

EXECUTONE

The logo features the word "medley" in a bold, lowercase, sans-serif font. The letters are yellow with a blue drop shadow. The text is centered within a dark blue, horizontally-oriented oval. This oval is set against a black rectangular background. A white crosshair, consisting of two perpendicular lines, is centered over the oval and the text.

medleyTM

administrator's
guide

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1. INTRODUCTION

Medley™ is an advanced small business telephone system with built-in voice processing, automated attendant and voice-mail capability. The system's combined functions are controlled by a single processor and by a single set of proprietary operating system software. Its features and functions include the following:

- A 16 x 34 digital telephone system
- 10 voice mail ports
- Automated attendant
- Automatic call distribution (ACD)
- Message on hold
- Caller ID
- Call traffic and call activity reports

Medley is a single system that performs *both telephone and voice mail functions* using a single processor, storage medium, and voice processing DSP. With no boundaries between these once separate tasks, Medley delivers the greatest possible efficiency and cost effectiveness.

1.1 Hardware

Hardware consists of the system cabinet and power source, the optional expansion cabinet, and up to 32 M64 phones.

System Cabinet and Power Source

The compact, wall-mounted cabinet houses the processor, memory, and station interfaces. It is powered by a small external wall-mount transformer. The base unit is capable of supporting up to eight CO lines, 16 feature phones, and two analog ports.

Expansion Cabinet (Optional)

A piggyback expansion cabinet can be added for an additional 8 x 16 configuration without increasing the system's "footprint."

M64 Phones

The M64 phones provide advanced call handling features, an LCD display, and built-in speaker phone capability.

1.2 System Design

The system includes the following design features:

Voice prompts and 64-character LCD display	Voice prompts and the LCD display guide users through programming and operation. The LCD display also shows such information as how many new and old messages waiting in voice mail, caller ID (if active), and how many calls are holding for ACD agents.
Help	The HELP key provides voice and LCD explanations of programming and all commonly used phone features.
Private line	Lines are programmed to ring directly to a preset station, department or mailbox.
Programmable keys	These 15 lighted, programmable keys provide one-touch transfer to stations, mailboxes, or departments; direct line keys; speed dial; or other feature access.
Line groups	Each outbound line is assigned to a group. Icons on a user's LCD display shows how many lines exist, whether or not each line is in use.
Guest extensions	Guest extensions are voice mailboxes for employees who work outside the office. A guest extension makes it appear as if an off-site employee has a live station in the office. People calling the office phone system can be transferred to the extension.
Common audible	One of the system's analog ports can be designated to provide common audible (e.g. bell, chime, etc.) ringing to provide simplified line pickup from any station during the night mode.
Paging	There are three built-in paging zones and one all-page via a fixed feature key.

External paging interface	A CO line connection or one of two preassigned analog ports can be used for simplified connection to external overhead paging equipment.
FAX transfer	If a FAX tone is detected upon answer by the auto attendant, the call will automatically be transferred to the analog port set as a FAX extension.
Remote system software updates	System updates are accomplished via a built-in 14.4 Kb modem. System software or built-in voice prompts are factory updated through dial-up rather than by costly and time-consuming EPROM replacement. Dealers can also use the modem port for remote real-time monitoring of system activity and for debugging.
911 alert	This feature provides immediate line access if any station dials 911 to report an emergency. A warning message will sound at extension 100 and the LCD display will show “911 CALL FROM X102 JOHN JAMES”.
Call statistics	Medley tracks call activity by line, extension, and department. Medley also tracks voice mail activity. The system administrator can print reports.

Voice mail

The VM key provides one-stroke, immediate connection to voice mail features, including the following:

Automatic Mailbox Creation

From the moment a Medley system is up-and-running, mailboxes are automatically created with generic *greeting* and *forwarding* default values for all users. If they want, users can then create their own custom greetings.

Message Waiting Indication

The unit will automatically activate the phone's message light and provide a real time display on LCD of type and number of messages.

Duration Display

As a message is played, the LCD display shows its duration from the beginning of playback and counts down to message completion.

Call Screening

A user can monitor incoming calls in the same way as is done on a home answering machine. If the user activates monitor mode, then when a caller begins leaving a message, his or her voice is output to the user's speaker, giving the user the option of intercepting the call or allowing the message to be completed.

Personal Greeting Reminder

A user can activate this feature to automatically play his or her personal greeting the first time the phone is used after an absence, ensuring removal of an outdated greeting. The user can then keep or change the greeting.

Voice Groups

A user can leave a single message in several user's mailboxes by pressing the VM key and then the desired station keys.

1.3 Call Processing Features

Medley provides seamless operation and call processing. No hookflash or call progress monitoring is required, resulting in the fastest call processing available.

Record conversations	During any conversation, a user can press the REC key and record the conversation for later retrieval. Users can record personal reminders by lifting the handset and pressing the REC key on the phone.
Service observing	Stations designated to observe can be allowed to monitor conversations on specified stations.
Toll restriction	You can limit user access to toll calls.
Day and night operation	You can program both a day and a night main greeting and day and night call processing for automatic operation. The operator can manually change between day, night, holiday, and automatic modes with the press of a key.
Delayed ringing	Delayed ringing options allow flexibility in answering incoming calls. For example, an incoming call intended for a sales person or department can be sent to an administrator, and ultimately to a chime for any available person to answer. The feature is programmed on a line-by-line basis.
Hold recall	You can set the amount of time that elapses between placing a call on park or hold and when that party is recalled.
Auto attendant	Auto attendant gives branch options for callers, who press keys according to the information, person, or department they want. Auto attendant can have as many as eight options, down to six levels deep.

Message on hold	Message on hold (MOH) allows for traditional announcements or music to be played to callers who are on hold. Three generic hold messages are stored on disk. Up to five custom recordings can be downloaded.
On-hold dialing	If the MOH source is being generated by the system, DTMF receivers continuously monitor the line, allowing callers on hold or in ACD queue to dial other options such as extensions or the operator.
ACD	Calls are presented to the longest idle ACD agent or, if all agents are busy, callers are held in queue and presented as agents become available. Possibilities include up to 10 agent groups with up to 32 agents in a group.
Caller ID	With caller ID service activated, the name and number of the calling party is displayed on incoming calls and during call waiting. Additionally, the caller ID can be used for automatic callback. Some limitation based on the service provider and the local dialing patterns may exist.
Call waiting	A second call to a station is indicated by an audible tone and a display message.
Call pickup	A user can answer another ringing station or a common bell.
Call transferring	You can perform both supervised and blind transfers.
Call forwarding	A call can be forwarded to another extension or mailbox when the intended extension is busy or not answered.
Conference calling	Up to 12 parties can be in conferences at the same time; up to four parties in a single conference. The originating extension must remain in the conference.
Do not disturb	A user can activate the feature with the single press of the DND key while the phone is idle.

Flash control	System programming of the flash duration provides for flexible usage behind central office switches, Centrex, or PBXs.
Hands-free answer	Station users can program their phone for hands-free answer (voice announce) for station-to-station calls.
Redial	If an attempt at an outside call is unsuccessful, press the single RDL key for any subsequent attempts.
Line queuing	Should a call be attempted when all outside lines are busy, users can elect to be called back and advised by voice announcement as soon as a line becomes available.
System speed dial	Up to 100 names and associated numbers are stored at a system-wide level.
Mute	This fixed key mutes the hands-free microphone or handset microphone if pressed during a call.
ExecuDex	ExecuDex is an electronic address book that lets each station store up to 100 caller ID names and numbers for auto dial.

1.4 Administrative Duties

The system administrator's duties can include the following:

- Assign stations to employees.
- Assign features to stations.
- Maintain any employee directory.
- Assign, edit, and delete special mailboxes: Guest/Information, Group, and Cascade Paging.
- Rerecord prompts. Medley has all necessary prompts prerecorded to assist in initial setup. You can rerecord some or all.
- Rerecord the main greeting.
- Changing between day and night modes.
- Printing statistical reports.
- Training new employees on the system. You should assist each user in becoming familiar with station programming and learning to rely on the verbal help mode.

Once the system has been programmed, day-to-day operation will go largely unattended.

2. SYSTEM PROGRAMMING FUNCTIONS

1 System Parameters

1 3 Administrator Password

1 4 Set Time

1 7 System Speed Dial

3 Extension Programming

3 2 Extension Feature Authorization

5 Voice Mail Programming

5 3 Guest / Information Mailboxes

5 4 Group Mailboxes

5 6 Cascade Paging Mailboxes

6 Recording

6 1 Record System Prompts

6 2 Record Directory Names

6 3 MOH Programming

6 3 1 MOH Source

6 3 2 Record MOH

6 3 3 MOH Volume

7 Reports

7 2 Line and Auto Attendant Statistics

7 3 Extension and Department Statistics

7 4 Voice Mail Statistics

7 5 System Speed Dial List

3. GENERAL PROGRAMMING PROCEDURES

Any telephone can access Medley programming, but only one phone can be in programming at a time. You can program Medley while the system is operating. In programming mode, you hear voice prompts from the telephone and you see your options and choices on the LCD display. Once you get familiar with the system, you don't have to let a voice prompt complete before pressing a key.

3.1 Entering Programming Mode

1. Press the MENU (F1) key.
2. PARK 3 (to stop the station programming prompt).
3. Input the administrator password. The default is "456."
4. Press #.

While in programming mode, your extension is automatically placed in DND until you exit programming mode.

3.2 Exiting Programming Mode

- Hang up the handset or press the HF key.

3.3 Programming Keys

During programming, the top line of the LCD shows the current item being programmed and the second line is the “input” line.

<i>TO</i>	<i>PRESS</i>	<i>DESCRIPTION</i>
Enter	#	Confirms a new or existing entry and advances to the next programming step. When an option allows you to input multiple entries (such as a list of extension numbers), you separate each entry by #. Pressing ## exits the list.
Toggle	PARK 3	Scrolls through possible selections on the LCD display. A “>” (greater than sign) at the right of the display indicates additional choices are available.
Back up	*	Backs up to the previous prompt without changing the current prompt’s value.
Delete	HOLD	Deletes data or recording.
Help	MENU (F1)	When pressed during programming, gives more detailed instructions.
Exit	<ul style="list-style-type: none">• HF <i>or</i>• Hang up handset	Exits programming mode and removes the extension from DND.

3.4 Inputting Alphabetic and Numeric Characters

Names for extensions, departments, and branch IDs can be input by pressing the dial pad key that corresponds to the character to be entered. The key's possible entries will change each time the key is pressed. When the desired character is displayed, press # to confirm, and the cursor will move to the next character position. Note that the "1" key options are Q, Z, a space, and 1.

Example: To input a 'B', press the '2' key twice (the possible options to scroll through are A, B, C, 2). When B is displayed, press # to confirm and to move to the next character to be input. Press the BACK key to delete any errors. ## completes the name.

3.5 System Numbering Plan

The system's fixed numbering plan is as shown:

1 to 16	CO Lines
100	Operator Extension (default)
100 to 131	User Extensions
191 to 192	Analog Extensions
200 to 209	Department Pilots
300 to 499	Guest / Information Mailboxes
500	Broadcast Mailbox
501 to 516	Group Mailboxes
520 to 529	Cascade Paging Mailboxes
530 to 550	Recordable System Prompts
560 to 563	Fixed Feature Keys
	560 Manual Day/Night Key
	561 Service Observing Key
	562 ACD Agent Wrap Key
	563 Caller ID ExecuDex Key
590 to 598	MOH Recordings
600 to 699	System Speed Dial

3.6 Accessing a User Station from that Station

Should a user forget his password or if an employee leaves the organization, this feature allows you to access the user station's programming mode and operate within it.

To access user station programming:

- From the user's station, input the administrator password when the system prompts for the user password.

Example: From station 105 entering 456# instead of the user password (105#), will enter the station for user programming (default passwords are used here for example purposes).

4. SPECIFIC PROGRAMMING PROCEDURES

This chapter explains the various programming functions. (To program, you must first enter the program mode, as explained in [Chapter 3, “General Programming Procedures.”](#))

4.1 Function 1 System Parameters

Function 13 Administrator Password

This displays the existing password and prompts for a new one. The password can be 2- to 8-digits long. *Write down any new password in a safe place.*

Default password = 456

Function 14 Set Time

A new time is input in a twelve hour format. Input “1233” for 12:33, or “315” for 3:15. Select AM or PM by pressing the PARK 3 key.

NOTE: The system will maintain the correct time, even in the event of a power loss. The date is installed at the factory and requires no updating.

Function 17 System Speed Dial

Up to 100 system speed dial names and associated numbers can be stored in location numbers 600 to 699 for access by any station. System speed dial is available to a station regardless of the station’s line access or toll restriction.

To enter a system speed dial number.

1. Enter the 3-digit bin number that you are programming.
2. Enter a 10-character name. This is required.
3. Enter the number to be dialed (including the line group 9, 8, or 7).

The number can be up to 30 digits long, including the characters #, *, F (flash), or P (for a 2-second pause). These are inserted by pressing the PARK 3 key to select the desired character. Press # to confirm the inserted character and continue. Press ## to complete the entry.

Press DEL to delete a number or name. To delete an entire speed dial number and name, press DEL to delete the location number.

4.2 Function 3 Extension Programming

Function 32 Extension Feature Authorization

You can allow or deny many features on an extension-by-extension basis. Users can only program allowed features by using a combination of voice and LCD prompts from their phone. [Chapter 5, “Programming Tutorial,”](#) gives programming examples.

Steps for extension feature authorization:

1. Extension Number: Enter the extension number to program.
2. Extension Name: Name the extension (if not previously named).

For each of the following features, press the PARK3 key to select YES or NO. See [Chapter 1, “Introduction”](#) and [Chapter 5, “Programming Tutorial,”](#) for a detailed description of each.

3. Call Waiting: Allows the user to turn call waiting on or off for his station.
4. Do Not Disturb: Allows the user to activate DND from his station.
5. Auto Attendant Block: Blocks calls from being transferred to the station from the auto attendant.
6. Live Recording Feature: If enabled, will allow the user to record conversations.
7. Service Observing: Allows the user to monitor the conversations of those stations listed in the service observing list for his station. If service observing is YES, a list of allowed extensions must be input.

NOTE: A department number can be entered as an extension in the service observing list and will then automatically include all members of the department even if the members of the department are later changed.

CAUTION: Federal law prohibits monitoring of personal (nonbusiness) telephone calls.

8. Toll Restriction: Allows the user to place toll calls. If denied, the user can only make non-toll calls or calls to numbers listed in the Allow Exception table.

4.3 Function 5 Voice Mail Programming

All programmed extensions have a generic personal greeting “*You have reached the mailbox for extension xxx*”. This greeting should be replaced with a personalized greeting by the mailbox user.

Function 53 Guest / Information Mailboxes

Mailboxes numbered from 300 to 499 can be programmed as either guest or info mailboxes. Guest and info mailboxes are created or deleted here, but are turned “on” only when a personal greeting (the information to be played) has been recorded. Deleting the personal greeting will turn “off” the mailbox.

Guest Mailboxes

Guest mailboxes are designed to be used by personnel such as outside sales or manufacturing personnel who do not have an extension assigned to them. A guest mailbox requires no programming other than the name assigned.

Default = 300 to 499 as guest

NOTE: A guest mailbox can be handled like a regular extension (e.g. listed in the directory, assigned a station key, etc.).

A guest mailbox cannot have a message light. Messages are retrieved from the outside by dialing * and the mailbox number during the main greeting. Messages are retrieved from a station by pressing the VOICEMAIL key, *, and the mailbox number.

Information Mailboxes

Information mailboxes can be used to give callers information on a variety of different subjects by “publishing” these mailbox numbers. Information mailboxes are identical to guest mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be forwarded as programmed in this function (default is the caller will be disconnected after the information is played).

Maximum length of the record time = 14 minutes

Steps for programming mailboxes:

1. Mailbox Number: Input a mailbox number 300 to 499.
2. Name: The mailbox name is used for the LCD Display, reports, and as a programming aid. The name length can be no longer than 10 characters.

Default = the mailbox number

3. Type

Options = guest or information

4. Call Forward (Information Mailbox only): An information mailbox can be set to call forward after the personal greeting has played to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.

Default = ID 9999 (automatic disconnect)

[Chapter 5, “Programming Tutorial.”](#) gives programming examples. Below is an example of a completed programming worksheet.

<u>MB</u>	<u>NAME</u>	<u>TYPE</u>	<u>CF DAY</u>	<u>CF NIGHT</u>
300	Dana	Guest		
302	Literature	Information	X / MB / ID	X / MB / ID

Function 54 Group Mailboxes (including Broadcast)

Group Mailboxes

Up to 16 group mailboxes (501 to 516) can be assigned (each group mailbox can have up to 16 members). These can be used by anyone (who knows the password) to leave messages for all users listed as members of that group. The administrator or group mailbox “owner” may set or change the list of group mailbox members.

A group mailbox is turned “on” (able to record and playback messages) only when a mailbox greeting has been recorded by the user (for example, “*This is the group mailbox for East Regional Sales*”). Deleting the group mailbox greeting will turn “off” the group mailbox. Any outstanding messages will remain in its members’ mailboxes until erased by each member.

To enter group mailbox 510 as a user, dial 510 and enter the password. This will allow the group mailbox owner or anyone with the password to record a group message. Press the VOICEMAIL key, then press *, and then press 510 to hear or delete any group messages that remain in the mailbox. Press the MENU (F1) key, then *, and then 510 to program the group mailbox.

If “0” is programmed as the password, anyone can leave group messages or program the group mailbox.

If a user saves a group message, it will be saved as a “new” message.

Broadcast Mailbox

Mailbox 500 is a special group mailbox for leaving messages for every user who has a mailbox turned on and who has recorded a personal greeting. The broadcast mailbox cannot have its user list edited. Guest mailboxes are not included in the broadcast group.

Function 56 Cascade Paging Mailboxes

In addition to individual mailbox paging, up to 10 cascade paging mailboxes (in range 520 to 529) can be created. These can be assigned to anyone who requires additional levels of paging beyond the single level available in all user mailboxes. The paging numbers and number of times each is to be paged before the next paging number is added are programmed in this function.

Up to three paging numbers of up to 24 digits each can be programmed by the user to be paged whenever a new message is taken in the mailbox. The system will page the first paging number (for the number of times listed) and then add the second paging number (for the number of times listed) and then add the third paging number and will continue to page all three pagers until the message has been retrieved. The period of minutes between pages is the interval set by the installer.

4.4 Function 6 Recording

Function 61 Record System Prompts

System Prompts

The system prompts are played to an outside caller at different points in the call routing or mailbox functions. These system prompts have been prerecorded at the factory but may be rerecorded.

Auto Attendant Prompts

The auto attendant branch prompts (such as the main greeting or sub-menus) are recorded by inputting the branch ID number as the prompt number.

Recording

Practice the prompt by recording and rerecording – starting and stopping with the 1 key. When satisfied with its quality, press the # key to confirm. Delete a recording by pressing the HOLD key (instead of #) will return to the default recording (if a system prompt).

Busy Prompt (530)

The busy prompt is played to the outside caller if an extension is busy.

Default = *“That extension is busy.”*

Hold Prompt (532)

The hold prompt is played to the caller after he has made a menu selection or has input an extension number.

Default = *“One moment please.”*

Q/Z Prompt (534)

The Q/Z prompt may be played to a caller who has selected an alphabetic directory. The caller is instructed to use the “1” key for the letters Q or Z since these two letters do not appear on the phone keypad. This prompt is played at the end of the first directory prompt and is played only if a name in the directory starts with a Q or Z.

Default = *“For the letters Q or Z use key number 1.”*

No Names Matched Prompt (535)

This prompt is played to the caller if, in a directory branch, the first letter he selected does not have any names associated with it; or he has listened to all of the names played and has not made a selection. After this prompt is played, the system will forward the call to the extension, branch or mailbox as programmed in call forward no response.

Default = *“No names matched, one moment please.”*

Leave a Message Prompt (536)

To reduce the recording requirements for mailbox user, this prompt is played at the end of the mailbox user’s personal greeting and instructs the caller as to how to leave a message or other options.

Default = *“To reach the operator press 0 or to leave a message begin recording at the tone. Press 1 when finished.”*

End of Recording Prompt (537)

After a caller leaves a message and presses 1 to stop recording, this prompt instructs the caller as to other options.

Default = *“To continue this recording press 1, to return to the main menu press 8, or if finished press star and hang up.”*

ACD Queue Prompt (538)

The first prompt played to a caller when all extensions are busy in an ACD department.

Default = *“All agents are currently assisting other customers. Please hold, your call will be answered in the order received.”*

ACD Hold Prompt (539)

This prompt is periodically played to callers on hold in an ACD department when all extensions are busy.

Default = *“All agents are still busy assisting other customers. Please hold, your call will be answered in the order received.”*

Holiday Main Greeting Prompt (540)

This prompt is played to callers when the system has been manually placed in holiday mode.

Default = *“Thank you for calling, our office is closed in observance of the holiday. You may dial your party’s extension, at any time, or please call back during normal business hours.”*

Note that night mode programming for call routing will be followed while in holiday mode.

Function 62 Record Directory Names

This function is accessible only if a directory branch has been created as part of auto attendant programming.

To record a directory name:

1. Input the extension number.
2. Press 1 to begin recording the associated name.
3. Press 1 when finished.
4. Press # to accept recording.

If the directory type is by alpha, the name key (first letter of either the first or last name) must also be programmed in this function. The name key field is the numeric equivalent to the letters appearing on a phone keypad (for Q or Z use key number 1).

Make photocopies of the blank worksheet for preparing directories and making future changes. As names change, you can enter this function and change any field via the administrator password.

Function 63 Message On Hold Programming

MOH can be either live music (with an external music source connected to the MOH connector located on the side of the cabinet), or prerecorded music or messages can be stored on the disk and played continuously to a caller on hold. The MOH prompts are played as a loop because callers might connect at different times during continuous playback.

Three default, generic MOHs are stored as prompt 591, 592 and 593. Up to five custom MOHs can be loaded into the system by using a cassette recorder connected to the MOH connector and stored as prompts 594-598.

Source to callers on hold:

Prompt 590	Live external source
Prompt 591	Three minutes of uninterrupted prerecorded music (for use with ACD if desired).
Prompt 592	Periodic prompts to “ <i>Please continue to hold.</i> ”
Prompt 593	Periodic prompts to continue to hold or to dial 0 for the operator or dial an extension number if known
Prompt 594-598	Customer recorded message on hold

Function 631 MOH Source

This selects the source that will be played to callers on hold.

Range = 590 to 598.

Default = 592 (generic message on hold)

Function 632 MOH Recording

To record an MOH:

1. Connect the message or music source to the MOH port on the side of the cabinet.
2. Input the prompt number to be recorded.
3. Press 1 to begin recording.
4. Press 1 when finished.
5. To aid in queuing, the source will be played through the phone’s speaker while recording. The recorded material will then playback just as any other recording, press # to accept the recording. The recorded material should not have a “beginning” or “end” so that playback can loop continuously.

4.5 Function 7 Reports

For you to view a report, the Medley system must be connected to either a standard serial printer or a computer with a monitor. If it is not, ask your installer to make the connection.

When printing from the PC to a laser printer, use a fixed proportional font such as Courier New, 9 points or smaller.

A report can be run with either the data saved for inclusion in future reports or the data and totals cleared, though the System Speed Dial Report can not have the data cleared.

In the following reports, outbound calls shorter than one minute are not counted in system totals.

Function 72 Line / Auto Attendant Report

This report shows line usage.

Function 73 Extension / Department Report

This report shows extension usage.

Function 74 Voice Mail Statistics Report

This report shows message activity in each mailbox. The report groups mailboxes according to type: station mailboxes, guest mailboxes, group mailboxes, and cascade paging mailboxes.

Function 75 System Speed Dial Report

This report lists all system speed dial numbers. Distribute a copy to those who are authorized to use them.

5. PROGRAMMING TUTORIAL

This chapter is a tutorial providing programming examples for *some* of Medley's functions.

Function 32 Extension Feature Authorization

Station Class of Service Programming

Customer Requirement	A company wants its employees to have all features allowed and to have a lobby phone that can only make intercom or local calls and cannot be reached by someone dialing the extension number. It wants a conference room phone that can record conversations, make toll calls, and be placed in DND.
Programming Technique	See the sample worksheet.

Sample worksheet:

<u>EXT</u>	<u>NAME</u>	<u>CAMP</u>	<u>DND</u>	<u>AABlock</u>	<u>REC</u>	<u>S / OB</u>	<u>TOLL</u>
100	JANE	Y	Y	N	Y	N	Y
101	ROGER	Y	Y	N	Y	N	Y
102	SALLY	Y	Y	N	Y	N	Y
110	LOBBY	N	N	Y	N	N	N
111	CONF RM	N	Y	Y	Y	N	Y

Function 53 Information Only Mailbox

Customer Requirement A small real estate company wants to publish a list of houses, along with instructions for getting additional information. During the daytime, the caller hears the information and is transferred to the operator. During the night, the caller hears the information and is disconnected.

Programming Technique Those interested can call the main number and enter the corresponding extension number at the main greeting. A description of each house is recorded as the “personal greeting” for the corresponding information mailbox. Mailboxes 300 to 499 can be used.

Sample worksheet:

<u>EXT</u>	<u>TYPE</u>	<u>NAME</u>	<u>CF DAY</u>	<u>CF NIGHT</u>
300	Information	House 6044	X100	9999

Function 53 Guest Mailbox

Customer Requirement A company wants its outside sales rep to receive messages at the home office.

Programming Technique In the sample worksheet below, Thomas has been given extension/mailbox number 321. Any outside caller can dial 321 at the main greeting or select his name from the directory and be transferred to his mailbox. Additionally, 321 could be programmed as a station key on anyone’s station in-house. Or Thomas could have the system page his pager to notify him of new messages.

Sample worksheet:

<u>EXT</u>	<u>TYPE</u>	<u>NAME</u>	<u>CF DAY</u>	<u>CF NIGHT</u>
321	Guest	Thomas		

Function 54 Group Mailbox for One Owner

Customer Requirement	Jane wants to be able to periodically leave the same message for her five sales reps.
Programming Technique	Jane is assigned a group mailbox number in the range 501 to 516. The installer, administrator or user can program the list of member's mailbox numbers. In this case, Jane would not give out the group mailbox number 501 or password since she will be the only one leaving group messages.

Sample worksheet:

<u>MB</u>	<u>Members</u>
500	All (Broadcast)
501	114, 115, 108, 109, 111

Function 54 Group Mailbox for Multiple Owners

Customer Requirement	Jane, in the preceding example, also wants to be able to have her five sales reps leave sales tips for each other.
Programming Technique	Jane is assigned an additional group mailbox number. In this case, Jane gives out the group mailbox number 502 to her reps and sets the password to "0" so that anyone calling 502 can leave a message without entering a password. She also adds her extension number (110) to the list.

Sample worksheet:

<u>MB</u>	<u>Members</u>
500	All (Broadcast)
501	114, 115, 108, 109, 111
502	114, 115, 108, 109, 111, 110

Function 56 Cascade Paging Notification

Customer Requirement A company with an after-hours tech on call wants the tech paged when an emergency message is taken. If the tech does not respond within one hour, the company wants the supervisor paged, and then after another hour the department manager.

Programming Technique A cascade paging mailbox 520 is set up for the Tech Department. Calls are forwarded to the mailbox either as a no answer from the tech support department pilot or as a result of the caller selecting “emergency page” as one of the options presented by the auto attendant during night mode.

In the sample worksheet below, the on-call-pager (4228621) is passed to the technician on duty each night. 5962322 belongs to the supervisor and 5966565 belongs to the department manager. The period of time before adding the next pager is a function of the number of times programmed here and the interval programmed in Function 55.

Sample worksheet:

<u>MB</u>	<u>1st NO.</u>	<u>Times</u>	<u>2nd NO.</u>	<u>Times</u>	<u>3rd NO.</u>
520	5558621	4	5552322	4	5556565

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