompts appear on the Voice Prompt Editor Screen. A complete list of prompts appears in this manual's *Appendix B: Prompt Reference Guide*.

Voice Prompt Editor Screen

The Voice Prompt Editor screen allows you to view, record and playback all of the system prompts except the three Opening Line prompts. It is essentially a large list of voice prompts.

To access the Voice Prompt Editor screen once you are signed in, press Ctrl-P.



```
                V O I C E   P R O M P T   E D I T O R
                                All Ports  Port 1   Port 2   Port 3   Port 4
 Num.  Description               Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

   1  Please press the first thr  >9  <-    <-  <-   <-  <-   <-  <-   <-  <-
   2  There are no matches to th  :6  <-    <-  <-   <-  <-   <-  <-   <-  <-
   3  You may dial the extension  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
   4  To stop the directory, pre  :6  <-    <-  <-   <-  <-   <-  <-   <-  <-
   5  End directory pause         :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
   6  (Prelude to name in defaul  <-  <-    <-  <-   <-  <-   <-  <-   <-  <-
   7  How nice to hear from you!  :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
   8  Remember, 1 for yes, and 2  :4  <-    <-  <-   <-  <-   <-  <-   <-  <-
   9  Got your last message...    :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  10  And left a message.         :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  11  But left no reply.          :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
```

Figure 73: Voice Prompt Editor

The Voice Prompt Editor Screen automatically displays the first page of prompts. To scroll through the list, use the up and down arrow ↑ ↓ keys to move one prompt at a time, or the PgUp and PgDn keys to move one page at a time. If you have more than 4 ports on your system, you can view prompts recorded on Port #5 and above by pressing Ctrl-PgUp (and Ctrl-PgDn to return).

Numbers
The column on the left side of the screen displays the prompt numbers.

Description
This column contains brief descriptions of what the prompts say. To read a description which extends beyond the display space, position the cursor on the description field and press the right arrow key -> to scroll to the right.

Each description is limited to 40 characters. Complete descriptions of all prompts are provided in *Appendix B: Prompt Reference Guide*. You may edit the description fields (up to 40 characters) by using the arrow and backspace keys.

The description is merely a note to remind you of what the prompt says. The text in this field is not affected when you re-record the prompt and the prompt is not affected when you change the descriptive text. You must manually type in an appropriate description for a prompt.

Ports Day/Nite
The **All Ports Day** column contains the voice fields in which the default prompts are actually recorded. Existing prompts are indicated either by the length of the recording in seconds or by the symbol **QP**. For instance, **:3** means that a 3-second prompt has been recorded for that port. Prompts longer than 9 seconds are indicated by **>9**. A "left arrow" mark (<-) indicates that no prompt has been recorded in that field. Prompts indicated with a **QP** are those indexed for Quick Play, which is described later in this topic.

You may program special prompts that the system will play only at **Nite** or only on specific ports by recording or copying prompts into the empty voice fields in the corresponding columns. Please see the *Port Applications* and *Recording Voice Fields and Prompts* topics.

Unless you specifically record a prompt to be played at `Nite`, the system will play the Day prompt during Night Mode hours. For a detailed description of when special prompts are used, see the section *Night and Special Port Prompts* later in this topic.

Quick Play

Sometimes callers experience pauses or gaps in the system conversation. On extremely busy systems, or systems with badly fragmented hard disks, these pause durations can be long enough to make the system sound sluggish. The Quick Play feature virtually eliminates pauses in the conversation.

By default, the system indexes 109 prompts for Quick Play, including: the Opening Line prompts, the time and date prompts, the phone number prompts, message playback and message delivery prompts. The prompts which the system indexes for Quick Play are determined by a file called `QP`. For information on the QP file, see the *DOS Environment* topic.

On startup, the system will automatically read the QP file, and will copy the voice prompts listed there into one big file called `QP.IDX, which can be accessed faster`. Prompts which have been copied into the QP.IDX file will be indicated on the Prompt Editor Screen by the symbol `QP` instead of the prompt length in seconds.

You may re-record any of the Quick Play prompts in the same manner as other voice prompts, however, your new prompt will not be stored in the QP.IDX file until the system is restarted.

Recording and Playing Back Prompts

All prompts are pre-recorded in the system voice. You may re-record any or all of them with a different voice which may be more appropriate for your business. Don't worry about losing the original prompts because these can be re-copied from the system's master disks.

When making new recordings, you may phrase the prompt differently, but **do not** change its logical meaning. No matter what you say when you re-record it, the prompt will always be heard in the same place in the conversation. For tips on recording prompts, please see the topic *Recording Voice Fields and Prompts*.

Local Connect Mode

To record or playback a prompt, or any other voice field, you must first be in the Local Connect mode at the console. Place a telephone extension within arm's reach of the system console.

To get into Local Connect mode:

1. Call into the system and wait until the system begins speaking.

2. Press F3 to position the double arrow indicator (») on the port that answers your call. The ports are indicated in upper left corner of the screen.

3. Press F4 to change port status from `DAY-ANSWER` or `NITE-ANSWER` to `Local Connect`.

You may now record and playback prompts, as described below. When you finish all new recordings (and playbacks), press F4 again to disconnect from local mode.

Playing Back Prompts

To listen to a recorded prompt on the telephone:

1. Sign into the system at the console.

2. Use the F6 and arrow keys to position the cursor on the proper screen and on the prompt's voice field.

3. Call into the system and switch to Local Connect mode status, as described above.

4. Press F10 to listen to the recorded prompt.

You use the same procedure to playback other voice fields, such as voice names and greetings on the Personal Directory pages. When finished listening to all desired recordings, press F4 to change port status from `Local Connect` to `Ans` status.

Recording Prompts

To re-record a prompt:

1. Sign into the system at the console.

2. Use the F6 and arrow keys to position the cursor on the proper screen and on the prompt's voice field.

3. Call into the system and switch to Local Connect mode, as described above.

4. Position the cursor on the prompt's voice field.

5. Press F9 to begin recording. On-screen instructions will appear at the bottom of the screen.

6. Press Spacebar to begin actual recording. A beep from the handset indicates the start of the recording.

7. Press Spacebar or any key to stop recording.

8. Press F10 to listen to what you just recorded.

If don't like what you recorded, you can try again by repeating the procedure from step 5.

You may now re-record another prompt. When finished making all desired recordings, press F4 to change port status from `Local Connect` to `Ans` status.

Use the same procedure to record other voice fields, such as voice names and greetings on the Personal Directory pages. For guidelines, see the topic *Recording Voice Fields & Prompts.*

Recording Quick Play Prompts

When you re-record a prompt indexed for Quick Play, the Voice Prompt Editor screen will indicate this by replacing the QP symbol on the screen with a number equal to the length of the new prompt in seconds. The system will play the new prompt you have recorded from the hard disk, rather than the faster, indexed QP.IDX file.

The new prompt will not be placed into the Quick Play index until the system is restarted, either by exiting to DOS and restarting the program, or by rebooting the computer. On restart, the system will copy the new prompt from the hard disk into the QP.IDX file.

> **WARNING!** Restarting or rebooting the system disrupts any calls in progress. Do not reboot or restart the system until after business hours.

Prompts That Must Be Re-Recorded

If you are using the system as an automated attendant to answer incoming calls, you should re-record the first three Opening Line prompts to customize them. Typically, you would want your primary receptionist to make these recordings.

If you feel it is necessary to make the rest of the automated attendant conversation sound consistent with the first Opening Line prompts, the same person can re-record the following list of prompts in the same voice. These are the prompts that are heard by outside callers.

All other voice prompts — most of which are heard only by subscribers or their guests — may be suitable for your application in the original system voice. However, you may re-record them if you wish.

Automated Attendant Prompts to Re-record

Number	**Example and Usage**
20	*"is not available right now."* Used as a greeting when an extension is not answered and the subscriber has not recorded a personal greeting.

21	*"I'll record your message now. Please stay on the line for further options."* Used after the personal greeting in a message box, if the box is set to take messages.
22	*"If you need further assistance, press the pound sign now. Thank you and good-bye."* Used after a caller leaves a message in a message box. The caller hears this prompt only if he or she remains on the line after leaving a message.
27	*"If you'd like to leave a message, I'll record it now."* Used in a transaction box if the box is set to take messages.
79	*"Please hold on while I try that extension."* Used when the system attempts to transfer the caller to the requested extension.
88	*"is on the phone now."* Used as a greeting when an extension is busy and the subscriber has not recorded a personal greeting.
95	*"I'm sorry, I did not hear your selection. Please re-enter your selection now."* Used if there is no match for the touchtone code entered.
96	*"Who may I say is calling?"* Used before a transfer if the subscriber's message box is set for screening.
229	*"Thank you. Your message has been sent."* Used after a caller leaves a message in a subscriber's message box or a transaction box.
247	*"The person you are trying to reach..."* Used as a greeting when an extension is busy or not answered and the subscriber has not recorded a voice name and a personal greeting.
Intro:	*"I'll transfer you now."* Used when the system transfers a caller to the operator. The `Intro` voice field is located in the `Transfer` section of the Operator Box (EasyMade Application Screen, Page 3).

Copying Prompts out to DOS Voice Files

Like any voice field, prompts can be copied to or from separate DOS voice files. This allows you to record a prompt at one site, then take it to another. It also allows you to record a long prompt as several short phrases, then copy the phrases out to voice files and add them all together when you copy them back into the system.

To copy a recorded prompt to a DOS voice file:

1. Sign into the system at the console.
2. Position the cursor on the voice field of the prompt you wish to copy.

3. Press F2 key to bring up the Command Menu
4. Press C for Copy
5. Press O for Out to a File
6. Type the name of the DOS file to which the voice field will be copied and press ↵Enter. If you are copying to a floppy disk, remember to precede the filename with **`A:`**. Note that there is **no** space between the **`A:`** and the filename.
7. Press ↵Enter

A voice file takes about 3000 bytes per second of recording. Copy each selected prompt to a separate DOS file.

Copying DOS Voice Files into Voice Fields

To copy a DOS voice file to a voice field or prompt:

1. Sign into the system at the console.
2. Position the cursor on the voice field where you would like the prompt to be heard.
3. Press F2 key for the Command Menu
4. Press C for Copy
5. Press I for Into Current Field
6. Type the filename of the DOS file which will be copied into the voice field.

   If you are copying from a diskette, place the diskette into the A: drive and remember to precede the filename with **`A:`**. Note that there is **no** space between the **`A:`** and the filename.
7. Press ↵Enter

If there is already a prompt in that voice field, you will be given a choice of replacing or appending to the existing voice field, as explained below.

Editing Prompts

Appending Prompts Together

Long prompts can be constructed by appending a series of shorter prompts.

The first phrase of the long prompt should be recorded in the voice field where the entire prompt will be heard. The remaining phrases should each be recorded into an empty voice field and then copied into separate DOS voice files, as described above. Using the append option, you can then copy the separate DOS files sequentially into the voice field containing the original phrase.

To append a voice file to a voice field:

1. Position the cursor on the voice field of the first phrase of the prompt.
2. Press F2 for Command Menu
3. Press C for copy
4. Press I for Into Current Field
5. Type the filename of the DOS file which will be appended to the voice field and press ←Enter. If you are copying from a diskette, you must remember to precede the filename with **A:**. Note that there is **no** space between the **A:** and the filename.
6. Press A to Append

Adding Silence

You can add silence (a pause) to the end of a prompt simply by not saying anything while recording. However, this may mean that undesirable background noise is recorded. For adding "pure silence" to a voice field, the system has two DOS files, called SILENCE (for a half-second of silence) and SILENCE2 (for 2 seconds of silence).

To add silence to the end of a prompt:

1. Position the cursor on the voice field to which you would like to append a pause.
2. Press F2 for the Command Menu
3. Press C for Copy
4. Press I for Into Current Field
5. Type **SILENCE** (or **SILENCE2**) for the name of the file
6. Press A to Append

Repeat this procedure to add more silence.

Replacing Prompts

You can replace prompts by recording over them or by copying a DOS voice field over them. In both cases, even a short prompt will completely replace a longer prompt.

To replace a prompt:

1. Position the cursor on its voice field.
2. Press F2 key for Command Menu
3. Press C for copy
4. Press I for Into Current Field
5. Type the name of the DOS file which will replace the current prompt and press ↵Enter. If you are copying from a diskette, remember to precede the filename with `A:`. Note that there is **no** space between the `A:` and the filename.
6. Press R to Replace

Restoring Original Prompts

Any system prompt which was previously deleted or re-recorded can be restored from the system master disks. To restore a prompt, place the original system disk in drive A:. Sign in at the console and bring up the Voice Prompt Editor Screen. Place the cursor on the voice field of the prompt you wish to restore and copy in the appropriate file that is named in *Appendix B: Prompt Reference Guide.*

For example, Prompt 18 (*"If you'd like to leave a message, I'll record it now."*) is stored on disk 3 as filename **`%anwmsg`**. A complete list of prompts and filenames appears in *Appendix B: Prompt Reference Guide.*

To restore original prompts:

1. Place the cursor on the voice field of Prompt 18 on the Voice Prompt Editor Screen.
2. Press F2 for the Command Menu
3. Press C for Copy
4. Press I for Into the current file
5. Insert Disk 3 of your master disks in the A: drive.
6. Type **`A:%anwmsg`**, then press ↵Enter
7. Press R for Replace

The system copies the original voice file into Prompt 18.

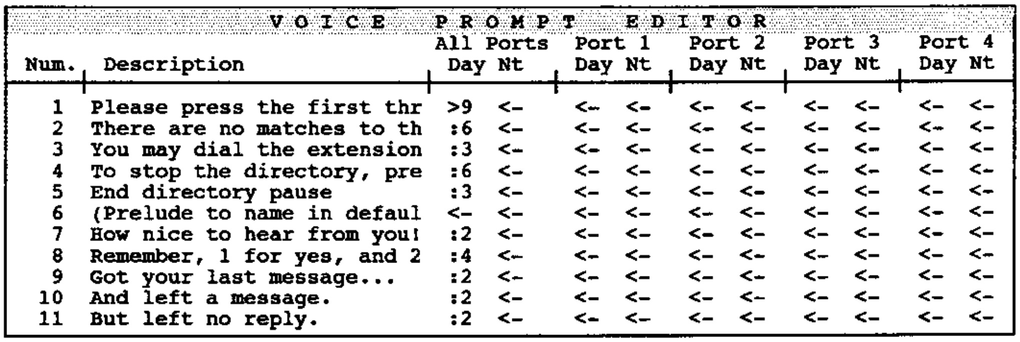
Custom-Ordered Prompts

You may order custom prompts from Active Voice that match the standard system voice. Supply your dealer with a script of the prompts or voice names necessary, and Active Voice will record the prompts into voice files on floppy disk for you to copy into your system. There is a charge for custom prompts. Contact your dealer for information.

Night and Special Port Prompts

You may change any of the Voice Prompt Editor prompts on a port by port basis. Furthermore, you may record different prompts for Day Mode and Night Mode. In most applications, however, you use the same prompts on all ports, both day and night.

There are two places you may change prompts on a port by port basis. You change the Opening Line prompts on the EasyMade Application Screen, Page 2. You change the other system prompts on the Voice Prompt Editor Screen.



```
                    V O I C E   P R O M P T   E D I T O R
                                All Ports  Port 1   Port 2   Port 3   Port 4
 Num.  Description               Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

   1  Please press the first thr >9  <-    <-  <-   <-  <-   <-  <-   <-  <-
   2  There are no matches to th :6  <-    <-  <-   <-  <-   <-  <-   <-  <-
   3  You may dial the extension :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
   4  To stop the directory, pre :6  <-    <-  <-   <-  <-   <-  <-   <-  <-
   5  End directory pause        :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
   6  (Prelude to name in defaul <-  <-    <-  <-   <-  <-   <-  <-   <-  <-
   7  How nice to hear from you! :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
   8  Remember, 1 for yes, and 2 :4  <-    <-  <-   <-  <-   <-  <-   <-  <-
   9  Got your last message...   :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  10  And left a message.        :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  11  But left no reply.         :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
```

Figure 74: Voice Prompt Editor Screen

By default, all prompts appear under the `All Ports Day` column on the Voice Prompt Editor screen. The system uses these prompts on all ports, day or night, unless other prompts are recorded specifically for a particular port or for Night Mode. When prompts are recorded in columns other than All Ports Day, the system decides which prompt to play based on the following priority list:

In Day Mode:
1st: Port Day prompt
2nd: All Ports Day prompt

In Night Mode:
1st: Port Night prompt
2nd: Port Day prompt
3rd: All Ports Night prompt
4th: All Ports Day prompt

During Day Mode, the system first checks to see if a specific prompt has been recorded in the `Day` column for the port that is handling the call. If this is the case, the system plays the prompt. If not, the system plays the `All Ports Day` prompt.

During Night Mode, the system first checks to see if a prompt has been recorded in the `Night` column for the port that is handling the call. If no Night prompt has been recorded, the system then checks to see if a prompt has been recorded in the `Day` column for that port. If no Day prompt is recorded for that port, the system checks to see if a prompt has been recorded in the `All Ports Night` column. If not, the system plays the `All Ports Day` prompt.

Any prompt recorded under a special port column, for example: `Port 4 Day`, will be played only to calls coming in on that port. For example, you might want to re-record all the prompts on a specific port in a different language, then publish the phone number for that port to be used by people who speak that language.

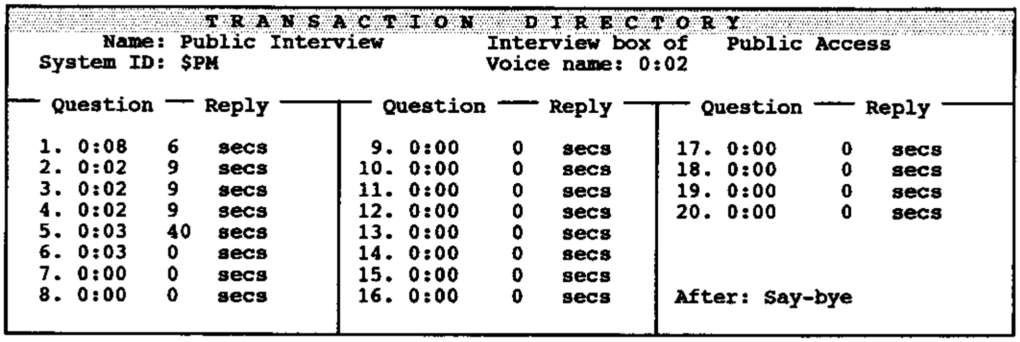
Note that the left-pointing arrow `(<-)` implies that the system will use the `All Ports Day` prompts even if the arrow appears to be pointing to a lower port's special prompts. If you wish two ports to play the same special prompt you must copy the prompt to both ports.

For related information, see:

- *Opening Line*
- *Port Applications*
- *Recording Voice Fields & Prompts*
- *Schedules*

Public Interview Box

Repartee provides a special interview box, called the Public Interview Box. Messages left in the Public Interview Box are **public messages** and are available to all subscribers with public message access. Typically, the Public Interview Box is used to handle calls that are intended for the Operator but go unanswered. The Public Interview Box asks a caller for his or her name, phone number and a brief message so that the call can be returned. The use of the Public Interview Box is not restricted to just this purpose, however. This topic describes how the Public Interview Box operates. The Public Interview Box is pictured in Figure 75. It is a page of the Transaction Directory Screen.



```
                    TRANSACTION   DIRECTORY
         Name: Public Interview          Interview box of   Public Access
   System ID: $PM                        Voice name: 0:02

── Question ── Reply ───┬─── Question ── Reply ──┬── Question ── Reply ───

   1. 0:08   6   secs   │  9. 0:00    0   secs   │ 17. 0:00    0   secs
   2. 0:02   9   secs   │ 10. 0:00    0   secs   │ 18. 0:00    0   secs
   3. 0:02   9   secs   │ 11. 0:00    0   secs   │ 19. 0:00    0   secs
   4. 0:02   9   secs   │ 12. 0:00    0   secs   │ 20. 0:00    0   secs
   5. 0:03   40  secs   │ 13. 0:00    0   secs   │
   6. 0:03   0   secs   │ 14. 0:00    0   secs   │
   7. 0:00   0   secs   │ 15. 0:00    0   secs   │
   8. 0:00   0   secs   │ 16. 0:00    0   secs   │ After: Say-bye
```

Figure 75: The Public Interview Box

Programming the Public Interview Box

You program the Public Interview Box the same way as a regular interview box. Refer to the *Interview Box* topic if you need instructions.

Public Interview Box ID: $PM

The Public Interview Box comes with a default System ID of $PM. You can change the box's ID, but you cannot delete the Public Interview Box, nor can you add a new one. If you do change the box's System ID, make sure that you also change all references to the old ID. (This System ID is typically referenced by the Operator Box in the `Go-to-ID` field, and by the `System ID if no TT's` field on the EasyMade Application Screen, Page 2).

Default Questions

The questions listed below are recorded as defaults in the Public Interview Box.

Question	**Max Reply Time**
Who's calling please?	6
Whom are you trying to reach?	9
What's this in reference to?	9
At what number can you be reached?	9
What additional message would you like to leave?	40

Leaving a Message in the Public Interview Box

A caller routed to the Public Interview Box is asked questions in the order that they are recorded in the box. If the caller does not finish speaking in the allotted reply time, the system goes on to the next question.

If the caller does not respond to the first question, the system repeats the first question. If the caller still does not respond, the system skips ahead to the **Action**, which, by default, is set to **Say-Bye**. If the action is Say-Bye, the caller hears the prompt:

> *"If you need further assistance, press the pound (#) sign now. Thank you and good-bye."* [prompt 28]

If the caller responds to the first question, but fails to answer a subsequent question, the system continues on with the next question in the series.

NOTE: If dialtone detect is enabled, the system will detect when the caller disconnects and stop the interview.

Who may listen to Public Messages?

Public Interview Box messages are available to all subscribers who have public message access. These subscribers do **not** have a "P" access restriction in the **Access** field on the Personal Directory page. A "P" in the **Access** field means that the subscriber **cannot** access public messages.

Ordinarily, you would revoke Public Message Access from most subscribers, by adding the "P" access code. On the other hand, you usually want system managers and operators to have Public Message Access, so you would not give them the "P" access code. This allows them to listen to public messages.

Messages from the Public Interview Box

Subscribers who have access to public messages will hear any messages left in the Public Interview Box, once they have checked all their other new messages.

As with other interview boxes, each set of responses to the Public Interview Box questions is stored as a single message. A beep is recorded between each response in the interview. You will not hear the original interview questions when you hear the replies. If a caller does not answer a question, you will hear two consecutive beeps, indicating no response.

Only the first subscriber to hear a public message will hear it as a **new** message. The message will be available to subsequent subscribers with public message access as an **old** message, when they choose to review old messages. If any subscriber chooses to delete the message after hearing it, it will be erased from the system and will not be available to any other subscriber.

It is best if you limit the number of people who can access public messages. This helps to ensure that important messages won't be inadvertently deleted. The ideal situation would be to assign one person, such as the receptionist, to listen to all new public messages, and, if necessary, redirect the messages to the appropriate subscribers.

Preserving a Public Message

Instead of redirecting a public message to a specific subscriber, you can also keep a public message as a **new** message that can be heard by other subscribers with public message access. To do this, the first subscriber to hear the message must press the star (*) touchtone, either while listening to the message or during the message's time and date announcement.

To keep a public message as an **old** message that can be heard by other subscribers with public message access when they listen to their **old** messages, a subscriber who is reviewing the message must actively save it. The system will then ask:

"Would you like me to archive this?" [prompt 34]

The subscriber must respond "Yes" to save the message. If the subscriber responds "No," the public message is deleted.

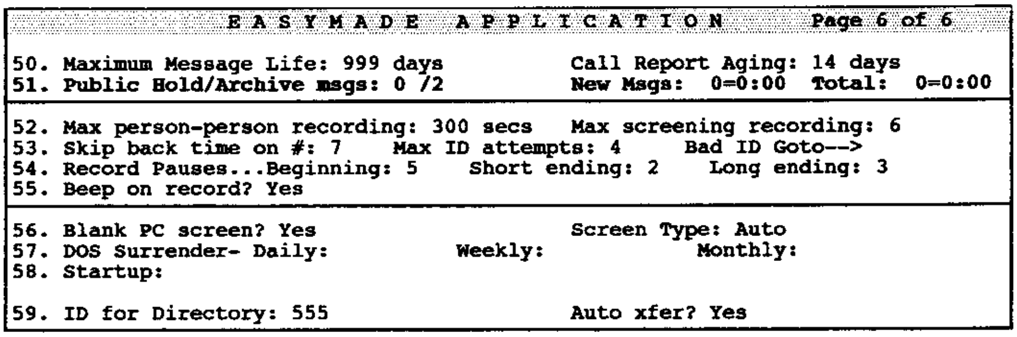
Message Notification for Public Messages

You may not want the system to call you or light your message waiting lamp if the only messages you have waiting are public messages. You can specify the "C" restriction in the **Access** field of your page on the Personal Directory Screen so that the system will not activate message notification for Public Messages.

This means that if your only new message is a public message, the system will not call you to notify you that a message is pending. However, if the system notifies you of other new messages, it will offer you the public message as well.

Public Message Parameters

Line 51 on the EasyMade Application Screen, Page 6 has parameters that relate to the Public Interview Box. This screen is shown in Figure 76.



```
                 E A S Y M A D E   A P P L I C A T I O N          Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 7   Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5   Short ending: 2    Long ending: 3
55. Beep on record? Yes
56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:           Monthly:
58. Startup:
59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 76: EasyMade Application Screen, Page 6, with public message parameters

`51. Public Hold/Archive msgs.`

This field has two values stored in it: one for how many days to hold old public messages, the other for how many days to keep archived public messages. The default value of zero (0) for Hold means that an old Public Interview message will be held until midnight on the day it was first heard, at which time it will be deleted.

The default value of two (2) for **`Archive`** means that if an old Public Interview message is explicitly saved, it will be archived for 2 more days before being deleted from the system. Each time an old Public Interview message is heard, it must be explicitly saved again or it will be deleted.

`New Msgs: 0=0:00 Total: 0=0:00`

These are display-only fields showing the number of public messages in the system, including Public Interview Box messages and Operator Box messages. The first number in the **`New Msgs.`** field is the number of *new* public messages followed by the total duration of these new messages in hours:minutes. The first number in the **`Total`** field is the number of *new and old* public messages stored on the system, followed by the total duration of these public messages in hours and minutes.

For related information, see:

- *Interview Boxes*
- *Message Playback*
- *Opening Line*
- *Operator Box*
- *Port Applications*
- *Recording Voice Fields & Prompts*
- *Subscribers*
- *System IDs*

Recording Voice Fields and Prompts

A customized Voice Mail and Automated Attendant system reflects the personality of your company. The actual voice that is heard when Repartee answers the phone can make a positive statement about your company. A well designed application involves the recording of many prompts, interview box questions, and voice names.

Recording anything that the system says is a very easy process, and will be used frequently as your system evolves and grows. This topic describes, in detail, the method for recording, copying and combining voice fields throughout the system.

Voice Fields and Prompts

A **voice field** is an area on screen which stores a sound file. You highlight voice fields to record new greetings, announcements, or prompts. A **prompt** is a question (or statement) the system presents to callers (for example, *"I'll record your message now."*).

All voice fields (except those storing prompts) are represented on the screen by the length of the existing recording in minutes:seconds. For instance, `Voice name: 0:02` means that a 2-second voice name has been recorded in this field. Three zeroes (`0:00`) indicate an empty voice field.

A voice field which contains a prompt is displayed a bit differently. Since prompts are usually very short, screens such as the Voice Prompt Editor Screen and EasyMade Application Screen, Page 2 just show the length of the voice field's current prompt recording in seconds. For instance, `:4` indicates a 4-second prompt. Prompts longer than 9-seconds are indicated by `>9`. If no prompt has been recorded in the field, the system displays a left arrow (<-).

All voice fields can be recorded "on screen" using the procedure documented below. In addition, the subscribers' voice names, greetings and the alternate greetings of a subscriber or transaction box can be recorded remotely from a touchtone telephone. The procedure for remote recording is documented in the *Subscriber*, *Remote Control* and *Transaction Box* topics.

Recording Voice Fields On Screen

All voice fields can be recorded using the same simple procedure. To record or listen to a voice field, you must first be in local connect mode.

To get into local connect mode at the console:

1. Dial the system and wait until Repartee answers.
2. Press F3 to position the double arrow (>>) next to the port that answered your call.
3. Press F4 to change port status from "Answered" to "Local Connect."

You may now record or playback voice fields as follows:

1. At the computer, sign in to the system as a system manager and position the cursor on the voice field to be recorded.
2. Press F9 to begin the recording procedure. Instructions appear at the bottom of the screen.
3. Press the Space bar to begin recording. Wait for a beep from the system before speaking.
4. Speak into the telephone to make the recording.
5. Press the Space bar again to stop recording.
6. Press F10 to listen to the voice field you just recorded. If you are not satisfied, press F9 to re-record it.
7. You can record a different voice field by positioning the cursor on another voice field, and repeating this procedure for recording.
8. Press F4 when you are finished with all recordings to exit "Local Connect" mode for the port you are using.

NOTE: Stay in local connect mode until you finish all new recordings. If you accidentally hang up while you are locally connected, you must press the F4 key to free the system port, then repeat the procedure to get locally connected.

NOTE: If you record over an existing voice field, the original voice field will be completely replaced by the new one, even if the new one is shorter than the old one.

Deleting a Voice Field

To delete the recording in a voice field, position the cursor on the field and press the Del key. Answer "yes" to the screen prompt: "`Are you sure you want to delete this recording?`" Nothing will be played for this field unless you record it or restore the original system prompt.

WARNING! A deleted voice field may not be recovered unless it has been previously saved elsewhere. Original system prompts maybe restored from the master disks, as explained in the topic *Prompts*.

Copying Voice Fields

Voice field recordings are stored in DOS files. They can be copied and saved like any other DOS file. For more information on copying voice files, see the *Prompts* topic.

Adding a Beep

The system will beep whenever it records a message or greeting. The field **Beep on Record** on the EasyMade Application Screen, Page 6, controls whether or not the system will beep to begin a recording. You can disable Beep on Record by changing the field to **No**. If you change the field to No, the system will never beep to indicate that it is ready to record. If you then want the system to beep prior to selected recordings, you can add a beep to the end of any prompt that requests a caller to speak.

To add a beep to an individual voice prompt:

1. Position the cursor on the selected voice field.
2. Press F2 for the Command Menu
3. Press C for Copy
4. Press I for Into Current Field
5. Type **BEEP** for the name of the file and press ↵Enter
6. Press A to Append

Adding Silence

Anytime a caller is asked to enter touchtones, you should include a pause in the prompt so the caller has time to make a selection.

You can add silence (a pause) simply by not saying anything while recording. However, this procedure may cause undesirable background noise to be recorded. For adding "pure silence" to a voice field, the system has two DOS voice files called SILENCE (for a half-second of silence) and SILENCE2 (for 2 seconds of silence).

To add silence to the end of a prompt

1. Position the cursor on the selected voice field.
2. Press F2 for the Command Menu.
3. Press C for Copy.
4. Press I for Into Current Field.
5. Type `SILENCE` (or `SILENCE2`) for the name of the file and press ↵Enter.
6. Press A to Append.

Repeat this procedure to add more silence.

Tips for Recording

You may need to make a recording several times to get it just right. Time spent making quality recordings is time well spent.

Recording Environment

Make sure there is no background noise or phone line static that could be recorded. Do the recording in a quiet room. If no quiet room is available, you can use a noise canceling handset, also known as a confidencer, on your telephone.

Timing

Notice the timing of the prompt or greeting. Does it drag a bit? Is it too quick to be fully understood by a first-time caller? Does the prompt have the right amount of silence recorded at the beginning and end?

Embedded Pauses

Most prompts work best with no silence at the beginning or end. However, when a prompt requests that the caller press touchtones, you should include some silence in the prompt to allow the caller to make a selection. For example, when a prompt asks the caller to press the pound sign for further assistance, there must be a few seconds of silence to give the caller time to react before the system hangs up (see *Adding Silence* in this topic).

Audio Quality

Notice the audio quality of the prompt. If the recording sounds too loud or raspy, try lowering the volume of your voice or holding the handset further away from your mouth. A different phone or a different handset may produce a better quality recording.

Particularly long or complicated prompts may be easier to record sentence by sentence. You can record each sentence in a different column (under Day/Nite ports) then append them together using the copy option. Be sure to delete the individual sentence recordings after you have put them all together into one voice prompt. For more information on stringing prompts together, see the *Prompts* topic.

Finally, make sure prompts are pleasant and friendly sounding -- callers will appreciate it.

Quick Play

Repartee indexes 52 prompts for Quick Play by default, including the Opening Line, the time and date envelope prompts, the phone number prompts and message delivery prompts. The prompts which Repartee indexes for Quick Play are determined by a file called QP in the\REPARTEE\PROMPT sub-directory. For information on the QP file, see the topics *DOS Environment* and *Prompts*.

You may re-record Quick Play prompts in the same manner as any prompt.

For related information, see:

- *DOS Environment*
- *Prompts*

Remote Control

Repartee offers every subscriber the option to remotely change several features of his or her own configuration. The subscriber can call in from any touchtone phone and reprogram the way the system transfers the subscriber's calls or delivers messages. Subscribers can also re-record their voice name or personal greeting, or set a new personal security code. This topic describes all the features which may be controlled or activated by a subscriber over the phone.

NOTE: An A or G restriction in the subscriber's **Access** field on the Personal Directory Screen makes some of these remote control features unavailable.

Remote Control of the Personal Greeting

When an outside caller reaches a subscriber's message box, the system plays the subscriber's personal greeting to the caller before taking a message. Callers will be more likely to leave a message if the greeting is kept up-to-date. For example:

> *"Thank goodness it's Friday! This is Bob, and I'll be out of the office until 1:30 this afternoon. Leave me a message with your number and I'll be sure to call as soon as I can. Thanks."*

Remote recording of the greeting is extremely useful when a subscriber will be out of the office unexpectedly, or longer than anticipated. The subscriber can simply call up the system from any touchtone phone and change the greeting remotely.

> *"Hello, this is Bob, and I'll be out of the office for the rest of the day. If you need someone to answer a sales question right away, please dial zero now and our secretary will help you. Otherwise leave me a message with your phone number and I'll call you back tomorrow."*

To record or delete a greeting remotely:

1. Call the system and enter your Personal ID. After the prompts for retrieving and leaving messages, the system asks:

   "Would you like to change your personal greeting?" [prompt 83]

2. Press 1 for yes. If the `Greeting` voice field is blank, you hear:

   "There is no current greeting. Would you like to record a new one?" [prompt 117, 85]

3. Press 1 for yes. The system then says:

   "OK. I'll record your message now." [prompt 45]

   If you have previously recorded a greeting, the system says:

   "The current greeting is <current greeting>. Would you like to record a new one?" [prompt 118, 85]

4. Press 1 for yes. The system responds:

   "OK. I'll record your message now." [prompt 45]

   The system will record your new greeting, erasing the old one automatically. If you press 2 for no to *"Would you like to record a new one?"*, you hear:

   "Would you like to delete it?" [prompt 116]

   If you delete the greeting (without recording a new one) the system will introduce your message box to outside callers with:

   "<Voice name> is not available right now." "I'll record your message now. Please stay on the line for further options." [prompt 20, 21]

Remember, the greeting should say more than *"Hello, this is Bob."* It should also explain that you are not available, and that the caller can leave a message. A better greeting would be: *"Hello, this is Bob. I can't take your call right now, but please leave a message and I'll get back to you right away."*

Remote Control of Call Transfer

When an outside caller dials a subscriber's Extension # ID in an ordinary automated attendant and voice mail application, the call is routed to the subscriber's actual telephone extension first. If that line is busy or goes unanswered, the call is then routed to the subscriber's message box. On occasion, a subscriber will be away from his or her desk but able to take calls if they could be transferred to the correct location.

With remote control of call transfer, a subscriber can either reprogram the system to connect outside callers to a different phone number, or turn off call transfer entirely. If the subscriber is going to be out of the office for an extended period of time, and cannot take calls at another location, turning off call transfer routes callers into the subscriber's voice mailbox faster.

To change your call transfer options:

1. Call the system and enter your Personal ID. At the end of the subscriber conversation, the system asks:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will hear three more questions requiring yes (1) or no (2) answers:

   "Would you like to change your transfer options?" [prompt 168]

   "Would you like to change your message delivery options?" [prompt 169]

   "Would you like to change your personal options?" [prompt 170]

3. Press 1 to answer yes to *"Would you like to change your transfer options?"* The system asks:

   "Call transfer to your extension is now" "off" [prompt 107,110]
   "Shall I turn it on?" [prompt 111]

   or:

   "Call transfer to your extension is now" "on." [prompt 107,109]
   "Shall I leave it on?" [prompt 112]

   Notice that the question is always phrased such that pressing 1 always means "On" and pressing 2 always means "Off."

4. If you respond yes, the system will ask if you want to change the phone number. The system asks:

   "The current phone number is <phone number>." [prompt 154]
   "Would you like to change it?" [prompt 157]

   If you choose to change the phone number, you hear:

   "Please enter the new phone number. Press star (*) when you are done." [prompt 155]

After entering the new number and pressing the star (*) key, you hear:

"The new phone number is <phone number>." [prompt 156]
"Would you like to change it?" [prompt 157]

If you respond no to *"Shall I leave it on?"* or *"Shall I turn it on?"*, the system will not try to transfer outside callers to your phone when they press your Extension # ID. Instead, outside callers will be routed directly to your voice mailbox.

Remember, when turning on call transfer via remote control, the transfer is conducted according to the subscriber's existing call transfer and call screening parameters.

Remote Control of Message Delivery

The effectiveness of a voice mail system depends upon prompt delivery of messages. Subscribers, however, do not always call in regularly to retrieve their messages. You can program the system to call subscribers at home, at their work phone, or on their pager or mobile phone to deliver messages at regular intervals or upon receipt of each message. This is detailed more fully in the *Message Delivery* topic.

With remote control of message delivery, a subscriber can program the system to deliver messages to an alternate number. Only the delivery phone number can be changed remotely, and not the parameters that control delivery, such as the number of rings the system should wait for the called party to answer.

To change the message delivery phone number:

1. Call the system and enter your Personal ID. At the end of the subscriber conversation, the system asks:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will hear:

   "Would you like to change your transfer options?" [prompt 168]

3. Press 1 for yes and answer the call transfer questions (detailed in the previous section), or press 2 for no. In either case, the system continues with:

   "Would you like to change your message delivery options?" [prompt 169]

4. Press 1 for yes and the system asks two or more of the following questions:

   "Message delivery to your work phone is off. Shall I turn it on?" [prompt 108, 110, 111]

   or:

   "Message delivery to your work phone is on. Shall I leave it on?" [prompt 108, 109, 112]

   "Message delivery to your home number is off. Shall I turn it on?" [prompt 120, 110, 111]

   or:

   "Message delivery to your home number is on. Shall I leave it on?" [prompt 120, 109, 112]

   "Your pager phone delivery is currently off. Shall I turn it on?" [prompt 203, 110, 111]

   or:

   "Your pager phone delivery is currently on. Shall I leave it on?" [prompt 203, 109, 112]

   "Your spare phone delivery is currently off. Shall I turn it on?" [prompt 204, 110, 111]

or:

"Your spare phone delivery is currently on. Shall I leave it on?" [prompt 204, 109, 112]

For each yes response to the above questions, the system will ask if you want to change the phone number. The system asks:

"The current phone number is <phone number>. Would you like to change it?" [prompt 154, 157]

If you choose to change the phone number, you hear:

"Enter the new phone number. Press star (*) when you are done." [prompt 155]

After entering the new number and pressing the star (*) key, you hear:

"The new phone number is <phone number>. Would you like to change it?" [prompt 156, 157]

NOTE: The system will automatically add a `9,` to the beginning of any message delivery number entered remotely which is 5 digits or more in length.

Remember, when message delivery is turned on remotely, the subscriber cannot select the message delivery method. The system will use whichever delivery method (`Each` or `Batch`) was last selected at the console screen. The message delivery schedule, priority, and number of rings to wait also remain the same as set at the console screen.

After any changes to your message delivery options, the system moves on to the next question:

"Would you like to change your personal options?" [prompt 170]

The personal options questions include changing your personal security code and your recorded voice name.

Remote Control of Security Codes

Each subscriber has the option of having a security code in addition to his or her Personal ID. The security code provides additional confidentiality in the voice mail system because the security code is never displayed by the system. For maximum security, only the subscriber may set or change his or her security code. The system does not allow system managers to set or change the security codes at the console screen. Only the subscriber may set the security code, and only over the phone.

To set a new security code:

1. Call the system and enter your Personal ID and your security code, if you already have one. At the end of the subscriber conversation, you are asked:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will be asked the yes/no questions for changing your call transfer options and message delivery options. After you answer those questions, the system will ask:

   "Would you like to change your personal options?" [prompt 170]

3. Press 1 for yes. The system asks:

   "Would you like to set your security code?" [prompt 171]

4. Press 1 for yes. The system will prompt you to enter the new security code.

   "Please enter your new security code. Press the star (*) when you're finished. To delete your security code, just press the star (*) now." [prompt 172]

5. Enter from 1 to 10 digits on the telephone keypad, pressing the star key (*) to tell the system when you are finished. The system will not "read" the new security code to you for confirmation. Instead, the system will ask you to re-enter the new security code before making the change permanent.

   "Please re-enter your new security code to confirm it. Press star (*) when you're finished." [prompt 176]

   If you do not enter the same sequence of digits as the first time, the system does not change the code and says:

   "I'm sorry, the two security codes you entered don't match." "Your security code has NOT been changed." "Would you like to set your security code?" [prompt 177, 175, 171]

If you enter the same sequence of digits as the first time, the system makes the change permanent and says:

"Your new security code has now been activated." [prompt 178]

If you press the star (*) key without pressing any digits:

"Would you like to delete your security code?" [prompt 173]

If you respond yes, the system deletes the security code. You no longer have to enter it when calling the system. If you respond no, the system leaves the security code as is, and continues the subscriber conversation.

After you have answered all the security code questions, the system continues the conversation with:

"Would you like to change your recorded name, which is currently..." [prompt 179]

Remote Recording of Voice Names

Each subscriber should have a recorded voice name in the system which is used when: outside callers use the automatic subscriber directory, subscribers select other subscribers for leaving messages, the system delivers messages from one subscriber to another, and when outside callers reach a subscriber's message box and no personal greeting has been recorded.

Most subscribers prefer to record their voice name in their own voice. Having the voice name in the subscriber's own voice helps make the system sound more friendly and personal to the outside caller.

Since it can be difficult and time-consuming for the system manager to get subscribers to the console to record their voice names, the system offers subscribers the option of recording or changing their voice name from any touchtone phone at any time.

To record a voice name:

1. Call the system and enter your Personal ID and security code. At the end of the subscriber conversation, the system asks:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and the system will ask you the series of yes/no questions for transfer options, message delivery options and personal options described in the sections above.

3. Press 1 for yes to the question *"Would you like to change your personal options?"* and the system will ask the security code questions. Answer the security code questions, then the system asks:

   "Would you like to change your recorded name, which is currently...<voice name>" [prompt 179]
   or:

   "Would you like to change your recorded name, which is currently...not recorded. Please note that it is best to have a recorded name." [prompt 179, 180]

4. Press 1 for yes. The system then prompts:

   "Okay, state your name now. Please state only your name." [prompt 181]

5. State your name clearly and distinctly into the phone. Press the star (*) touchtone.

6. After recording your voice name, the system plays it back and automatically offers you the option to re-record it.

   "Your new name is <voice name>. Would you like to re-record it?" [prompt 182-183]

   Press 1 for yes if you want to re-record the voice name. You can re-record it as many times as you like. If you press 2 for no, the system concludes the subscriber conversation with:

   "Would you like to do anything else?" [prompt 26]

For related information, see:

- *Call Transfer and Message Taking*
- *Message Delivery*
- *Security Codes*
- *Subscribers*

Remote Maintenance

Repartee's remote maintenance option allows a dealer or technician to provide support and solve customer problems without visiting a customer's site. Technicians use remote maintenance to link an off-site PC to the Repartee system and control the console.

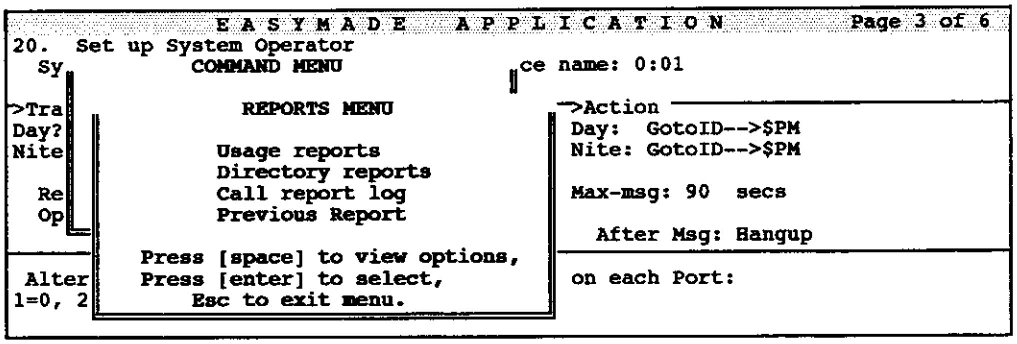
When the off-site PC and the console have been linked by a pair of modems and the remote maintenance software, their screens both display exactly the same information. Keystrokes entered on either keyboard affect the displays of both. In addition, the remote maintenance software allows you to do such tasks as transfer files between the off-site PC and the system console, print files stored on the system with a printer connected to the off-site PC, and more. Simply put, remote maintenance allows the off-site PC to monitor or control the execution of programs which are running on the system.

For complete information on installing and using remote maintenance, see the guide which accompanies the remote maintenance package.

Reports

Any business using a call processing system needs to track the activity of its incoming and outgoing phone traffic. It is useful to know what the peak incoming traffic volume is, and when it occurs. The number of calls handled by each port and directed to each subscriber may also be useful pieces of information.

Repartee can produce several useful reports, which can be broken down into three categories: Usage Reports, Directory Reports and Call Log Reports. Reports can be displayed to the screen or printed. This topic contains a definition of each report along with full details and instructions for each report.



```
                E A S Y M A D E   A P P L I C A T I O N           Page 3 of 6
20.  Set up System Operator
  Sy          COMMAND MENU                  ce name: 0:01

>Tra            REPORTS MENU                 ->Action
Day?                                          Day:  GotoID-->$PM
Nite          Usage reports                   Nite: GotoID-->$PM
              Directory reports
  Re          Call report log                 Max-msg: 90  secs
  Op          Previous Report
                                                After Msg: Hangup
          Press [space] to view options,
 Alter    Press [enter] to select,            on each Port:
1=0, 2       Esc to exit menu.
```

Figure 77: Reports Pop-up Menu

Summary of Reports Menu

All reports are accessed from the Reports pop-up menu, which has four options:

Usage Reports

Usage Reports are designed to give an overview of how much the system is being used over time. The report can be generated as either a table or graph. The Usage Graph Report displays the percentage of use of the system's ports for each 24 hour period. The Usage Table lists the number of calls handled and the amount of time the system was handling calls. Usage Reports can also be generated for individual subscribers, guests, extension numbers or System IDs. Usage Reports are explained on page 182.

Directory Reports

Directory Reports give a snapshot of the system configuration. The report comes in two forms. The Subscriber Directory lists all enrolled subscribers, along with their Personal IDs, Access codes, message retention parameters, and number of new and total messages. The Extension Report lists all enrolled subscribers, along with their Extension # IDs, call transfer parameters, call transfer options, call holding status, and any transaction boxes they own. Guests are **not** listed on the Directory Reports. Directory Reports are explained on page 185.

Call Report Log

The Call Report lists all system activity, with a separate listing for each call answered, dialed or continued by the system over a given period of time. Call Report Logs can be generated for the entire system or for an individual subscriber. Call Report Logs are explained on page 186.

Previous Report

This option lets you access any report that was previously generated. It is especially useful when you have already displayed a report on screen and would later like to print it. This option may also be used to display other types of text files on the console screen. For the Previous Report function, refer to page 191.

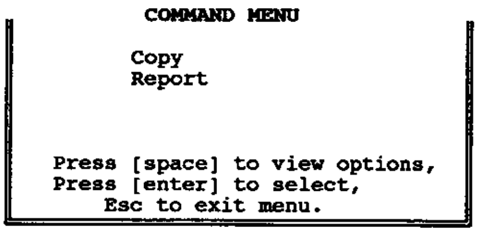
Accessing Reports

Reports are accessed and manipulated through a series of pop-up menus. These menus can be called up from any screen.

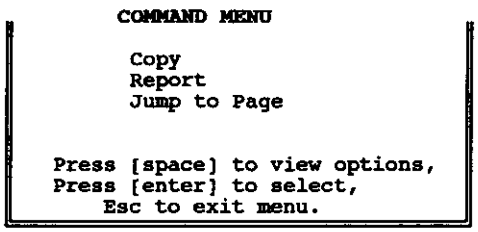
To access reports:

1. Sign in to the system.

2. At any screen, press F2 for Command mode. The Command pop-up menu will appear on the screen, in one of two forms:

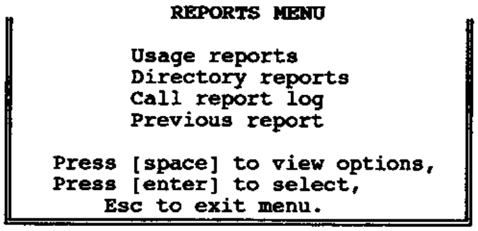


```
          COMMAND MENU

         Copy
         Report



Press [space] to view options,
Press [enter] to select,
    Esc to exit menu.
```



```
          COMMAND MENU

         Copy
         Report
         Jump to Page


Press [space] to view options,
Press [enter] to select,
    Esc to exit menu.
```

3. Press R for Reports. The Reports pop-up menu will appear on the screen.



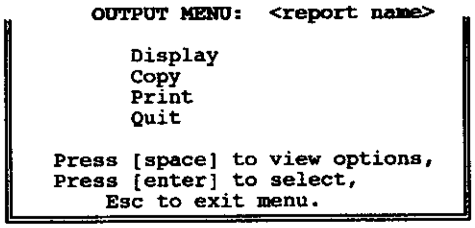
```
           REPORTS MENU

         Usage reports
         Directory reports
         Call report log
         Previous report

Press [space] to view options,
Press [enter] to select,
    Esc to exit menu.
```

4. You may now select any report from the menu. For details on each report turn to these pages in this topic:

Usage Reports	page 182
Directory Reports	page 185
Call Report Log	page 186
Previous Report	page 191

Displaying, Copying & Printing Reports

Whenever a report is generated, Repartee offers you the options of viewing the report on screen, printing a hard copy of the report, or copying the report to a floppy disk file. The default option is `Display`, which lets you view the report on-screen.



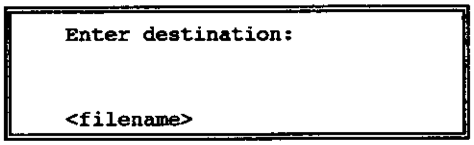
```
      OUTPUT MENU:  <report name>

         Display
         Copy
         Print
         Quit

  Press [space] to view options,
  Press [enter] to select,
      Esc to exit menu.
```

Display

Select `Display` and the system will show the report on the console screen. Use the cursor keys (↓ ↑ PgUp PgDn) to view the portions of the report which will not fit on the screen.

Copy

Select `Copy` and the system will copy the file in ASCII format to a floppy disk or hard disk. The default destination is the directory which contains your system software. The default filename will be the report name which appears at the top of the Output pop-up menu.



```
    Enter destination:


    <filename>
```

To copy the report to a floppy disk, insert the disk in drive A: and type `A:`***`<filename>`*** where *<filename>* is the DOS filename you choose. You may use the default filename. Once copied to a floppy disk, the file may be manipulated using DOS. Many word processors can import ASCII Files, allowing you to edit or print them.

> **NOTE:** If you copy more than one report to a floppy disk, you **must** give each report a different filename.

Print

Select `Print` and the system will send the file to a printer. You must have a printer connected to the computer for this option to work. Otherwise, use the Copy option, and take the file on a floppy disk to a computer which is connected to a printer.

Quit

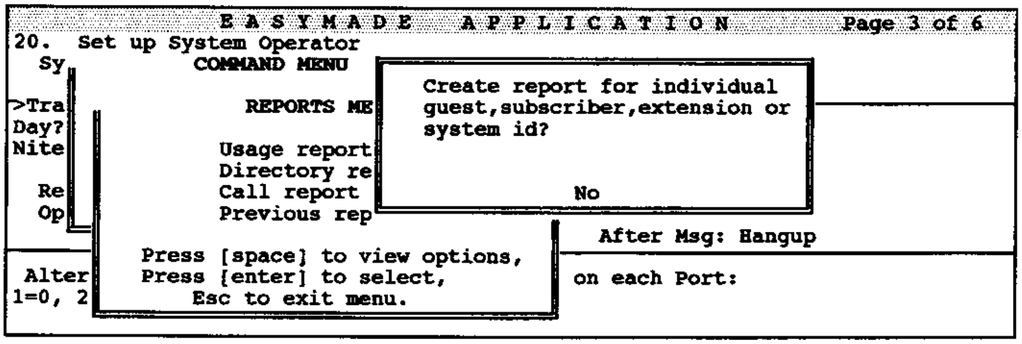
Select `Quit` to close all pop-up boxes and return to the screen.

Usage Reports

Usage Reports provide you with the details of how the system is used in two forms: a graph of system usage, and a table of system usage.

To access a Usage Graph or Usage Table:

1. Sign in to Repartee
2. At any screen press F2 for Command mode. The Command pop-up menu will appear on the screen.
3. Press R for Reports. The Reports pop-up menu will appear on the screen.
4. Press U for Usage Reports. A message box will pop-up on the screen, asking if you would like to create a report for an individual subscriber, guest, extension number or System ID.



```
                 E A S Y M A D E   A P P L I C A T I O N          Page 3 of 6
20.  Set up System Operator
  Sy          COMMAND MENU
                               Create report for individual
>Tra             REPORTS ME    guest,subscriber,extension or
Day?                           system id?
Nite           Usage report
               Directory re
  Re           Call report                  No
  Op           Previous rep
                                         After Msg: Hangup
            Press [space] to view options,
 Alter      Press [enter] to select,    on each Port:
1=0, 2         Esc to exit menu.
```

Figure 78: Usage Report selection pop-up menu.

5. You may press N or ←Enter to generate a Usage Report for the entire system. Press Y to select a report on a particular person or ID.
6. The system then asks which format you wish to use. Select either the Graph or Table option.
7. Select `Display` to have the system place the report on the console screen.
8. You may use the cursor keys, PgUp, or PgDn to see any portions of the report which do not appear on screen.

Interpreting the Usage Graph Report

The Usage Graph displays a percentage of use for each hour of the day. This percentage is equal to the amount of time the ports were busy, divided by the total amount of time that the ports *could* have been used. The amount of time that they could have been used is equal to 60 minutes multiplied by the number of ports in the system. A Usage Graph for *the system* can tell you if the system is being overloaded with calls. A Usage Graph for *a subscriber* can tell you at what time a subscriber is receiving the most calls.

Examples

Example A: A 4-port system, at 60 minutes of possible availability per port per hour, has 240 minutes of "port time" per hour. If, during any given hour, Port 1 was busy for 55 minutes, Port 2 was busy for 50 minutes, Port 3 was busy for 45 minutes, and Port 4 was busy for 40 minutes, the usage percent for that hour would be:

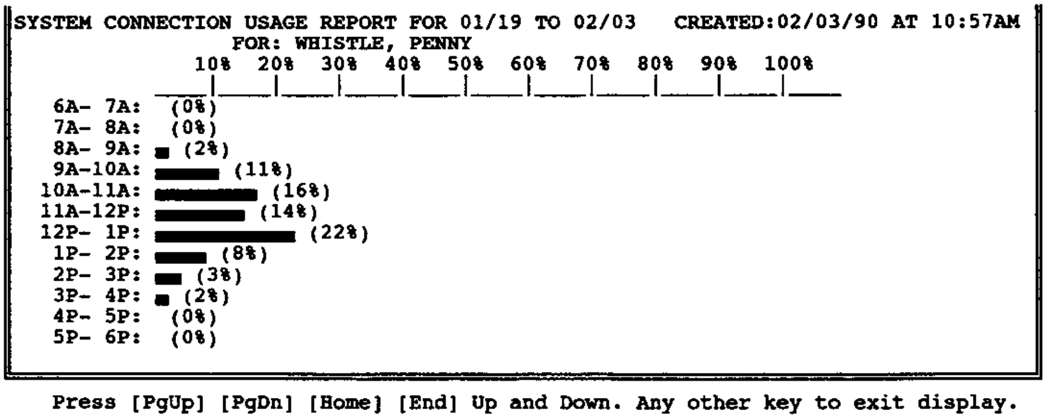
$$(55 + 50 + 45 + 40) / 240 = 79 \text{ percent}$$

Example B: A 2-port system has 120 minutes of "port time" per hour. During the hour between 2:00PM and 3:00PM, Port 1 was busy for 60 minutes (the entire hour), and Port 2 was busy for 30 minutes. The usage percent for that hour would be:

$$(60 + 30) / 120 = 75\%$$

Note, however, that because one port was always busy, and the other port was sometimes busy, there would have been times where no port was available, and a caller would get busy signal.

The suggested maximum system usage is 80%, but this maximum should be somewhat lower on a two port system. Usage in excess of 80% may indicate a need to upgrade the number of ports on your Repartee system.

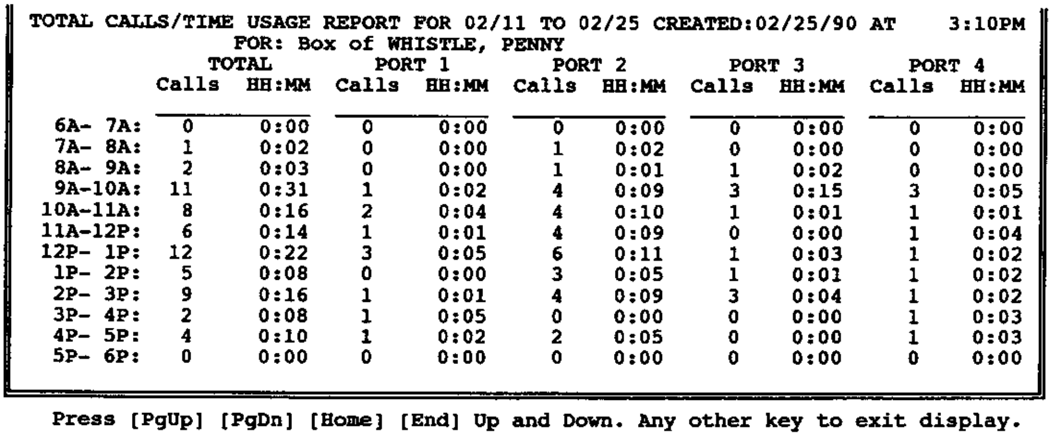


```
SYSTEM CONNECTION USAGE REPORT FOR 01/19 TO 02/03   CREATED:02/03/90 AT 10:57AM
                 FOR: WHISTLE, PENNY
              10%  20%  30%  40%  50%  60%  70%  80%  90%  100%
          ____|____|____|____|____|____|____|____|____|____|____
  6A- 7A:  (0%)
  7A- 8A:  (0%)
  8A- 9A: █ (2%)
  9A-10A: ██████ (11%)
 10A-11A: █████████ (16%)
 11A-12P: ████████ (14%)
 12P- 1P: ████████████ (22%)
  1P- 2P: █████ (8%)
  2P- 3P: ██ (3%)
  3P- 4P: █ (2%)
  4P- 5P:  (0%)
  5P- 6P:  (0%)

    Press [PgUp] [PgDn] [Home] [End] Up and Down. Any other key to exit display.
```

Figure 79: Sample Extension Usage Graph

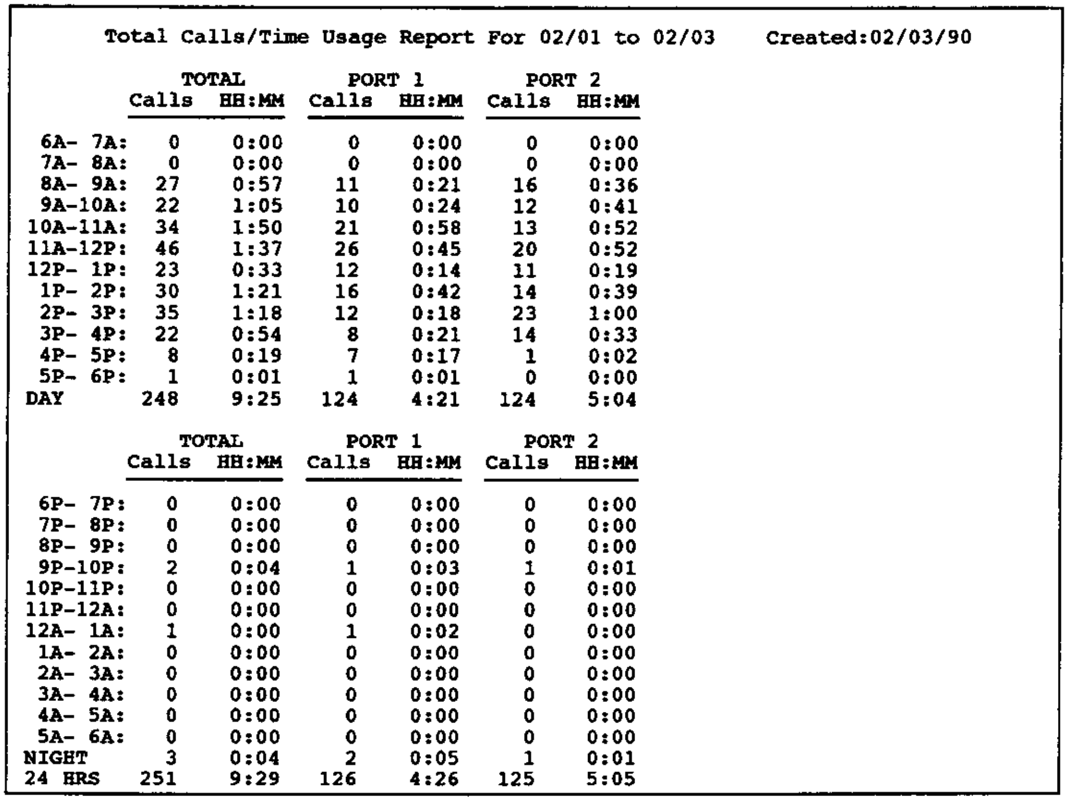
Interpreting the Usage Table Report

The Usage Table Report provides further information about system usage by displaying, for each hour of the day, the amount of time each port was in use, the number of calls it handled, and the totals for all ports. There are also grand totals for day, night, and an entire 24 hour period. Usage Table Reports can be generated for a particular subscriber or the system as a whole. **Note:** For purposes of reports, day always refers to 6:00 am-6:00pm, and night to 6:00pm-6:00am.



```
TOTAL CALLS/TIME USAGE REPORT FOR 02/11 TO 02/25 CREATED:02/25/90 AT    3:10PM
                FOR: Box of WHISTLE, PENNY
              TOTAL          PORT 1          PORT 2          PORT 3          PORT 4
          Calls  HH:MM    Calls  HH:MM    Calls  HH:MM    Calls  HH:MM    Calls  HH:MM
          ------------    ------------    ------------    ------------    ------------
  6A- 7A:   0     0:00      0     0:00      0     0:00      0     0:00      0     0:00
  7A- 8A:   1     0:02      0     0:00      1     0:02      0     0:00      0     0:00
  8A- 9A:   2     0:03      0     0:00      1     0:01      1     0:02      0     0:00
  9A-10A:  11     0:31      1     0:02      4     0:09      3     0:15      3     0:05
 10A-11A:   8     0:16      2     0:04      4     0:10      1     0:01      1     0:01
 11A-12P:   6     0:14      1     0:01      4     0:09      0     0:00      1     0:04
 12P- 1P:  12     0:22      3     0:05      6     0:11      1     0:03      1     0:02
  1P- 2P:   5     0:08      0     0:00      3     0:05      1     0:01      1     0:02
  2P- 3P:   9     0:16      1     0:01      4     0:09      3     0:04      1     0:02
  3P- 4P:   2     0:08      1     0:05      0     0:00      0     0:00      1     0:03
  4P- 5P:   4     0:10      1     0:02      2     0:05      0     0:00      1     0:03
  5P- 6P:   0     0:00      0     0:00      0     0:00      0     0:00      0     0:00

   Press [PgUp] [PgDn] [Home] [End] Up and Down. Any other key to exit display.
```

Figure 80: Sample Subscriber Usage Table



```
      Total Calls/Time Usage Report For 02/01 to 02/03     Created:02/03/90

              TOTAL          PORT 1          PORT 2
          Calls  HH:MM    Calls  HH:MM    Calls  HH:MM
          ------------    ------------    ------------

  6A- 7A:   0     0:00      0     0:00      0     0:00
  7A- 8A:   0     0:00      0     0:00      0     0:00
  8A- 9A:  27     0:57     11     0:21     16     0:36
  9A-10A:  22     1:05     10     0:24     12     0:41
 10A-11A:  34     1:50     21     0:58     13     0:52
 11A-12P:  46     1:37     26     0:45     20     0:52
 12P- 1P:  23     0:33     12     0:14     11     0:19
  1P- 2P:  30     1:21     16     0:42     14     0:39
  2P- 3P:  35     1:18     12     0:18     23     1:00
  3P- 4P:  22     0:54      8     0:21     14     0:33
  4P- 5P:   8     0:19      7     0:17      1     0:02
  5P- 6P:   1     0:01      1     0:01      0     0:00
 DAY      248     9:25    124     4:21    124     5:04

              TOTAL          PORT 1          PORT 2
          Calls  HH:MM    Calls  HH:MM    Calls  HH:MM
          ------------    ------------    ------------

  6P- 7P:   0     0:00      0     0:00      0     0:00
  7P- 8P:   0     0:00      0     0:00      0     0:00
  8P- 9P:   0     0:00      0     0:00      0     0:00
  9P-10P:   2     0:04      1     0:03      1     0:01
 10P-11P:   0     0:00      0     0:00      0     0:00
 11P-12A:   0     0:00      0     0:00      0     0:00
 12A- 1A:   1     0:00      1     0:02      0     0:00
  1A- 2A:   0     0:00      0     0:00      0     0:00
  2A- 3A:   0     0:00      0     0:00      0     0:00
  3A- 4A:   0     0:00      0     0:00      0     0:00
  4A- 5A:   0     0:00      0     0:00      0     0:00
  5A- 6A:   0     0:00      0     0:00      0     0:00
 NIGHT      3     0:04      2     0:05      1     0:01
 24 HRS   251     9:29    126     4:26    125     5:05
```

Figure 81: Sample System Usage Table

Directory Reports

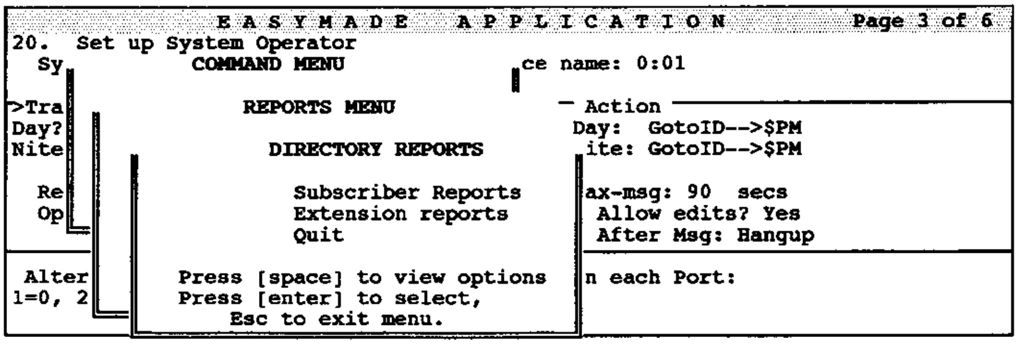
Directory reports are designed to give you a snapshot of the system configuration at anytime. There are two different directory reports, Subscriber and Extension reports, each useful for different purposes. Each report lists all subscribers on the system, in alphabetical order by last name. There are two primary uses for these reports: to report the state of an existing installation so that the system may be maintained and problems may be diagnosed, and to report the state of a freshly installed system so that the installation may be checked.

NOTE: Guests are **not** listed in Directory Reports.

Creating Directory Reports

To access a Directory report:

1. Sign in to the system.
2. At any screen press F2 for Command mode. The Command pop-up menu will appear on the screen.
3. Press R for Reports. The Reports pop-up menu will appear on the screen.
4. Press D to select Directory reports. The pop-up Directory Reports menu will appear on the screen, offering you three choices: **`Subscriber Reports`**, **`Extension reports`**, or **`Quit`**.



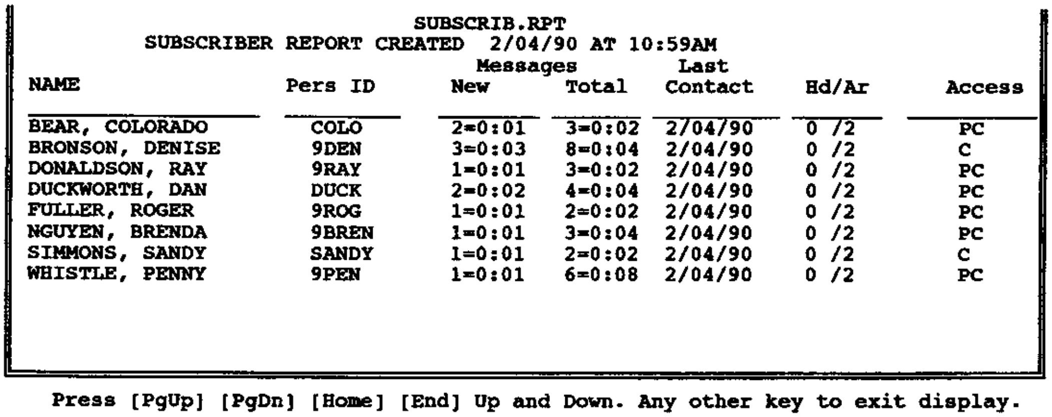
```
              E A S Y M A D E   A P P L I C A T I O N           Page 3 of 6
20.  Set up System Operator
  Sy         COMMAND MENU                 ce name: 0:01

>Tra              REPORTS MENU           ─ Action
Day?                                     Day:  GotoID-->$PM
Nite               DIRECTORY REPORTS      ite: GotoID-->$PM

  Re                  Subscriber Reports  ax-msg: 90  secs
  Op                  Extension reports    Allow edits? Yes
                      Quit                 After Msg: Hangup

 Alter          Press [space] to view options  n each Port:
1=0, 2          Press [enter] to select,
                    Esc to exit menu.
```

Figure 82: Directory Reports Menu

5. Press S ↵Enter to select a Subscriber report, press E ↵Enter to select an Extension report, or press Q ↵Enter to close the Directory Reports menu.

Subscriber Directory Report

The Subscriber Report lists of all subscribers in the system. For each subscriber the report lists: the subscriber's name, Personal ID, the number and length of new messages and total messages the subscriber has, the last date the subscriber called the system, the number of days the system holds and archives messages for the subscriber, and any Access codes the subscriber has. (Access codes allow or restrict access to particular system features.)



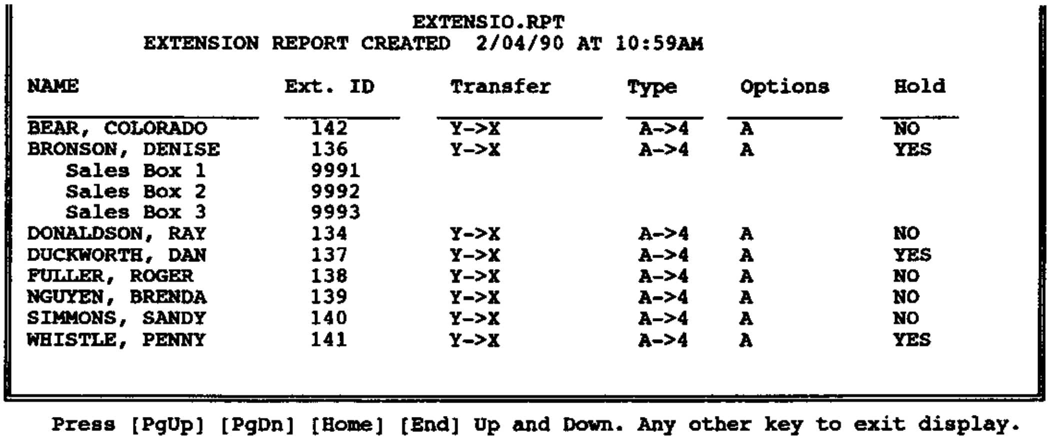
```
                               SUBSCRIB.RPT
          SUBSCRIBER REPORT CREATED  2/04/90 AT 10:59AM
                                    Messages        Last
NAME                   Pers ID      New      Total  Contact     Hd/Ar       Access

BEAR, COLORADO          COLO      2=0:01   3=0:02  2/04/90     0 /2          PC
BRONSON, DENISE         9DEN      3=0:03   8=0:04  2/04/90     0 /2          C
DONALDSON, RAY          9RAY      1=0:01   3=0:02  2/04/90     0 /2          PC
DUCKWORTH, DAN          DUCK      2=0:02   4=0:04  2/04/90     0 /2          PC
FULLER, ROGER           9ROG      1=0:01   2=0:02  2/04/90     0 /2          PC
NGUYEN, BRENDA          9BREN     1=0:01   3=0:04  2/04/90     0 /2          PC
SIMMONS, SANDY          SANDY     1=0:01   2=0:02  2/04/90     0 /2          C
WHISTLE, PENNY          9PEN      1=0:01   6=0:08  2/04/90     0 /2          PC

   Press [PgUp] [PgDn] [Home] [End] Up and Down. Any other key to exit display.
```

Figure 83: Sample Subscriber Report

Extension Directory Report

The Extension Report lists all subscribers enrolled on the system, along with their Extension # IDs, transaction boxes they own, their call transfer parameters, call transfer options and whether they have call holding turned on or off.

At the Directory Reports menu, use the cursor keys to highlight **`Extension report`** and press ↵Enter. The system will generate the report. See the *Displaying the Report* section below.



```
                               EXTENSIO.RPT
          EXTENSION REPORT CREATED  2/04/90 AT 10:59AM

NAME                   Ext. ID      Transfer       Type      Options      Hold

BEAR, COLORADO          142         Y->X           A->4      A            NO
BRONSON, DENISE         136         Y->X           A->4      A            YES
   Sales Box 1          9991
   Sales Box 2          9992
   Sales Box 3          9993
DONALDSON, RAY          134         Y->X           A->4      A            NO
DUCKWORTH, DAN          137         Y->X           A->4      A            YES
FULLER, ROGER           138         Y->X           A->4      A            NO
NGUYEN, BRENDA          139         Y->X           A->4      A            NO
SIMMONS, SANDY          140         Y->X           A->4      A            NO
WHISTLE, PENNY          141         Y->X           A->4      A            YES

   Press [PgUp] [PgDn] [Home] [End] Up and Down. Any other key to exit display.
```

Figure 84: Sample Extension Report

Call Report Log

The system keeps a record or log of every call answered, dialed or transferred by the system. With the **`Call Report Log`** option, you can access that information for the entire system or for an individual subscriber or System ID.

When the system handles a call, a call record is added to a DOS file on the system's hard disk with the filename **REPLOG*dd*.mm**, where ***dd*** is the current day and *mm* is the current month. For example, the file REPLOG1.12 would contain the call records for December 1st. When you generate a Call Report Log you specify the start and stop dates for the report. The system then generates the Call Report Log by gathering into one file called `REPLOG.PRN` all the `REPLOG`*dd*`.`*mm* files that fall on or between the dates you specified.

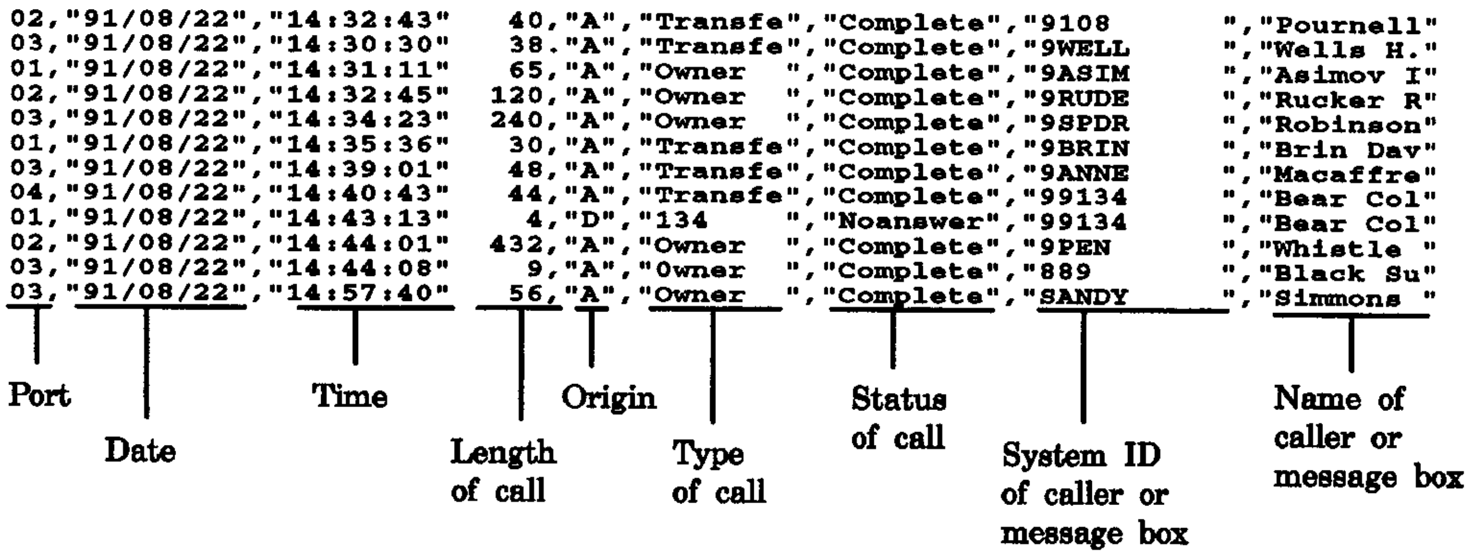
Each call record in the REPLOG files is 82 characters long. This includes the commas between the data fields and the two control characters ("Return" and "Line feed") that end each record.

The `REPLOG.PRN` file uses an ASCII data format, suitable for importing into widely used database management and spreadsheet programs. The file contains fields of data, separated by commas. Text fields are surrounded with quotation marks in the file. Numeric fields are not. A sample set of call records appears in Figure 85, while the chart in Figure 86 explains each data field in the call record.

Creating the Call Report Log

To generate a Call Report Log:

1. Sign in to the system.
2. At any screen press F2 for Command mode. The Command pop-up menu will appear on the screen.
3. Press R for Reports. The Reports pop-up menu will appear on the screen.
4. Press C to select Call Report Log
5. The system asks if you would like to create a report for an individual subscriber. Press Y to generate a Subscriber Call Report. Press N or ↵Enter to generate a system report (the system will prompt you to enter the start date and end date of the report before generating).



```
02,"91/08/22","14:32:43"   40,"A","Transfe","Complete","9108           ","Pournell"
03,"91/08/22","14:30:30"   38."A","Transfe","Complete","9WELL          ","Wells H."
01,"91/08/22","14:31:11"   65,"A","Owner  ","Complete","9ASIM          ","Asimov I"
02,"91/08/22","14:32:45"  120,"A","Owner  ","Complete","9RUDE          ","Rucker R"
03,"91/08/22","14:34:23"  240,"A","Owner  ","Complete","9SPDR          ","Robinson"
01,"91/08/22","14:35:36"   30,"A","Transfe","Complete","9BRIN          ","Brin Dav"
03,"91/08/22","14:39:01"   48,"A","Transfe","Complete","9ANNE          ","Macaffre"
04,"91/08/22","14:40:43"   44,"A","Transfe","Complete","99134          ","Bear Col"
01,"91/08/22","14:43:13"    4,"D","134    ","Noanswer","99134          ","Bear Col"
02,"91/08/22","14:44:01"  432,"A","Owner  ","Complete","9PEN           ","Whistle "
03,"91/08/22","14:44:08"    9,"A","Owner  ","Complete","889            ","Black Su"
03,"91/08/22","14:57:40"   56,"A","Owner  ","Complete","SANDY          ","Simmons "
```

Port
Date
Time
Length of call
Origin
Type of call
Status of call
System ID of caller or message box
Name of caller or message box

Figure 85: Sample Call Report Log

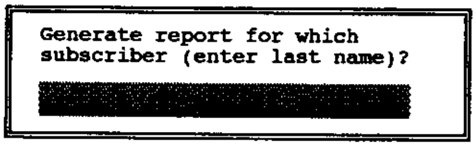
REPLOG Data Fields

Field Name	Length	Description
Port	2	Repartee port handling this call.
Date	10	Date of call in YY/MM/DD format.
Time	10	Time of call in HH:MM:SS format.
Length of Call	4	Duration of call in seconds.
Origin	3	Origin of call: A — Answered incoming call/Collision C — Continued (call restarted) D — Dialed out
Type of Call	8	Type of caller. Possible values are: Owner — Call from a subscriber. Guest — Call from a guest. Msgbox — Call for a message box. Public — Public call. Xfer op — Transfer to operator. Xfer ID — Operator ID transfer. Remote — Repartee network call. Restart — Repartee software restarted. Shutdown — Repartee software stopped. <Phone #> — Repartee placed a call, but didn't contact anyone, or a lamp dialout. FAILURE — System failure occurred, fail codes in following three fields. Complete — Call completed successfully. Transfer — Caller transferred successfully. Locked — Caller ID locked out.
Status of Call	10	Status of call. Possible values are: Busy — Dial out reached a busy tone. Complete — Call completed successfully. No answer — Dial out got no answer. No connect — Dial got no connection. Intercept — Dial out got intercept tone. Incomplete — Dial out interrupted by F4. No ID — Dial out got answer but no ID. No msg. — Public caller hangup. Error — Error during call or ** pressed.
System ID	12	ID of caller (blank if Public call).
Name	9	Name of caller (blank if Public call or if Transfer to operator).

Figure 86: Explanation of REPLOG data fields

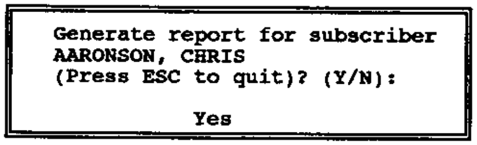
To generate a Subscriber Call Report:

1. Follow steps 1-4 in the procedure for generating a Call Report Log. The system will prompt you for the last name of the subscriber.



```
Generate report for which
subscriber (enter last name)?
```

2. Type in the last name of the subscriber for whom you would like to generate a report and press ↵Enter. If you type in only the first few letters of the name, the system will offer the closest matching subscriber. Pressing ↵Enter without typing any letters will cause the system to offer the first subscriber in alphabetical order.



```
Generate report for subscriber
AARONSON, CHRIS
(Press ESC to quit)? (Y/N):

          Yes
```

3. Pressing N for no at this point will cause the system to offer the next subscriber in alphabetical order. Pressing N repeatedly allows you to scroll through all subscribers on the system.

   Press Y for yes when the correct subscriber name is displayed. The system then prompts you for the Start date and End date of the report. The system then generates the report.

Displaying the Call Report Log

After the system generates a Call Report Log, the Output menu will pop-up on the screen. The default option is `Display`, which displays the report on the computer screen.

Using the Call Log Report in DOS

Once you have generated the call report log the report is stored in a DOS file named `REPLOG.PRN`. You can process it with many software tools. If you have no other computer, you may use the computer on which the Repartee system is installed. The tools described here come standard with the DOS supplied with your computer. Feel free to use any other software you are familiar with, such as spreadsheets, database programs and word processors.

To display the report on-screen, from the DOS command line:

1. Type `TYPE A:REPLOG.PRN`
2. Press ↵Enter

To send the report to a printer:

1. Type `TYPE A:REPLOG.PRN > PRN`
2. Press ↵Enter

If the file `REPLOG.PRN` is less than 64K in size, you may sort the file in alphabetic/numeric order with the DOS "Sort" command.

To sort the REPLOG.PRN file, at the DOS prompt:

1. Type `SORT < A:REPLOG.PRN > A:SORTLOG.PRN /+n`
   where *n* is a number which determines what data field to sort on as follows:

   0 - port number
   4 - date and time at start of call
   31 - origin of call (answered, dialed)
   35 - type of call
   46 - status of call
   57 - System ID of caller (or subscriber)
   70 - Name of caller (or subscriber)

2. Press ↵Enter

The newly created file, "A:SORTLOG.PRN" contains the sorted data and can be displayed or printed as described above.

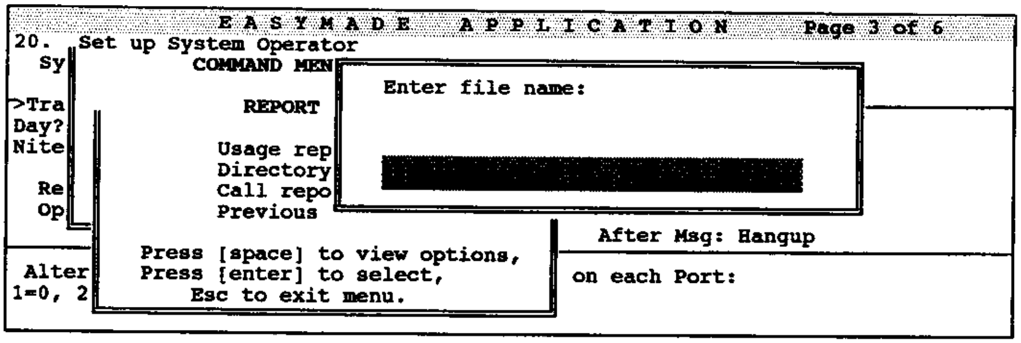
Previous Report

The `Previous Report` item on the Reports pop-up menu is not really a report itself, but a utility for viewing and printing the other reports. This option lets you access the files which the system creates for each report. It is especially helpful when you have already displayed a report on screen and would later like to print it. This option may also be used to display other types of text files onto the console screen.

Calling up the Last Report

After generating a report and making a selection from the Output pop-up menu (see the section *Displaying, Copying & Printing Reports* earlier in this topic, page 181), you are returned to the Output menu. You may make another selection at this time, or press Esc to return to the Report menu.

If you select the Previous Report option, a pop-up message will appear on the screen, as shown in Figure 87.



```
              E A S Y M A D E   A P P L I C A T I O N     Page 3 of 6
20.  Set up System Operator
  Sy        COMMAND MEN
                          Enter file name:
>Tra            REPORT
Day?
Nite          Usage rep
              Directory
  Re          Call repo
  Op          Previous
                                            After Msg: Hangup
         Press [space] to view options,
 Alter   Press [enter] to select,           on each Port:
1=0, 2      Esc to exit menu.
```

Figure 87: Previous Report Pop-up Screen

The filename of the last report generated will appear in the blank. Press ↵ Enter and the system offers to Display, Copy or Print the report. If you enter another filename instead, the system will retrieve that file and offer you the same options. Each time the system generates a report it saves the data to disk. The filenames used to identify each type of report appear in Figure 88.

Report Type	File Name
Usage Graph Report	GRAPH.RPT
Usage Table Report	TABLE.RPT
Subscriber Directory Report	SUBSCRIB.RPT
Extension Directory Report	EXTENSIO.RPT
Call Report Log	REPLOG.PRN

Figure 88: Default filenames for system reports

WARNING! Each time the system generates a particular type of report, it uses the same filename and **erases** the data for the last report of the same type. For example, after generating and printing a Subscriber Usage Graph, you generate a System Usage Graph. The Subscriber Usage Graph file is erased and replaced with the System Usage Graph file.

Calling Up Other Files

The Previous Report option will also let you look at text files other than system reports. In fact, any file which is in ASCII or DOS Text form can be called up using this option, and displayed on the console screen.

To display an ASCII text file on the Repartee Screen:

1. If the file is on a floppy disk, insert the floppy disk containing the file into the A: drive.

2. Select Previous Report from the Report Menu

3. Type: `A:<filename>` [↵Enter] where *<filename>* is the name of the ASCII or DOS Text file. The system will then let you Display, Copy or Print the file.

You may also use this option to display, copy or print any older system reports which you copied to floppy disk earlier.

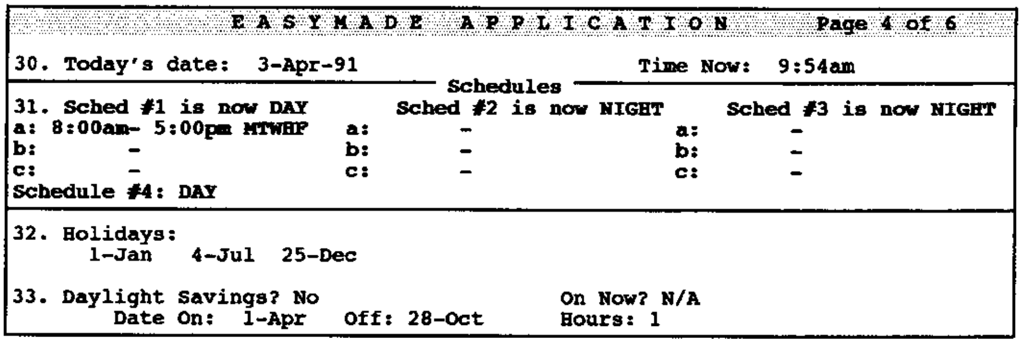
For related information, see:

- *DOS Environment*
- *Port Applications*
- *System IDs*
- *System Manager*

Schedules

Most businesses are not open around the clock. You can program the Repartee system to handle calls differently during the hours your business is closed. You define for the system the hours and days of the week your office is open for business. You can also specify office holidays when your business is closed.

This topic describes how to set the system's schedules and how they affect the system's Day and Night modes of operation. The parameters that affect schedules are on the EasyMade Application Screen, Page 4.



```
                 E A S Y M A D E   A P P L I C A T I O N         Page 4 of 6
30. Today's date:  3-Apr-91                          Time Now:  9:54am
                                       Schedules
31. Sched #1 is now DAY          Sched #2 is now NIGHT      Sched #3 is now NIGHT
a: 8:00am- 5:00pm MTWHF   a:          -                a:       -
b:         -              b:          -                b:       -
c:         -              c:          -                c:       -
Schedule #4: DAY

32. Holidays:
       1-Jan    4-Jul   25-Dec

33. Daylight Savings? No                       On Now? N/A
         Date On:  1-Apr   Off: 28-Oct         Hours: 1
```

Figure 89: EasyMade Application Screen, Page 4, showing system schedules

Day and Night Modes

You can configure the system for two different modes of operation: Day Mode and Night Mode. You define the schedule of hours and days the system is to operate in Day Mode, when your office is open. The rest of the time the system operates in Night Mode, when your office is closed. Day Mode hours do not have to be normal daylight hours. Day Mode hours are simply your business hours: the hours that your office is open or your standard phone service is available.

Using Multiple Schedules

You can define up to four different Day Mode schedules, numbered #1 - #4, then assign particular system ports or transaction boxes a different Day Mode schedule. For example, if you had a Customer Service Department that was open on weekends when the rest of the office was closed, you might create an extended Day Mode schedule for the calls routed to that department from a particular port.

By default, the system uses only Schedule #1, unless you explicitly tell the system to use Schedule #2, #3, or #4.

Using Schedule #1, #2, or #3

Schedule #1, #2, and #3 can each have up to three **ranges** of hours and days that define that schedule's Day Mode. These ranges are labeled **a:**, **b:**, **c:** (see example).

```
31. Sched #1 is now DAY
a: 8:00am- 5:00pm MTWHF
b:10:00am- 3:00pm S
c:12:00pm- 3:00pm U
```

Whenever the current time and day falls within any one of the ranges you have defined for a schedule, that schedule is said to be in Day Mode. The rest of the time that schedule is in Night Mode. The top line of the schedule (for example, **Sched #1 is now NIGHT**) is a display-only field that indicates which mode that schedule is *currently* in.

Using Schedule #4

Schedule #4 is a special schedule that can be manually set to Day Mode or Night Mode. Schedule #4 stays in the selected mode 24 hours-a-day, 365-days-a-year. It will not change unless it is manually reset. This allows you to set a group of ports or transaction boxes to stay in a particular mode regardless of the time of day. By changing the setting of Schedule #4, you can reset all the ports or transaction boxes in the group. The Schedule #4 field has no impact on Schedule #1, #2, or #3. You use the same method to apply Schedule #4 to particular ports or transaction boxes (see *Applying Additional Schedules* below).

Defining a Day Mode Schedule

To define a schedule's Day Mode, enter the appropriate Day Mode hours and days under that schedule's heading. For example, you should enter your company's normal business hours under the **Sched #1** field. Typically, you need to enter only one range of hours in the **a:** field. For example, if your company is open from 8 to 5, Monday through Friday, you would enter **8:00am - 5:00pm MTWHF** in the **a:** field under **Sched #1**. If your company has different weekend or evening hours, you can enter these hours in the **b:** and **c:** fields for that schedule.

The seven days of the week are designated by **MTWHFSU**. Note that **H** = Thursday and **U** = Sunday. Also note that **12:00am** = Midnight, and **12:00 pm** = Noon.

Remember, the top line of the schedule displays what mode that schedule is *currently* in, based on the ranges that define that schedule. As you change the definition of the schedule, this heading may change from `...is now DAY` to `...is now NIGHT` or vice-versa. Even if the top line displays `...is now NIGHT`, remember to define only the hours and days this particular schedule will be in Day Mode.

Defining Additional Schedules

In most applications, you use only one schedule throughout the entire system. However, there may be cases when you want to define and apply additional Day Mode schedules. You should **define** the additional schedules under the headings `Sched #2` and `Sched #3` in the same manner you define `Sched #1`.

Applying Additional Schedules

Once you have defined additional schedules, you **apply** the additional schedule by entering the appropriate schedule number (1, 2, 3 or 4) in one of these fields:

To apply the schedule to all calls coming in on a particular ***port:***	EasyMade Application Screen, Page 2, `16. Day/Night schedule (1..4)`
To apply the schedule to all calls routed to a ***transaction box:***	Transaction Directory Screen, in the upper right corner, in the field labeled: `Schedule #`

Holidays

You may specify up to 18 different holidays, during which the system will operate in Night Mode for the entire day. Enter your company's holidays on the two rows below the label `32. Holidays`. You may enter up to 9 holidays on each row.

Enter each holiday as a day and month, as in `1-Jan`, `25-Dec`. The date entered will be considered a holiday every year. For holidays which fall on different days in different years, such as Thanksgiving, you will have to change the date each year.

NOTE: If Schedule #4 is set to Day Mode, it will stay in Day Mode even during system holidays.

Daylight Savings Time

You may configure the system to automatically adjust to Daylight Savings Time. To activate this feature, set the `33. Daylight Savings` field to `Yes`. In the `Date On` and `Off` fields, enter the dates that Daylight Savings Time begins and ends for the current year.

At 3:00am on the date that is specified in the **Date On** field, the system will set its clock ahead by the number of hours specified in the **Hours** field.

At 3:00am on the date that is specified in the field **Off**, the system will set its clock back by the number of hours specified in the **Hours** field.

For related information, see:

- *Applications*
- *Opening Line*
- *Operator Box*
- *Port Applications*
- *Transaction Boxes*
- *The EasyMade Application Manual*

Key Topic

Screens

Repartee's many powerful features are programmed at the system console. The more familiar you are with the system's console screens the easier it will be for you to program and configure the system.

The system is organized around 6 console **screens**.

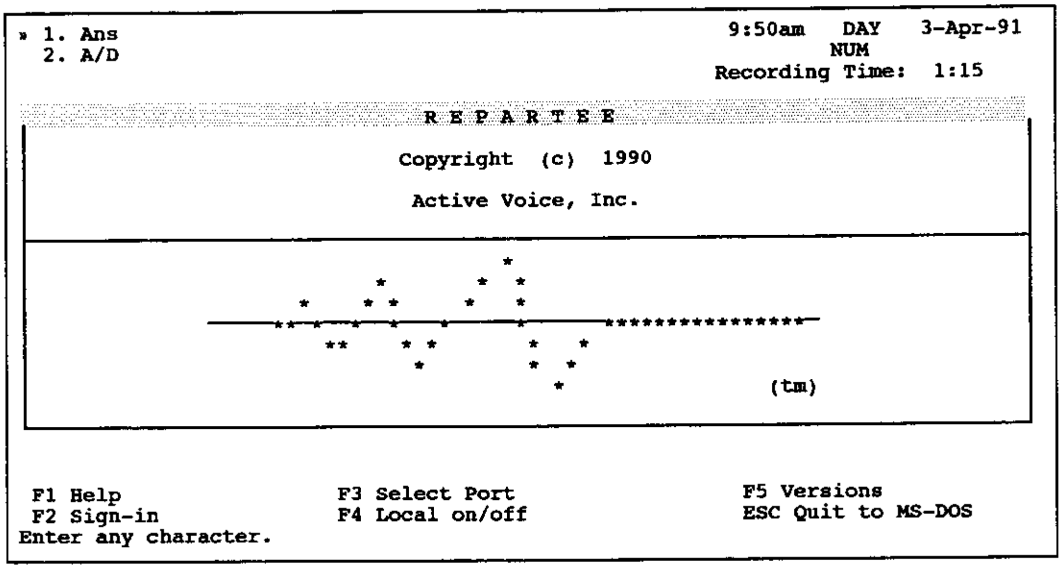
- EasyMade Application Screen
- Personal Directory Screen
- Groups Screen
- Transaction Directory Screen
- Voice Prompt Editor Screen
- EasyMade Switch Setup Screen

Each of the system screens can be thought of as a file folder containing information pertinent to one aspect of the system. For example, the Personal Directory Screen contains information on the people enrolled in the system, while the EasyMade Switch Setup Screen contains information on your in-house telephone system.

Like a file folder, each screen contains one or more **pages** of information. For example, the Personal Directory Screen contains one page for each person enrolled in the system.

Simple commands let you move from screen to screen and from page to page of a screen. Figure 91 on page 201 shows the system's organization of screens.

The System Display



```
» 1. Ans                                          9:50am   DAY    3-Apr-91
  2. A/D                                                   NUM
                                              Recording Time:  1:15

                             R E P A R T E E
                          Copyright  (c)  1990
                           Active Voice, Inc.

                                                    (tm)

 F1 Help              F3 Select Port              F5 Versions
 F2 Sign-in           F4 Local on/off             ESC Quit to MS-DOS
Enter any character.
```

Figure 90: The System Display

The system display shows a wealth of information about the system's status and operation. The center area of the display shows the console screens. You can think of this central area as a window into the system's database and parameters. The six console screens are discussed later in this topic. Above and below the console screens' area is additional information on the system.

Port status: The upper-left corner of the screen shows port numbers (1, 2, and so on) along with an abbreviation stating each port's current status (**Ans** means "ready to answer," for example). A **port** is simply a single incoming telephone line answered by the system. These indicators change while calls are answered and processed.

Date & time: The date and time from the system's internal clock, is shown in the upper-right corner of the screen. The system uses this clock to stamp the time and date on each message. For best results, they should be accurate. You can change the date and time within the system.

Between the time and date displays, the system shows either **DAY** or **NIGHT**, depending on whether the system is answering with its daytime or nighttime message. This is determined by the Day Mode schedules you set within the system.

Keylock status: Just below the date and time is an area that shows whether or not the Capslock, Numlock, or Insert keys have been pressed on the console keyboard. When set on, **CAPS** keeps all letters UPPERCASE, **NUM** enables the keyboard 10-key pad, and **INSERT** means that typed characters will be *inserted* into a line (rather than typing over the existing characters). These keys may or may not be pressed on your keyboard. Try them now so you can see the status indicators on the screen:

Press NumLock	NUM indicator toggles on or off.
Press CapsLock	CAPS indicator toggles on or off.
Press Insert or Ins	INSERT indicator toggles on or off.

Try these keys several times. Leave them *OFF* when you finish.

Recording Time: Voice mail messages are recorded digitally on the system's internal hard disk drive. Once heard, messages are erased after a predetermined period. The recording time indicator shows the number of hours and minutes still available for new messages. Depending on your equipment, the total time available for message storage can range from a few hours to dozens of hours. Watching this number grow and shrink over time will give you a feeling for how much recording time is "normal." If your business grows and this number starts to drop dramatically, your dealer can quickly help you expand recording capacity.

Screen name: The highlight bar that goes the full width of the screen displays the name of the console screen in reverse video letters. When no one is signed in at the console the system displays the Banner Screen and the highlight bar displays the product name.

Function Keys: Along the bottom of the screen, there is a list of keys showing functions currently available. These correspond to the keys labeled F1 through F5 on your keyboard. For example, pressing F1 gives you on-screen help. Different screens have different combinations of functions, but the ones available are shown here.

One-line help: At the bottom of the screen, immediately below the function key list, is a one-line help indicator. This tells you what the system expects you to type. As you enter information in the system, watch this area for quick reminders.

Moving from Screen to Screen

The F5 **Previous Screen**, and F6 **Next Screen** commands let you move from screen to screen. You can think of F5 as moving backwards through the screens and F6 moving forward, relative to your current position. In a way, the screens are really in a kind of circular arrangement, since, if you press either F5 or F6 six times in a row, you'll be right back at the screen you started from. Figure 91 shows the console screens' arrangement.

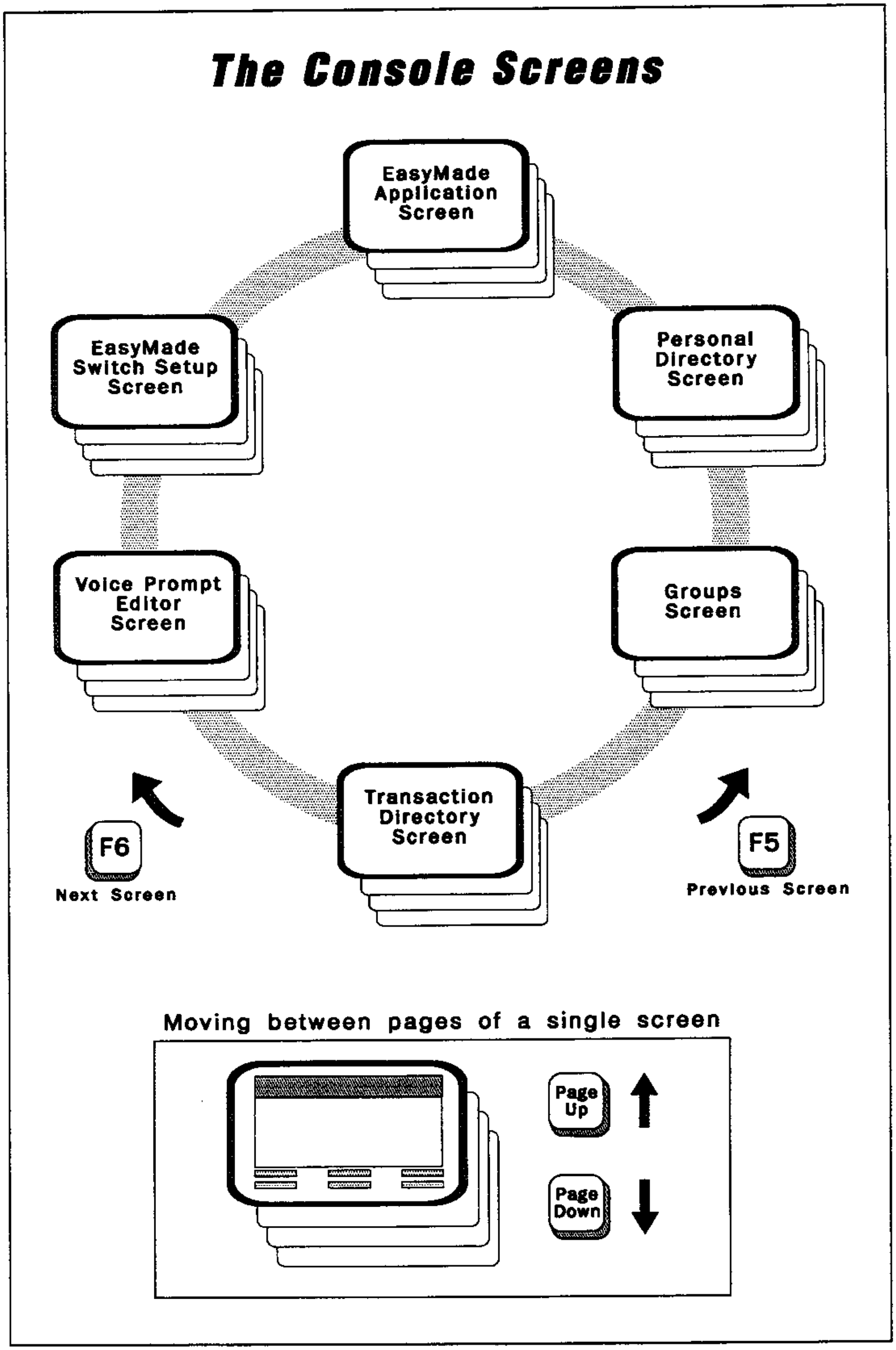

The Console Screens
EasyMade Application Screen
Personal Directory Screen
Groups Screen
Transaction Directory Screen
Voice Prompt Editor Screen
EasyMade Switch Setup Screen
F6
Next Screen
F5
Previous Screen
Moving between pages of a single screen
Page Up
Page Down

Figure 91: The Repartee Screens

Screen Shortcut Keys

Since there are only 6 screens, you can move quickly through the system. However, there are also six shortcut key combinations to move directly to a particular screen.

Ctrl-A	EasyMade Application	Ctrl-T	Transaction Directory
Ctrl-D	Personal Directory	Ctrl-P	Voice Prompt Editor
Ctrl-G	Groups	Ctrl-S	EasyMade Switch Setup

Moving Around Each Screen

Page Up and Page Down

Most of the console screens consist of several pages. For example, the Personal Directory Screen has one page for each subscriber in your system. On the screens which have a fixed number of pages (EasyMade Application Screen and EasyMade Switch Setup Screen) you will see the page number on the far right side of the highlight bar. You can move from one page of a screen to the next by using the Page Up and Page Down keys.

Moving Around Each Page

Each screen page is divided into smaller areas by lines. These areas often have titles to show their general purpose. Information is organized and stored in **data fields** contained within each area. You enter and edit database information in these fields by typing in them. Fields also display stored information, and in some cases are display-only fields which do not accept typed input.

The *current* live field area is indicated by a highlight and by a blinking typing cursor. The highlight shows the size of the field and the cursor shows the current typing point. Press the following keys to **move the cursor within a field** which has multiple characters, such as the **Name** field:

→ (Right Arrow)	Moves the cursor to the **next character**.
← (Left Arrow)	Moves the cursor to the **previous character**.

When you get to the end of a field, the right and left arrow keys will move you to the next or previous field. To move around more quickly, press the following keys to **move the cursor between fields**:

Tab	Moves the cursor one field **to the right**.
Shift-Tab	Moves the cursor one field **to the left**.
↓ (Down Arrow)	Moves the cursor to the **closest field underneath**.
↑ (Up Arrow)	Moves the cursor to the **closest field above**.
←Enter	Moves the cursor to the **next field**.

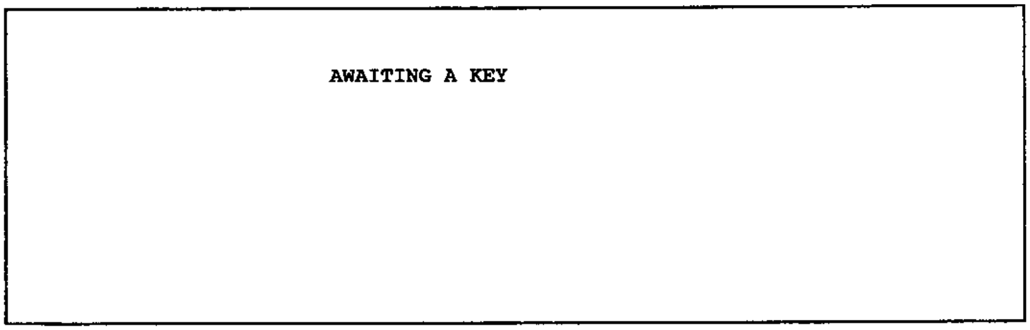
Each time you move out of a field, any changes you made to the field will be saved. If you type something in a field accidentally, it's easy to undo the mistake.

Esc	Restores the field to its original unmodified state.

The Esc key works only when the mistake is noticed immediately. You must press Esc *before* moving to another field. Once you move the cursor to another field (by pressing ↵Enter, Tab⇆, and so on), your change is stored. In this case, you'll have to return to the field and edit it back to its original state.

The Repartee Screens

Let's take a short tour of the different system screens.



```
AWAITING A KEY
```

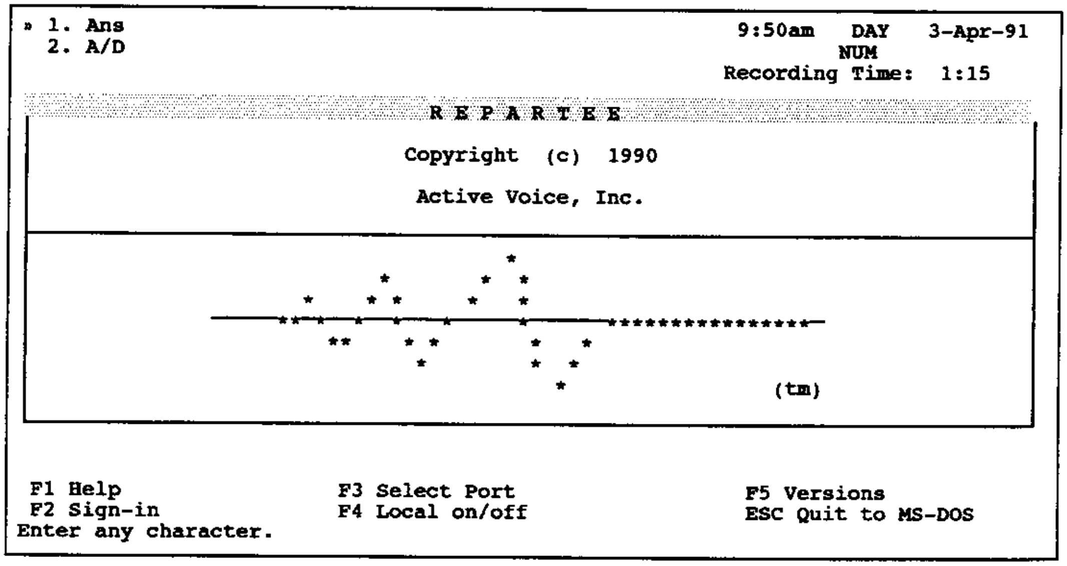
Generally, when you sit down at the console, the system will be switched on and active. However, the screen will probably be *blank* except for the message **AWAITING A KEY**. This is normal.

Since the system is always on, it includes a feature that prolongs the life of the monitor. After a few minutes of keyboard inactivity, the system clears the full screen and displays this short message instead. The message itself changes screen position every few minutes.

The "awaiting a key" message will disappear and the screen will return to normal when you press any key on the keyboard.

Banner Screen

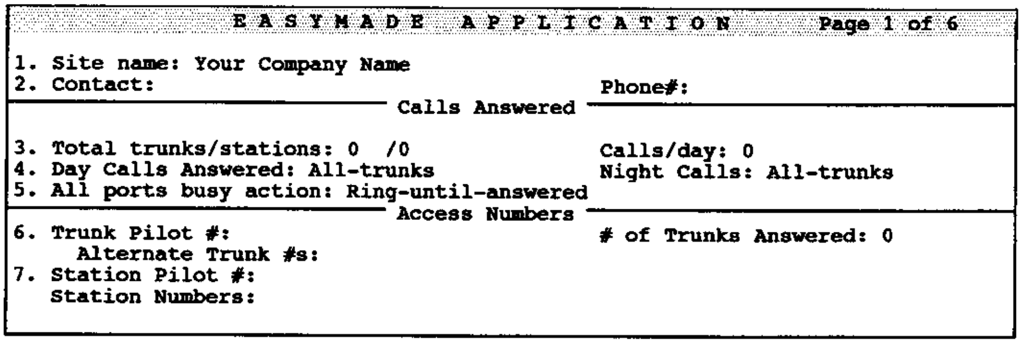
The Banner Screen is shown whenever the system is active but secured (and the screen protection feature has not cleared the screen). Here is where you sign into the system to perform your system manager duties.



```
» 1. Ans                                           9:50am   DAY   3-Apr-91
  2. A/D                                                   NUM
                                                  Recording Time:  1:15
                              R E P A R T E E
                           Copyright  (c)  1990
                           Active Voice, Inc.

                                                    (tm)

 F1 Help                F3 Select Port                F5 Versions
 F2 Sign-in             F4 Local on/off               ESC Quit to MS-DOS
Enter any character.
```

Figure 92: The Banner Screen

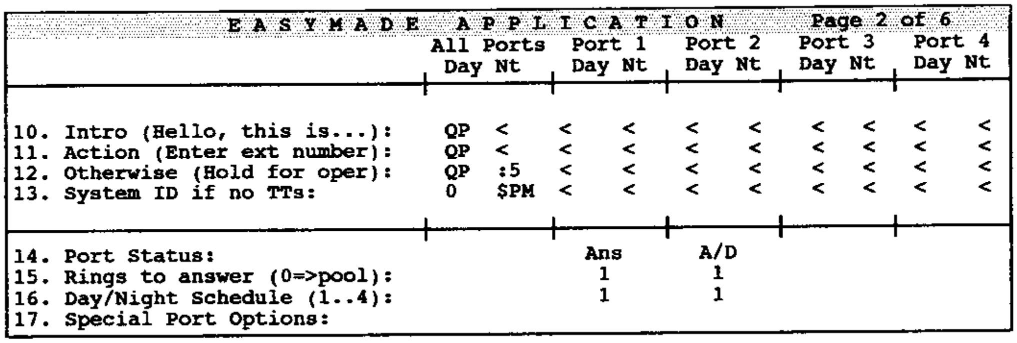
EasyMade Application Screen



```
        E A S Y M A D E   A P P L I C A T I O N        Page 1 of 6
1. Site name: Your Company Name
2. Contact:                                   Phone#:
─────────────────────────── Calls Answered ──────────────────────
3. Total trunks/stations: 0  /0               Calls/day: 0
4. Day Calls Answered: All-trunks             Night Calls: All-trunks
5. All ports busy action: Ring-until-answered
─────────────────────────── Access Numbers ──────────────────────
6. Trunk Pilot #:                             # of Trunks Answered: 0
     Alternate Trunk #s:
7. Station Pilot #:
   Station Numbers:
```

Figure 93: Page 1 of the EasyMade Application Screen

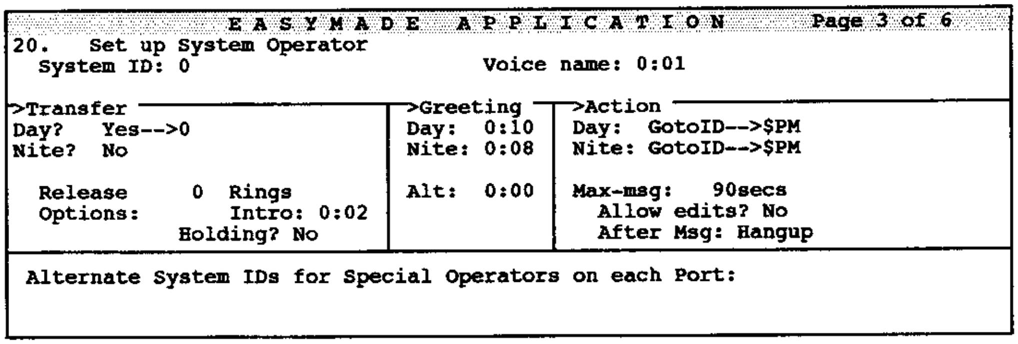
Page 1 of the EasyMade Application Screen contains general information on your application.



```
              E A S Y M A D E   A P P L I C A T I O N      Page 2 of 6
                                 All Ports  Port 1   Port 2   Port 3   Port 4
                                  Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):    QP  <     <    <   <    <   <    <   <    <
11. Action (Enter ext number):    QP  <     <    <   <    <   <    <   <    <
12. Otherwise (Hold for oper):    QP  :5    <    <   <    <   <    <   <    <
13. System ID if no TTs:          0   $PM   <    <   <    <   <    <   <    <

14. Port Status:                             Ans      A/D
15. Rings to answer (0=>pool):                1        1
16. Day/Night Schedule (1..4):                1        1
17. Special Port Options:
```

Figure 94: Page 2 of the EasyMade Application Screen

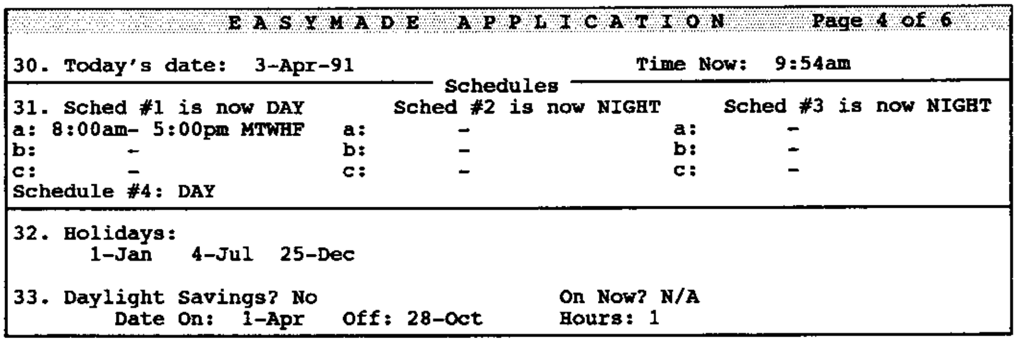
Use Page 2 of the EasyMade Application Screen to record special Opening Line prompts, to program the action the system takes if a caller presses no touchtones, to set the status for each port, rings to answer for each port, and to set the schedule and special options for each port.



```
              E A S Y M A D E   A P P L I C A T I O N      Page 3 of 6
20.   Set up System Operator
  System ID: 0                        Voice name: 0:01

>Transfer                    >Greeting   >Action
Day?   Yes-->0               Day:  0:10  Day:  GotoID-->$PM
Nite?  No                    Nite: 0:08  Nite: GotoID-->$PM

  Release     0  Rings       Alt:  0:00  Max-msg:   90secs
  Options:       Intro: 0:02               Allow edits? No
              Holding? No                  After Msg: Hangup

 Alternate System IDs for Special Operators on each Port:
```

Figure 95: Page 3 of the EasyMade Application Screen

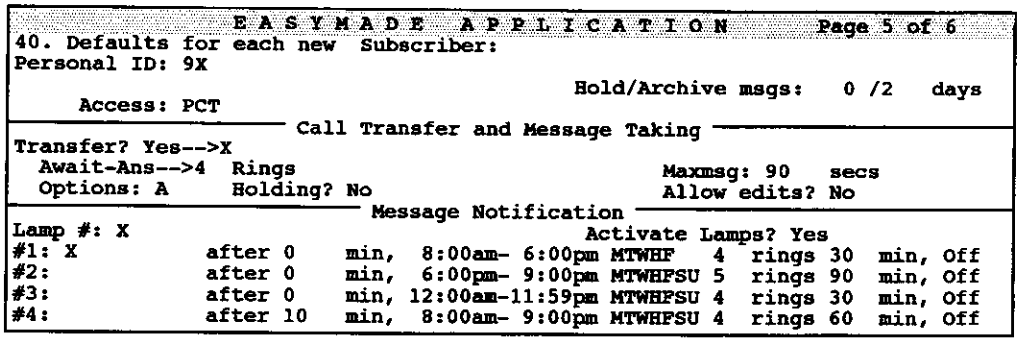
Use Page 3 of the EasyMade Application Screen to configure how the system transfers callers to the human operator, action to take on no answer from the human operator, and so forth.



```
              E A S Y M A D E   A P P L I C A T I O N      Page 4 of 6

30. Today's date:  3-Apr-91                     Time Now:  9:54am
                                  Schedules
31. Sched #1 is now DAY      Sched #2 is now NIGHT     Sched #3 is now NIGHT
a: 8:00am- 5:00pm MTWHF   a:       -                a:      -
b:        -               b:       -                b:      -
c:        -               c:       -                c:      -
Schedule #4: DAY

32. Holidays:
      1-Jan   4-Jul   25-Dec

33. Daylight Savings? No                   On Now? N/A
       Date On:  1-Apr   Off: 28-Oct       Hours: 1
```

Figure 96: Page 4 of the EasyMade Application Screen

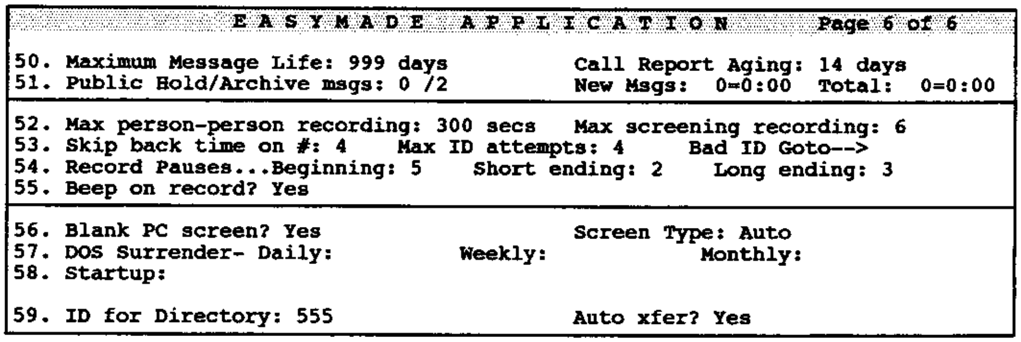
Use Page 4 of the EasyMade Application Screen to set the schedules, holidays and daylight savings time options.



```
               E A S Y M A D E   A P P L I C A T I O N          Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                              Hold/Archive msgs:   0 /2   days
     Access: PCT
────────────────────── Call Transfer and Message Taking ───────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings                               Maxmsg: 90   secs
  Options: A     Holding? No                         Allow edits? No
────────────────────────── Message Notification ───────────────────────────────
Lamp #: X                                        Activate Lamps? Yes
#1: X           after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 97: Page 5 of the EasyMade Application Screen

Use Page 5 of the EasyMade Application Screen to program the default settings for each new subscriber. **Note:** Changes made to this screen do **not** affect subscribers already enrolled in the system. The only subscribers affected are those added to the system *after* the changes are made.

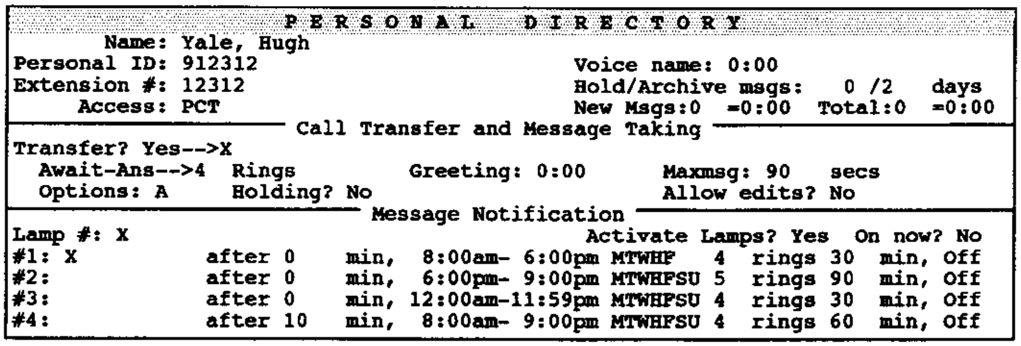


```
               E A S Y M A D E   A P P L I C A T I O N          Page 6 of 6

50. Maximum Message Life: 999 days            Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2            New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs     Max screening recording: 6
53. Skip back time on #: 4    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                      Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:          Monthly:
58. Startup:

59. ID for Directory: 555                     Auto xfer? Yes
```

Figure 98: Page 6 of the EasyMade Application Screen

Use Page 6 of the EasyMade Application Screen to program system-wide parameters, as explained in the *Messages* topic.

Personal Directory Screen

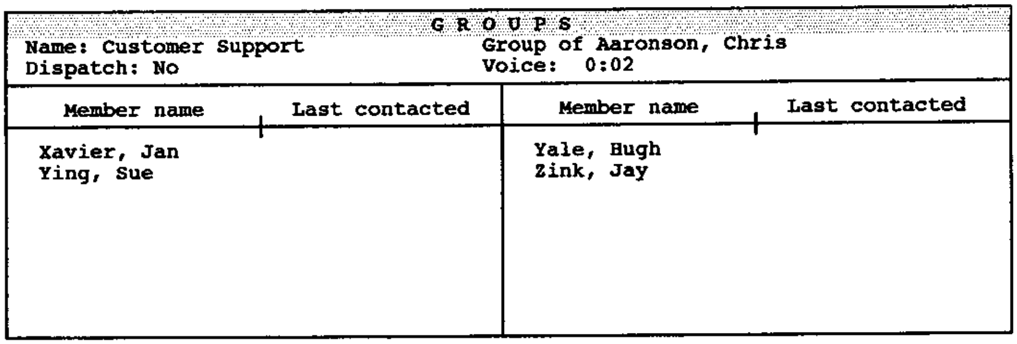


```
                     P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312                           Voice name: 0:00
Extension #: 12312                            Hold/Archive msgs:   0 /2   days
     Access: PCT                              New Msgs:0  =0:00  Total:0  =0:00
────────────────────── Call Transfer and Message Taking ───────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00       Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
────────────────────────── Message Notification ───────────────────────────────
Lamp #: X                                        Activate Lamps? Yes  On now? No
#1: X           after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 99: Sample Personal Directory Screen

This Personal Directory Screen contains one page for each subscriber, guest and system manager enrolled in Repartee. Use this screen to customize transfer, screening, holding, message box and delivery options for individual subscribers.

Groups Screen

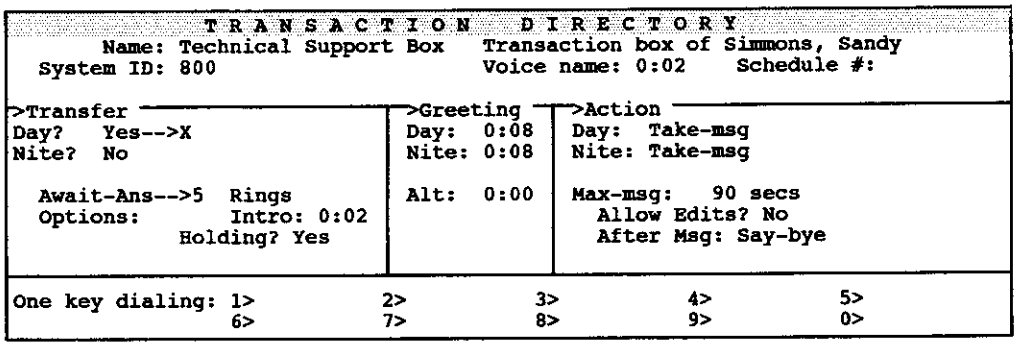


```
                          G R O U P S
Name: Customer Support               Group of Aaronson, Chris
Dispatch: No                         Voice:  0:02

  Member name      Last contacted       Member name      Last contacted

 Xavier, Jan                           Yale, Hugh
 Ying, Sue                             Zink, Jay
```

Figure 100: Group Screen

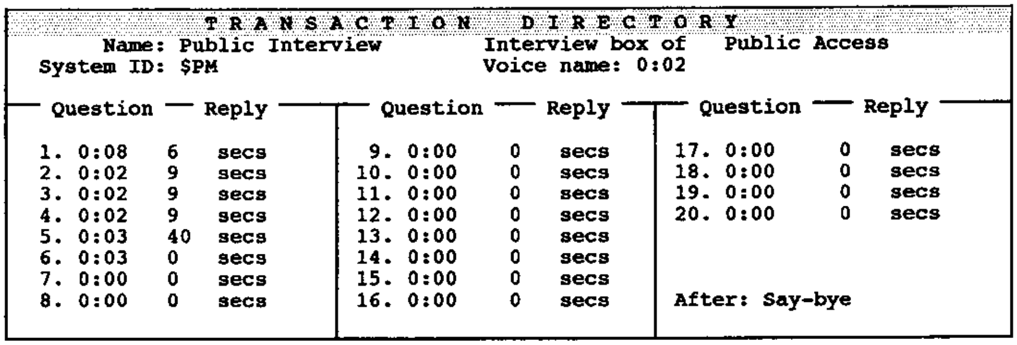
Use the Group Screen to define message Groups, and add or remove group members.

Transaction Directory Screen



```
             T R A N S A C T I O N   D I R E C T O R Y
    Name: Technical Support Box  Transaction box of Simmons, Sandy
 System ID: 800                  Voice name: 0:02    Schedule #:

>Transfer                     >Greeting   >Action
Day?   Yes-->X                 Day:  0:08  Day:  Take-msg
Nite?  No                      Nite: 0:08  Nite: Take-msg

 Await-Ans-->5  Rings          Alt:  0:00  Max-msg:   90 secs
 Options:       Intro: 0:02                  Allow Edits? No
           Holding? Yes                      After Msg: Say-bye

One key dialing: 1>        2>        3>        4>        5>
                 6>        7>        8>        9>        0>
```

Figure 101: Sample Transaction Box Screen

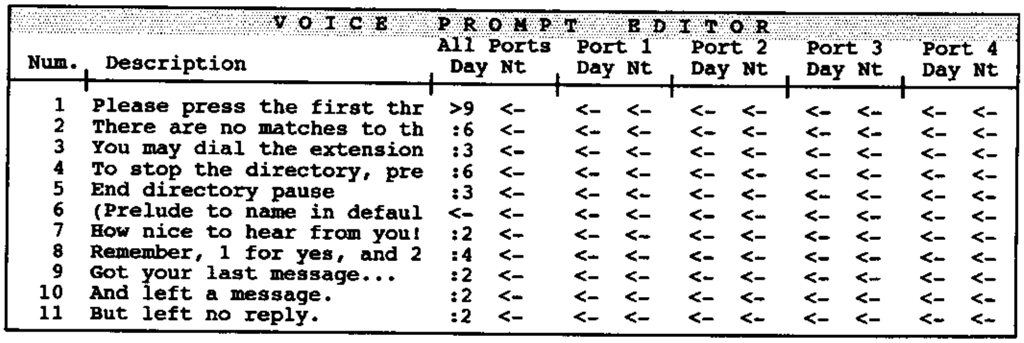


```
             T R A N S A C T I O N   D I R E C T O R Y
    Name: Public Interview       Interview box of   Public Access
 System ID: $PM                  Voice name: 0:02

  Question -- Reply       Question -- Reply       Question -- Reply

 1. 0:08   6   secs      9. 0:00   0   secs    17. 0:00   0   secs
 2. 0:02   9   secs     10. 0:00   0   secs    18. 0:00   0   secs
 3. 0:02   9   secs     11. 0:00   0   secs    19. 0:00   0   secs
 4. 0:02   9   secs     12. 0:00   0   secs    20. 0:00   0   secs
 5. 0:03   40  secs     13. 0:00   0   secs
 6. 0:03   0   secs     14. 0:00   0   secs
 7. 0:00   0   secs     15. 0:00   0   secs
 8. 0:00   0   secs     16. 0:00   0   secs    After: Say-bye
```

Figure 102: Sample Interview Box

The Transaction Directory is used to create transaction boxes and interview boxes to add maximum versatility to your system.

Voice Prompt Editor Screen

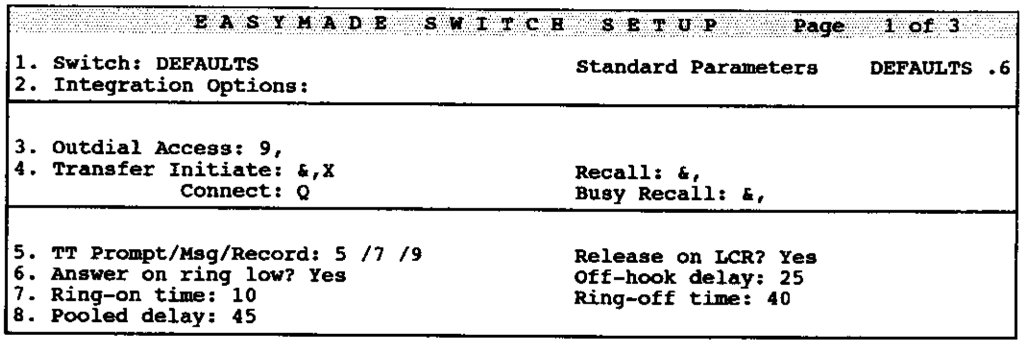


```
                    V O I C E   P R O M P T   E D I T O R
                                     All Ports  Port 1   Port 2   Port 3   Port 4
 Num.  Description                    Day Nt    Day Nt   Day Nt   Day Nt   Day Nt
   1  Please press the first thr    >9  <-     <-  <-   <-  <-   <-  <-   <-  <-
   2  There are no matches to th    :6  <-     <-  <-   <-  <-   <-  <-   <-  <-
   3  You may dial the extension    :3  <-     <-  <-   <-  <-   <-  <-   <-  <-
   4  To stop the directory, pre    :6  <-     <-  <-   <-  <-   <-  <-   <-  <-
   5  End directory pause           :3  <-     <-  <-   <-  <-   <-  <-   <-  <-
   6  (Prelude to name in defaul    <-  <-     <-  <-   <-  <-   <-  <-   <-  <-
   7  How nice to hear from you!    :2  <-     <-  <-   <-  <-   <-  <-   <-  <-
   8  Remember, 1 for yes, and 2    :4  <-     <-  <-   <-  <-   <-  <-   <-  <-
   9  Got your last message...      :2  <-     <-  <-   <-  <-   <-  <-   <-  <-
  10  And left a message.           :2  <-     <-  <-   <-  <-   <-  <-   <-  <-
  11  But left no reply.            :2  <-     <-  <-   <-  <-   <-  <-   <-  <-
```

Figure 103: Voice Prompt Editor Screen

On the Voice Prompt Editor Screen you can listen to, re-record, or copy system prompts.

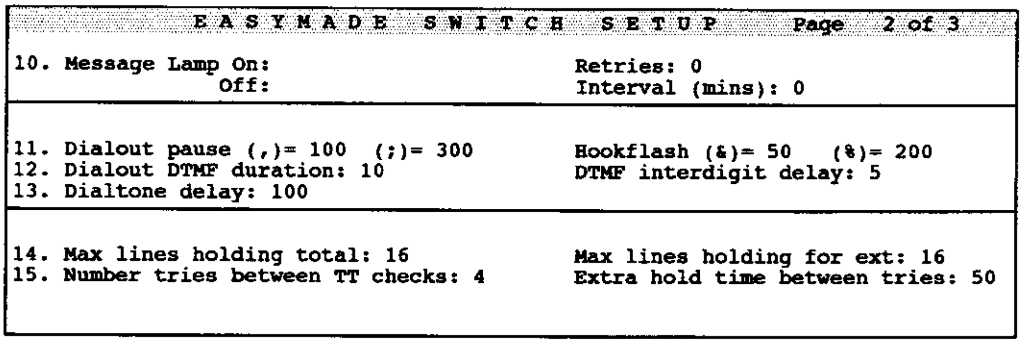
EasyMade Switch Setup Screen



```
              E A S Y M A D E   S W I T C H   S E T U P      Page   1 of 3
1. Switch: DEFAULTS                          Standard Parameters    DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X                    Recall: &,
             Connect: Q                      Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9             Release on LCR? Yes
6. Answer on ring low? Yes                   Off-hook delay: 25
7. Ring-on time: 10                          Ring-off time: 40
8. Pooled delay: 45
```

Figure 104: Page 1 of the EasyMade Switch Setup Screen

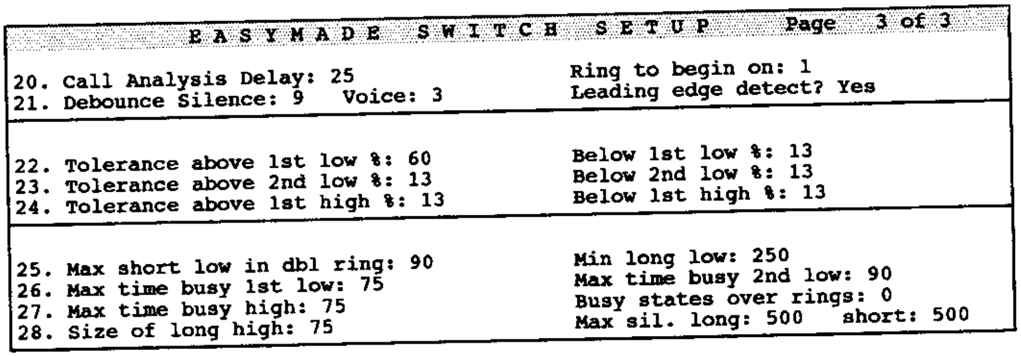
Use Page 1 of the EasyMade Switch Setup Screen to select default parameters for Switch Setup for any telephone system in Repartee's switch library. If your switch is not in the switch library, you will have to set these parameters manually according to the instructions in the *Switch Setup* topic.



```
              E A S Y M A D E   S W I T C H   S E T U P      Page   2 of 3
10. Message Lamp On:                         Retries: 0
                Off:                         Interval (mins): 0

11. Dialout pause (,)= 100  (;)= 300         Hookflash (&)= 50   (%)= 200
12. Dialout DTMF duration: 10                DTMF interdigit delay: 5
13. Dialtone delay: 100

14. Max lines holding total: 16              Max lines holding for ext: 16
15. Number tries between TT checks: 4        Extra hold time between tries: 50
```

Figure 105: Page 2 of the EasyMade Switch Setup Screen

Use Page 2 of the EasyMade Switch Setup Screen to program message waiting lamp codes, dialout timing and call holding parameters.



```
          E A S Y M A D E   S W I T C H   S E T U P          Page  3 of 3
20. Call Analysis Delay: 25                     Ring to begin on: 1
21. Debounce Silence: 9   Voice: 3              Leading edge detect? Yes

22. Tolerance above 1st low %: 60               Below 1st low %: 13
23. Tolerance above 2nd low %: 13               Below 2nd low %: 13
24. Tolerance above 1st high %: 13              Below 1st high %: 13

25. Max short low in dbl ring: 90               Min long low: 250
26. Max time busy 1st low: 75                   Max time busy 2nd low: 90
27. Max time busy high: 75                      Busy states over rings: 0
28. Size of long high: 75                       Max sil. long: 500   short: 500
```

Figure 106: Page 3 of the EasyMade Switch Setup Screen

Page 3 of the EasyMade Switch Setup Screen is used to modify ring detection parameters. The parameters on this screen should only be changed if you are experiencing problems with ring detection, and only with the aid of the Ringtest program, which is described in the *Switch Setup* topic.

For related information, see:

- *Groups*
- *Interview Boxes*
- *Operator Box*
- *Port Applications*
- *Prompts*
- *Recording Voice Fields & Prompts*
- *Schedules*
- *Subscribers*
- *Switch Setup*
- *System Manager*
- *Transaction Boxes*
- *The EasyMade Application Manual*
- *Learning Repartee Manual*

Security Codes

A subscriber's security code is an additional level of protection to prevent unauthorized callers from gaining access to confidential messages. For maximum security, Repartee does not allow system managers to change or set the security codes at the console. The system never displays the security code on the screen or reads it over the phone, even to the subscriber. Only the subscriber may set the code, and only over the phone.

The security code is similar to a Personal ID in that the subscriber enters it on the touchtone pad in order to retrieve his or her messages. A security code is different from a Personal ID in that a subscriber can choose not to use one or can change it whenever he or she wishes.

Using the Security Code

When a subscriber who has set his security code calls the system and enters his Personal ID, the system asks:

"Please enter your security code." [prompt 30]

The subscriber then enters his security code on the keypad. If he enters the code correctly, the system begins the subscriber conversation with:

"<voice name>. Remember, 1 for yes and 2 for no." [prompt 8]

If the caller incorrectly enters the security code, the system restarts the call at the beginning prompt. The subscriber must re-enter his Personal ID before the system prompts him to enter his security code again. This makes it more difficult for an unauthorized caller to attempt to break into the system, and also covers the possibility that the subscriber entered an incorrect Personal ID.

You may program the maximum number of retries a subscriber can make to enter his or her Personal ID on the EasyMade Application Screen, Page 6. The default is 4 retries. Note that the system does **not** speak the voice name of the subscriber until he or she has correctly entered the security code.

If the subscriber realizes he has pushed an incorrect key while still entering his security code, the subscriber may press the pound (#) sign to start over.

Setting or Changing the Security Code

A subscriber does not have to use a security code. If the subscriber never sets a security code, he or she may access the message system simply by calling in and entering his or her Personal ID. A subscriber who wants greater security can add a security code when required.

To set or change a security code:

1. Call the system and enter your Personal ID and your security code, if you already have one. At the end of the subscriber conversation, you are asked:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will be asked the yes/no questions for changing your call transfer options and message delivery options. After you answer those questions, the system asks:

   "Would you like to change your personal options?" [prompt 170]

3. Press 1 for yes. The system then asks:

   "Would you like to set your security code?" [prompt 171]

4. Press 1 for yes. The system then prompts you to enter a new security code:

   "Please enter your new security code. Press the star (*) when you're finished. To delete your security code, just press the (*) star now." [prompt 172]

5. Enter up to 10 digits on the telephone keypad, then press the star key (*) when you are finished. The system will not "read" the new security code for confirmation. Instead, the system asks you to re-enter the new security code, before making the change permanent.

   "Please re-enter your new security code to confirm it. Press star (*) when you're finished." [prompt 176]

6. If you do not enter the same sequence of digits as the first time, the system does not change the security code and says:

   "I'm sorry, the two security codes you entered don't match." "Your security code has NOT been changed." "Would you like to set your security code?" [prompt 177, 175, 171]

7. Once you have successfully entered your security code twice, the system makes the change permanent and says:

   "Your new security code has now been activated." [prompt 178]

To Delete a Security Code:

1. Call the system and enter your Personal ID and your security code. At the end of the subscriber conversation, you are asked:

   "Would you like to do anything else?" [prompt 26]

2. Press the pound sign twice (# #) and you will be asked the yes/no questions for changing your call transfer options and message delivery options. After you answer those questions, the system asks:

   "Would you like to change your personal options?" [prompt 170]

3. Press 1 for yes. The system then asks:

   "Would you like to set your security code?" [prompt 171]

4. Press 1 for yes. The system then asks:

   "Please enter your new security code. Press the star (*) when you're finished. To delete your security code, just press the star (*) now." [prompt 172]

5. Press star. The system then asks:

   "Would you like to delete your security code?" [prompt 173]

6. Press 1 for yes, and the system deletes the code. You no longer have to enter it when calling the system. If you respond no, the system leaves the security code as is, and continues the subscriber conversation.

Security Codes and Personal IDs

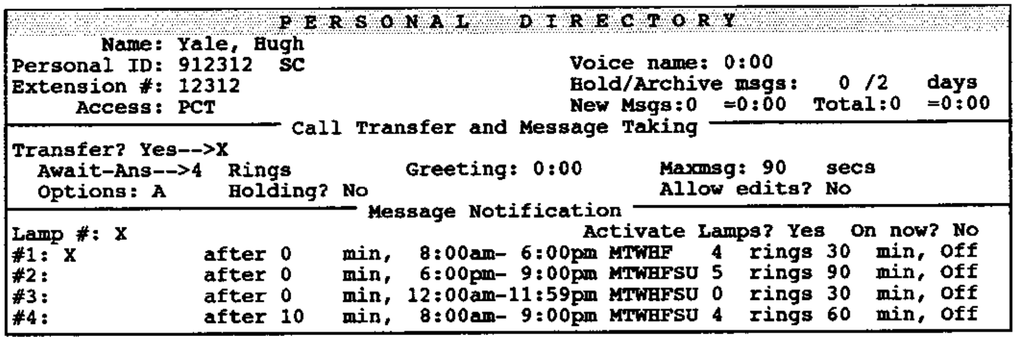
Security codes are similar in form to Personal IDs. The code is entered on the telephone keypad as part of the subscriber identification process. Unlike a Personal ID, two subscribers (with different Personal IDs) can have the same security code without any problems. This greatly increases the total possible number of security codes each subscriber may have, decreasing the possibility of an unauthorized caller successfully cracking the system. Also unlike Personal IDs, the security code is never displayed on the console or in any report.

System Managers and Security Codes

The system manager is not allowed to view, set or change a security code for another subscriber. The system does indicate whether a security code has been set by a subscriber by placing the letters **sc** on the subscriber's Personal Directory Page (see Figure 107). The system also records all incidents of an incorrectly entered security code in the Call Report Log (see the *Reports* topic) which can alert a system manager to possible unauthorized callers.

Forgotten Security Codes

If a subscriber forgets his or her security code, the system manager cannot "look up" the security code anywhere in the system. The only option is for the system manager to delete the subscriber's security code at the Personal Directory Screen. The subscriber may then call the system and set a new security code.



```
                P E R S O N A L   D I R E C T O R Y
      Name: Yale, Hugh
Personal ID: 912312  SC                    Voice name: 0:00
Extension #: 12312                         Hold/Archive msgs:   0 /2   days
     Access: PCT                           New Msgs:0  =0:00  Total:0  =0:00
─────────────────────── Call Transfer and Message Taking ──────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings        Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                      Allow edits? No
───────────────────────────── Message Notification ─────────────────────────
Lamp #: X                                   Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 107: Personal Directory Screen, with a security code set

Deleting a Security Code

To delete a subscriber's security code at the console:

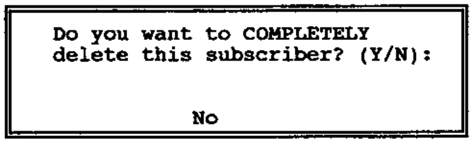
1. At the console, sign into the system.

2. Press Ctrl-D to jump to the Personal Directory Screen

3. Page to the subscriber's Personal Directory Page

4. Press F7 to select Delete

5. The system then prompts you with yes/no questions in a series of pop-up boxes.

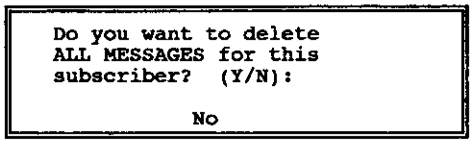


```
Do you want to COMPLETELY
delete this subscriber? (Y/N):


           No
```

Press N or ↵Enter.

WARNING! If you press "Y" for yes, the subscriber and all messages, transaction boxes, interview boxes and groups belonging to the subscriber will be **permanently** deleted from the system.

6. The system then asks if you want to delete the subscriber's messages:



```
Do you want to delete
ALL MESSAGES for this
subscriber?  (Y/N):

           No
```

Press N or ↵Enter.

WARNING! If you press "Y" for yes, all messages to and from this subscriber will be **permanently** deleted from the system.

7. The system then asks if you want to delete the subscriber's security code:

```
Do you want to delete the
SECURITY CODE for this
subscriber?  (Y/N):

              No
```

Press Y for yes. The system immediately deletes the security code without further confirmation. The **SC** will disappear from the subscriber's page.

NOTE: When the security code has been deleted by the system manager, the subscriber should call in **immediately** to set a new security code.

For related information, see:

- *Remote Control*
- *Subscribers*
- *System IDs*

Key Topic

Subscribers

For Repartee to perform its job properly, it must know all the people in your organization. Messages taken and calls transferred must all be delivered to the appropriate person. You must also tell the system how each person in your company wants their calls handled.

People enrolled in the system are called **subscribers**. Each subscriber is given a page on the Personal Directory Screen which usually identifies the subscriber's telephone extension and details regarding call transfer, message notification and delivery. The system knows these people, will greet them by name and allow them to take advantage of all of the system's subscriber features. This topic describes subscribers and the effect parameters on the Personal Directory Screen have on their interaction with Repartee.

Adding a Subscriber

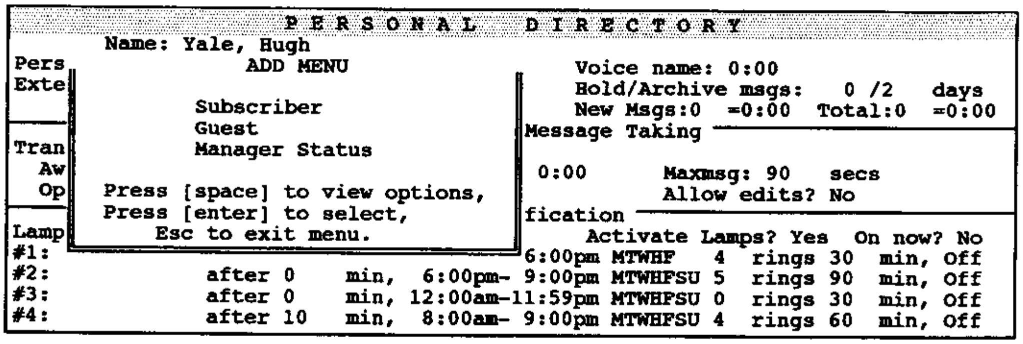
Only a system manager can add new subscribers. Go to any page of the Personal Directory Screen and press F8 to bring up the Add menu. You are then led through a question/answer sequence regarding each new subscriber.

New subscribers will be added with the default parameters listed on the EasyMade Application Screen, Page 5. After a new subscriber has been added, you may modify the subscriber's parameters on the new Personal Directory Screen page.

When adding a list of new subscribers, you should first write down all their Extension # IDs, names, and Personal IDs on a piece of paper.

To add new subscriber(s):

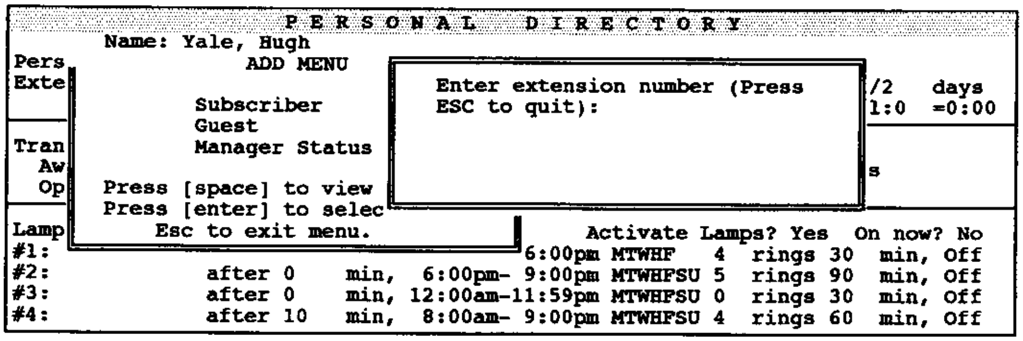
1. Sign into the system.
2. Go to a Personal Directory Screen.
3. Press F8 to bring up the add menu.



```
                    P E R S O N A L     D I R E C T O R Y
       Name: Yale, Hugh
Pers           ADD MENU                         Voice name: 0:00
Exte                                            Hold/Archive msgs:   0 /2   days
           Subscriber                           New Msgs:0  =0:00  Total:0  =0:00
           Guest                              Message Taking
Tran       Manager Status
  Aw                                           0:00       Maxmsg: 90   secs
  Op   Press [space] to view options,                     Allow edits? No
       Press [enter] to select,               fication
Lamp      Esc to exit menu.                      Activate Lamps? Yes  On now? No
#1:                                           6:00pm MTWHF    4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 108: The Add Menu, Personal Directory

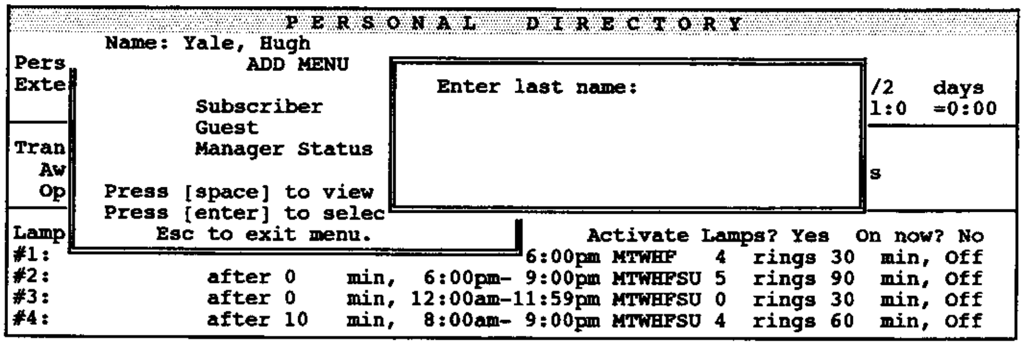
4. Press (S) to select subscriber.



```
                    P E R S O N A L     D I R E C T O R Y
       Name: Yale, Hugh
Pers           ADD MENU
Exte                        Enter extension number (Press         /2   days
           Subscriber       ESC to quit):                         1:0  =0:00
           Guest
Tran       Manager Status
  Aw                                                              s
  Op   Press [space] to view
       Press [enter] to selec
Lamp      Esc to exit menu.                      Activate Lamps? Yes  On now? No
#1:                                           6:00pm MTWHF    4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 109: Extension number for new subscriber, Personal Directory Screen

5. Type the system Extension # ID, then press (↵ Enter).

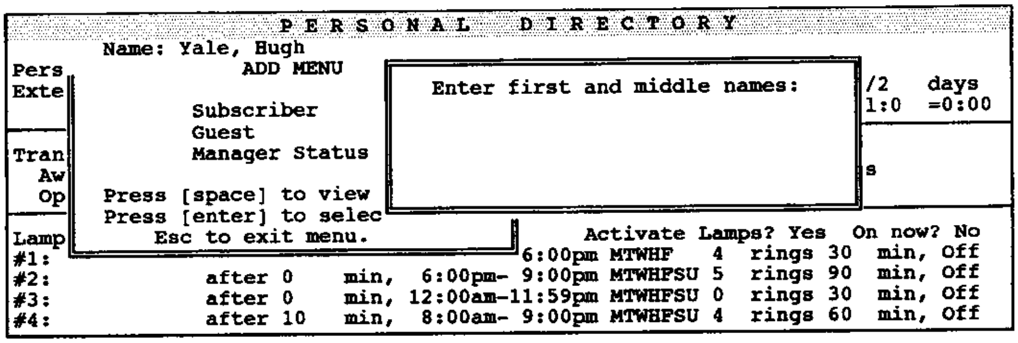


```
                    P E R S O N A L     D I R E C T O R Y
       Name: Yale, Hugh
Pers           ADD MENU
Exte                        Enter last name:                      /2   days
           Subscriber                                             1:0  =0:00
           Guest
Tran       Manager Status
  Aw                                                              s
  Op   Press [space] to view
       Press [enter] to selec
Lamp      Esc to exit menu.                      Activate Lamps? Yes  On now? No
#1:                                           6:00pm MTWHF    4  rings 30  min, Off
#2:             after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:             after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 110: Last name of new subscriber, Personal Directory Screen

6. Type the last name of the subscriber, then press (↵ Enter).

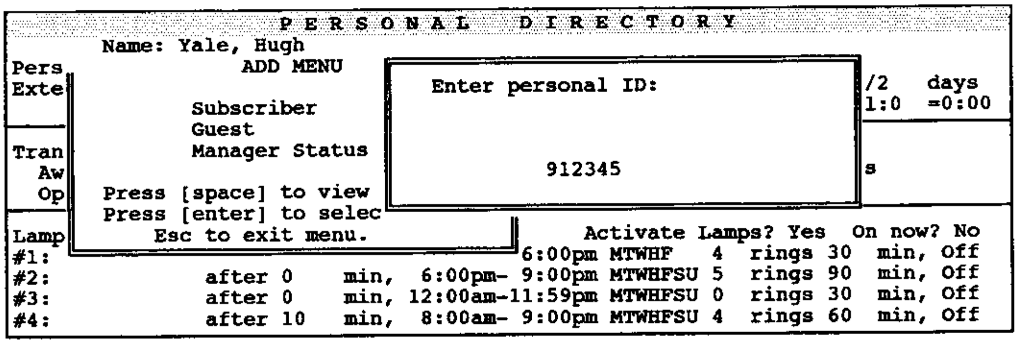
NOTE: You must enter a name for each subscriber. The system will not allow a blank field in the subscriber's `Name` field.



```
                P E R S O N A L   D I R E C T O R Y
          Name: Yale, Hugh
Pers                ADD MENU
Exte                                   Enter first and middle names:      /2    days
                Subscriber                                                 1:0   =0:00
                Guest
Tran            Manager Status
  Aw                                                                       s
  Op      Press [space] to view
          Press [enter] to selec
Lamp         Esc to exit menu.                    Activate Lamps? Yes   On now? No
#1:                                          6:00pm MTWHF    4  rings 30  min, Off
#2:                after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:                after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:                after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 111: First name of new subscriber, Personal Directory Screen

7. Type the first name of the subscriber, then press ↵ Enter.



```
                P E R S O N A L   D I R E C T O R Y
          Name: Yale, Hugh
Pers                ADD MENU
Exte                                   Enter personal ID:                 /2    days
                Subscriber                                                 1:0   =0:00
                Guest
Tran            Manager Status
  Aw                                          912345                       s
  Op      Press [space] to view
          Press [enter] to selec
Lamp         Esc to exit menu.                    Activate Lamps? Yes   On now? No
#1:                                          6:00pm MTWHF    4  rings 30  min, Off
#2:                after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:                after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:                after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

Figure 112: Personal ID for new subscriber, Personal Directory Screen

8. Type the Personal ID of the subscriber, then press ↵ Enter. Note that the default Personal ID is 9X, where X is the Extension # ID entered above. You may change it if you wish, but you should first read the section on planning your System IDs in the *System IDs* topic so that you understand why it is important to have an ID convention.

   For the next new subscriber, you are automatically prompted with **ENTER EXTENSION NUMBER** with a default value which is one greater than the Extension # ID of the previous subscriber. This makes it easy to add a long list of new subscribers with consecutive Extension # IDs.

9. Press Esc when you are finished adding new subscribers.

Voice name

After adding a subscriber, you should record a voice name for the subscriber by following the procedure in the *Recording Voice Fields and Prompts* topic. The voice name you record is used in many places in the system conversation. Each subscriber may re-record his or her voice name remotely, so that callers will hear the subscriber's name in his or her own voice. The procedure for remote recording of voice names is described in detail in the *Remote Control* topic.

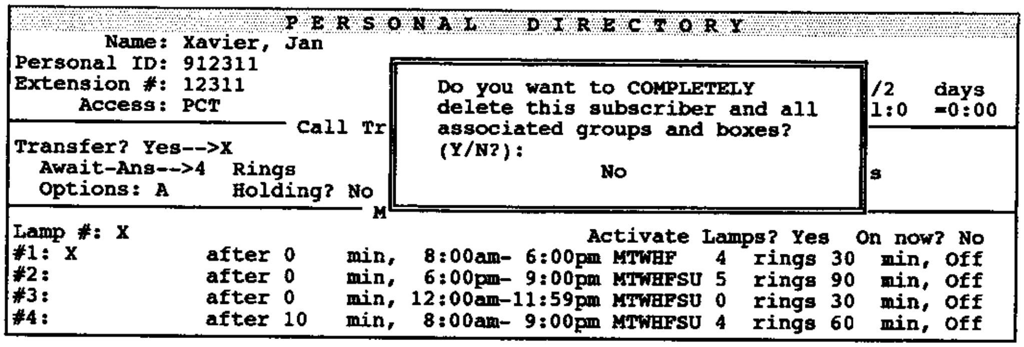
Deleting a Subscriber

Only a system manager can delete a subscriber, guest or system manager.

WARNING! The system cannot delete a subscriber while any system port is active. After you complete the process to delete a subscriber, the screen will remain "frozen" until all lines have cleared. Only then will the system actually delete the subscriber.

To delete a subscriber:

1. Sign into the system.
2. Go to that person's Personal Directory page.
3. Press F7. A warning box will appear asking: **`Do you want to COMPLETELY delete this subscriber and all associated groups and boxes ? (Y/N)`**



```
                          P E R S O N A L   D I R E C T O R Y
    Name: Xavier, Jan
Personal ID: 912311
Extension #: 12311                   Do you want to COMPLETELY                  /2   days
     Access: PCT                     delete this subscriber and all             1:0  =0:00
                        Call Tr      associated groups and boxes?
Transfer? Yes-->X                    (Y/N?):
  Await-Ans-->4  Rings                             No                           s
  Options: A     Holding? No
                              M
Lamp #: X                                  Activate Lamps? Yes  On now? No
#1: X         after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:           after 0   min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:           after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min, Off
#4:           after 10  min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

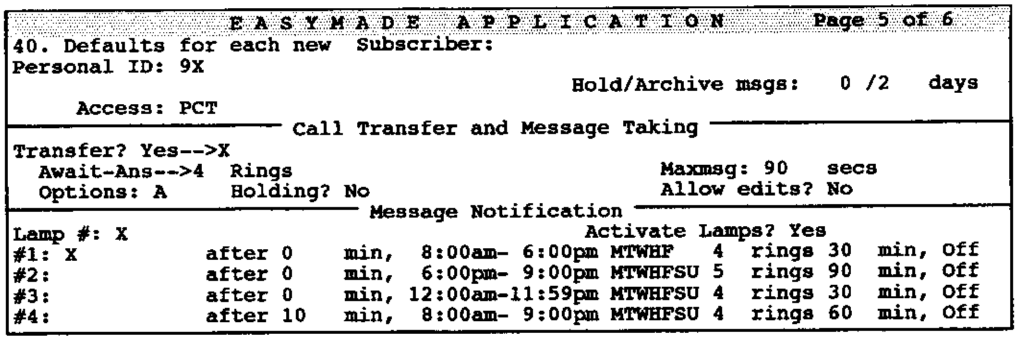
Figure 113: Personal Directory Screen with delete subscriber warning box

WARNING! Deleting a subscriber will also delete all messages to and from that subscriber, as well as all guests, transaction boxes and interview boxes (and their messages) that belong to that subscriber!

4. Press Y for yes. The subscriber is deleted as soon as all ports on the system have cleared.

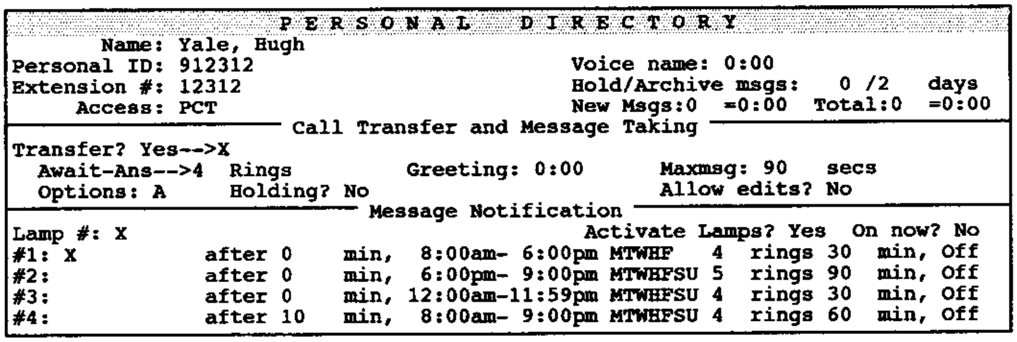
Subscriber Parameters

You may configure all of the following parameters for each individual subscriber. Default parameters for new subscribers are programmed on the EasyMade Application Screen, Page 5 (see Figure 114). Individualized parameters for each subscriber are programmed on the subscriber's Personal Directory page, shown in Figure 115.



```
                 E A S Y M A D E   A P P L I C A T I O N        Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                                 Hold/Archive msgs:   0 /2   days

     Access: PCT
──────────────────────── Call Transfer and Message Taking ─────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings                                   Maxmsg: 90   secs
  Options: A     Holding? No                             Allow edits? No
──────────────────────────────── Message Notification ─────────────────────────
Lamp #: X                                           Activate Lamps? Yes
#1: X              after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30   min, Off
#2:                after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90   min, Off
#3:                after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30   min, Off
#4:                after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60   min, Off
```

Figure 114: Default parameters for subscribers



```
                         P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                              Voice name: 0:00
Extension #: 12312                               Hold/Archive msgs:   0 /2   days
     Access: PCT                                 New Msgs:0  =0:00  Total:0  =0:00
──────────────────────── Call Transfer and Message Taking ─────────────────────
Transfer? Yes-->X
  Await-Ans-->4  Rings         Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
──────────────────────────────── Message Notification ─────────────────────────
Lamp #: X                                           Activate Lamps? Yes  On now? No
#1: X              after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30   min, Off
#2:                after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90   min, Off
#3:                after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30   min, Off
#4:                after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60   min, Off
```

Figure 115: Parameters may be changed for each subscriber

Personal ID

Each subscriber must have a unique Personal ID. To retrieve messages, the subscriber calls the system and enters this ID. The subscriber then hears the subscriber conversation for retrieving and leaving messages.

On the EasyMade Application Screen, Page 5, the default Personal ID should be blank or include an X, such as 9X. The system automatically inserts the Extension # ID for the "X".

Extension # ID

This is the ID that outside callers dial to be routed to a subscriber's phone or message box. *It may or may not be the same as the actual telephone extension number for that subscriber.* An outside caller can enter this ID anytime during greetings or the Opening Line prompts. The system may then transfer the caller to an actual telephone extension or take a message from the caller for that subscriber.

The **Extension # ID** may be left blank if this subscriber will never need to receive messages from outside callers, and will never need a call transferred to a physical extension. When the **Extension ID #** field is blank, the "X" may not be used in the delivery phone fields.

Access

Subscribers can have different classes of service. Some are able to access more features than others. This is accomplished in the **Access** field. A subscriber can be restricted from accessing various parts of the subscriber conversation. A subscriber may also be granted access to certain features. You can specify any combination of the following Access codes:

A [Advanced Features Restriction]
This denies the subscriber access to Advanced Features. Advanced Features enable the subscriber to turn call transfer and message delivery on and off, to change call transfer and message delivery phone numbers remotely over the phone, to set a security code and to re-record his or her voice name. Full details on Advanced Features can be found in the *Remote Control* topic.

C [Cancel Public Message Notification]
This prevents the system from notifying a subscriber when a public message is received. Unless restricted by a "P," the subscriber can still access the public messages by calling in and entering his or her Personal ID.

D [Directory Restriction / Unlisted Extension]
This excludes the subscriber from the Automatic Subscriber Directory.

E [Leave Messages by Extension Number]
This allows the subscriber to leave messages by extension number instead of the first three letters of the subscriber's last name. See *Leaving Messages by Extension* later in this topic.

G [Cannot Change Greeting]
This denies the subscriber the ability to change his or her personal greeting.

L [Length of Messages Announced]
This activates the Length of Messages feature. With this feature, the system will announce how long new and old messages last, for example *"You have 3 new messages totaling 3 minutes, 20 seconds. Would you like to hear them?"*

N [No-Hands Message Retrieval]
This activates Hands-free Message Retrieval. With this feature activated, the system does not ask the subscriber *"Would you like to hear them?"* between message sources. This feature should **not** be used unless the telephone system provides "immediate disconnect."

O [No Old Messages]
This denies the subscriber the ability to review old messages.

P [No Public Messages]
This denies the subscriber access to public messages. Usually, only one or two people at any site will need access to public messages.

R [Cannot Redirect Messages]
This denies the subscriber the ability to redirect a message.

S [Cannot Send Messages]
This denies the subscriber the ability to leave messages for other subscribers, guests and groups.

T [Streamlined Conversation]
This tells the system to use a quicker, streamlined conversation with this subscriber. This conversation allows the subscriber to press fewer touchtones to hear new messages.

U [Cannot Send Messages to Subscribers]
This denies the subscriber the ability to send messages to another subscriber. The subscriber may still leave messages for his or her guests and groups.

Y [Cannot Send Messages to System Groups]
This denies the subscriber the ability to send messages to system groups. The subscriber can still leave messages to his or her own groups. See the *Groups* topic.

Hold/Archive msgs: 0/2 days
These values define the message retention schedules for old messages and archived messages. The default values of 0/2 mean that an old message (one which you have already heard) will be held for zero (0) days and then deleted at midnight on the day it was received.

Similarly, an archived message will be held for two (2) days. An archived message is one which you have actively saved in response to the prompt: *"Would you like me to archive this?"* For more information, refer to the topic on *Messages.*

New Msgs
This is a display-only field showing the number of new (unheard) messages, followed by their total length in minutes:seconds.

Total
This is a display-only field, showing the total number of all messages for this subscriber, followed by their total length in minutes:seconds. The **Total** and **New Msgs** fields do not include public or group messages.

Call Transfer and Message Taking

This section of the Personal Directory Screen is covered in the topic on *Call Transfer and Message Taking.*

Message Notification and Delivery

This section of the Personal Directory Screen is covered in the topic on *Message Delivery.*

Leaving Messages for Subscribers

A subscriber may leave a message to another subscriber by either replying to a message from the subscriber, or initiating a messaging conversation.

To send a new message to another subscriber:

1. Call the system.

2. Enter your Personal ID and security code.

3. Press 1 for yes when the system asks: *"Would you like to leave any messages?"* [prompt 24]

4. The system then asks: *"Please press the first three letters of the person's last name. For Q press 7, for Z press 9. Please enter the letters now."* Spell the name with the letters on the touchtone keys.

5. The system will list the voice names of all subscribers whose last names match the three touchtone keys you entered.

   "<voice name>, press yes to confirm."

   If the first name is not the correct subscriber, press 2 for no. The system reads more matching names in alphabetical order until you select a name or until there are no further matches. Press 1 for yes when the system reads the correct name.

6. *"Okay, I'll record your message now..."* Leave a message to the subscriber. While you are leaving the message, you may use the Pause key (8) to suspend recording. The system informs you that recording has been paused. You may press the pause key again as soon as you are ready to finish your message. If you do **not** press the pause key after forty seconds, the system will remind you that the recording is paused. If you do not press the pause key after two minutes, the system will send the incomplete message and hang up.

7. After you have recorded a message, the system asks if you would like to leave another message. Repeat steps 3 through 6 to leave another message. Otherwise, press 2 and the system will go on with the subscriber conversation.

Leaving Messages by Extension

Normally, when a subscriber leaves a message for another subscriber, they are asked to spell the first three letters of the last name of the person they wish to leave a message for. The system may be programmed to allow a subscriber to leave messages by entering an Extension # ID.

For example, instead of the system prompting:

> *"Please enter the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now."*

...the system can ask:

> *"Please enter the extension number."*

Each subscriber may select which mode of leaving messages they would like to use by default. To configure a subscriber to leave messages by extension, enter an E in the **Access** field on the Personal Directory page for that subscriber. If there is no E in the **Access** field, the system will ask for the first three letters of the person's last name.

A subscriber may also switch from one mode to the other during the messaging conversation. While the system is asking either question:

> *"Please enter the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now."*

or:

> *"Please enter the extension number."*

The subscriber may press the pound sign twice (# #) to switch from one mode to the other. Once a subscriber has switched from letter to extension mode, the system will continue in the new mode for the remainder of the message-leaving interaction or until the subscriber switches the mode again.

Subscriber-to-Subscriber Messaging Conversation

Subscribers may leave messages for each other in a two-way messaging conversation that allows each subscriber to reply immediately to the other's message. The subscriber may enter this two-way conversation after answering yes to one of the following subscriber conversation prompts:

"<Voice name> left <number> messages." [prompt 235, 224]
"Would you like to hear them?" [prompt 237]

or:

"Would you like to leave any messages?" [prompt 24]

The resulting two-way conversations are documented below in two sections according to the entry prompts above:

"<Voice name> left <number> messages"

If another subscriber left you a message, you hear:

"<Voice name> left <number> messages." [prompt 235, 224]
"Would you like to hear them?" [prompt 237]

Alternatively, if you recently left that subscriber a message, you might hear:

"<Voice name> got your last message." [prompt 9]
"And left a message." [prompt 10]
"Would you like to hear it?" [prompt 29]

or:

"<Voice name> got your last message." [prompt 9]
"<day> at <hour:minute> <am/pm>." [prompt 52-74]
"But left no reply." [prompt 11]

If the other subscriber *"left no reply"* or if you answer no to *"Would you like to hear it?"* the system goes on to the next message.

If you answer yes to *"Would you like to hear it?"* then:

"The message is..." [prompt 15]
"Recorded <day> at <hour:minutes> <am/pm>." [prompt 51-74]
"For no reply, press 2; otherwise, I'll record your message now." [prompt 35]

"Would you like to leave any messages?"

If you answer yes, the system begins the two-way messaging conversation as follows:

"Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now." [prompt 37]

When you enter the letters, the system searches the names on the Personal Directory pages. When the system finds a match to the letters entered, you hear:

"<Voice name>, Press yes to confirm." [prompt 39]

If you press 2 for no, the system searches for another match. If it finds one, you hear the above prompt again. If not, you hear:

"There are no further matches to the three letters you entered." [prompt 38]
"Would you like to leave another message?" [prompt 46]

If you press 1 for yes, the system asks you again to press the first three letters of the person's last name. If no, the subscriber conversation continues with the prompt: *"Would you like to change your personal greeting?"*

Once you select a recipient for your message, the conversation can branch three ways depending on whether there are: 1) no messages pending; 2) messages pending from you; or 3) messages pending for you.

If there are no messages pending for you:

"OK. I'll record your message now..." [prompt 45]

If there are messages pending from you:

"This person hasn't received your last message, which is..." [prompt 42]
"Would you like to cancel this message?" [prompt 43]
"Would you like to leave this person an additional message?" [prompt 44]
"OK. I'll record your message now..." [prompt 45]

If there are messages pending for you:

"This person left a message you haven't heard yet." [prompt 41]
"The message is..." [prompt 15]
"Recorded <day> at <time> <am/pm>." [prompt 51-74]
"For no reply, press 2; otherwise, I'll record your message now..." [prompt 35]

For related information, see:

- *Automatic Directory*
- *Call Holding*
- *Call Screening Options*
- *Call Transfer and Message Taking*
- *Groups*
- *Messages*
- *Message Delivery*
- *Message Notification*
- *Message Playback*
- *Message Waiting Lamps*
- *Recording Voice Fields & Prompts*
- *Remote Control*
- *Security Codes*
- *System IDs*
- *System Manager*

Switch Setup

Before Repartee can function at your site, you must connect it to your telephone system (or "switch") and program both Repartee and the telephone system.

Switch integration programming is done on the EasyMade Switch Setup Screen. The EasyMade Switch Setup Screen includes the following information about your telephone system:

- Call transfer access codes
- Message waiting lamp activation codes
- Outdial access code
- DTMF (Touchtone) sensitivity
- Ring and busy cycle characteristics

The first step in integrating with any telephone system is to connect Repartee to the telephone system.

Connecting Repartee

To connect Repartee to most telephone systems, you will need at least one single line analog "tip and ring" station line for every voice mail port. These may be ordinary station lines from your telephone system or may require special OPX (Off Premises Extension) adapters. See the separate *Repartee Integration Guide* for the requirements that apply to your telephone system.

Connecting the Phone Lines

The tip and ring lines from these single-line station ports should be run to Repartee and converted to RJ-14 modular connectors. An RJ-14 connector is a four-conductor, two-line connector with tip and ring for the first line on the center two conductors and tip and ring for the second line on the outer two conductors.

At the back of each Repartee voice board are two female RJ-14 jacks for connection to your telephone system. The top port handles the first two lines on the board, the bottom port handles the other two. On two-port systems, only the top jack is activated.

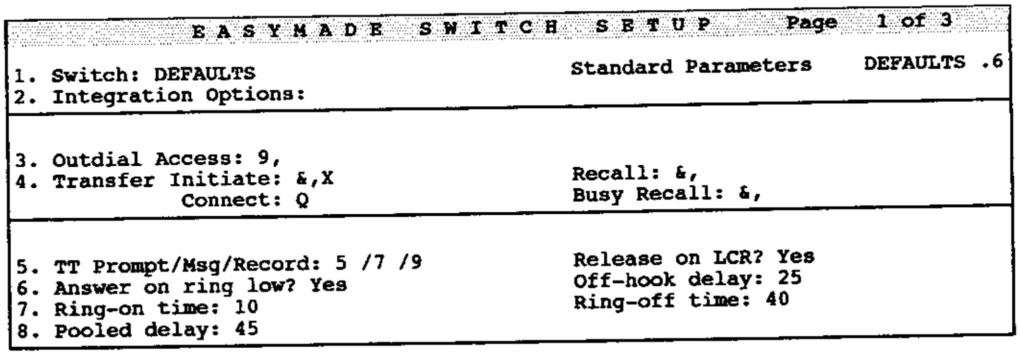
Testing Repartee

In addition to the RJ-14 connectors for Repartee, you should install a standard RJ-11 jack for a single line 2500 type telephone set near the Repartee console which is used for testing and recording purposes. If necessary, this line can share the same station as Repartee's last line.

Automatic Switch Integration

The Repartee system is pre-programmed to integrate with a wide variety of switches. Repartee can be programmed manually for additional telephone systems at the EasyMade Switch Setup Screen. See the *Repartee Integration Guide* for the integration that applies to your telephone system.

To access the EasyMade Switch Setup Screen, sign into Repartee and press Ctrl-S. An example of the EasyMade Switch Setup Screen, Page 1, appears in Figure 116.



```
        EASYMADE SWITCH SETUP                          Page  1 of 3
1. Switch: DEFAULTS                   Standard Parameters   DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X             Recall: &,
             Connect: Q               Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9      Release on LCR? Yes
6. Answer on ring low? Yes            Off-hook delay: 25
7. Ring-on time: 10                   Ring-off time: 40
8. Pooled delay: 45
```

Figure 116: EasyMade Switch Setup Screen, Page 1

Select a Switch

On the EasyMade Site Information Worksheet, you have filled in the manufacturer, model, and software release for your telephone system ("switch").

Enter the telephone system manufacturer name in the **Switch** field on the EasyMade Switch Setup Screen, Line 1. You only need to enter the first three characters of the manufacturer's name, then press ←Enter.

Repartee then automatically searches its list of pre-programmed switches for a match, then displays the complete model name for the first telephone system found to match. Press Y if this is your telephone system, or N if it is not. For example, by entering MIT ←Enter in the **Switch** field, Repartee offers the Mitel SX100, the Mitel SX200, the Mitel SX2000, the Mitel SX50 and the Mitel SX200 Digital.

To confirm your choice of the telephone system, Repartee asks if you'd like to initialize the Switch Set-up values to the parameters for that telephone system. Press Y to confirm.

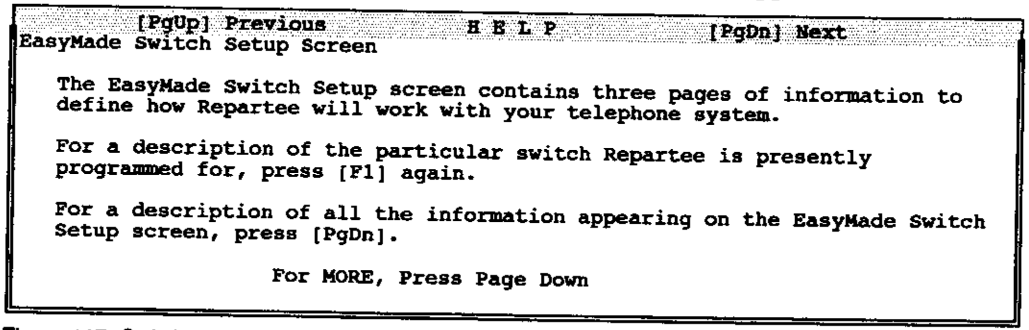
To change to another telephone system from the same manufacturer, enter the first three letters followed by an 'X' (for example, MITX). Repartee again offers all the matches.

On-Line Switch Help

The Repartee system provides on-line help for the EasyMade Switch Setup Screen.

To read available help information:

1. Sign in to the Repartee system.
2. Page to the EasyMade Switch Setup Screen.
3. Press F1. The first page of the Switch Help Screen appears.



```
           [PgUp] Previous              H E L P               [PgDn] Next
EasyMade Switch Setup Screen

   The EasyMade Switch Setup screen contains three pages of information to
   define how Repartee will work with your telephone system.

   For a description of the particular switch Repartee is presently
   programmed for, press [F1] again.

   For a description of all the information appearing on the EasyMade Switch
   Setup screen, press [PgDn].

                    For MORE, Press Page Down
```

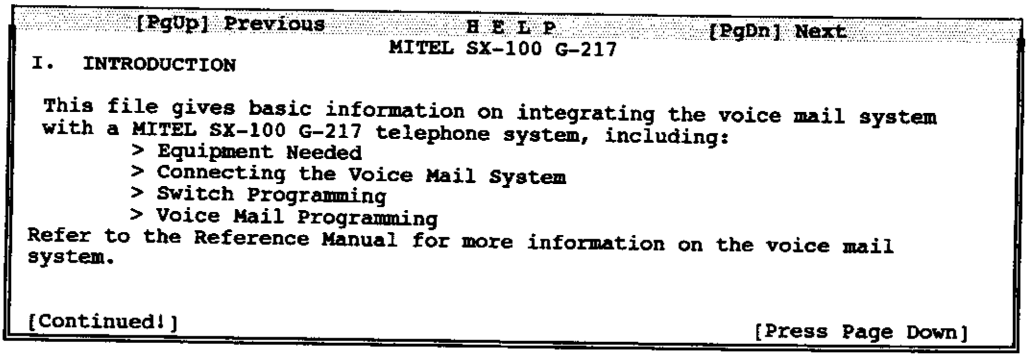
Figure 117: Switch Help Screen

Pressing PgDn and PgUp lets you scroll through a full description of the EasyMade Switch Setup Screen.

Pre-Programmed Switches

If your telephone system is one for which the Repartee system is pre-programmed, you can view on-line help that describes how to connect the Repartee system to your telephone system and what equipment you will need.

From the EasyMade Switch Setup Screen, press F1 to display general help on the EasyMade Switch Setup Screen. Then press F1 again to display on-line help about the telephone system you have selected.



```
           [PgUp] Previous              H E L P               [PgDn] Next
                                 MITEL SX-100 G-217
I.  INTRODUCTION

 This file gives basic information on integrating the voice mail system
 with a MITEL SX-100 G-217 telephone system, including:
         > Equipment Needed
         > Connecting the Voice Mail System
         > Switch Programming
         > Voice Mail Programming
Refer to the Reference Manual for more information on the voice mail
system.

[Continued!]                                           [Press Page Down]
```

Figure 118: Sample Pre-programmed Switch Help Screen

Use the PgUp and PgDn keys to view the entire help file for your chosen telephone system.

Other Telephone Systems

If your switch is not one that is pre-programmed, it is likely that it will work with Repartee's default switch parameters. Any parameter which is unique for your telephone system can be manually changed at the EasyMade Switch Setup Screen (discussed in the section *Programming Repartee*).

Programming the Switch

Required Telephone System Features

Just as you must program the Repartee system to work with your telephone system, you must program your telephone system to work with the Repartee system. Depending on your application, the telephone system must provide some or all of the following features:

- Single-line (analog, tip and ring, 2500 type) telephone lines are required to connect with Repartee as direct extensions or off-premise extensions (OPX's). Direct central office (CO) trunks may also be connected to Repartee. The telephone system must provide industry-standard, 90 volt AC ringing for Repartee to recognize incoming calls.
- DTMF signaling on station-to-station calls (including the operator's console) is necessary to retrieve messages from within the office.
- Call transfer capability from a single-line set is needed for automated attendant functions.
- Transfer to operator with automatic camp-on or call waiting indication is required to handle multiple operator transfers.
- Call forward on busy and/or ring-no-answer with DTMF identification of the extension number is required to provide Call Forward to Personal Greeting.
- Control of message waiting lamps must be available from a single-line station via DTMF signaling.
- Loop current reversal or multiple DTMF indication on caller hangup is required for immediate Repartee hangup (releasing line). Dial tone detection is available on most switches if loop current reversal is unavailable.

Even if your telephone system does not support some of these features, there is often a way to install and integrate the Repartee system. Refer to the *Repartee Integration Guide* or contact Active Voice for details on your telephone system.

Integration Packages

Some telephone systems require additional hardware and software to integrate well with the Repartee system. Active Voice supplies separate Integration Packages for these telephone systems. Contact your Repartee sales representative for details.

Programming Checklist

After physically connecting the Repartee system to your telephone system, you must program the telephone system. How you program the telephone system varies depending on the application and the telephone system, but what to program remains the same.

Use Hunt Groups

Put the Repartee extensions in a hunt group. It is best to program a terminal hunt group as opposed to a circular or call distribution group. That is, you want an incoming call to go to the lowest numbered available port rather than going to the next port after the one that handled the last call.

Some telephone systems do not have hunt groups. You can simulate a hunt group by forwarding each Repartee extension to the next extension on a busy condition.

If your telephone does not allow hunt groups or forwarding of extensions, the Repartee system can be made to simulate hunting. Hunting is simulated by having all incoming calls ring at all voice mail ports. The Repartee system then decides which calls should be answered by which port.

DIL Trunks to the Repartee Hunt Group

If you have central office trunks which will ring directly into the voice mail ports, program the direct in lines (DIL) to go to the hunt group.

If you are simulating hunting as described above, ring all trunks to all voice mail ports. You must then program Repartee to expect "pooled ringing."

Pooled Ringing

The Repartee system can simulate the ability to DIL (direct in line) trunk lines to a group of in-house extensions on a telephone system which does not have this feature. First, program all lines that the Repartee system will answer to ring on **all** of the Repartee system's ports.

For example, set C.O. (Central Office lines) 1, 2, 3, 4, 5 and 6 to ring stations 20, 21, 22 and 23. This means when a call comes in on C.O. 1 all 4 extensions will ring. The Repartee system will answer Port 1 first, this will signal your phone system to stop sending ring voltage to the other ports.

Pooled ringing is activated by setting the Rings to Answer on all ports to the value 0 on the EasyMade Application Screen, Page 2. See the *Incoming Call Timing* section later in this topic for more information.

Overflow Calls

If all voice mail ports are busy, incoming calls may be forwarded to an attendant or operator, get a busy signal, or get ringback until one of the ports becomes available. Any of these options is acceptable, but make sure you program the option you want.

Forwarding Stations

If your telephone system allows call forwarding with DTMF identification (also known as "follow along ID"), forward the stations to Repartee so that all unanswered calls to an extension are forwarded into a Repartee message box.

Voice Mail Extensions

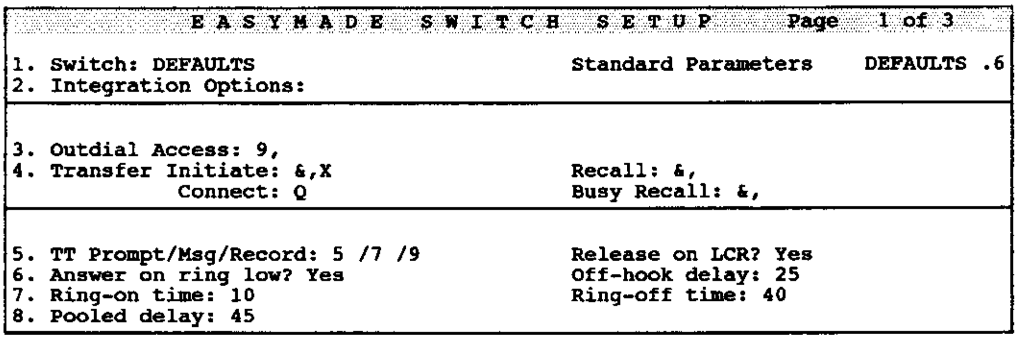
If your telephone system has special voice mail integration software, program the Repartee ports as voice mail extensions. Otherwise, program them as ordinary tip and ring single-line extensions.

If your telephone system doesn't have special voice mail integration software or doesn't offer some of the features listed above, investigate the possibility of a software upgrade. More and more manufacturers are adding voice mail-related features to their switches.

Programming Repartee

If your telephone system is not pre-programmed in the Repartee software or if the default parameters for your telephone system do not work correctly on your particular telephone system, you may need to reprogram some of the parameters on the EasyMade Switch Setup Screen.

The EasyMade Switch Setup Screen is comprised of three pages. Page 1 is shown in Figure 119.



```
           EASYMADE  SWITCH  SETUP          Page  1 of 3

1. Switch: DEFAULTS                    Standard Parameters    DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X              Recall: &,
             Connect: Q                Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9       Release on LCR? Yes
6. Answer on ring low? Yes             Off-hook delay: 25
7. Ring-on time: 10                    Ring-off time: 40
8. Pooled delay: 45
```

Figure 119: EasyMade Switch Setup Screen, Page 1

Specify the name of the manufacturer of your telephone system on Line 1 in the field labeled **`Switch`**. The description to the right of the telephone system name is filled-in by Repartee after matching the telephone system. If your telephone system is recognized by Repartee, it will automatically fill in the rest of the Switch Set-up values for your telephone system.

Integration Options

Line 2 is used to enter various special options to change Repartee's behavior with respect to your telephone system. The valid entries for this field are:

DT

Enables Repartee's dialtone detection. Whenever the Repartee system is recording a message it will listen for dialtone. If Repartee detects a dialtone, it assumes the caller has hung up and ends the recording and the call. Repartee will also pause a few seconds to check for dialtone on a call before transferring the call to the operator. If dialtone is detected, Repartee assumes the caller has hung up and terminates the call without transferring it to the operator. Repartee also checks for dialtone after going off-hook to dial an outgoing call. If dialtone is absent, Repartee assumes its outgoing call has collided with an incoming call on the same port. Repartee will then immediately switch into call answering mode and place the outgoing call back into the dialout queue to be redialed later.

In general, the more sensitive the setting for dialtone detection, the more likely Repartee will mistake a caller's voice for dialtone. If this happens during a message or transfer, Repartee will cut off the caller without warning. If dialtone detection is not sensitive enough, Repartee will record dialtone into messages, transfer calls in which the caller has already hung up, and act as if a collision has occurred on each dialout attempt. The following integration options control different aspects of Repartee's dialtone detection sensitivity:

DT1=*nn*

Threshold correlation to be seen as dialtone, where *nn* is a percentage. Default setting is DT1=35, the lower the threshold percentage is set, the more likely dialtone will exceed the threshold. Possible settings range from 15 to 95.

DT3=*n*

Where *n* is the number of consecutive buffers which must have correlation in order for Repartee to detect dialtone. Default setting is DT3=2, possible settings range from 1 to 5. The lower the setting, the more likely Repartee will detect a dialtone.

DT4=*nn*

Number of nybbles (1 nybble = 4 bits) between samples, where *nn* is an even number between 16 and 128. Default setting is DT4=64. The smaller this number, the more samples are taken, which increases the likelihood of detecting dialtone. On the other hand, the lower the number is set, the more work Repartee is performing, and the more likely Repartee is to pause or hesitate.

DT8=0

Disable Checkpoint Dialtone detect on dialout. When Dialtone Detect is activated, entering DT8=0 on the Integration Options line will disable dialtone detection on dialing out calls. Repartee will continue to listen for dialtone while recording messages, to make sure a caller has not hung up.

DT9=0
Disable Checkpoint Dialtone detect on transfer. When Dialtone Detect is activated, entering DT9=0 on the Integration Options line will disable dialtone detection on transferring calls to the operator. Repartee will continue to listen for dialtone while recording messages, to make sure a caller has not hung up.

CR
Special confirm return sequence. Repartee uses the special dialing sequence set by this option to return to the caller after trying to transfer a call to an internal extension if the subscriber with call screening answered the phone but rejected the call by pressing 2 (as opposed to pressing 1 to confirm the transfer). Specify the dialing sequence to use immediately after the CR.

For example, on a NEAX 2400 telephone system, you would specify `CR,,,` to tell Repartee to pause three seconds while the caller is automatically re-connected. This option is used only when the return sequence for rejected calls differs from the return sequence for unanswered calls.

TR
Telrad integration. Tells Repartee to expect the DTMF integration codes sent by the Telrad KeyBX 24/96 phone system.

Note that when Telrad integration is enabled, callers will never hear the Intro prompt on the EasyMade Application Screen, Page 2. Copy the file SILENCE2 into the Intro field and put any introductory greeting (i.e., *"Thank you for calling company name"*) in the beginning of the Action prompt.

T
TIE PBX integration. Tells Repartee to expect the DTMF integration codes sent by TIE phone systems that us VDS software. This includes the DCX, Mercury and Onyx series. If the telephone system uses 3-digit station numbers, specify T3 or just T (3 is the default). If the telephone system is using 4 or 5 digit station numbers, specify T4 or T5, respectively.

Note that when TIE integration is enabled, callers will never hear the Intro prompt on the EasyMade Application Screen, Page 2. Copy the file SILENCE2 into the Intro field and put any introductory greeting (i.e., "Thank you for calling company name") in the beginning of the Action prompt.

TT
TIE trunk integration. Used in conjunction with the "T" parameter above. Trunk integration routes identify trunk calls to specific message boxes.

The format is TT*n-m=ID* where *n* is the first trunk number in a group, *m* is the last trunk number in the group, and *ID* is the System ID which will receive calls from that trunk group. For example, specifying TT1-6=206 would route calls on trunks 1 through 6 to box number 206. You may specify multiple "TT" parameters to route different trunk groups to different message boxes.

Trunks must be programmed to ring directly to the Repartee ports to use this feature. (Otherwise the TIE does not send Repartee the trunk identification DTMF codes.)

Note that no check is made on the validity of the System ID specified when you enter it at the Repartee screen. If an invalid System ID is specified for a given trunk, the Repartee system will pause 5 seconds, then say *"I'm sorry. I did not hear your selection. Please re-enter your selection now."*

`ATT25`
AT&T System 25 Integration. The AT&T System 25 provides DTMF sequences for particular types of calls, which Repartee can intercept and act upon, according to the origin and destination of the call. This information will be used to route the call to the appropriate message box or sign in the appropriate subscriber.

`ZTD`
Iwastu ZTD Integration. Repartee supports the ZTD analog signalling protocol.

`Fx`
Causes the Repartee system to delay for a specific amount of time, where *x* the number of seconds (between 0 and 9) the system will wait for a System ID before beginning its Opening line prompts. During this delay interval, if Repartee receives a message box ID, it will forward the call to the message box and take a message. If a subscriber enters a Personal ID during this delay, Repartee will sign the subscriber in normally. The recommended value is F1. Switches which can take advantage of this feature include: NEC Mark II 200, NEC Mark II 300, Premier ESP, Siemans Saturn 2E, Shared Resource Exchange. You **must** not use this option if you are using the `F` port status option.

Dialing Codes

The Repartee system needs to know what codes to dial in order to access particular features of your telephone system. These use special phone number characters which are listed in the topic *Message Delivery*.

`Outdial Access`
For the Repartee system to place outside calls (to deliver messages off-site or to activate pagers), it must know the Outdial Access code. This sequence (typically "9," for nine-pause) is what Repartee dials to get an outside line.

> **WARNING!** The Repartee system automatically dials the outside access code before dialing any message delivery phone number or lamp number longer than 5 digits. This will cause a problem if your Extension # IDs or message waiting lamp control sequences are longer than 5 digits. To disable the outdial access code for any particular phone number, put a comma (,) in front of the first digit of the phone number (for example: `,5551234`).

`Call Transfer Sequences`
For the Repartee system to transfer calls, it must know the transfer dialing sequences for a single-line phone on your system. It must know how to put a caller on hold, call an internal extension, and connect the caller or return to the caller if the extension is busy or not answered. The specific call transfer sequences are as follows:

Initiate
The Initiate sequence is what the Repartee system dials to put an outside caller on hold and ring an internal extension. This is usually **&,X** for a hookswitch flash, a pause, and the extension number.

Recall
The Recall sequence is what the Repartee system dials to return to the outside caller when the internal extension did not answer. It is most commonly **&,** for hookswitch flash, then pause.

Busy Recall
Busy Recall is what the system dials to return to a caller on hold when the called extension is busy. It is usually the same as the Recall sequence.

Connect
Connect is what the system dials to complete the transfer of an outside caller to an internal extension. Typically, it is **Q** for hangup.

Touchtone Sensitivity

When the Repartee system is playing and recording messages and prompts, it has the difficult task of trying to recognize real touchtones dialed by the caller while screening out the "false" touchtones which momentarily occur in natural human speech.

Since there is no real audible difference between the sound of dialed touchtones and the spoken ones, the system can only distinguish between them on the basis of their length. Dialed touchtones are usually longer than spoken ones, so the Repartee system ignores tones below a certain length.

The Repartee system has three different minimum lengths for touchtones. One is used when the system is playing a prompt and expects the caller to enter touchtones. The second is used when the system is playing back a message recorded over the phone and knows that the caller might enter a touchtone. The third is used when the system is recording a message and doesn't expect the caller to enter a touchtone. Those are stored on Line 5 of EasyMade Switch Setup Screen, Page 1.

Unless you experience problems with the system failing to recognize your touchtones, you do not need to change these values. If you experience a problem with the Repartee system not recognizing your dialed touchtones, try reducing the "prompt" DTMF length by one unit at a time until Repartee consistently recognizes your dialed touchtones. Minimum value that can be entered is "4" (40 milliseconds).

The three different levels are specified on line 5. They are specified in hundredths of a second (for example, a 6 means ignore tones shorter than 6 hundredths of a second or 60 milliseconds).

Incoming Call Timing

The following parameters affect the Repartee system's response to an incoming ring signal. There is no need to adjust these values unless you are experiencing problems with Repartee failing to answer incoming calls. All timing parameters are in hundredths of a second (for example, 50 means one-half second).

`Answer on ring low`
Answer on ring low tells the Repartee system whether to wait through a complete ring on incoming calls before answering.

`Off-hook delay`
Off-hook delay tells the Repartee system how long to wait after answering the phone before speaking or accepting touchtones.

`Ring On and Ring Off Times`
Incoming calls send a ring signal to the Repartee system with a voltage alternating on and off. Line 7 specifies the length of the on and off periods in the ring cycle.

`Pooled Delay`
Pooled Delay is the length of time the Repartee system should wait for the ring signal to settle after answering a call when the lines are set for pooled ringing. Repartee ignores any ring signals received during this waiting period. This can be modified for systems which do not stop the ring signal to other ports quickly.

`Release on LCR`
This tells the Repartee system whether to assume the caller has hung up when it receives a loop current reversal signal from the phone system.

Message Waiting Lamps

Message waiting lamps are programmed on the EasyMade Switch Setup Screen, Page 2, as shown in Figure 120. For Repartee to control message waiting lamps on your telephone system, the switch must:

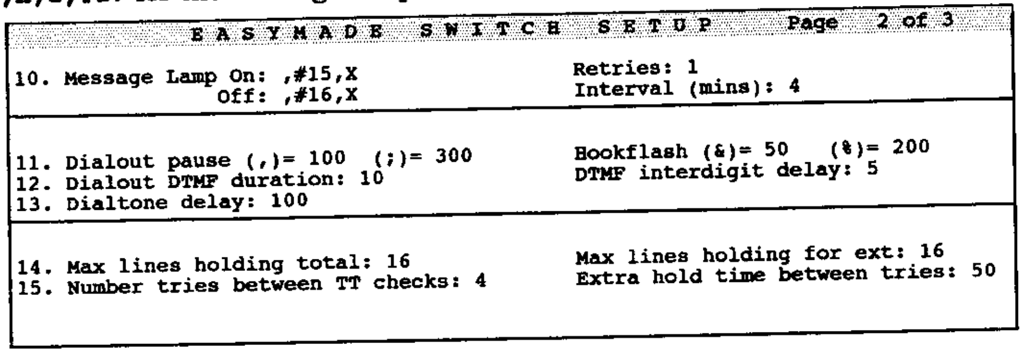
- Have message waiting lamps on the extensions
- Allow these lamps to be turned on and off from a standard single-line set using touchtone codes

If your telephone system allows this, Repartee must know:

- The code to dial to turn a lamp on
- The code to turn a lamp off
- How many times to dial each code to make sure it takes effect
- How long to wait between dialout attempts to the same lamp

These values are entered on Line 10 of the EasyMade Switch Setup Screen. The two dialing codes must include an `x` to indicate where the extension number should go and must begin with a comma to disable the outdial access sequence.

For example, if a single-line phone turns a lamp on by dialing the extension number, a pause, a hookflash, a pause, a pound sign, a one, and a seven, enter `,X,&,#17` for the message lamp on code.



```
                E A S Y M A D E   S W I T C H   S E T U P        Page  2 of 3

10. Message Lamp On: ,#15,X                    Retries: 1
                Off: ,#16,X                    Interval (mins): 4

11. Dialout pause (,)= 100  (;)= 300           Hookflash (&)= 50   (%)= 200
12. Dialout DTMF duration: 10                  DTMF interdigit delay: 5
13. Dialtone delay: 100

14. Max lines holding total: 16                Max lines holding for ext: 16
15. Number tries between TT checks: 4          Extra hold time between tries: 50
```

Figure 120: EasyMade Switch Setup Screen, Page 2

Dialout Timing

Dialout timing parameters affect Repartee's dialing out to place calls. All times are specified in hundredths of a second.

`Dialout Pause`
The two Dialout Pause fields on line 11 specify the length of a pause when it encounters a comma (,) and a semicolon (;) in a dialing sequence.

`Hookflash Times`
Hookflash times on Line 11 specify the on-hook period of a hookflash when encountering an ampersand (&) and percent sign (%) in a dialing sequence.

`Dialout DTMF Duration`
Dialout DTMF Duration and DTMF Interdigit Delay on Line 12 specify how long Repartee should sound a touchtone and how long it should wait between touchtones when dialing.

`Dialtone Delay`
Dialtone Delay specifies the length of time Repartee should wait before dialing after going off hook to place a call.

Call Holding

When Repartee attempts to transfer a call and the line is busy, the caller can be allowed to hold until the line becomes free. This process is described in the *Call Holding* topic. The following parameters affect call holding.

`Maximum Lines Holding`
On line 14, you may specify the maximum number of calls allowed to hold in the system at one time and the maximum number of calls allowed to hold for a particular extension at one time. Each holding call occupies one port, so you will want to set the maximum to a value less than your Repartee system's total number of ports to avoid having the whole system tied up with calls on hold.

Holding Pattern

When a caller is holding for an extension, Repartee goes through a pattern of attempting to transfer the caller several times, then returning to the caller to ask if he or she still wants to hold. The parameters on Line 15 control this pattern. See the *Call Holding* topic for more information.

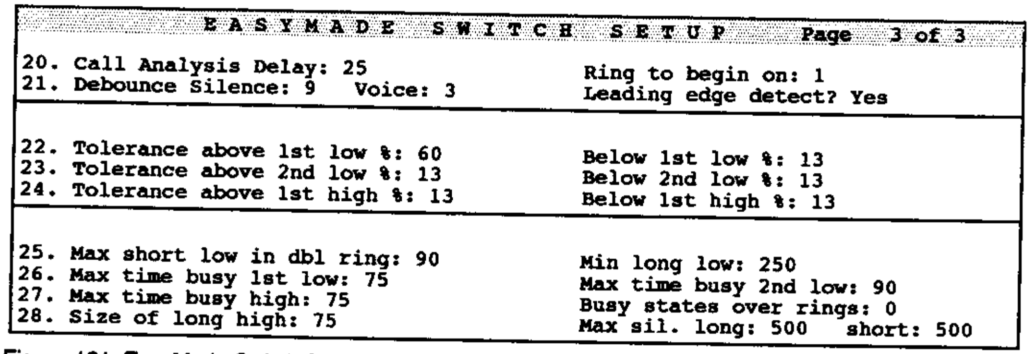
`Number of tries between TT checks`
Specifies the number of times Repartee should attempt to transfer the call between checks with the caller. The default value is 4.

`Extra hold time between tries`
Specifies how long (in tenths of a second) Repartee should wait between transfer attempts. Setting this parameter lower tends to put calls through a little more quickly. Setting it higher tends to make the holding conversation sound better to the caller. The default value is 50, which means Repartee waits 5 seconds between transfer attempts.

Ring Detection

Whenever Repartee dials out, either for message delivery or to transfer a call, it monitors the line and listens for ringback signal, busy signal, or connection.

To detect these signals correctly, Repartee must know what the ringing and busy signal sound like on your telephone system. In particular, Repartee needs to know the signal patterns or ringback (the on and off periods) of these signals.



```
            E A S Y M A D E   S W I T C H   S E T U P        Page  3 of 3
20. Call Analysis Delay: 25                       Ring to begin on: 1
21. Debounce Silence: 9   Voice: 3                Leading edge detect? Yes

22. Tolerance above 1st low %: 60                 Below 1st low %: 13
23. Tolerance above 2nd low %: 13                 Below 2nd low %: 13
24. Tolerance above 1st high %: 13                Below 1st high %: 13

25. Max short low in dbl ring: 90                 Min long low: 250
26. Max time busy 1st low: 75                     Max time busy 2nd low: 90
27. Max time busy high: 75                        Busy states over rings: 0
28. Size of long high: 75                         Max sil. long: 500   short: 500
```

Figure 121: EasyMade Switch Setup Screen, Page 3

The EasyMade Switch Setup Screen, Page 3, lists the parameters which tell Repartee what signal patterns to expect on your phone system. Page 3 is shown in Figure 121. These parameters are determined by a utility program called RINGTEST.

RINGTEST

The Ringtest utility makes a series of calls on your telephone system from Repartee to learn the pattern for the ring and busy signals. It then displays a summary of the signals and the parameters which should be set on the EasyMade Switch Setup Screen, Page 3. RINGTEST is run from the DOS prompt.

To run RINGTEST:

1. Exit the system by pressing Esc, Y, ←Enter from the Banner Screen.
2. At the D:\REPARTEE> DOS prompt, type RINGTEST ←Enter
3. The program will ask you how many test calls to make, how many "ringbacks" to listen to and what extension number to dial. Enter the number of ringbacks recommended by the prompt, unless your phone system gives a double signal. In this case, we recommend that you double the number of ringbacks.

   After you enter this information, the program makes the number of calls you specified, and logs the duty cycle of noise and silence during each call. The program will go through this sequence twice, the first time to learn the "ringback" signal, the second time to learn the "busy" signal.
4. You must ensure that RINGTEST will hear the right signal for each call. That is, when the program is trying to learn the telephone system's ringback signal, make sure all the calls it makes get ring-no-answer, and when the program is learning the busy signal, make sure each call it makes gets a busy tone.

   The simplest way to accomplish this on most telephone systems is to not answer the extension which the program will call when it is learning the ringback signal, then use same phone to call an extension which will not be answered or call an audio text number (such as a weather report line, current time line, etc.) when the program is learning the busy signal.
5. After completing its test cycles, RINGTEST displays a summary of the signals it heard, including the overall patterns of the cycles and some call progress parameters based on the example signals it heard. This information is also sent to a file called RINGTEST.DAT. Write the information down or print the RINGTEST.DAT file.
6. Enter the suggested parameters into the Repartee system and make some test calls to see how well the call progress performs. If you still experience call progress problems, or if you have any questions, call Active Voice Technical Support.

For related information, see:

- *Applications*
- *Call Holding*
- *Call Screening Options*
- *Call Transfer and Message Taking*
- *Integrations*
- *Opening Line*
- *Operator Box*
- *Port Applications*

Key Topic

System IDs

Every entity in Repartee, whether a subscriber, guest, interview box, transaction box, or automatic directory, is identified by a unique System ID. System IDs are crucial to the system's proper operation. They are used to route calls to the proper extensions and message boxes, and can be used to link transaction boxes for advanced call routing and voice response features. System IDs include Extension # IDs, Personal IDs, and Box IDs.

This topic describes System IDs and their uses, and gives some helpful guidelines for defining them in a logical, useful design. Figure 122 contains a table listing each type of ID, where it appears in the system displays and where to find a detailed description of its use in this manual.

ID	Screen	Topic
Personal ID/ Subscriber	Personal Directory Screen	*Subscribers* *System Managers*
Personal ID/ Guest	Personal Directory Screen	*Guests*
Extension # ID	Personal Directory Screen	*Call Transfer and Message Taking*
System ID/ Transaction Box	Transaction Directory Screen	*Transaction Boxes*
System ID/ Interview Box	Transaction Directory Screen	*Interview Boxes*
System ID/ Operator Box	EasyMade Application Screen, Page 3	*Operator Box*

Figure 122: Types of System IDs

Rules for System IDs

Subscribers and callers enter System IDs from their touchtone phones to tell the system what extension they want or to identify themselves to the system. Each System ID may be up to ten digits in length. **Most important, each System ID must be unique.** No two entities in the system can have the same System ID.

A System ID is usually entered and displayed as numbers on-screen. However, it can also be represented as letters, or even symbols (such as the '$'). When letters are used in an ID, the system translates the letters into the corresponding numbers on a touchtone keypad. Each of the touchtones 2 through 9 each may be represented by three different alphabet letters. For example, the touchtone 2 may be represented by the letter A, B, or C. The touchtone 9 may be represented by W, X, Y, or Z.

When you assign System IDs, keep in mind that it is the touchtone numbers themselves that make a System ID unique, and not the alphabetic representations. For example, the System ID "SANDY" is identical to the System ID "RANDY", because each ID translates to the System ID "72639". Similarly, the System ID "AAA" is identical to "BBB", because both translate to "222" in touchtones.

How the System Listens for IDs

When the system asks a caller a question, it listens for touchtones that indicate the caller's answer, usually 1 for yes or 2 for no.

Whenever the system is talking to a caller, it is also listening for System IDs. The system listens for System IDs on a digit-by-digit basis. When a caller enters an ID, the system examines the first touchtone to see if by itself it is a valid System ID. If not, the system adds on the second touchtone to see if it matches a valid two-digit ID. If it doesn't, it adds on the third touchtone to see if it matches a valid three-digit ID. This process repeats for every touchtone, until the touchtones match a System ID or until there are no more touchtones to check.

Touchtones entered: 7 6 5 4 3

SYSTEM ASKS:

Does	**7**	**match a System ID?**	**NO**
Does	**76**	**match a System ID?**	**NO**
Does	**765**	**match a System ID?**	**NO**
Does	**7654**	**match a System ID?**	**YES**

System Transfers Call to Extension # ID 7654

Figure 123: How the system listens for IDs

As soon as the system matches a valid System ID, it takes the appropriate action. For an Extension # ID or Box ID, the system will transfer the call to the appropriate telephone extension or box. For a Personal ID, the system will start the subscriber conversation to allow the subscriber or guest to check messages.

If the touchtones that were entered don't match any System ID, the system will respond with this error prompt:

> *"I'm sorry, I did not hear your selection. Please re-enter your selection now"* [prompt 95]

This method of listening for System IDs allows for a quick response from the system, but it has an important impact: **it limits the number of unique System IDs.** Since the system acts as soon as it hears a valid System ID, it is impossible to have a longer ID that begins with digits that match a shorter ID. For example, you cannot have both 234 and 2345 as System IDs, because as soon as the system hears the touchtones 2-3-4, it matches a valid System ID. So the system acts and directs the call accordingly. The system will never hear the ID 2345.

The system will give you an error message if you try to add a System ID that conflicts with an ID already created. For example, if the ID 234 is already stored as a valid System ID, you would not be able to add the System ID 23 or 2345, because each one conflicts with the existing ID 234. You can, however, add the System IDs 233 and 235.

Dial Ahead

At many points in the subscriber conversation, the system allows a subscriber to dial ahead, skipping over the system's prompts in order to get to a specific point in the conversation. This allows callers who are very familiar with the system to move quickly to a certain part of the conversation.

For example, one use of dial ahead is to enter a Subscriber ID immediately followed by the touchtones "11." This allows a subscriber who is calling the system for the express purpose of receiving messages to skip over the introductory prompts: *"<Name>, my favorite caller. Remember, 1 for Yes and 2 for No" "You have <number> new messages. Would you like to check them?"* and to go directly to his or her messages.

Each of the "1" touchtones has the effect of responding in advance to one prompt.

Call completion override

When you call the system and press a subscriber's Extension # ID, (or a transaction box's System ID) and you press a touchtone immediately after the ID, the system interprets that touchtone as an indication that you want to override call transfer, or "call completion." The system will not attempt to transfer the call to the caller's extension, but instead will go directly to the subscriber's personal greeting. After the system plays the greeting, it will take the specified Action for the box, which is usually `Take Message`.

Call completion override is used primarily in the Call Forward to Personal Greeting feature of many integrations. For more information on Call Forward to Personal Greeting, refer to the *Integrations* and *Switch Setup* topics.

Unknown System IDs

The system will wait up to 3 seconds after a series of touchtones has been pressed for any additional touchtones. If the touchtones pressed do not match a valid System ID, the system responds:

> *"I'm sorry, I did not hear your selection. Please re-enter your selection now"* [prompt 95]

If a caller does not enter a valid Personal ID or Extension # ID after several tries, the system will disconnect the call. The number of times a caller may try to enter a valid Personal ID during the Opening Line can be set on the EasyMade Application Screen, Page 6, in the field labeled `Max ID attempts`. The default is 4 re-tries.

Internal IDs

There may be occasions when you want to prevent callers from dialing up a subscriber or transaction box. You can do this by assigning a System ID that contains symbols that cannot be dialed from a touchtone keypad. These are called **internal IDs** or **hidden IDs**. Internal IDs can still be used in the system's automatic call routing features, but they cannot be dialed by callers directly. For example, any System ID with a dollar sign symbol ($) as the first character will be an internal ID. Since touchtone phones don't have a $ key, an outside caller cannot directly dial the System ID. The most common use of internal System IDs is for linking transaction boxes or interview boxes through the Go-to-ID field.

For example, the default system comes a Public Interview Box with a System ID of $PM (not "PM"). This is done because a caller never needs to dial the System ID for the Public Interview Box directly. A caller is routed to the Public Interview Box automatically when: the Operator is not available (through the `Go-to-ID` field in the Operator Box) or when the caller does not press any touchtones when calling after hours (through the `System ID if no TTs` field on the EasyMade Application Screen, Page 2).

How System IDs Are Used

There are three major types of System IDs:

- Extension # IDs
- Personal IDs
- Box IDs

An **Extension # ID** is the "extension" a caller dials to reach a subscriber. You may think of it as the number of the subscriber's voice mailbox on the system. Usually an Extension # ID is the same as a subscriber's actual telephone extension number. However, this may not always be the case. For example, two subscribers who share the same telephone extension will nevertheless have different Extension # IDs in the Repartee system.

A **Personal ID** is the number a subscriber enters over the phone to check messages. When the system hears a Personal ID, it knows the caller is an enrolled subscriber. A subscriber's Personal ID is often created by adding an extra digit onto the front of the subscriber's Extension # ID. However, this does not have to be the case.

A **Box ID** is similar to an Extension # ID, but it identifies the Repartee extension of a transaction box or interview box, rather than a subscriber. Callers can dial Box IDs like any other extension to reach a particular box. The system may also use Box IDs for automatic routing of calls and one-key dialing menus.

Here are descriptions of the different System IDs and how you might use them on the system:

Personal ID: Subscriber, Personal Directory Screen

This identifies a subscriber to Repartee. When a subscriber calls Repartee and presses this ID, he or she may listen to messages and leave messages for other subscribers.

When you add a list of subscribers to Repartee, Repartee automatically creates the subscriber's Personal ID based on the Extension # ID you entered for the subscriber. The system adds on a "9" to the beginning of the Extension # ID to create the Personal ID. The system then allows you to confirm this Personal ID or change it.

Personal ID: Guest, Personal Directory Screen

This identifies a subscriber's guest to Repartee. When a guest calls the system and presses this Personal ID, he or she may listen to and receive messages only from the host subscriber.

Extension # ID, Personal Directory Screen

An outside caller presses this ID to be connected to a particular subscriber's telephone extension. Typically, if the subscriber is on the phone or away, the system will take a message from the caller. This ID may or may not be the same as the subscriber's actual extension number. Once an Extension # ID is assigned, it can be printed on a business card. Then, the actual telephone extension number can be changed without affecting the subscriber's Extension # ID.

System ID: Transaction Box, Transaction Directory Screen

In a typical application, an outside caller presses this ID to hear a menu of choices. Each touchtone choice would correspond to a different transaction box.

For example, the system might tell a caller: *"For Information on show times, press 100. For tickets press 200."* If the caller pressed the ID 100, he or she might hear: *"For show times for the Sound of Music, press 101. For West Side Story, press 102. For Guys and Dolls, press 103."*

System ID: Interview Box, Transaction Directory Screen

In a typical application, a caller is sent to an interview box if he or she does not press any touchtones. Generally, you configure Repartee to select this ID for callers, by entering this ID in the `Go-to-ID field` of a transaction box, or in the `ID if no TTs` field on Page 2 of the EasyMade Application screen.

The system comes with a Public Interview box with the ID $PM. The system is preconfigured to send callers to this box when the operator is unavailable.

System ID: Operator Box, EasyMade Application Screen, Page 3

An outside caller presses this ID to be connected with the operator. The system comes with this ID set to 0. You may configure the system to select this ID for the caller if he or she does not enter any touchtones, by entering 0 in the `ID if no TTs` field on the EasyMade Application Screen, Page 2. Refer to the *Port Applications* topic for further instructions.

Planning Your System IDs

Before assigning System IDs, you should first estimate how many System IDs you will need, then design an easy-to-remember numbering system that best meets these needs.

The number of System IDs you require determines how many digits you should have in your IDs. The table below shows you roughly how many unique IDs are available for a particular ID numbering plan. When determining how many digits to have in your IDs, be sure to allow plenty of spare System IDs for future growth. Remember, System IDs will be assigned not only to subscribers, but also to all transaction boxes, interview boxes, and subscribers' guests.

Number of ID Digits	Number of Unique IDs
1	9
2	90
3	900
4	9000 (9 thousand)
5	90,000
6	900,000
7	9,000,000 (9 million)
8	90,000,000
9	900,000,000
10	9,000,000,000 (9 billion)

assumes Operator Box ID = 0

Ranges of System IDs

You may want to assign particular ranges of IDs to a particular purpose. For instance, you could reserve System IDs 10 through 19 for menus (transaction boxes) which can be accessed by outside callers, IDs 200 to 399 for Extension # IDs for subscribers, IDs 9200 to 9399 for subscriber Personal IDs (9 + their Extension # ID), and IDs 7200-7399 for guest's Personal IDs. You could also assign additional System IDs beginning with a dollar sign symbol ($) for internal IDs on transaction boxes that handle interviews or special call routing.

Operator Box ID

Note that the default System ID is 0 for the Operator's Box (page 3 of the EasyMade Application Screen). This precludes any other System ID beginning with the digit 0. We do not recommend that you change this ID.

Matching Extension # IDs with Extension Numbers

You can greatly simplify your application if you make the subscriber's Extension # IDs the same as the actual telephone extension numbers of the subscribers. However, you should first assess how this would affect your overall ID plan. For instance, consider this extreme case: Suppose you had a company operator at extension 0 (zero) and nine subscribers with telephone extension lines already numbered 1-9. If you assigned Extension # IDs 1 through 9 to these subscribers, then you would not be able to assign any more System IDs. Thus if you had guests or new employees to add to the system, you would have to come up with a new ID numbering plan. Instead, you could assign Extension # IDs as 10 through 19. This would allow you to add many more System IDs starting with the digits 2 through 9.

Remember the following rules for System IDs:

- Each System ID must be unique.
- Each System ID can contain up to 10 touchtones. System IDs can vary in length.
- A shorter System ID cannot duplicate the beginning digits of another, longer System ID. (for example: 234 and 2345)
- System IDs that contain letters are translated into their corresponding touchtones.

Default System IDs

Repartee is shipped with certain default System IDs, shown in Figure 124. If you decide to change any of these System IDs, make sure that you enter these changes on all the screens where the old System ID is referenced.

In addition, three sample transaction boxes are included in the default system. These transaction boxes can be re-recorded or deleted, if you want to use their System IDs for another purpose:

- Box ID 411: Sample Department Directory
- Box ID 700: Sales Department Message Box
- Box ID 800: Technical Support Department Message Box

System ID	**Entity**	**Screen**
0	System Operator	EasyMade Application Screen, Page 3
72639 SANDY	System Manager (Sandy Simmons)	Personal Directory Screen
9555	Guest (Les Larson) of Sandy Simmons	Personal Directory Screen
555	Automatic Directory	EasyMade Application Screen, Page 6
$PM	Public Interview Box	Transaction Directory Screen

Figure 124: Default System IDs

Personal IDs and Security Codes

The subscriber's Personal ID is important information and should be kept secret to protect the privacy of the subscriber's messages. If you use a convention or formula to create Personal IDs from Extension # IDs, it is relatively easy for a stranger or co-worker to guess at a subscriber's Personal ID. To increase your system's security, subscribers can add their own security code to the system. A security code can be up to 10-digits long. Unlike a System ID, a security code does not have to be unique. Two subscribers (with different Personal IDs) can have the same security code. Also, since a security code is not an ID code, a subscriber's choice of security code is not limited by the numbering plan you use for System IDs. This greatly increases the total number of security codes subscribers may have, which decreases the possibility of an unauthorized caller guessing the security code.

A subscriber or guest enters a security code on the telephone keypad after he or she enters a Personal ID. An unauthorized caller must know both a subscriber's Personal ID and security code to break into the system. Unlike Personal IDs, the security code is never displayed on the console screen, in the REPLOG file, or in a printed report. See the *Security Codes* topic for more information.

For related information, see:

- *Applications*
- *Automatic Directory*
- *Call Transfer and Message Taking*
- *Guests*
- *Interview Boxes*
- *Operator Box*
- *Port Applications*
- *Public Interview Box*
- *Security Codes*
- *Subscribers*
- *System Managers*
- *Transaction Boxes*
- *The EasyMade Application Manual*

Key Topic

System Manager

Your business depends upon your telephone, and Repartee is an integral part of your telephone system. As with any vital part of your business, one person should be in charge of all activity on Repartee. This person is known to Repartee as the **system manager**.

Only system managers are able to sign in to the system at the computer console and modify system parameters, create subscribers, groups, guests, transaction boxes. Only system managers can record voice prompts or fields from the console. It is important that the person or persons designated as system managers for your system be responsible people who are available to other subscribers for questions and system changes.

Who can be a System Manager?

You can assign system manager status to any subscriber. We recommend that you have at least two system managers who can access the system, so that one will always be available.

System managers should be on-site. On-site system managers are typically office managers, office administrators and receptionists. These system managers should be trained how to do routine maintenance, such as adding and deleting subscribers.

If you are a Repartee dealer, you should also make yourself a system manager on the system. This will enable you to perform less routine operations, such as changing the way the Repartee system is configured with the phone system.

Signing in as System Manager

Only system managers may sign into the system at the computer console. To sign in as a system manager, from the Banner Screen press the F2 key, and then type in the Personal ID of a system manager.

If this is the first time you are using Repartee or if you have not yet created another system manager, sign in as the default system manager, Sandy Simmons, whose Personal ID is SANDY. You may use the alphabetical representation of the Personal ID, SANDY, or the Personal ID as it is translated into its corresponding touchtones, 72639.

Once a system is installed and a new system manager assigned, you should change Sandy Simmons' ID to protect the system from unauthorized access. You may want to delete Sandy Simmons from the system altogether. (Be aware that any transaction boxes or guests owned by Sandy Simmons will also be deleted.)

To change Sandy's Personal ID, go to her page on the Personal Directory Screen and, in the Personal ID field, type in the new ID over the existing one.

Creating and Demoting System Managers

Only a system manager can create or demote another system manager. Before you can create another system manager that subscriber must already be enrolled on the system. If the person is not yet enrolled as a subscriber, add him or her to the system. Refer to the topic on *Subscribers* for detailed instructions.

To promote a subscriber to a system manager:

1. Sign in with the Personal ID of an existing system manager.
2. Press Ctrl-D to jump to the Personal Directory Screen. Press PgUp or PgDn to page to the Personal Directory of the subscriber whom you want to promote to a system manager.
3. Press F8 to view the ADD Menu,
4. Press M to give that person Manager status.

   The words SYSTEM MANAGER will appear to the right of the subscriber's name.

To remove system manager status:

1. Sign in as a system manager.
2. Press Ctrl-D to jump to the Personal Directory Screen.
3. Page to the appropriate subscriber's Personal Directory page.
4. Press F7 to begin the DELETE process.
5. The system asks: `''Do you want to COMPLETELY delete this subscriber?''` in a pop-up window. Press N for No
6. The system asks: `''Do you want to delete ALL MESSAGES for this subscriber?''` Press N for No

5. The system asks: ''**`Do you want to REMOVE SYSTEM MANAGER STATUS for this subscriber?`**'' Press Y for Yes

NOTE: If you have signed in from the Banner Screen as a system manager, you cannot delete yourself or remove your own system manager status. If you press the F7 Delete key while on your own Personal Directory page, you can delete only your messages.

For related information, see:

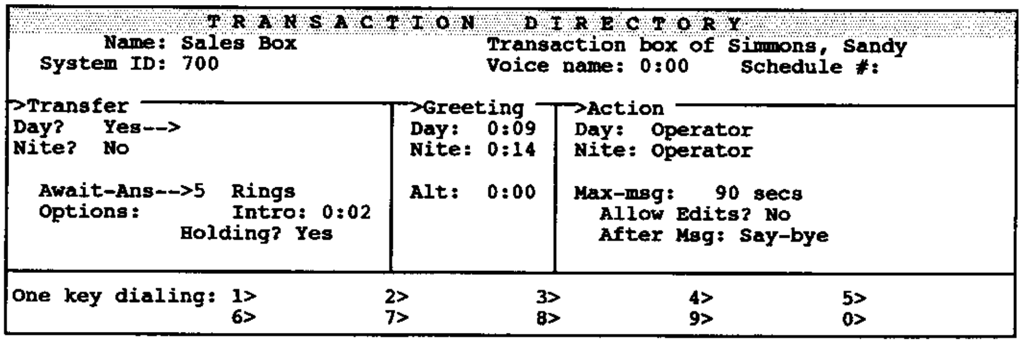
- *Screens*
- *Subscribers*
- *System IDs*

Key Topic

Transaction Boxes

You may want your system to do more than just transfer calls to individual subscribers. You may want to offer your callers menus of choices, allowing them to select between departments, directories of services, or submenus. In the event that a call is routed to a station that is busy, you may want Repartee to automatically reroute the call to another extension. All of these results can be achieved using transaction boxes.

Transaction boxes are the building blocks for customizing Repartee for your special applications. This topic describes how transaction boxes function and how they can be used to add versatility to your auto attendant system. Figure 125 shows a sample page from the Transaction Directory.



```
                 TRANSACTION   DIRECTORY
       Name: Sales Box                    Transaction box of Simmons, Sandy
  System ID: 700                          Voice name: 0:00    Schedule #:

>Transfer                          >Greeting   >Action
Day?   Yes-->                      Day:  0:09  Day:  Operator
Nite?  No                          Nite: 0:14  Nite: Operator

  Await-Ans-->5  Rings             Alt:  0:00  Max-msg:   90 secs
  Options:        Intro: 0:02                    Allow Edits? No
             Holding? Yes                        After Msg: Say-bye

One key dialing: 1>         2>         3>         4>         5>
                 6>         7>         8>         9>         0>
```

Figure 125: Sample Transaction Box

Each page in the Transaction Directory is organized like a page in the Personal Directory, with a Transfer → Greeting → Action structure. A transaction box can transfer a caller to a telephone extension and/or play a **greeting** and take a message. In addition, transaction boxes allow other options, including one-key dialing menus and a variety of **Actions** after the greeting.

If you use the system only as an automated attendant to answer incoming calls and to route callers to subscribers' message boxes, you probably don't need transaction boxes for your application.

In addition to transaction boxes, the Transaction Directory includes interview boxes and the public interview box. These boxes are covered in their own topics. A newly installed system also includes three sample transaction boxes as defaults. You may delete these boxes or reprogram them to suit your needs. The three boxes are explained in the *Sample Transaction Boxes* section below.

Accessing a Transaction Box

Callers access a transaction box by entering the box's System ID at any time when the system is ready to accept ID codes. Repartee can also route the caller to the box automatically according to system programming. Possible access routes to a transaction box, via its System ID, include:

- Caller enters ID directly in response to a menu of choices;
- The `GotoID-->` action in transaction, Operator or interview box;
- One-key dialing menu in transaction box;
- ID is entered on the EasyMade Application Screen, Page 2, Line 13.

Programming a Transaction Box

Once a caller has accessed a transaction box, the box's programming takes control of the call. It may transfer the call and/or play a greeting and/or take an action after the greeting. This sequence can be expressed:

Attempt to Transfer caller ---> Play a Greeting ---> Take an Action

This sequence is reflected in the division of the Transaction Directory Screen into three sections: `Transfer`, `Greeting`, and `Action`.

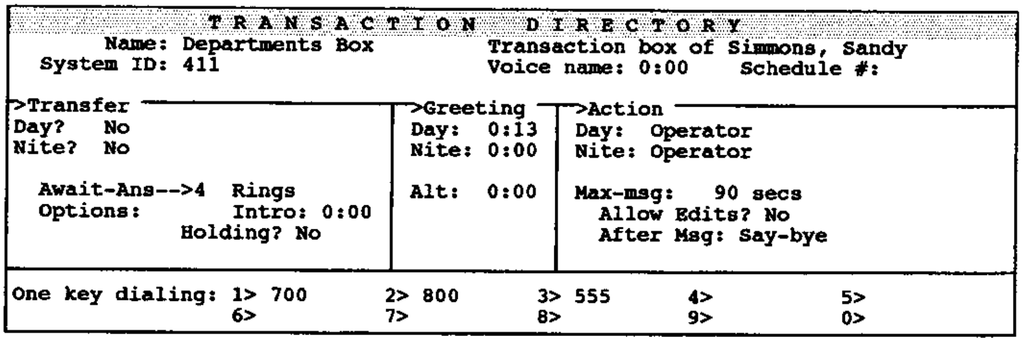
If the system is able to successfully transfer a call to a telephone extension, it does not play the transaction box's greeting or take the action specified. Also note that if nothing is programmed for part of this sequence, the system skips to the next part of the sequence. The `Transfer`, `Greeting` and `Action` sections can also be programmed independently for Day Mode and Night Mode.

Sample Transaction Boxes

The default system configuration includes three sample transaction boxes. The samples illustrate how an installation might use transaction boxes to handle sales calls and technical support calls.

These sample transaction boxes are:

Box Number	Description
411	A sample directory box
700	Informs the caller that no one in the sales department is available to take the call, and transfers the caller to the operator.
800	Informs the caller that no one in the technical support department is available to take the call, and transfers the caller to the operator.



```
                  T R A N S A C T I O N   D I R E C T O R Y
         Name: Departments Box            Transaction box of Simmons, Sandy
   System ID: 411                         Voice name: 0:00    Schedule #:

>Transfer ---------------------------- >Greeting -->Action -----------------
Day?    No                             Day:  0:13  Day:  Operator
Nite?   No                             Nite: 0:00  Nite: Operator

   Await-Ans-->4  Rings                Alt:  0:00  Max-msg:   90 secs
   Options:       Intro: 0:00                        Allow Edits? No
            Holding? No                              After Msg: Say-bye

One key dialing: 1> 700       2> 800       3> 555      4>        5>
                 6>           7>           8>          9>        0>
```

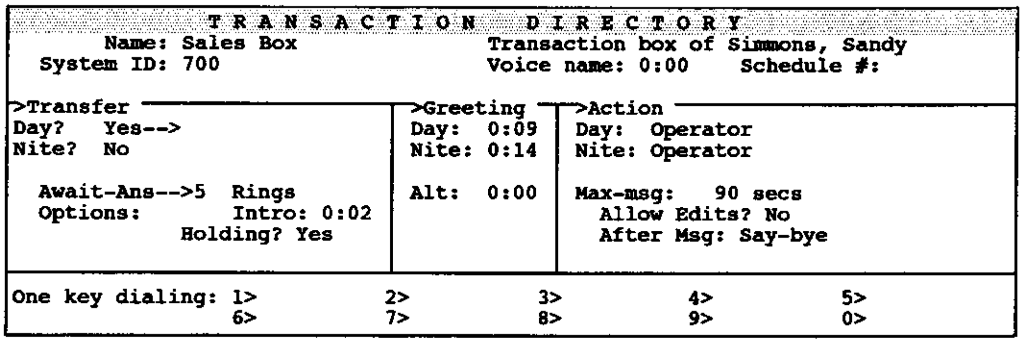
Figure 126: Sample Department Directory Box

The sample Departments Box is selected by dialing 411 after hearing Repartee answer. The box does not attempt a call transfer. It immediately plays the greeting:

> *"Press 1 for sales, 2 for support, or 3 for a list of all personnel. Once again, that's 1 for sales, 2 for support or 3 for a list of all personnel."*

If the caller does not press any touchtones during the greeting, the system transfers the caller to the operator. One-key dialing is programmed for this box. If the caller presses 1, the system transfers the caller to transaction box 700. If the caller presses 2, the system transfers the caller to transaction box 800. If the caller presses 3, the system transfers the caller to the Automatic Directory.

This type of transaction box is useful for companies which receive a large volume of calls for one or more departments, particularly if callers do not know the name of a specific subscriber they need to speak with. This allows callers to quickly reach the department they need without going through the operator. If the caller does know the name, he or she can reach the subscriber through the Automatic Directory (see the *Automatic Directory* topic).



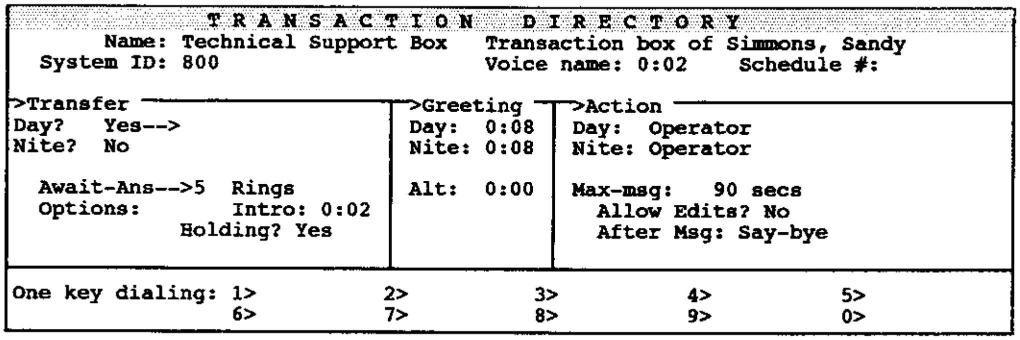
```
                  T R A N S A C T I O N   D I R E C T O R Y
         Name: Sales Box                  Transaction box of Simmons, Sandy
   System ID: 700                         Voice name: 0:00    Schedule #:

>Transfer ---------------------------- >Greeting -->Action -----------------
Day?    Yes-->                         Day:  0:09  Day:  Operator
Nite?   No                             Nite: 0:14  Nite: Operator

   Await-Ans-->5  Rings                Alt:  0:00  Max-msg:   90 secs
   Options:       Intro: 0:02                        Allow Edits? No
            Holding? Yes                             After Msg: Say-bye

One key dialing: 1>           2>           3>          4>        5>
                 6>           7>           8>          9>        0>
```

Figure 127: Sample Sales Department Box

The sample Sales Box (Box 700) is set to Transfer the call, although the extension number has been left blank. If you wish to use this transaction box, you need to enter a valid extension number for the system to attempt the transfer. If there is no answer at the attempted extension, the system plays the greeting to the caller:

> *"There is currently no one available to take your call, but if you'll leave your name and number, a member of the sales staff will return your call."*

After playing the greeting, the system transfers the call to the operator.



```
                 T R A N S A C T I O N   D I R E C T O R Y
         Name: Technical Support Box     Transaction box of Simmons, Sandy
    System ID: 800                       Voice name: 0:02    Schedule #:

>Transfer ──────────────────────────┬>Greeting ┬>Action ──────────────────────
Day?   Yes-->                       │Day:  0:08 │Day:  Operator
Nite?  No                           │Nite: 0:08 │Nite: Operator
                                    │           │
   Await-Ans-->5  Rings             │Alt:  0:00 │Max-msg:   90 secs
   Options:       Intro: 0:02       │           │  Allow Edits? No
                Holding? Yes        │           │  After Msg: Say-bye

One key dialing: 1>          2>          3>          4>          5>
                 6>          7>          8>          9>          0>
```

Figure 128: Sample Technical Support Department Box

The sample Technical Support Box (Box 800), like the Sales Box, is set to transfer the call, but in a default system does not have an extension programmed. Repartee plays the greeting:

> *"All of our support lines are currently busy. Please leave your name and number and someone will return your call."*

Add/Delete a Transaction Box

Box Ownership

Before adding a transaction box, you need to decide which subscriber (or system manager) is going to "own" the box. The subscriber who owns the transaction box has control over the box in several ways:

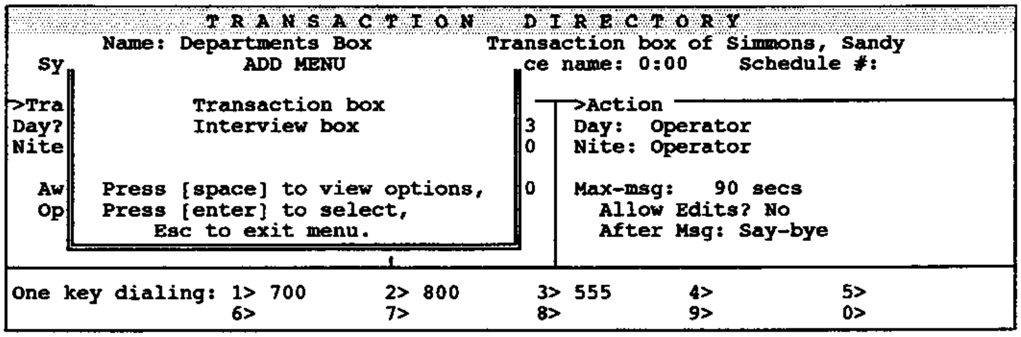
- Any messages recorded in the box (if Action is Take-msg) are available only to that subscriber.
- The subscriber who owns the box can record the alternate greeting over the phone.
- If you delete a subscriber, you will also delete *all* the transaction boxes owned by that subscriber.

Add Transaction Box

The system manager may add transaction boxes at the system console.

To add a transaction box:

1. Sign in from the Banner Screen.
2. Press Ctrl-T to access the Transaction Directory.
3. Press F8 for the Add menu.



```
                 T R A N S A C T I O N   D I R E C T O R Y
        Name: Departments Box             Transaction box of Simmons, Sandy
  Sy               ADD MENU                 ce name: 0:00    Schedule #:

>Tra           Transaction box              >Action
Day?           Interview box             3   Day:  Operator
Nite                                     0   Nite: Operator

  Aw    Press [space] to view options,   0   Max-msg:   90 secs
  Op    Press [enter] to select,               Allow Edits? No
           Esc to exit menu.                   After Msg: Say-bye

One key dialing: 1> 700       2> 800       3> 555      4>          5>
                 6>           7>           8>          9>          0>
```

Figure 129: Add Menu, Transaction Directory

4. Select **`Transaction box`**.

5. You are prompted with: **`Add transaction box for <System Manager name>? (Y/N)`** Press N for No if you want to the box to belong to a different subscriber. You are then prompted with: **`Add transaction box for which subscriber (enter last name):`** Enter the last name of the subscriber who will own the box. Any letter or word that you enter, whether or not it is a valid subscriber name, will put you into an alphabetical list of subscribers with the following confirmation prompts:

   ```
   Add transaction box for subscriber <NAME>
       (Press ESC to quit)? (Y/N):
   ```

   If you press N for No, the same prompt offers the name of the next subscriber (alphabetically) in the system. If you press ↵Enter for Yes, you are then prompted for the System ID and printed name of the transaction box.

6. Enter the System ID for the transaction box.

7. Enter the name of the transaction box. The name may not be left blank. The first three letters of this name will be used by the subscriber owning the box to record new greetings. See *Recording the Alternate Greeting by Telephone* later in this topic.

8. The system then displays the new transaction box on screen.

In the new box, the default values for the parameters in the **`Transfer`** and **`Action`** sections are taken from the transaction box that was on screen when you pressed the F8 Add key. If you add a transaction box when an interview box is on screen, the transaction box takes the default parameters from the default Personal Directory parameters for the Call Transfer and Message Taking section on the EasyMade Application Screen, Page 5.

Record a Voice Name

After adding a transaction box, you should record a voice name for the box. See topic on *Recording Voice Fields and Prompts.*

The system plays the box's voice name to the subscriber who owns the box when introducing messages left in this box and when changing its alternate greeting. If you do not record a voice name, the system will read the System ID numbers in its place.

> *"<Voice name of trans. box> has <number> messages."* [prompt 115]
>
> *"<Voice name of trans. box> has <number> messages to review"* [prompt 82]

If there is no greeting in the transaction box, the system uses the voice name of the subscriber who owns the box. Before being routed to the Action, a caller would hear:

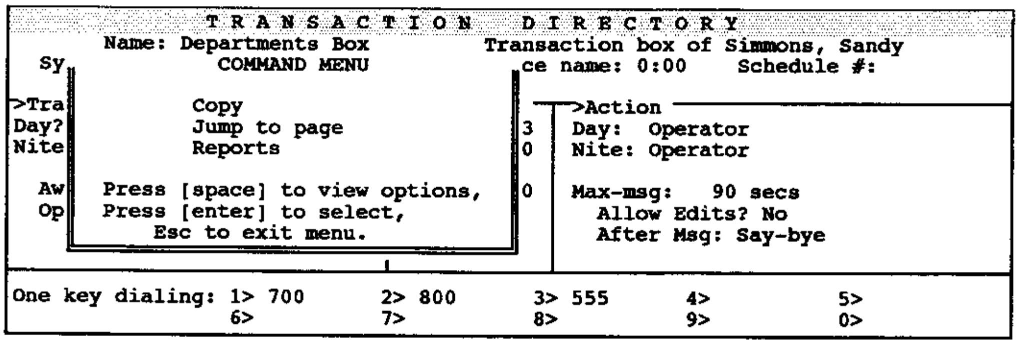
> *"<Voice name of subscriber> is not available right now."* [prompt 20]
>
> *"<Voice name of subscriber> is on the phone now."* [prompt 88]

Delete Transaction Box

The system manager may delete transaction boxes at the system console.

To delete a transaction box:

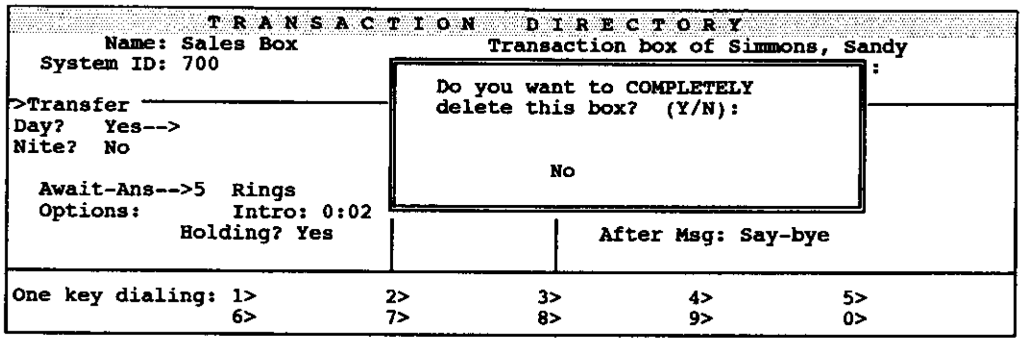
1. Sign in to the system.
2. Press Ctrl-T to jump to the Transaction Directory Screen.
3. Press the F2 key to bring up the Command menu.



```
                T R A N S A C T I O N   D I R E C T O R Y
      Name: Departments Box            Transaction box of Simmons, Sandy
  Sy             COMMAND MENU             ce name: 0:00    Schedule #:

>Tra            Copy                         >Action
Day?            Jump to page            3   Day:  Operator
Nite            Reports                 0   Nite: Operator

  Aw    Press [space] to view options,  0   Max-msg:   90 secs
  Op    Press [enter] to select,              Allow Edits? No
            Esc to exit menu.                 After Msg: Say-bye

One key dialing: 1> 700      2> 800      3> 555      4>          5>
                 6>          7>          8>          9>          0>
```

Figure 130: Command Menu, Transaction Directory Screen

4. Press J to select **`Jump to Page`**.
5. The system prompts: **`Enter box name or System ID:`**. Enter the first few letters of the box name and press ←Enter. Repartee will jump to the first transaction box which matches the letters alphabetically. Example: if the transaction box name is $Weekend, you can enter **`$WE`**. If you don't know the exact name of the box, you can page to that box using the PgUp and PgDn keys.
6. Once the transaction box you want is on the screen, press the F7 key to delete the box. The system asks you to confirm **`Do you want to COMPLETELY delete this box? (Y/N)`**



```
                    T R A N S A C T I O N   D I R E C T O R Y
       Name: Sales Box                         Transaction box of Simmons, Sandy
  System ID: 700                                                          :
>Transfer                            Do you want to COMPLETELY
Day?    Yes-->                       delete this box?  (Y/N):
Nite?   No
                                                  No
  Await-Ans-->5  Rings
  Options:       Intro: 0:02
             Holding? Yes                            After Msg: Say-bye

One key dialing: 1>            2>          3>          4>          5>
                 6>            7>          8>          9>          0>
```

Figure 131: Delete Transaction Box, Transaction Directory Screen

7. Press Y for yes. If you answer No, you are given the option of deleting just the messages for this box. **`Do you want to delete ALL MESSAGES for this box? (Y/N):`**

Note that when you delete a subscriber from the system, you will also delete that subscriber's transaction boxes.

The Transfer Section

The **`Transfer`** section of a transaction box determines if and how a caller accessing that box will be transferred to an actual telephone extension.

`Transfer Day? Nite?`
You can set **`Transfer`** to Yes or No independently for day and night modes, as indicated by the fields **`Day?`** and **`Nite?`**

If **`Transfer`** is Yes, then you must enter an actual telephone extension number (not an Extension # ID) after the arrow. The extension numbers may be different for the day and night modes. If you enter the letter "X" after the arrow, Repartee will dial an extension number that matches the number listed on the System ID line.

If the call transfer is not successful (with an Await Answer or Wait for Ringback call transfer type), then the caller is routed to the **`Greeting`** and **`Action`**.

If **`Transfer`** is No, then the caller is routed directly to the **`Greeting`** and **`Action`**. If the whole purpose of your transaction box is contained in the activities of the **`Greeting`** and **`Action`** sections, be sure to set the **`Transfer`** fields to No.

`Schedule #`
Day and night modes are determined by the number (1, 2, 3 or 4) entered in the **`Schedule #`** field in the upper-right corner of the screen. You program the Day/Night schedules on the EasyMade Application Setup Screen, Page 4 (see *Schedules* topic).

If you don't enter a Schedule #, then the box's Day Mode schedule is determined by the schedule of the port on which the call came in. The default schedule is none.

Call Transfer Override

Even if call transfer is turned on, a caller can override the transfer by pressing any touchtone (except the pound sign) during the call transfer's Intro and Screening prompts. The call transfer is not attempted and the caller is routed directly to the `Greeting` section. This feature is useful for the Call Forward to Personal Greeting feature and for operators who want to route a call directly to a subscriber's message box.

Call Transfer Type

The **`Transfer Type`** field (not labelled) is directly below the **`Transfer Nite?`** field. The three possible transfer types are: Await-Answer, Release and Wait for Ringback. They apply only if you set a **`Transfer?`** field to **`Yes`**, and they apply to both Day and Nite transfers.

`Await Answer`
The system puts the calling party on hold and dials the requested extension. The system does not release the call until the called extension is answered. If the extension is busy or goes unanswered, the system plays the Greeting, then takes the indicated Action. **`Await-Ans`** offers the most flexibility in transfer options. It is the most common method of transfer.

`Release`
The system puts the calling party on hold, dials the extension and then releases the call blindly. No check is made on the progress of the call. If the line is busy or not answered, the system will not route the call to the greeting.

However, the caller can still arrive at the greeting if the telephone system supports the Call Forward to Personal Greeting feature. After the Repartee system releases a call, the telephone system must forward the call back to Repartee on busy or no answer. The telephone system must also tell Repartee what extension it is forwarding the call from.

`Wait for Ringback`
The system puts the calling party on hold and dials the requested extension. Once the system verifies that the telephone is ringing for the specified number of rings, it releases the call. If the called party answers while Repartee is counting rings, Repartee releases the call. If the extension is busy, the system routes the call to the greeting section. This allows the Repartee system to handle call progress for busy extensions while letting the telephone system handle call progress for ring-no-answer extensions.

`Wait for Ringback` is used only in two situations: You may use Wait for Ringback transfers on a telephone switch which can forward a call on ring-no-answer but cannot forward a call on busy. You may also use Wait for Ringback when you want to offer Repartee's call holding features but not voice mail. To take a message after releasing the call with a Wait for Ringback transfer, the telephone switch must support the Call Forward to Personal Greeting feature.

`Options`
The Call Transfer Options apply only if you have turned call transfer on and have selected the Await Answer call transfer type. Any combination of call

transfer options can be entered. These options are covered in detail in the *Call Screening* topic. They are summarized here:

`Announce [A]`
Subscriber hears a beep when answering a call transferred by Repartee.

`Introduce [I]`
Subscriber hears *"Call for <trans. box voice name>"* before being connected to the caller.

`Screen [S] or [M]`
The caller is asked *"Whom may I say is calling?"*, then the system records the caller's name. Before the call is transferred, the subscriber hears *"Call from <caller's name>."* The **`M`** option also adds the caller's name to a message the caller leaves in the transaction box.

`Confirm [C]`
Subscriber hears *"Please press one to take the call or two and I'll take a message."*

Each transaction box has only one set of call transfer options which are used for both Day and Night Mode call transfers.

`Intro`
This voice field is unique to transaction boxes and the Operator Box (the EasyMade Application Screen, Page 3). The system plays the transaction box's Intro recording to a caller before it transfers the call. The Operator's "transaction box" has a default Intro recording: *"I'll transfer you now."* However, there is no default recording for the **`Intro`** field in other transaction boxes. You may record your own transaction box Intro. Alternatively, you may copy the Operator's default Intro recording to a DOS file, then copy the DOS file to the **`Intro`** fields of other transaction boxes. You may also use prompt 79: *"Please hold on while I try that extension."* See the *Prompts* topic for instructions on copying voice fields to and from DOS files.

Do not confuse the transaction box **`Intro`** field with the call transfer option Introduce, as they are two separate features. Also note that the transaction box Intro is not played if call transfer is turned off.

`Holding?`
This option is explained in detail in the *Call Holding* topic. It applies to a transaction box only if you have set a Transfer field to **`Yes`** (for either Day or Nite) and selected Await Answer or Wait for Ringback as the call transfer type. With **`Holding`** set to **`Yes`**, if the extension is busy, the system puts the caller in the holding queue.

The Greeting

Each transaction box has three greetings: **`Day`**, **`Nite`** and **`Alternate`**. The **`Day`** and **`Nite`** greetings are used according to the **`Schedule #`** entered in the upper right corner of the transaction box. If there is no Nite greeting, the system plays the Day greeting during both Day Mode and Night Mode hours. If you don't enter a Schedule #, then day and night are determined by the schedule of the port on which the call was answered.

The Alternate greeting, when recorded, overrides both the Day and Nite greetings.

The system plays the greeting to the caller whenever call transfer is turned off or when an attempt to transfer a call is unsuccessful. The system is always listening for touchtones during the greeting (Touchtones can be used for either a System ID or one-key dialing).

The greeting does not have to be an actual "greeting." It can be any message or announcement you wish. However, the greeting should be consistent with the programmed Action.

There are no default greetings in the `Greeting` voice fields of transaction boxes (except for the Operator Box; see the topic on *Operator Box*). You record or delete the greetings in the same way you record or delete other voice fields. See the topic *Recording Voice Fields and Prompts*.

Although the Day and Nite greetings must be recorded by connecting locally to the system at the console, the Alternate greeting can be recorded over the telephone by the subscriber who owns the transaction box. The Alternate greeting allows the subscriber to record a temporary or emergency greeting without eliminating the regular greetings.

Recording the Alternate Greeting by Telephone

To record or delete the Alternate greeting over the telephone:

1. Call into Repartee and enter your Personal ID.

   "You have <number> new messages." "<Voice name> left <number>. Would you like to hear them?"

   [prompt 219, 224, 235, 237]

2. Press 2 for no. The system then asks:

   "Would you like to leave any messages?" [prompt 24]

3. Press 1 for yes. The system responds:

   "Please dial the first three letters of the person's last name. For Q press 7, for Z press 9. Please enter the letters now."

   [prompt 37]

4. Enter the first three letters of the **name** (not the System ID) of **your** transaction box. If you try to access the transaction box of another subscriber, the system will deny you access and reply:

   "There are no further matches to the letters you entered." [prompt 38]

When you have successfully accessed your transaction box, the system replies:

"<Transaction box voice name>. Press yes to confirm." [prompt 39]

Or, if no voice name has been recorded for the box:

"Box number <System ID>. Press yes to confirm." [prompt 113, 39]

5. Press 1 to confirm this is the box you want. The system replies:

   "The current greeting is <alternate greeting>." [prompt 118]
   Or:

   "There is no current greeting." [prompt 117]

   Then:

   "Would you like to record a new one?" [prompt 85]

6. Press 1 for yes. The system responds:

   "OK. I'll record your message now." [prompt 45]

   At the beep, record your alternate greeting. Repartee then continues with the rest of the voice mail conversation;

   "Would you like to leave another message?" [prompt 46]

   If you answer "no" to prompt 85 above, you are given the option of **deleting** the current alternate greeting:

   "Would you like to delete it?" [prompt 116]

Remember, only the subscriber who "owns" the transaction box can record the alternate greeting over the telephone.

The Action

If the caller does not press any touchtones during the Greeting, the transaction box moves on to take an Action. If there is no greeting recorded, the system plays the voice name of the box and prompt 20 and then takes the Action.

"<subscriber name>...is not available right now." [prompt 20]

The Action can be different for Day and Nite. The following is a list of all possible Actions for a transaction box.

Key	Action
T	Take a message
O	Operator
S	Say Goodbye
H	Hangup
G	GotoID-->
R	Restart the call

`Take a message`
Take-msg records a message for the subscriber who owns the transaction box. After the greeting, the system prompts the caller to leave a message by playing:

> *"If you'd like to leave a message, I'll record it now."*
> [prompt 27]

`Operator`
This Action transfers the caller to the Operator's Box, as defined by the EasyMade Application Screen, Page 3. The call is then handled by that box. See the topic on the *Operator Box*.

`Say-Bye`
this Action causes the system to say the good-bye prompt and then hang up. The good-bye prompt is:

> *"If you need further assistance, press the pound sign now <pause>.*
> *Thank you and goodbye."* [prompt 28]

`Hangup`
this Action causes the system to immediately hang up, with no prompt, after the greeting is played (unless touchtones are pressed during the greeting).

`GotoID-->`
This Action allows you to automatically pass the caller to another transaction box, interview box, message box, or a subscriber's extension. You must enter a valid System ID code in the field directly to the right of `GotoID-->`. For example, your screen might show `GotoID-->$PM` if you wish to continue the conversation by interviewing the caller from the Public Interview Box. `GotoID-->` can be used for trying multiple extension numbers (similar to hunting) or to bring a caller back to a main menu. Be careful not to create an infinite loop with this option.

`Restart`
Restart takes the caller back to the Opening Line prompts. (The Opening Line is displayed on the EasyMade Application Screen, Page 2, Lines 11 and 12.) The default prompts are:

> *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory."*
> [prompt Action]
>
> *"Otherwise, please stay on the line and an operator will be right with you."* [prompt Otherwise]

If the caller does not enter any touchtones, the call is routed along the path defined on the EasyMade Application Setup Screen, Page 3, Line 13.

Take-Msg Parameters

If the Action is set to `Take-msg`, these additional parameters affect the way the system takes the message.

`Max-msg`
This parameter sets the maximum message length in seconds. Maximum possible value is 9999 seconds (2 hrs, 46 min).

`Allow Edits?`
If this field is set to `Yes`, the caller hears the following prompt after leaving a message:

> *"Thank you. If you would like to add to your message, press 1. To listen to it, press 2. To re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered."* [prompt 102]

For more information on the Allow Edits option, see the topic *Call Transfer and Message Taking*.

`After Msg.`
After taking a message from the caller, Repartee takes whatever follow-up Action you specify in the `After Msg` field. This action can be any one of the Actions listed above, **except** Take a Message.

One Key Dialing (Single Digit Menus)

The one key dialing section at the bottom of a transaction box allows you to program single digits to represent full System IDs for other transaction boxes, subscriber's extension numbers, etc. This makes it even easier for callers to enter their choice of menus, etc. The one key dialing feature applies **only** during the Greeting and Say-bye action of a transaction box.

Each one-key dialing menu has ten fields where you can enter the System IDs that will be substituted for individual touchtones. Fill in an existing System ID for each single digit the caller may press. When you record the greeting, be sure to include pauses in your recording so the caller has time to make a selection.

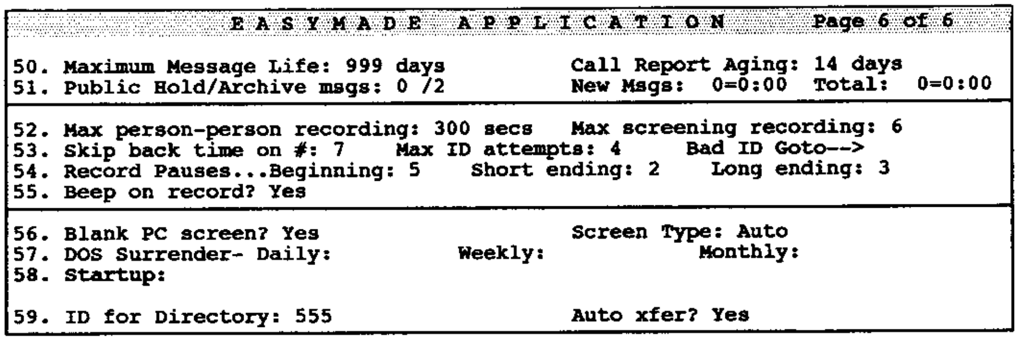
The purpose of one-key dialing is to simplify instructions to the caller. Anytime the caller presses a single digit during the Greeting or Say-bye action, the system translates that single digit to the corresponding System ID entered in the One-key dialing section. The call is then routed to the transaction box, subscriber extension, etc. with this System ID.

For instance, you could create a transaction box for a "Weekend Information Center" with a greeting that says:

> *"You've reached our Weekend Information Center: For the weather forecast, press 1; for the latest sports scores, press 2; for the special events calendar, press 3.... That's 1 for weather, 2 for sports, and 3 for special events. Have a great weekend!"*

In the `1>`, `2>` and `3>` fields of the `One-key dialing` section, enter the System IDs for the transaction boxes containing messages on the weather, sports and special events respectively.

You can program the system to wait a number of seconds for additional digits before transferring according to the One-key dialing section. This allows the caller to press System IDs and bypass the one-key dialing. The length of delay is programmed in the `Startup` field on the EasyMade Application Screen, Page 6, Line 58.



```
                EASYMADE APPLICATION                 Page 6 of 6

50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 7    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes

56. Blank PC screen? Yes                    Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:               Monthly:
58. Startup:

59. ID for Directory: 555                   Auto xfer? Yes
```

Figure 132: Startup Options, EasyMade Application Screen, Page 6

To change the number of seconds the system waits during One-key dialing:

1. Sign in from the Banner Screen.
2. Press Ctrl-A to jump to the EasyMade Application Screen.
3. Use the PgDn key to page down to Page 6.
4. In the `Startup` field, type **OK*n***, where *n* represents the number of seconds you want the system to wait before processing a touchtone entered at a transaction box. For example, enter **OK3** if you want Repartee to wait 3 seconds before processing the touchtone during one-key dialing. Enter **OK0** if you do not want subscribers to be able to override one-key dialing. **Note:** This option is selected by typing O and K and the 0 (zero) key.
5. Press ←Enter

For related information, see:

- *Applications*
- *Call Holding*
- *Call Transfer and Message Taking*
- *Interview Boxes*
- *Messages*
- *Port Applications*
- *Recording Voice Fields & Prompts*
- *Schedules*
- *Screens*
- *Subscribers*
- *System IDs*

Appendix A:
Quick Reference to Screens & Keys

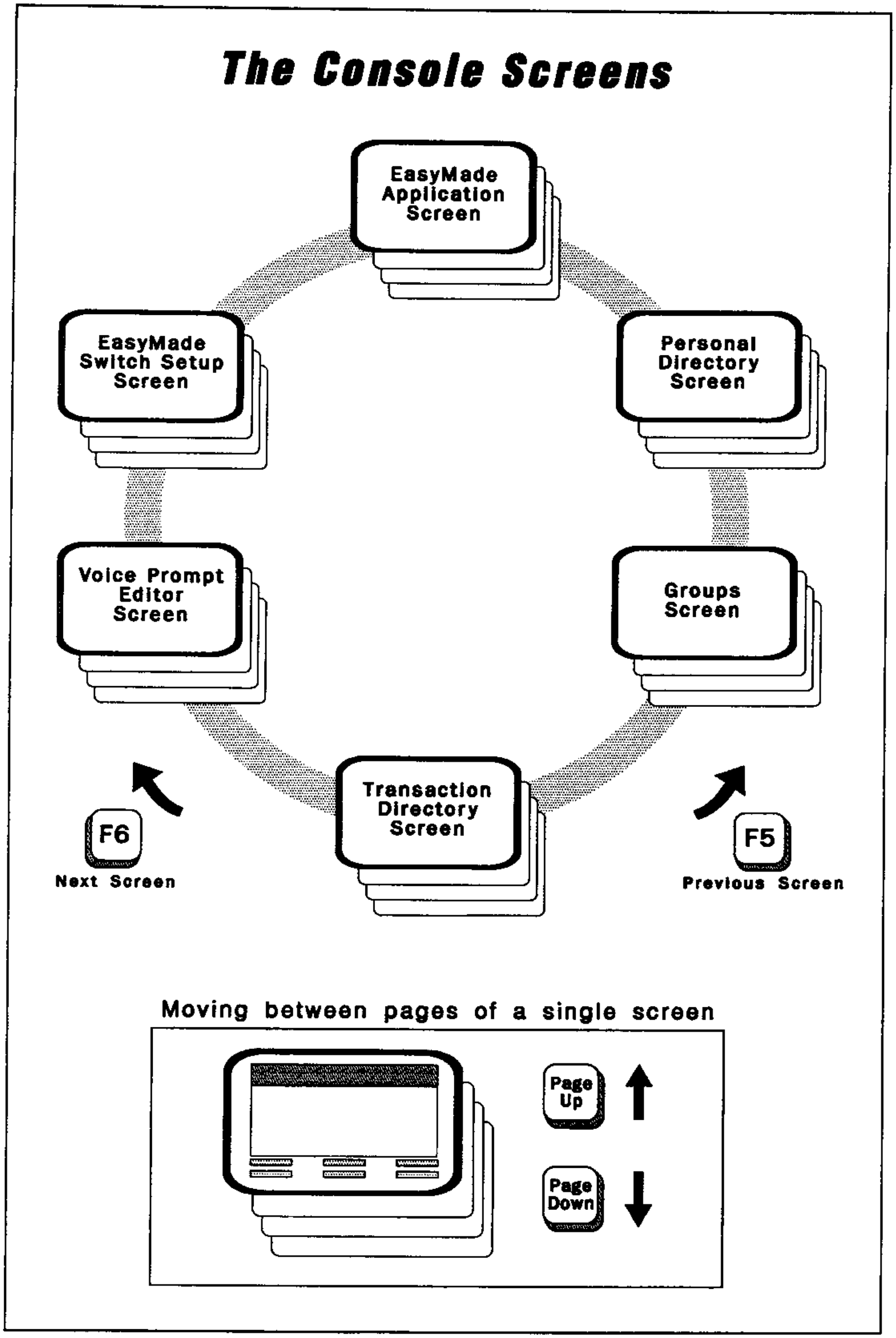

The Console Screens
EasyMade Application Screen
Personal Directory Screen
Groups Screen
Transaction Directory Screen
Voice Prompt Editor Screen
EasyMade Switch Setup Screen
F6
Next Screen
F5
Previous Screen
Moving between pages of a single screen
Page Up
Page Down

Figure 133: The Console Screens

Shortcut Keys

Press these keys to **jump to a console screen:**

Ctrl-A	EasyMade Application Screen
Ctrl-D	Personal Directory Screen
Ctrl-G	Groups Screen
Ctrl-T	Transaction Directory Screen
Ctrl-P	Voice Prompt Editor Screen
Ctrl-S	EasyMade Switch Setup Screen

Press these keys to **move between pages** of a particular screen:

PgUp	Move to the previous page.
PgDn	Move to the next page.
Home	Displays the first person, box, or group in a directory.
End	Displays the last person, box, or group in a directory.
Ctrl-J	Jumps by last name to a subscriber, box, or group. When the system prompts you for the name to jump to, enter the first few characters of the last name and press ←Enter.

Press these keys to **move the cursor between fields** on a page:

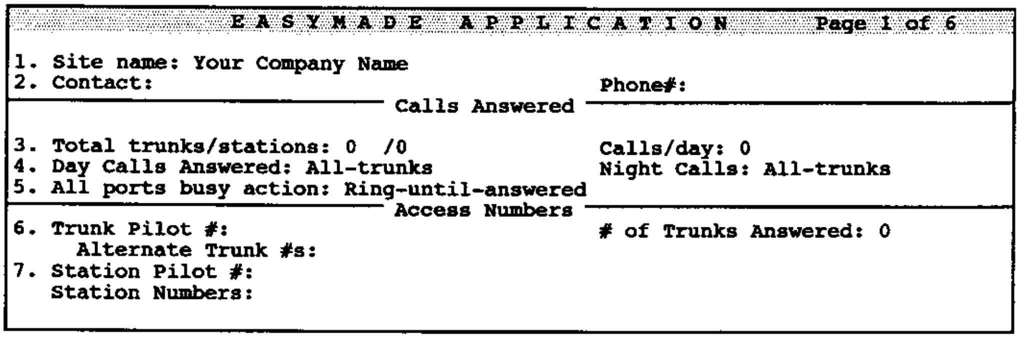
Tab⇆	Move cursor one field **to the right.**
Shift-Tab⇆	Move cursor one field **to the left.**
↑	Move cursor to the **closest field above.**
↓	Move cursor to the **closest field below.**
←Enter	Move cursor to the **next field.**

Each of these keys also saves whatever changes you made to the current field. Press Esc if you don't want to save the changes you made in the current field.

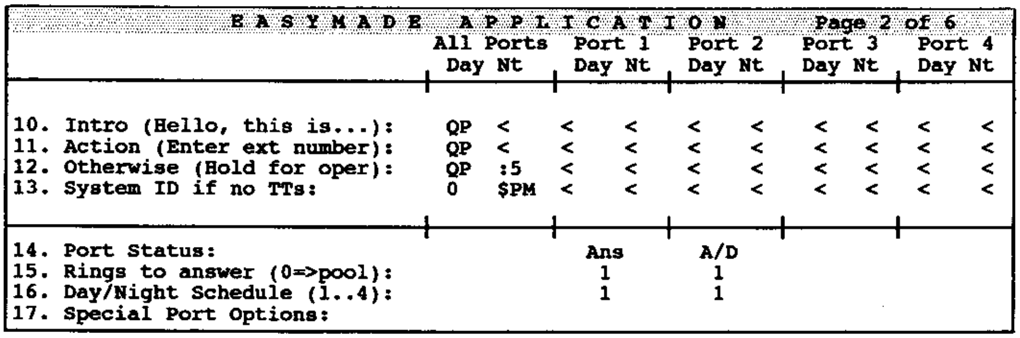
Function Keys

F1	Help Information
F2	**Command** Popup Menu
F3	Select Port
F4	Local connect: on or off
F5	Previous Screen
F6	Next Screen
F7	**Delete** Popup Menu (not available on all screens)
F8	**Add** Popup Menu (not available on all screens)
F9	Record Prompt (active only on voice fields)
F10	Play Prompt (active only on voice fields)

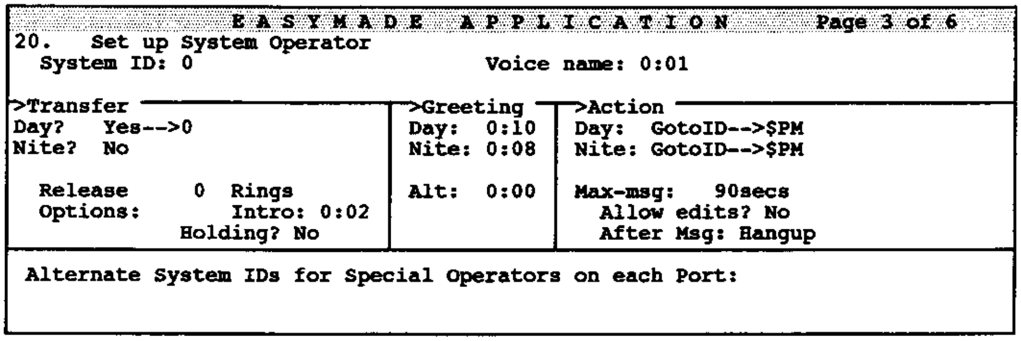
The EasyMade Application Screen



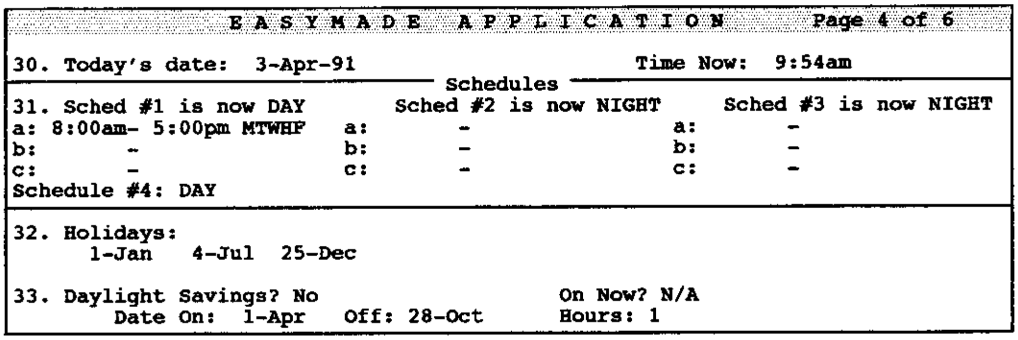
```
              E A S Y M A D E   A P P L I C A T I O N        Page 1 of 6
1. Site name: Your Company Name
2. Contact:                                    Phone#:
------------------------------ Calls Answered ---------------------------
3. Total trunks/stations: 0  /0                Calls/day: 0
4. Day Calls Answered: All-trunks              Night Calls: All-trunks
5. All ports busy action: Ring-until-answered
------------------------------ Access Numbers ---------------------------
6. Trunk Pilot #:                              # of Trunks Answered: 0
     Alternate Trunk #s:
7. Station Pilot #:
   Station Numbers:
```



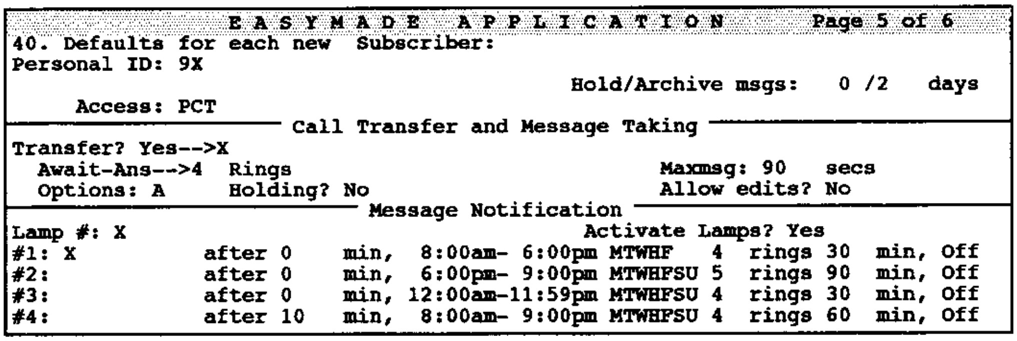
```
              E A S Y M A D E   A P P L I C A T I O N        Page 2 of 6
                                 All Ports  Port 1   Port 2   Port 3   Port 4
                                  Day Nt    Day Nt   Day Nt   Day Nt   Day Nt
--------------------------------+---------+--------+--------+--------+--------

10. Intro (Hello, this is...):   QP  <     <    <   <    <   <    <   <    <
11. Action (Enter ext number):   QP  <     <    <   <    <   <    <   <    <
12. Otherwise (Hold for oper):   QP  :5    <    <   <    <   <    <   <    <
13. System ID if no TTs:         0   $PM   <    <   <    <   <    <   <    <
--------------------------------+---------+--------+--------+--------+--------
14. Port Status:                            Ans      A/D
15. Rings to answer (0=>pool):               1        1
16. Day/Night Schedule (1..4):               1        1
17. Special Port Options:
```



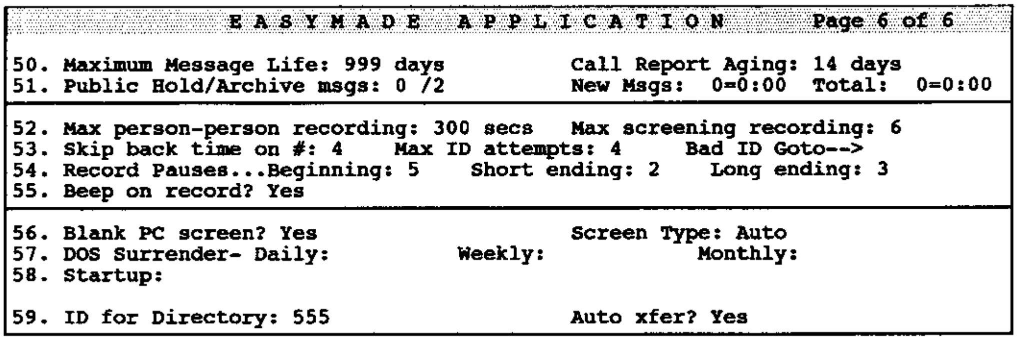
```
              E A S Y M A D E   A P P L I C A T I O N        Page 3 of 6
20.   Set up System Operator
  System ID: 0                       Voice name: 0:01

>Transfer ---------------------- >Greeting --->Action ----------------------
Day?   Yes-->0                  | Day:   0:10 | Day:  GotoID-->$PM
Nite?  No                       | Nite:  0:08 | Nite: GotoID-->$PM
                                |             |
  Release      0  Rings         | Alt:   0:00 | Max-msg:   90secs
  Options:        Intro: 0:02   |             |   Allow edits? No
             Holding? No        |             |   After Msg: Hangup
---------------------------------------------------------------------------
 Alternate System IDs for Special Operators on each Port:

```



```
                  E A S Y M A D E   A P P L I C A T I O N         Page 4 of 6

30. Today's date:  3-Apr-91                          Time Now:  9:54am
--------------------------------------- Schedules ------------------------------
31. Sched #1 is now DAY        Sched #2 is now NIGHT      Sched #3 is now NIGHT
a: 8:00am- 5:00pm MTWHF   a:        -                a:        -
b:        -               b:        -                b:        -
c:        -               c:        -                c:        -
Schedule #4: DAY
--------------------------------------------------------------------------------
32. Holidays:
      1-Jan    4-Jul   25-Dec

33. Daylight Savings? No                        On Now? N/A
        Date On:  1-Apr    Off: 28-Oct          Hours: 1
```

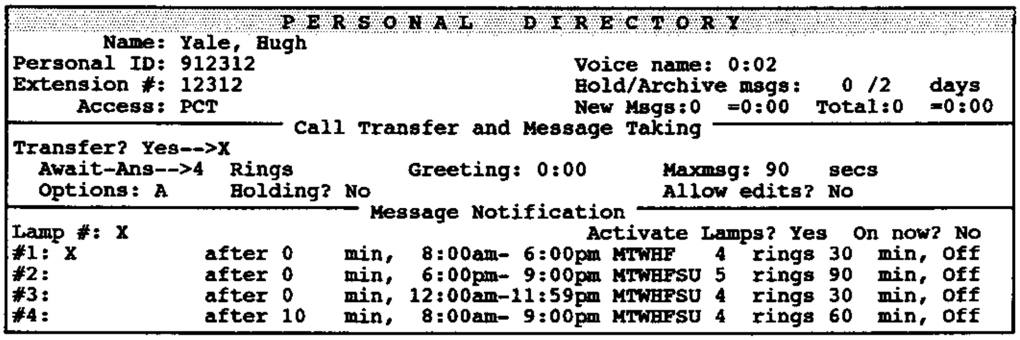


```
                  E A S Y M A D E   A P P L I C A T I O N         Page 5 of 6
40. Defaults for each new  Subscriber:
Personal ID: 9X
                                                 Hold/Archive msgs:    0 /2    days
     Access: PCT
------------------------- Call Transfer and Message Taking ---------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings                                   Maxmsg: 90   secs
  Options: A     Holding? No                             Allow edits? No
----------------------------- Message Notification -----------------------------
Lamp #: X                                          Activate Lamps? Yes
#1: X          after 0     min,  8:00am- 6:00pm MTWHF   4  rings 30   min, Off
#2:            after 0     min,  6:00pm- 9:00pm MTWHFSU 5  rings 90   min, Off
#3:            after 0     min, 12:00am-11:59pm MTWHFSU 4  rings 30   min, Off
#4:            after 10    min,  8:00am- 9:00pm MTWHFSU 4  rings 60   min, Off
```



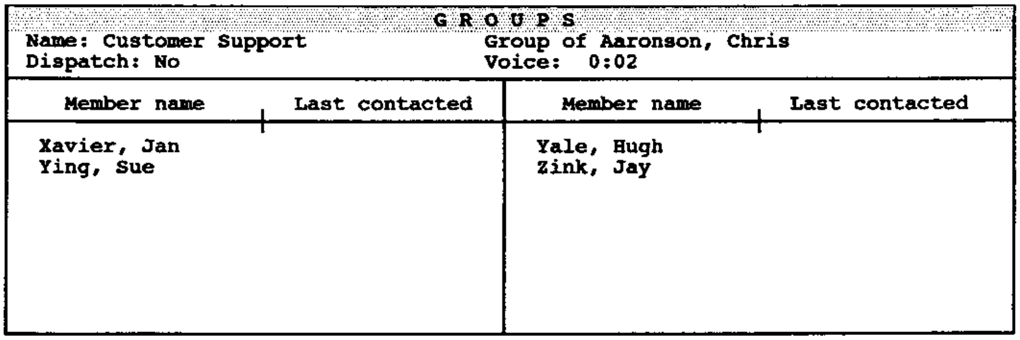
```
                  E A S Y M A D E   A P P L I C A T I O N         Page 6 of 6

50. Maximum Message Life: 999 days           Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2           New Msgs:  0=0:00  Total:  0=0:00
--------------------------------------------------------------------------------
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4    Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes
--------------------------------------------------------------------------------
56. Blank PC screen? Yes                     Screen Type: Auto
57. DOS Surrender- Daily:          Weekly:             Monthly:
58. Startup:

59. ID for Directory: 555                    Auto xfer? Yes
```

The Personal Directory Screen



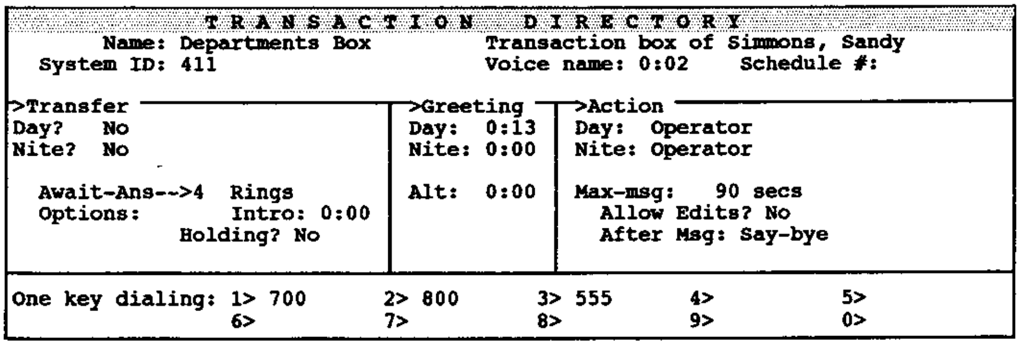
```
                    P E R S O N A L   D I R E C T O R Y
       Name: Yale, Hugh
Personal ID: 912312                           Voice name: 0:02
Extension #: 12312                            Hold/Archive msgs:   0 /2   days
     Access: PCT                              New Msgs:0  =0:00  Total:0  =0:00
---------------------- Call Transfer and Message Taking -----------------------
Transfer? Yes-->X
  Await-Ans-->4  Rings         Greeting: 0:00      Maxmsg: 90   secs
  Options: A     Holding? No                       Allow edits? No
------------------------------ Message Notification ---------------------------
Lamp #: X                                     Activate Lamps? Yes  On now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min, Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHFSU 5  rings 90  min, Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 30  min, Off
#4:            after 10   min,  8:00am- 9:00pm MTWHFSU 4  rings 60  min, Off
```

The Groups Screen



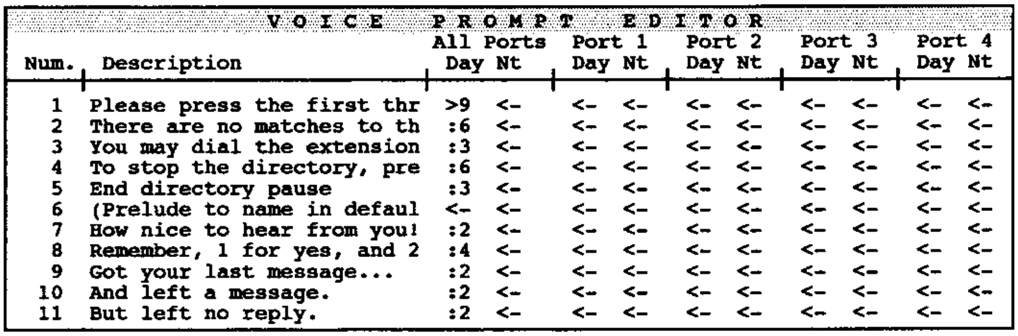
```
                                 G R O U P S
 Name: Customer Support                    Group of Aaronson, Chris
 Dispatch: No                              Voice:  0:02

   Member name       Last contacted    |    Member name       Last contacted

  Xavier, Jan                          |   Yale, Hugh
  Ying, Sue                            |   Zink, Jay
```

The Transaction Directory Screen



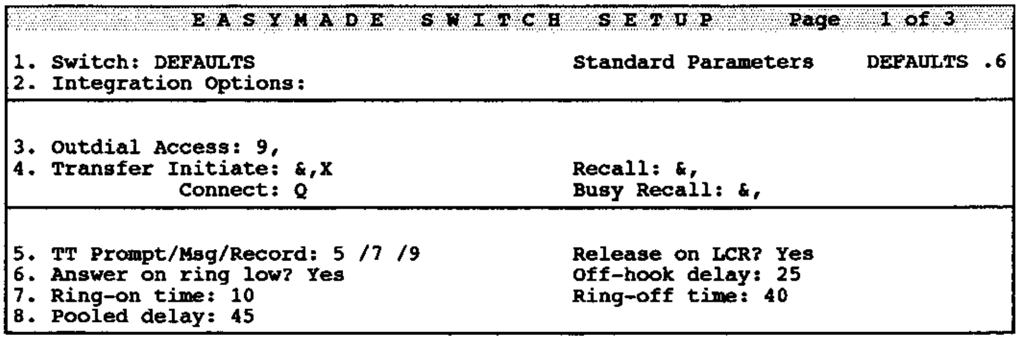
```
               T R A N S A C T I O N   D I R E C T O R Y
       Name: Departments Box               Transaction box of Simmons, Sandy
  System ID: 411                           Voice name: 0:02    Schedule #:

>Transfer                      >Greeting   >Action
Day?   No                      Day:  0:13  Day:  Operator
Nite?  No                      Nite: 0:00  Nite: Operator

  Await-Ans-->4  Rings         Alt:  0:00  Max-msg:    90 secs
  Options:       Intro: 0:00                 Allow Edits? No
             Holding? No                     After Msg: Say-bye

One key dialing: 1> 700      2> 800      3> 555      4>          5>
                 6>          7>          8>          9>          0>
```

The Voice Prompt Editor Screen

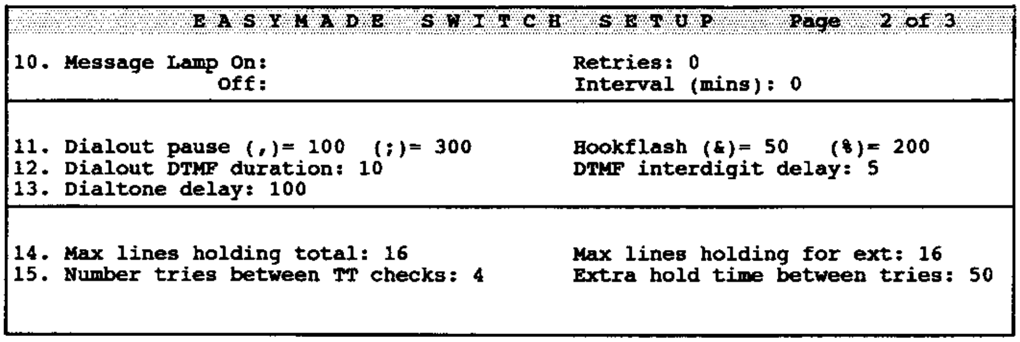


```
                 V O I C E   P R O M P T   E D I T O R
                                      All Ports   Port 1    Port 2    Port 3    Port 4
Num.  Description                      Day Nt    Day Nt    Day Nt    Day Nt    Day Nt

   1  Please press the first thr      >9  <-     <-  <-    <-  <-    <-  <-    <-  <-
   2  There are no matches to th      :6  <-     <-  <-    <-  <-    <-  <-    <-  <-
   3  You may dial the extension      :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
   4  To stop the directory, pre      :6  <-     <-  <-    <-  <-    <-  <-    <-  <-
   5  End directory pause             :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
   6  (Prelude to name in defaul      <-  <-     <-  <-    <-  <-    <-  <-    <-  <-
   7  How nice to hear from you!      :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
   8  Remember, 1 for yes, and 2      :4  <-     <-  <-    <-  <-    <-  <-    <-  <-
   9  Got your last message...        :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
  10  And left a message.             :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
  11  But left no reply.              :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
```

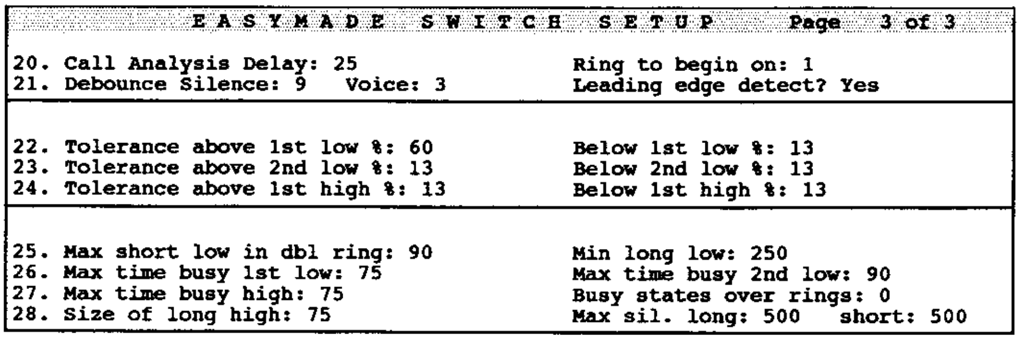
The EasyMade Switch Setup Screen



```
              E A S Y M A D E   S W I T C H   S E T U P      Page   1 of 3

1. Switch: DEFAULTS                              Standard Parameters    DEFAULTS .6
2. Integration Options:

3. Outdial Access: 9,
4. Transfer Initiate: &,X                        Recall: &,
             Connect: Q                          Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9                 Release on LCR? Yes
6. Answer on ring low? Yes                       Off-hook delay: 25
7. Ring-on time: 10                              Ring-off time: 40
8. Pooled delay: 45
```



```
              E A S Y M A D E   S W I T C H   S E T U P      Page   2 of 3
10. Message Lamp On:                             Retries: 0
                Off:                             Interval (mins): 0

11. Dialout pause (,)= 100  (;)= 300             Hookflash (&)= 50   (%)= 200
12. Dialout DTMF duration: 10                    DTMF interdigit delay: 5
13. Dialtone delay: 100

14. Max lines holding total: 16                  Max lines holding for ext: 16
15. Number tries between TT checks: 4            Extra hold time between tries: 50
```



```
              E A S Y M A D E   S W I T C H   S E T U P      Page   3 of 3
20. Call Analysis Delay: 25                      Ring to begin on: 1
21. Debounce Silence: 9    Voice: 3              Leading edge detect? Yes

22. Tolerance above 1st low %: 60                Below 1st low %: 13
23. Tolerance above 2nd low %: 13                Below 2nd low %: 13
24. Tolerance above 1st high %: 13               Below 1st high %: 13

25. Max short low in dbl ring: 90                Min long low: 250
26. Max time busy 1st low: 75                    Max time busy 2nd low: 90
27. Max time busy high: 75                       Busy states over rings: 0
28. Size of long high: 75                        Max sil. long: 500   short: 500
```

Appendix B: Prompts Reference Guide

This appendix provides 3 complete lists of the system voice prompts. The lists include all the prompts available in the General prompt set on the Voice Prompt Editor Screen.

At the end of the 3 complete lists, you will find a list of unnumbered voice prompts that are stored in voice fields located elsewhere and do not appear on the Voice Prompt Editor Screen. These include the Intro, Action, and Otherwise prompts and the system operator's day and night greetings.

The lists are organized as follows:

- List A presents the prompts in numerical order.
- List B presents the prompts in alphabetical order.
- List C shows the location of each voice prompt file on the system diskettes.
- List D includes only the unnumbered voice prompts, which are not found on the Voice Prompt Editor Screen.

If your Repartee system includes the RNET Feature Package or the HOSPITALITY Feature Package it will have additional prompts not list in this Appendix. Refer to your Feature Package documentation for those prompt sets.

A

System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
Intro	%AHELLO	Hello, Repartee messaging system.
Action	%ACTION	If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory.
Otherwise	%APUBQ1	Otherwise, please stay on the line and an operator will be right with you.
Otherwise	%APUBQ1.P	Otherwise, please answer the following questions and I'll make sure your message gets attention.
1	%ASPELL	Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now.
2	%ANOMAT	There are no matches to the three letters you entered. Press 1 to try another name.
3	%ASTDIR	You may dial the extension at any time.
4	%AMIDIR	To stop the directory, press the pound sign. Remember, you may dial the extension at any time.
5	%AENDIR	<Three seconds of silence>
6	%AINTRP	<Prelude to name in default box greeting>
7	%AHIKC!	How nice to hear from you!
8	%AHIOWN	Remember, 1 for yes, and 2 for no.
9	%AGOTYR	...got your last message...
10	%AANLEF	...and left a message.
11	%ABTLEF	...but left no reply.
12	%ALEFTA	...left a message.
13	%AHASNT	...hasn't heard your last message.
14	%AYRBOX	Your message box has a message.
15	%AKCMSG	The message is...
16	%AALSOO	There's also this message...

A — *System Prompts by Prompt Number*

Prompt #	File Name	Prompt Text
17	%ACLMSG	This is a message for...
18	%ANWMSG	If you'd like to leave a message, I'll record it now.
19	%ABYOWN	If you'd like to try an extension, you may do so now. <pause> See you later!
20	%AUNAVA	...is not available right now.
21	%ABXMSG	I'll record your message now. Please stay on the line for further options.
22	%ABYBOX	If you need further assistance, press the pound sign now. <pause> Thank you and goodbye.
23	%AKMSGS	Would you like to check new messages?
24	%ALVMSG	Would you like to leave any messages?
25	%AEXTRG	Would you like to leave this group an additional message?
26	%ADOMOR	Would you like to do anything else?
27	%ATXMSG	If you'd like to leave a message, I'll record it now.
28	%ASAYBY	If you need further assistance, press the pound sign now. <pause> Thank you and goodbye.
29	%AMOREE	Would you like to hear it?
30	%AECPWD	Please enter your personal security code.
31	%ABADPW	I'm sorry, the security code you entered isn't correct.
32	%ANOPHN	There is no current phone number.
33	%AANDDD	and...
34	%ASAVIT	Would you like me to archive this?
35	%AREPLY	For no reply, press 2. Otherwise, I'll record your message now.
36	%ADONEE	There are no further messages.

A System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
37	%AFOWHO	Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now.
38	%ANSUCH	There are no further matches to the three letters you entered.
39	%ATHIS1	Press Yes to confirm.
40	%AALLFR	They're all from...
41	%APENDN	This person left a message you haven't heard yet.
42	%ASTILL	This person hasn't heard your last message, which is...
43	%ACANCL	Would you like to cancel this message?
44	%AEXTRA	Would you like to leave this person an additional message?
45	%AOKGO1	Okay, I'll record your message now.
46	%ANOTHR	Would you like to leave another message?
47	%AITSME	This is Repartee calling with a message for...
48	%AGETID	Please press your personal ID now to receive the message.
49	%ANSBYE	I'm sorry, I'm can't take a message right now, but thanks for calling.
50	%ANOREC	I'm sorry, I'm out of message space and can't record any more.
51	%AMRCVD	recorded...
52	%ATODAY	today at...
53	%AYESTR	yesterday at...
54	%AOVERR	over...
55	%ADAYSA	days ago at...
56	%ANUM01	1
57	%ANUM02	2

A

System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
58	%ANUM03	3
59	%ANUM04	4
60	%ANUM05	5
61	%ANUM06	6
62	%ANUM07	7
63	%ANUM08	8
64	%ANUM09	9
65	%ANUM10	10
66	%ANUM11	11
67	%ANUM12	12
68	%ANUM1T	10 (trailing)
69	%ANUM20	20 (trailing)
70	%ANUM30	30 (trailing)
71	%ANUM40	40 (trailing)
72	%ANUM50	50 (trailing)
73	%AAMDAY	a.m.
74	%APMDAY	p.m.
76	%ALOCKD	I'm sorry, I can't presently access...
77	%AIDLOK	I'm sorry, I can't talk to you now. Please call back.
78	%AITSFR	It's from...
79	%APRM19	Please hold on while I try that extension.
80	%APRM18	Call for...
81	%APRM17	Would you like to review or re-direct old messages?
82	%APRM16	...has a message to review.
83	%APRM15	Would you like to change your personal greeting?
84	%APRM14	Your current group message is...
85	%APRM13	Would you like to record a new one?

A System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
86	%APRM12	Press Yes to leave a personal message for...
87	%APRM11	Please press 1 to take the call, or 2 and I'll take a message.
88	%APRM10	...is on the phone now.
89	%APRM09	Would you like to re-direct this?
90	%APRM08	Would you like to record an introduction?
91	%APRM07	I'll copy the message now.
92	%APRM06	I can't re-direct your message.
93	%APRM05	The next message is...
94	%APRM04	Would you like to re-direct this message to anybody else?
95	%APRM03	I'm sorry, I did not hear your selection. Please re-enter your selection now.
96	%APRM02	Who may I say is calling?
97	%APRM01	Call from...
98	%APRM20	0 (zero)
99	%APRM21	Number... (for guest ID)
100	%APRM22	BEEP (for recordings)
101	%APRM23	Message saved as new.
102	%APRM24	Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.
103	%APRM25	I'm sorry, maximum recording time was exceeded.
104	%APRM26	Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.

A	System Prompts by Prompt Number	
Prompt #	**File Name**	**Prompt Text**
105	%APRM27	Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.
106	%APRM28	Listen to the rest?
107	%APRM29	Call transfer to your extension is now...
108	%APRM30	Message delivery to your work phone is...
109	%APRM31	on.
110	%APRM32	off.
111	%APRM33	Shall I turn it on?
112	%APRM34	Shall I leave it on?
113	%APRM35	Box number:
114	%AOWNER	<one second silence>
115	%APRM37	...has a message for you.
116	%APRM38	Would you like to delete it?
117	%APRM39	There is no current greeting.
118	%APRM40	The current greeting is...
119	%APRM41	<BEEP> (announce prompt)
120	%APRM42	Message delivery to your home number is...
121	%ABUSYT	<holding tone>
122	%ABUSYB	I'm sorry, all lines are busy.
123	%ASTILB	...is still on the phone.
124	%ABUSY2	I'm sorry, all lines are still busy.
125	%AORDER	Calls are answered in the order received.
126	%ABYOPT	If you'd like to hold, press 1. To leave a message, press 2.

A	System Prompts by Prompt Number	
Prompt #	**File Name**	**Prompt Text**
127	%ABYOP2	To continue to hold, press 1; to leave a message, press 2; or, to try another extension, press the pound sign. <pause> You must press a tone to remain connected.
128	%ASTAYO	I will attempt to put you through. Please stay on the line.
129	%AHLDOP	While you are holding, you may press 2 to leave a message, or the pound sign to try another extension at any time.
130	%AHLDO2	Remember, you may press 2 to leave a message, or the pound sign to try another extension at any time.
131	%AHOLD0	<HOLD MUSIC>
132	%AHOLD1	<HOLD MUSIC>
133	%AHOLD2	<HOLD MUSIC>
134	%AHOLD3	<HOLD MUSIC>
135	%AHOLD4	<HOLD MUSIC>
136	%AHOLD5	<HOLD MUSIC>
137	%AHOLD6	<HOLD MUSIC>
138	%AHOLD7	<HOLD MUSIC>
139	%AHOLD8	<HOLD MUSIC>
140	%AHOLD9	<HOLD MUSIC>
141	%AQPOS0	You are 1st in line.
142	%AQPOS1	You are 2nd in line.
143	%AQPOS2	You are 3rd in line.
144	%AQPOS3	You are 4th in line.
145	%AQPOS4	You are 5th in line.
146	%AQPOS5	You are 6th in line.
147	%AQPOS6	You are 7th in line.
148	%AQPOS7	You are 8th in line.
149	%AQPOS8	You are 9th in line.

A System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
150	%AQPOS9	You are 10th in line.
151	%AQPOSA	There are over 10 calls holding ahead of you.
152	%ACANTH	...and I have too many lines holding already.
153	%AISRNA	I'm sorry, the line is no longer busy, but now it doesn't answer.
154	%ACPHON	The current phone number is...
155	%AEPHON	Enter the new phone number. Press star when you are done.
156	%ANPHON	The new phone number is...
157	%ARPHON	Would you like to change it?
158	%ATNUM0	0 (zero) (trailing)
159	%ATNUM1	1 (trailing)
160	%ATNUM2	2 (trailing)
161	%ATNUM3	3 (trailing)
162	%ATNUM4	4 (trailing)
163	%ATNUM5	5 (trailing)
164	%ATNUM6	6 (trailing)
165	%ATNUM7	7 (trailing)
166	%ATNUM8	8 (trailing)
167	%ATNUM9	9 (trailing)
168	%ACHXOP	Would you like to change your transfer options?
169	%ACHDOP	Would you like to change your message delivery options?
170	%ACHPOP	Would you like to change your personal options?
171	%ACSETPW	Would you like to set your security code?
172	%AENPWD	Please enter your new security code. Press the star when you're finished. To delete your security code, just press the star now.

A	System Prompts by Prompt Number	
Prompt #	**File Name**	**Prompt Text**
173	%ADELPW	Would you like to delete your security code?
174	%APWDEL	Your security code has been deleted.
175	%APWDNC	Your security code has not been changed.
176	%ACONPW	Please re-enter your new security code to confirm it. Press the star when you are finished.
177	%APWDDM	I'm sorry, the two security codes you entered don't match.
178	%APWACT	Your new security code has now been activated.
179	%ACVNAM	Would you like to change your recorded name, which is currently...
180	%ANONAM	...not recorded. Please note that it is best to have a recorded name.
181	%ASVNAM	Okay, state your name now. Please state only your name.
182	%ANVNAM	Your new name is...
183	%ARVNAM	Would you like to re-record it?
184	%AP1CON	Please press 1 to continue the call.
185	%ANMFRO	You have one new message from...
186	%ANMSFR	...new messages from...
187	%AY01MG	You have one new message...
188	%AY02MG	You have two new messages...
189	%AY03MG	You have three new messages...
190	%AY04MG	You have four new messages...
191	%AY05MG	You have five new messages...
192	%AY06MG	You have six new messages...
193	%AY07MG	You have seven new messages...
194	%AY08MG	You have eight new messages...
195	%AY09MG	You have nine new messages...
196	%AY10MG	You have ten new messages...

A System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
197	%ASFROM	...from...
198	%AFMSGF	The first message is for...
199	%ANMSGF	The next message is for...
200	%AONEMN	...one minute...
201	%ABYEXT	Please enter the extension number.
202	%ANOEXT	I'm sorry, there is no such extension number.
203	%APPHON	Your pager phone delivery is currently...
204	%ASPHON	Your spare phone delivery is currently...
205	%ANUL20	twenty (leading)
206	%ANUL30	thirty (leading)
207	%ANUL40	forty (leading)
208	%ANUL50	fifty (leading)
209	%ANUT11	eleven (trailing)
210	%ANUT12	twelve (trailing)
211	%ANUT13	thirteen (trailing)
212	%QNUT14	fourteen (trailing)
213	%ANUT15	fifteen (trailing)
214	%ANUT16	sixteen (trailing)
215	%ANUT17	seventeen (trailing)
216	%ANUT18	eighteen (trailing)
217	%ANUT19	nineteen (trailing)
218	%AT2CON	Press a touchtone to continue.
219	%AUHAVE	You have...
220	%ATOTLG	totaling...
221	%AMINUT	...minutes
222	%ASAYOH	Oh (for zero in time stamps)
223	%ASCNDS	...seconds
224	%ANMSGS	...new messages

A System Prompts by Prompt Number

Prompt #	File Name	Prompt Text
225	%AOMSGS	...messages to review
226	%A1NMSG	You have one new message.
227	%APPAUS	Playback paused.
228	%ARPAUS	Recording paused.
229	%AMSENT	Thank you. Your message has been sent.
230	%APPREC	Press 'pause' to continue recording.
231	%APPPLA	Press 'pause' to continue playing.
232	%A0NMSG	There are no new messages.
233	%A0OMGS	There are no messages to review.
234	%A1OMSG	You have one message to review.
235	%ALEFTY	...left...
236	%AHEAR1	Would you like to hear it?
237	%AHEARM	Would you like to hear them?
238	%ACHKIT	Would you like to check it?
239	%ACHKEM	Would you like to check them?
240	%AHASSS	...has...
241	%AMSGBX	Your message box...
242	%ASECND	second
243	%AMGONE	canceled
244	%ASTIL1	You still have one new message.
245	%ASTILH	You still have...
246	%A12REC	Press 2 to record.
247	%AANONP	The person you are trying to reach...
248	%AFSTON	The first message is:
249	%A01MSG	...1 new message.
250	%A02MSG	...2 new messages.
251	%A03MSG	...3 new messages.
252	%A04MSG	...4 new messages.
253	%A05MSG	...5 new messages.

A	*System Prompts by Prompt Number*	
Prompt #	**File Name**	**Prompt Text**
254	%A06MSG	...6 new messages.
255	%A07MSG	...7 new messages.
256	%A08MSG	...8 new messages.
257	%A09MSG	...9 new messages.
258	%A10MSG	...10 new messages.

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
0 (zero)	98	%APRM20
0 (zero) (trailing)	158	%ATNUM0
1	56	%ANUM01
1 (trailing)	159	%ATNUM1
1 new message	249	%A01MSG
2	57	%ANUM02
2 (trailing)	160	%ATNUM2
2 new messages	250	%A02MSG
3	58	%ANUM03
3 (trailing)	161	%ATNUM3
3 new messages	251	%A03MSG
4	59	%ANUM04
4 (trailing)	162	%ATNUM4
4 new messages	252	%A04MSG
5	60	%ANUM05
5 (trailing)	163	%ATNUM5
5 new messages	253	%A05MSG
6	61	%ANUM06
6 (trailing)	164	%ATNUM6
6 new messages	254	%A06MSG
7	62	%ANUM07
7 (trailing)	165	%ATNUM7
7 new messages	255	%A07MSG
8	63	%ANUM08
8 (trailing)	166	%ATNUM8
8 new messages	256	%A08MSG
9	64	%ANUM09
9 (trailing)	167	%ATNUM9
9 new messages	257	%A09MSG
10	65	%ANUM10

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
10 (trailing)	68	%ANUM1T
10 new messages	258	%A10MSG
11	66	%ANUM11
11 (trailing)	209	%ANUT11
12	67	%ANUM12
12 (trailing)	210	%ANUT12
13 (trailing)	211	%ANUT13
14 (trailing)	212	%QNUT14
15 (trailing)	213	%ANUT15
16 (trailing)	214	%ANUT16
17 (trailing)	215	%ANUT17
18 (trailing)	216	%ANUT18
19 (trailing)	217	%ANUT19
20	205	%ANUL20
20 (trailing)	69	%ANUM20
30	206	%ANUL30
30 (trailing)	70	%ANUM30
40	207	%ANUL40
40 (trailing)	71	%ANUM40
50	208	%ANUL50
50 (trailing)	72	%ANUM50
a.m.	73	%AAMDAY
and...	33	%AANDDD
...and I have too many lines holding already	152	%ACANTH
...and left a message.	10	%AANLEF
BEEP (announce prompt)	119	%APRM41
BEEP (for recordings)	100	%APRM22
Box number:	113	%APRM35
...but left no reply.	11	%ABTLEF
Call for...	80	%APRM18

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
Call from...	97	%APRM01
Call transfer to your extension is now...	107	%APRM29
Calls are answered in the order received.	125	%AORDER
canceled	243	%AMGONE
days ago at...	55	%ADAYSA
Enter the new phone number. Press star when you are done.	155	%AEPHON
Extension...	189	%AEXTEN
For no reply, press 2. Otherwise, I'll record your message now.	35	%AREPLY
...from...	197	%ASFROM
...got your last message...	9	%AGOTYR
...has...	240	%AHASSS
...has a message for you.	115	%APRM37
...has a message to review.	82	%APRM16
...hasn't heard your last message.	13	%AHASNT
Hello, Repartee messaging system.	Intro	%AHELLO
<HOLD MUSIC>	131	%AHOLD0
<HOLD MUSIC>	132	%AHOLD1
<HOLD MUSIC>	133	%AHOLD2
<HOLD MUSIC>	134	%AHOLD3
<HOLD MUSIC>	135	%AHOLD4
<HOLD MUSIC>	136	%AHOLD5
<HOLD MUSIC>	137	%AHOLD6
<HOLD MUSIC>	138	%AHOLD7
<HOLD MUSIC>	139	%AHOLD8
<HOLD MUSIC>	140	%AHOLD9
<holding tone>	121	%ABUSYT
How nice to hear from you!	7	%AHIKC!
I can't re-direct your message.	92	%APRM06

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
If you need further assistance, press the pound sign now. <pause> Thank you and goodbye.	28	%ASAYBY
If you need further assistance, press the pound sign now. <pause> Thank you and goodbye.	22	%ABYBOX
If you'd like to hold, press 1. To leave a message, press 2.	126	%ABYOPT
If you'd like to leave a message, I'll record it now.	27	%ATXMSG
If you'd like to leave a message, I'll record it now.	18	%ANWMSG
If you'd like to try an extension, you may do so now. <pause> See you later!	19	%ABYOWN
If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory.	Action	%ACTION
I'll copy the message now.	91	%APRM07
I'll record your message now. Please stay on the line for further options.	21	%ABXMSG
I'm sorry, all lines are busy.	122	%ABUSYB
I'm sorry, all lines are still busy.	124	%ABUSY2
I'm sorry, I can't presently access...	76	%ALOCKD
I'm sorry, I can't talk to you now. Please call back.	77	%AIDLOK
I'm sorry, I did not hear your selection. Please re-enter your selection now.	95	%APRM03
I'm sorry, I'm can't take a message right now, but thanks for calling.	49	%ANSBYE
I'm sorry, I'm out of message space and can't record any more.	50	%ANOREC
I'm sorry, maximum recording time was exceeded.	103	%APRM25
I'm sorry, the line is no longer busy, but now it doesn't answer.	153	%AISRNA

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
I'm sorry, the security code you entered isn't correct.	31	%ABADPW
I'm sorry, the two security codes you entered don't match.	177	%APWDDM
I'm sorry, there is no such extension number.	202	%ANOEXT
...is on the phone now.	88	%APRM10
...is not available right now.	20	%AUNAVA
...is still on the phone.	123	%ASTILB
It's from...	78	%AITSFR
I will attempt to put you through. Please stay on the line.	128	%ASTAYO
...left a message.	12	%ALEFTA
Listen to the rest?	106	%APRM28
Message delivery to your home number is...	120	%APRM42
Message delivery to your work phone is...	108	%APRM30
Message saved as new.	101	%APRM23
...messages to review.	225	%AOMSGS
...minutes...	221	%AMINUT
...new messages.	224	%ANMSGS
...not recorded. Please note that it is best to have a recorded name.	180	%ANONAM
Number... (for guest ID)	99	%APRM21
off.	110	%APRM32
Oh	222	%ASAYOH
Okay, I'll record your message now.	45	%AOKGO1
Okay, state your name now. Please state only your name.	181	%ASVNAM
on.	109	%APRM31
...one minute.	200	%AONEMN
Otherwise, please answer the following questions and I'll make sure your message gets attention.	Otherwise	%APUBQ1.P

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
Otherwise, please stay on the line and an operator will be right with you.	Otherwise	%APUBQ1
over...	54	%AOVERR
p.m.	74	%APMDAY
Playback paused.	227	%APPAUS
Please enter the extension number.	201	%ABYEXT
Please enter your new security code. Press the star when you're finished. To delete your security code, just press the star now.	172	%AENPWD
Please enter your personal security code.	30	%AECPWD
Please hold on while I try that extension.	79	%APRM19
Please press 1 to continue the call.	184	%AP1CON
Please press 1 to disconnect.	190	%A1QUIT
Please press 1 to take the call, or 2 and I'll take a message.	87	%APRM11
Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now.	1	%ASPELL
Please press the first three letters of the person's last name. For Q, press 7. For Z, press 9. Please enter the letters now.	37	%AFOWHO
Please press your personal ID now to receive the message.	48	%AGETID
Please re-enter your new security code to confirm it. Press the star when you are finished.	176	%ACONPW
<Prelude to name in default box greeting>	6	%AINTRP
Press 'pause' to continue recording.	230	%APPREC
Press 'pause' to continue playing.	231	%APPPLA
Press a touchtone to continue.	218	%AT2CON
Press two to record.	246	%A12REC
Press Yes to confirm.	39	%ATHIS1
Press Yes to leave a personal message for...	86	%APRM12
recorded...	51	%AMRCVD

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
Recording paused.	228	%ARPAUS
Remember, 1 for yes, and 2 for no.	8	%AHIOWN
Remember, you may press 2 to leave a message, or the pound sign to try another extension at any time.	130	%AHLDO2
Remote node...	188	%AREMOT
second	242	%ASECND
...seconds.	223	%ASCNDS
Shall I leave it on?	112	%APRM34
Shall I turn it on?	111	%APRM33
<one second silence>	114	%AOWNER
Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.	102	%APRM24
Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.	104	%APRM26
Thank you. If you'd like to add to your message, press 1; to listen to it, press 2; to re-record it, press the pound sign. Otherwise, I'll make sure your message is delivered.	105	%APRM27
Thank you. Your message has been sent.	229	%AMSENT
The current greeting is...	118	%APRM40
The current phone number is...	154	%ACPHON
The extension you entered is...	186	%ATHEXT
The first message is...	248	%AFSTON
The first message is for...	198	%AFMSGF
The message is...	15	%AKCMSG
The new phone number is...	156	%ANPHON
The next message is...	93	%APRM05
The next message is for...	199	%ANMSGF
The person you are trying to reach...	247	%AANONP

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
There are no further matches to the three letters you entered.	38	%ANSUCH
There are no further messages.	36	%ADONEE
There are no matches to the three letters you entered. Press 1 to try another name.	2	%ANOMAT
There are no messages to review.	233	%A0OMGS
There are no new messages.	232	%A0NMSG
There are over 10 calls holding ahead of you.	151	%AQPOSA
There is no current greeting.	117	%APRM39
There is no current phone number.	32	%ANOPHN
There's also this message...	16	%AALSOO
They're all from...	40	%AALLFR
This is a message for...	17	%ACLMSG
This is Repartee calling with a message for...	47	%AITSME
This person hasn't heard your last message, which is...	42	%ASTILL
This person left a message you haven't heard yet.	41	%APENDN
<Three seconds of silence>	5	%AENDIR
To continue to hold, press 1; to leave a message, press 2; or, to try another extension, press the pound sign. <pause> You must press a tone to remain connected.	127	%ABYOP2
To stop the directory, press the pound sign. Remember, you may dial the extension at any time.	4	%AMIDIR
today at...	52	%ATODAY
totaling...	220	%ATOTLG
While you are holding, you may press 2 to leave a message, or the pound sign to try another extension at any time.	129	%AHLDOP
Who may I say is calling?	96	%APRM02
Would you like me to archive this?	34	%ASAVIT
Would you like to cancel this message?	43	%ACANCL

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
Would you like to change it?	157	%ARPHON
Would you like to change your transfer options?	168	%ACHXOP
Would you like to change your message delivery options?	169	%ACHDOP
Would you like to change your personal options?	170	%ACHPOP
Would you like to change your recorded name, which is currently...	179	%ACVNAM
Would you like to change your personal greeting?	83	%APRM15
Would you like to check it?	238	%ACHKIT
Would you like to check new messages?	23	%AKMSGS
Would you like to check them?	239	%ACHKEM
Would you like to delete it?	116	%APRM38
Would you like to delete your security code?	173	%ADELPW
Would you like to do anything else?	26	%ADOMOR
Would you like to hear it?	236	%AHEAR1
Would you like to hear it?	29	%AMOREE
Would you like to hear them?	237	%AHEARM
Would you like to leave another message?	46	%ANOTHR
Would you like to leave any messages?	24	%ALVMSG
Would you like to leave this group an additional message?	25	%AEXTRG
Would you like to leave this person an additional message?	44	%AEXTRA
Would you like to re-direct this message to anybody else?	94	%APRM04
Would you like to re-direct this?	89	%APRM09
Would you like to re-record it?	183	%ARVNAM
Would you like to re-send this message?	200	%ARESND
Would you like to record a new one?	85	%APRM13
Would you like to record an introduction?	90	%APRM08

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
Would you like to review or re-direct old messages?	81	%APRM17
Would you like to set your security code?	171	%ACSETPW
yesterday at...	53	%AYESTR
You are 10th in line.	150	%AQPOS9
You are 1st in line.	141	%AQPOS0
You are 2nd in line.	142	%AQPOS1
You are 3rd in line.	143	%AQPOS2
You are 4th in line.	144	%AQPOS3
You are 5th in line.	145	%AQPOS4
You are 6th in line.	146	%AQPOS5
You are 7th in line.	147	%AQPOS6
You are 8th in line.	148	%AQPOS7
You are 9th in line.	149	%AQPOS8
You have one message to review.	234	%A1OMSG
You have one new message.	226	%A1NMSG
You have 1 new message...	187	%AY01MG
You have 2 new messages...	188	%AY02MG
You have 3 new messages...	189	%AY03MG
You have 4 new messages...	190	%AY04MG
You have 5 new messages...	191	%AY05MG
You have 6 new messages...	192	%AY06MG
You have 7 new messages...	193	%AY07MG
You have 8 new messages...	194	%AY08MG
You have 9 new messages...	195	%AY09MG
You have 10 new messages...	196	%AY10MG
You have one new message from...	185	%ANMFRO
You have...	219	%AUHAVE
You may dial the extension at any time.	3	%ASTDIR
You still have one new message.	244	%ASTIL1

B System Prompts in Alphabetical Order

Prompt Text	Prompt #	File Name
You still have...	245	%ASTILH
Your current group message is...	84	%APRM14
Your message box has a message.	14	%AYRBOX
Your message box...	241	%AMSGBX
Your message to...	191	%AYMSG2
Your new name is...	182	%ANVNAM
Your new security code has now been activated.	178	%APWACT
Your pager phone delivery is currently...	203	%APPHON
Your security code has been deleted.	174	%APWDEL
Your security code has not been changed.	175	%APWDNC
Your spare phone delivery is currently...	204	%ASPHON

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
1	2	%ASPELL
2	3	%ANOMAT
3	3	%ASTDIR
4	3	%AMIDIR
5	3	%AENDIR
7	2	%AHIKC!
8	2	%AHIOWN
9	2	%AGOTYR
10	2	%AANLEF
11	2	%ABTLEF
12	3	%ALEFTA
13	2	%AHASNT
14	3	%AYRBOX
15	2	%AKCMSG
16	2	%AALSOO
17	2	%ACLMSG
18	3	%ANWMSG
19	2	%ABYOWN
20	2	%AUNAVA
21	2	%ABXMSG
22	2	%ABYBOX
23	2	%AKMSGS
24	2	%ALVMSG
25	2	%AEXTRG
26	2	%ADOMOR
27	3	%ATXMSG
28	2	%ASAYBY
29	2	%AMOREE

C Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
30	3	%AECPWD
31	3	%ABADPW
32	3	%ANOPHN
33	2	%AANDDD
34	2	%ASAVIT
35	3	%AREPLY
36	2	%ADONEE
37	2	%AFOWHO
38	2	%ANSUCH
39	2	%ATHIS1
40	3	%AALLFR
41	2	%APENDN
42	2	%ASTILL
43	2	%ACANCL
44	2	%AEXTRA
45	2	%AOKGO1
46	2	%ANOTHR
47	2	%AITSME
48	2	%AGETID
49	2	%ANSBYE
50	2	%ANOREC
51	2	%AMRCVD
52	2	%ATODAY
53	2	%AYESTR
54	2	%AOVERR
55	2	%ADAYSA
56	2	%ANUM01
57	2	%ANUM02

C Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
58	2	%ANUM03
59	2	%ANUM04
60	2	%ANUM05
61	2	%ANUM06
62	2	%ANUM07
63	2	%ANUM08
64	2	%ANUM09
65	2	%ANUM10
66	2	%ANUM11
67	2	%ANUM12
68	2	%ANUM1T
69	2	%ANUM20
70	2	%ANUM30
71	2	%ANUM40
72	2	%ANUM50
73	2	%AAMDAY
74	2	%APMDAY
76	2	%ALOCKD
77	2	%AIDLOK
78	3	%AITSFR
79	2	%APRM19
80	2	%APRM18
81	2	%APRM17
82	3	%APRM16
83	2	%APRM15
84	2	%APRM14
85	2	%APRM13
86	2	%APRM12

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
87	2	%APRM11
88	2	%APRM10
89	2	%APRM09
90	2	%APRM08
91	2	%APRM07
92	2	%APRM06
93	2	%APRM05
94	2	%APRM04
95	2	%APRM03
96	2	%APRM02
97	2	%APRM01
98	2	%APRM20
99	2	%APRM21
100	3	%APRM22
101	2	%APRM23
102	2	%APRM24
103	2	%APRM25
104	3	%APRM26
105	3	%APRM24
106	2	%APRM28
107	2	%APRM29
108	2	%APRM30
109	2	%APRM31
110	2	%APRM32
111	2	%APRM33
112	2	%APRM34
113	2	%APRM35
114		%AOWNER

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
115	2	%APRM37
116	2	%APRM38
117	2	%APRM39
118	2	%APRM40
119	3	%APRM22
120	2	%APRM42
122	2	%ABUSYB
123	2	%ASTILB
124	2	%ABUSY2
125	2	%AORDER
126	2	%ABYOPT
127	2	%ABYOP2
128	2	%ASTAYO
129	2	%AHLDOP
130	2	%AHLDO2
131	2	%AHOLD0
141	2	%AQPOS0
142	2	%AQPOS1
143	2	%AQPOS2
144	2	%AQPOS3
145	2	%AQPOS4
146	2	%AQPOS5
147	2	%AQPOS6
148	2	%AQPOS7
149	2	%AQPOS8
150	2	%AQPOS9
151	2	%AQPOSA
152	2	%ACANTH

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
153	2	%AISRNA
154	2	%ACPHON
155	2	%AEPHON
156	2	%ANPHON
157	2	%ARPHON
158	2	%ATNUM0
159	2	%ATNUM1
160	2	%ATNUM2
161	2	%ATNUM3
162	2	%ATNUM4
163	2	%ATNUM5
164	2	%ATNUM6
165	2	%ATNUM7
166	2	%ATNUM8
167	2	%ATNUM9
168	3	%ACHXOP
169	3	%ACHDOP
170	3	%ACHPOP
171	3	%ASETPW
172	3	%AENPWD
173	3	%ADELPW
174	3	%APWDEL
175	3	%APWDNC
176	3	%ACONPW
177	3	%APWDDM
178	3	%APWACT
179	3	%ACVNAM
180	3	%ANONAM

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
181	3	%ASVNAM
182	3	%ANVNAM
183	3	%ARVNAM
184	3	%AP1CON
185	3	%AENTXT
186	3	%ANMSFR
187	3	%AY01MG
188	3	%AY02MG
189	3	%AY03MG
190	3	%AY04MG
191	3	%AY05MG
192	3	%AY06MG
193	3	%AY07MG
194	3	%AY08MG
195	3	%AY09MG
196	3	%AY10MG
197	3	%ASFROM
198	3	%AFMSGF
199	3	%ANMSGF
200	3	%AONEMN
201	3	%ABYEXT
202	3	%ANOEXT
203	3	%APPHON
204	3	%ASPHON
205	3	%ANUL20
206	3	%ANUL30
207	3	%ANUL40
208	3	%ANUL50

C

Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
209	3	%ANUT11
210	3	%ANUT12
211	3	%ANUT13
212	3	%ANUT14
213	3	%ANUT15
214	3	%ANUT16
215	3	%ANUT17
216	3	%ANUT18
217	3	%ANUT19
218	3	%AT2CON
219	3	%AUHAVE
220	3	%ATOTLG
221	3	%AMINUT
222	3	%ASAYOH
223	3	%ASCNDS
224	3	%ANMSGS
225	3	%AOMSGS
226	3	%A1NMSG
227	3	%APPAUS
228	3	%ARPAUS
229	3	%AMSENT
230	3	%APPREC
231	3	%APPPLA
232	3	%A0NMSG
233	3	%A0OMGS
234	3	%A1OMSG
235	3	%ALEFTY
236	3	%AHEAR1

C Disk Location of System Prompts by Number

Prompt #	Disk #	File Name
237	3	%AHEARM
238	3	%ACHKIT
239	3	%ACHKEM
240	3	%AHASSS
241	3	%AMSGBX
242	3	%ASECND
243	3	%AMGONE
244	3	%ASTIL1
245	3	%ASTILH
246	3	%A12REC
247	2	%AANONP
248	2	%AFSTON
249	2	%A01MSG
250	2	%A02MSG
251	2	%A03MSG
252	2	%A04MSG
253	2	%A05MSG
254	2	%A06MSG
255	2	%A07MSG
256	2	%A08MSG
257	2	%A09MSG
258	2	%A10MSG

D — *System Prompts (Unnumbered)*

Prompt Name	Prompt Text	Disk #	File Name On Floppy Disks
UTILITY PROMPTS			
Silence	(a half second of silence)	1	\VOICE\SILENCE
Silence2	(2 seconds of silence)	2	\VOICE\%AENDIR
Beep	(a beep)	1	\VOICE\BEEP
OPERATOR GREETINGS			
System Operator, Voice Name	The system operator.	1	\VOICE\OGM\A\%C%%%%%.%
System Operator, Day Greeting	I'm sorry, the operator is currently unavailable. To try again, press 0. Otherwise, please answer the following questions, and I'll make sure your message gets attention.	1	\VOICE\OGM\A\%C%%%%%.!
System Operator, Night Greeting	You've reached our office after hours. No operator is on duty now. You may leave a message by answering the following questions and I'll make sure your message gets attention.	1	\VOICE\OGM\A\%C%%%%%.@
System Operator, Introduction	I'll transfer you now.	1	\VOICE\OGM\A\%C%%%%%.#
OPENING LINE PROMPTS			
Intro	Hello, Repartee messaging system.	2	\%AHELLO
Action	If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory.	2	\%ACTION
Otherwise (Day)	Otherwise, please stay on the line and an operator will be right with you.	2	\%APUBQ1

D	***System Prompts (Unnumbered)***		
Prompt Name	**Prompt Text**	**Disk #**	**File Name On Floppy Disks**
Otherwise (Night)	Otherwise, please answer the following questions and I'll make sure your message gets attention.	2	\%APUBQ1.P

Glossary

Access
A field on Subscriber pages which can limit the system features that are available to a subscriber or guest.

Action
A field in a transaction box, interview box or the Operator Box that determines what the system will do after the greeting or interview. The possible actions are: Take a Message (T)(not applicable to Interview Boxes), Operator (O), Say Goodbye (S), Hangup (H), Go to ID--> (G), and Restart (R).

Alpha Directory
See Automatic Directory.

Alternate Greeting
A special recording in a transaction box that, when recorded, supersedes the regular Day and Nite greetings. The subscriber who owns the box can record the alternate greeting remotely from an outside phone.

Archived Message
An old message that is explicitly saved by the subscriber after the system asks: *"Would you like me to archive this?"* The message will then be saved for the number of days entered in the Archive Msg. field on the Subscriber page.

Audiotext Messages
Found within transaction boxes, these are used to deliver information to a caller or lead a user through a series of questions.

Auto Attendant
A call processing feature that automatically answers incoming calls and directs the callers to the appropriate extensions without the need of a human operator.

Auto Dial
Automatically transfers a caller to the extension from the directory.

Automatic Directory
A directory of subscriber voice names and Extension # IDs that is available to outside callers. Unless specifically restricted, all subscribers are automatically entered into this directory.

Await Answer
A type of call transfer in which the system waits for the called extension to be answered before releasing the call to that extension.

Broadcast Group
In a broadcast group, each member receives and hears the message. Note that the word "Broadcast" does not appear on the Group page. A group is a broadcast group when Dispatch? is set to "No."

Call Screening
A feature consisting of several options giving subscribers information about incoming calls and some control over which calls to accept and which to forward into a message box.

Day Mode
Identifies the time period for usual business hours. All other hours are "night." the system can be programmed to function differently for day and night hours.

Default
The parameter or value which the system uses in a particular instance if you have not entered other information for a parameter.

Dispatch Group
In a dispatch group, the first member to listen to the message is the only person who receives it. This is useful in any application where a group of subscribers are equally responsible for a task. For example, a dispatch group might be used for assigning service jobs. The first service person to hear a message takes the job.

DTMF
Dual-Tone, Multi-Frequency; the technical designation for true touchtones.

Extension
This is the actual telephone extension number of a telephone in your system. If the extension number is different than the Extension # ID, you must enter this number after the arrow in the field Transfer? Yes--> on the Subscriber page or transaction box in order for calls to be transferred. If the extension number is the same as the Extension # ID, you don't have to enter the actual number.

Extension # ID
The touchtone number which a caller enters to reach a subscriber's telephone extension. Upon hearing this ID, the system transfers the caller to the subscriber's telephone extension or message box according to the Transfer section of the Subscriber's page. The Extension # ID may or may not be the same as the actual telephone extension number.

Follow-on ID
The extension ID number provided by the telephone system to the Repartee system when a call is transferred or forwarded back to the system on a ring-no-answer or busy condition.

Greeting
A special recording on Subscriber pages, transaction boxes and the Operator Box during which the system is listening for touchtones. Generally, the greeting should include a salutation, and any explanations or instructions for the caller to take other actions.

Group
A collection of subscribers and/or guests for whom a subscriber can leave a common message. See *Broadcast Group*, *Dispatch Group*, *Private Group*, and *System Group*.

Guest
A special caller with an ID who can leave two-way messages only with a host subscriber.

Held Message
A message which has been heard by the subscriber, which the subscriber has not archived, and which the system has not yet deleted.

Interview Box
A special type of transaction box that can ask a caller up to 20 questions and record each of the responses. Only the subscriber who "owns" the interview box has access to the responses (messages).

Intro
This voice field in the Operator Box and transaction boxes contains a short recording (such as *"I'll transfer you now."*) which is played to the caller before being transferred to an extension.

Local Connect
A port status that provides a direct audio connection to the system through the phone line. Local Connect status is required for recording all prompts, interview questions and voice names.

Local Off-hook
A port status indicating that someone has taken a port off-line (similar to taking a phone off the hook) at the keyboard. This is done with the F4 key.

Loopback
A method for internal subscribers to retrieve messages from the system when end-to-end DTMF is not available on the telephone system.

Message Box
Each subscriber has a message box in which an outside caller, guest, or other subscriber can leave a voice mail message.

Message Box Integration
The telephone system can transfer calls directly to an extension and/or the subscriber's message box when that extension is ring-no-answer or busy.

Message Delivery
The system calls the subscriber to notify him or her of new messages. The subscriber may enter his or her Personal ID to hear the messages.

Message Notification
A feature by which the system will dial a number to notify a subscriber that he or she has new messages.

Message Waiting Lamp
A light on an extension phone that can be lit when the subscriber owning the phone has new messages.

Night Mode
See Day Mode.

One-Key Dialing
A transaction box feature by which single touchtone digits can be programmed to represent full System IDs if pressed during the transaction box's greeting. This feature is useful when offering callers a menu of choices during a greeting. One-key dialing options must be programmed individually for each transaction box.

One-Way Message
A message that an outside caller leaves for a subscriber by dialing the Extension # ID of the subscriber.

Opening Line
The first three prompts (Action, Intro, Otherwise) that the system plays for a caller. These appear on the Easymade Application Screen, Page 2, Lines 10-12.

Options
Call screening options are defined in the Options field in the Call Transfer sections of the Subscriber pages, transaction boxes, and the Operator Box. Options include Announce (A), Introduce (I), Screen (S), and Confirm (C).

Personal ID
A unique System ID of touchtone characters that identifies a subscriber or guest to the system.

Port
A telephone channel or line coming into the system.

Private Group
A private message group belongs to a single subscriber, called the group **owner**. Only the group owner may leave messages for other group members. Other members will hear the group message but not be able to leave a message for the group in return. When creating a private group, you don't need to add the group *owner* as a group *member*—unless, of course, you want the owner to receive a confirming copy of the group message he or she sends.

Prompt
A recorded phrase that is coded to appear in a specific place in the conversation. There are over 150 prompts, which appear on the Voice Prompt Editor Screen.

Public Message
Messages left in the public interview box or the Operator Box are public messages available to all subscribers in the system unless specifically restricted by a "P" in their Access field.

Release
A type of call transfer in which the system blindly releases a call to an extension. No attempt is made by the system to track the progress of the call.

Subscriber
A person enrolled in the system who has a message box in which outside callers can leave one-way messages, and who can leave two-way messages with his guests or other subscribers.

Switch
Your in-house telephone system.

System Group
A system message group is owned by *all* authorized subscribers on the system. Any authorized subscriber can leave a group message for any system group. Usually, a subscriber is authorized to leave a message for any system group automatically. Individual subscribers can be prevented from leaving *any* system group messages by placing "Y" in the Access field of their Personal Directory page.

System ID
A code that the system uses to uniquely identify subscribers, guests, transaction boxes, interview boxes, etc.

System Manager
A subscriber who has the ability to access the system and manipulate the system's features, including adding and deleting subscribers, guests, transaction boxes etc. A system manager can "promote" other subscribers to be system managers.

Two-Way Message
A subscriber-to-subscriber or subscriber-to-guest message which is initiated by spelling the first three letters of the person's last name. A subscriber can leave messages for and receive messages from the other party in the same conversation.

Transaction Box
The basic building block for creating special applications.

Voice Field
A field in which prompts, voice names, greetings etc. can be recorded.

Voice Mail
A general term for messages recorded digitally over the phone by one person for communication with another person or persons.

Voice Name
The recorded name of a subscriber, guest, operator or transaction box. The system plays the voice names in prompts that require identification of the source or destination of a message, etc.

Voice Response
A menu tree for information distribution. A caller makes a selection after listening to a variety of choices.

Wait for Ringback
A type of call transfer in which the system waits to make sure that an extension is ringing before releasing the call.

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