

Path finder End-User Operations

This section describes how a mailbox owner can use the features of the *PathFinder IS* voice mail system.

How to Use the Voice Mail System

After entering the voice mail system, you will be prompted to make selections from a list of options that will allow you to move through the system and access the desired mailbox or voice mail function.

Menu Structure

A menu is a group of features or selections that may be accessed from the dial pad of any touch-tone telephone by pressing [0-9], [#], or [*].

For example ...

- When a mailbox number is entered, the system will respond: "Press [1] to retrieve messages. Press [2] to send a message. Press [8] for personal options."
- When you select [8] for personal options, the system will offer general topics such as: "Press [1] to edit greeting. Press [2] to change your password."

Special Keys

Special navigation keys can be used to perform various actions based on the function selected. The designated keys are: *, #, 9.

[6] Key

Pressing the [6] key will allow you to perform the following types of functions: » Replay the current menu options.

» Select other related menus when available.

» As a new user, pressing the [*] key multiple times will replay the menu choices in order to become more familiar with the system.

[#] Key

Pressing the [#] key will allow you to perform the following functions:

» Complete a step (*lets the system know you are finished*).

» Return to the previous menu.

» Send a voice message.

» Confirm a selection (*allows you to change an entry*).

[9] Key

Pressing the [9] key will hang up or disconnect your phone from the voice mail system.

Getting Started

Setting Up Your Mailbox

You will need the following information from your system administrator in order to set up your mailbox: the number to reach the voice mail system, your mailbox number, and your temporary default password.

Once you obtain this information, follow these steps:

1. Call in to the voice mail system: _____ (example ... press the voice mail button).
 2. Then enter your default password: (0000).
3. When prompted, press [8] for Personal Options, then press [2] to Edit Password.
Enter your new 4-digit password number followed by [#].
Press [#] again to confirm your entry.
4. When the Personal Options menu returns, press [3] to Edit Name.
Then press [2] to record your name.
Press [#] when finished recording.
5. When the Personal Options menu returns, press [1] to Record Greeting.
Press [1] again for the Standard Greeting options.
Press [2] to record your standard greeting.
Press [#] to stop recording.

Your mailbox is now set up and ready to use.

Accessing Your Mailbox

You can access your mailbox by either calling into the voice mail system, or by calling directly to your telephone number / personal mailbox.

When Calling to the Voice Mail System:

Dial the internal extension or outside phone number of the voice mail system.
Once you hear the system greeting, enter your mailbox number.

When prompted, enter your password.

Upon entering your mailbox, the system will:

- let you know the number of new and saved messages in your mailbox.
- list the Main Mailbox Menu options for you to choose your next action.

When Calling to Your Telephone Number / Personal Mailbox:

Call your telephone number / personal mailbox.

When you hear your mailbox greeting, press [*].

Enter your password. The system will then tell you how many new and saved messages you have, and then play the Main Mailbox Menu.

Message Options

Voice Messaging allows users to send and receive voice messages. This eliminates “telephone tag” and increases productivity. The following drawing shows the menu structure for voice messaging.

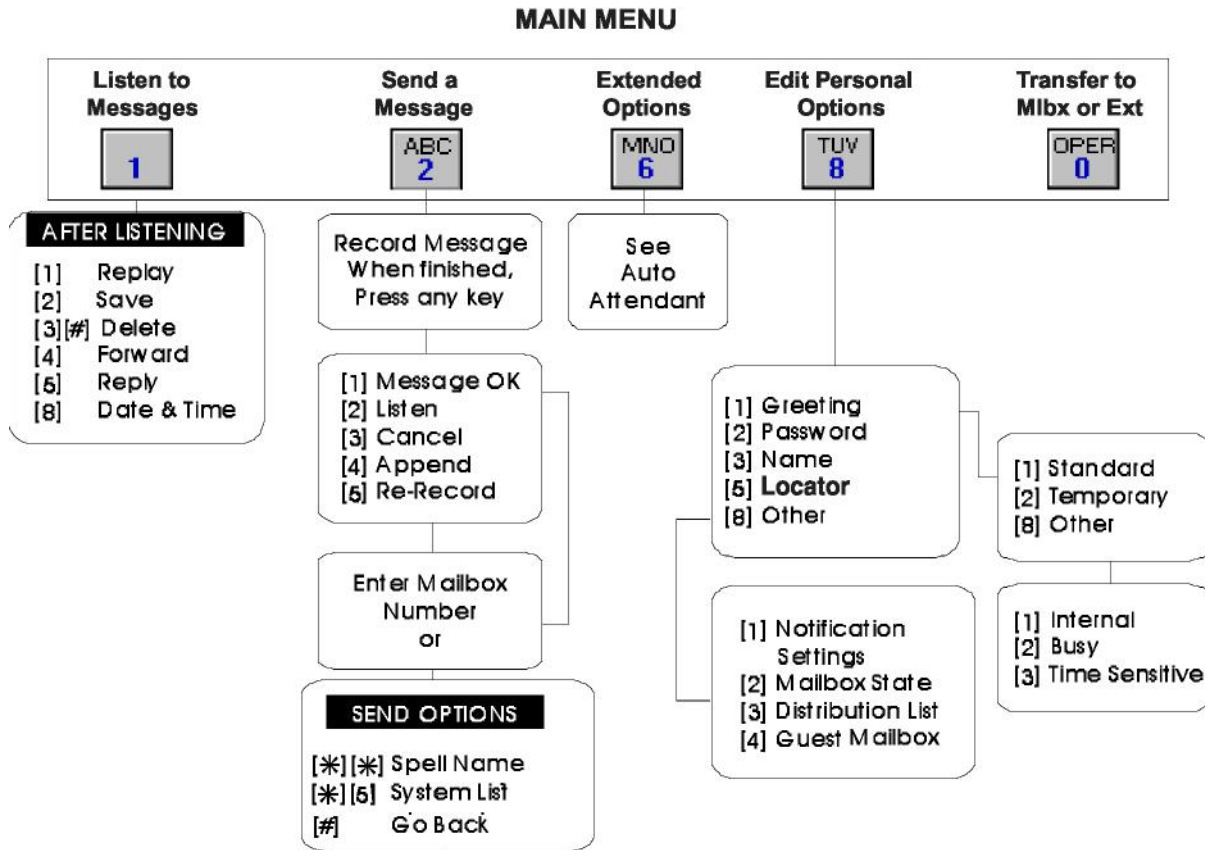


Figure 6-1: Hard Drive-based Mailbox Options – Main Menu

Retrieving Messages [1]

Mailbox subscribers hear their messages played back in the following order: new messages first and then previously saved messages. All messages are played in the order they were received with the oldest message played first, unless programmed differently by the System Administrator. Features can be accessed at any time. It is not necessary to wait until the end of the message.

After hearing that you have a message, press [1] to listen to the message. Your options will vary depending on whether the message is currently playing, or if the message has ended. **After Listening to a Message:**

When a message stops playing, the system will prompt you to select one of the following message actions:

[1]Replay Message

[2]Save Message

[3]+ [#] Delete & Confirm Message Delete

[4]Forward Message

- Press [1] to Forward As Is

- Press [4] to Leave Preamble and Forward

[5]Reply to Message

Respond directly to the person who left the message without entering a mailbox number. This feature is available only when the message is recorded in one mailbox, then sent to another mailbox. Calling a mailbox directly and leaving a message does not record the mailbox number for a reply.

[8]Hear Date & Time

Note *If you hang up without saving or deleting, your messages will automatically be saved in the state they originated when you accessed the mailbox.*

Sending a Message [2]

Users may send messages to other mailbox owners or to a system distribution list, a personal distribution list, or to guest mailboxes. Once a message is recorded, a mailbox user can send that message to any number of mailboxes.

1. At the Main Menu, press [2] to access the Send Message options.
2. After hearing the tone, record your message.
3. When finished, press any key to end recording.
4. Before sending the message, select the appropriate option when presented:
 - [1]if message is OK
 - [2]to listen to the message
 - [3]to cancel the message
 - [4]to append to the message
 - [5]to re-record the message
5. When the message is ready to send ... press one of the following send options and the subsequent settings that apply:
 - [#] to send message as is
 - [*] to re-enter send destination
to cancel
 - [6] for additional send options
 - [1] Private
 - [2] Urgent
 - [3] Cancel
 - [4] Confirmation
 - [1]Certified
 - [2]Notification of non-delivery
 - [5] Future Delivery
Enter MM:DD:HH:MM and press one of the following options:
 - [1]AM
 - [2]PM

Mailbox Options

From Personal Options Menu [8], you will have access to other personal mailbox options where you can perform the following functions:

[8] Other

- [1] Notification Options
- [2] Mailbox State
- [3] Distribution List
- [4] Guest Mailbox

Message Notification [8+8+1]

Message Notification instructs the system to contact the mailbox owner on receipt of a message by dialing an alternate phone number or activating a paging device.

To Set Message Notification:

At the Main Menu, press [8] for Personal Options, then press [8] for Other Options. Press [1] for Notification.

Select a notification type:

Immediate -- The system dials the mailbox owner as soon as the message is left.

Timed -- The system waits for a set time before dialing the mailbox owner. On

Urgent Only -- Activates notification when messages are marked as urgent.

Mailbox State [8+8+2]

Mailbox State determines how the system handles a call when someone tries to leave a message. Usually, this mean playing the called party's personal greeting and then prompting the caller to leave a message. However, several other features selections allow the call to be handled differently.

To Set the Mailbox State:

1. At the Main Menu, press [8] for Personal Options, then press [8] for Other options.
2. Press [2] for Mailbox State Options, and select the appropriate action:
 - [1] Turn Greeting Off
 - [2] Turn Greeting On
 - [4] Forward to a mailbox
 - [5] Forward to an extension
 - [6] Forward to a menu
 - [7] Forward to a module
 - [8] Mailbox off
 - [#] Return to previous menu

Distribution Lists [8+8+3]

Distribution Lists can be utilized to send a message to a large group of pre-determined mailboxes. There are both system and personal distribution lists. System lists are created and maintained by the System Administrator, whereas personal lists are created and maintained by the user. Each user can have up to 10 personal lists each containing up to 25 mailboxes. Users of the system have the following capabilities with Distribution Lists:

To Send a Message to a Distribution List:

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other options.
2. Press [2] to send a message.
3. Record your message after the tone. When finished, press any key.
4. Press one of the following options:
 - [1]if message is OK
 - [2]to listen to message
 - [3]to cancel
 - [4]to append
 - [5]to re-record message

When the message is ready to send:

5. Enter [*] to go to address options.
6. Press one of the following list options:
 - [5] to send to System List
 - [7] to send to a Personal List
7. Enter the System List number or the Personal List number (0-9)
8. Press [#] to confirm, or [*] to cancel
9. Then press [#] to send, or [*] to re-enter destination

Note

The options in Step 6, are "smart prompts". For example: If a user does not have access, or does not have a distribution list, the system does not announce these prompts.

Personal Distribution Lists

The voice mail system allows mailbox users to create, edit or delete up to 10 personal distributions lists. Each list may contain up to 25 mailboxes.

Personal Distribution Lists are useful for sending out meeting reminders or other notices to special groups.

To Create a Personal List:

- From the Main Menu, press [8] for Personal Options, then press [8] for Other options.
- Press [3] for Distribution List.
- Press [2] to create a list.
- Enter the list number [0-9].
- Enter [#] to confirm

Guest Mailboxes [8+8+4]

The voice mail system lets users create up to ten (10) guest mailboxes. Guest mailboxes are utilized by individuals who do not have a permanent mailbox on the system. They receive messages from the mailbox owner, and can also leave a reply.

Creating a Guest Mailbox

Follow these steps to set up a guest mailbox.

From the Main Menu, press [8] for Personal Options, then press [8] for Other Options. Press [4] for Guest Mailbox.

Press [2] to create a Guest Mailbox.

Enter the mailbox number followed by [#]. Once a guest mailbox is created, the mailbox owner can press one of these options:

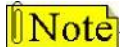
[1] to list mailboxes

[2] to create a mailbox

[3] to delete a mailbox

[4] to edit mailbox greetings

The voice mail system only uses one guest mailbox greeting for all guest mailboxes. This greeting replaces the system greeting and plays every time a guest mailbox user accesses the guest mailbox. The guest greeting should be generic. *For example ...* "To see if I left you a message, enter your guest mailbox number followed by the pound [#] sign."



Note The "Guest Greeting" recording must include a prompt that tells the Guest Mailbox user to enter their Guest Mailbox number followed by the [#] key.

Leaving a Message for a Guest Mailbox

1. From the Main Menu, press [8] for Personal Options, then press [8] for Other Options.

2. Press [2] to record a message.

3. Record your message, when finished press any key.

4. If message is OK, press [1].

5. Press [*] for Address Options.

6. Press [4] for Guest Mailbox.

7. Enter the Guest Mailbox number followed by [#].

8. Press [#] to send the message.

Using a Guest Mailbox

1. Have the guest call into the system and access the owner's mailbox.

2. While listening to the mailbox greeting, press [4]. (4=G for guest)

3. After pressing [4], the caller hears the guest greeting recorded by the mailbox owner.

4. Guests enter the mailbox number assigned to them followed by [#].

5. The system plays any messages stored in the guest mailbox.

6. After each message, the guest can press one of the following options:

[1] to replay messages

[2] to reply to owner

[3] to play next

message

[8] to timestamp



Note The system automatically deletes guest messages. The Guest Mailbox owner cannot save or forward the message.

Setting up Locator (for each mailbox)

1. Access voice mail box
2. Enter Password
3. From the main menu in the mailbox, press 8 for mailbox options.
4. On the mailbox options menu, press 5 for locator information, then press 2 to change locator entries.
5. Enter entry number 1, enter telephone number (must be 10 digits long) and press the # on the dial pad. (Press the # again to go back a step)
6. Press 1 to enable locator advance rules.

Pathfinder IS – Hard Drive-Based Voice Mail

Product Description

The Pathfinder IS makes a voice mail system an affordable option for any small business. It plugs right into the phone system itself, eliminating the need for more expensive external equipment.

Basic Features

The Pathfinder IS was designed to enhance business productivity with a wide-array of system features to benefit both system administrators and the users.

System Capabilities

Notification	Advance pager, cell phone, and command file notification features
12 Ports	Unlimited mailboxes
KSU Clock Control	3 different KSU time periods to answer incoming calls
Message Storage	Allow 200+ hours of storage time

System Modules

Auto-Attendant (Dial-By-Name)	Allows callers to reach appropriate person without operator assistance.
Call Forwarding	Forward calls directly to a mailbox with system administrator help.
Menu Routing	Route callers more efficiently, Example: for Sales, press 1, for Service, Press 2, etc.
Time Controls	Allows customized menus to run at specified times.

User Options

Call Screening (Ans Machine Emulation)	Listen to messages while being recorded (determine whether to pick up the phone to speak with the caller).
Message Forwarding	Direct messages to appropriate people quickly and efficiently.
Message Storage	Save messages for future reference.
Message Wait Light	Light indicates new voice mail messages.
Pager Notification	Choose to be notified when system receives new messages.
Remote Access	Check voice mail messages from any touch-tone phone.

Programming System Functions Via Telephone

After connections are established, the system is ready to accept calls. You can use the Telephone Administration to configure the voice mail system.

Using the Mailbox Administration function allows an administrator to control and change the following subscriber mailbox actions:

- Add and delete mailboxes
- Reset mailbox passwords
- Recover deleted messages
- Create system lists

Administrator Login

To access the system as an Administrator, perform the following steps:

1. Dial 440 or press voice mail button.
2. When prompted, press [*] followed by the mailbox 5000 (**If you have 3 digit extensions the mailbox number will be 500**), press [*] again. The default password is 5000 (or 500).
3. Press [7] to access Administrator functions. The password must be entered within 3 seconds. Note: (a second password may need to be entered.)

System Administrator Menus

After logging in to the voice mail system, an Administrator will be prompted to select one of the following menus:

- [1] Record Prompts
- [2] Administer Mailboxes
- [4] Administer Distribution Lists
- [5] Administer Broadcast Messages
- [8] System Administration
- [#] Return

Day = Menu 100
Night = Menu 10
Special = Menu 102

Record Prompts Option [press 7 then press 1]

The Record Prompts feature lets a System Administrator edit the following types of prompts:

Menu Prompts instruct a caller of the keys to press for different options.

System Prompts are used for basic system functions such as: instructions for voice mail or auto-attendant module. (These prompts can be customized.)

Mailbox Signatures are the recorded names associated with a specific mailbox.

Editing Menu Prompts

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [1] to select Edit Menu Prompts.
4. Enter the desired menu number, followed by [#].
Default menus are 100 – 179.
5. Select the desired action, press [#] when finished.

Editing System Prompts

Editing System Prompts allow re-recording of default system prompts. Contact Interconnect Systems for more information. All prompts are located in the VOX directory. Record new information to replace the default prompt, or create a blank prompt (with one byte of data) to suppress certain prompts.

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [2] to select Edit System Prompts.
4. Enter the prompt number to re-record, followed by [#]. Default prompts are 100 – 121.
5. Select the desired action, and press [#] when finished.
 - [1] listen to current system prompt
 - [2] to re-record the current custom prompt
 - [3] to delete the custom system prompt

Editing Mailbox Signatures

1. At the Main Menu, press [7] to access Administrator functions.
2. Press [1] for Record Prompts.
3. Press [3] to select Edit Mailbox Signatures.
4. To record a signature, enter the mailbox or list number for a group of mailboxes, followed by [#]. The system will play the current signature for that entry.
5. Select the desired option, and press [#] when finished.
 - [1] to hear name
 - [2] to re-record
 - [3] to delete
 - [#] when finished

Mailbox Administration Options **[press 7 then press 2]**

Mailbox Administration resets mailbox passwords, creates and deletes mailboxes. With this option, the administrator controls and changes the subscriber's mailbox actions.

Resetting the Mailbox Password

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [1] to reset the mailbox password.
4. Enter the mailbox number followed by [#]. The system will play the current password.
 - a. To leave class of service as entered, press [#]. The system will confirm that the class of service has not been changed and return to Mailbox Administration.
 - or-
 - b. To change the class of service, enter the new COS followed by [#]. After the system repeats the new class of service, press [0] to confirm. You will return to Mailbox Administration.

Adding a Mailbox

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [4] to add a mailbox.
4. Enter the mailbox number to add followed by [#]. The system will confirm that the mailbox was added and return to Mailbox Administration.

Deleting a Mailbox

1. At the Main Menu, press [7] to access Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [5] to delete a mailbox.
4. Enter the mailbox number to delete followed by the [#].
5. After the system repeats the mailbox number you selected, press [#] to confirm. You will return to Mailbox Administration.

Distribution Lists Options **[press 7 then press 4]**

A distribution list is a collection of mailboxes assigned a group number. A message can be sent to a group of mailboxes using one list number. Thus, distribution lists simplify sending messages to groups of subscribers.

Adding a New Distribution List

1. At the Main Menu, press [7] to access the Administrators functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [1] to add a new Distribution List.
4. Enter the system list number (typically these are 3 digits long and start with 100) to add followed by the [#]. The system will confirm the number created. When prompted, select one of the following:
 - a. Press [*] to access the Edit a Distribution List menu for further instructions.
 - or-
 - b. Press [#] and the system will return to Distribution List Administration.

Deleting a Distribution List

1. At the Main Menu, press [7] to access the Administration functions.
2. Press [4] to select Administration Distribution Lists.
3. Press [2] to delete a Distribution List.
4. When prompted, select one of the following options:
 - a. To delete a list..enter the desired system list number followed by [#]. After the system confirms the list number to delete, press [#] to confirm. You will return to Distribution List Administration.
 - or-
 - b. To hear existing list numbers...press [*]. After selecting the desired list number, press [#] to go back, then press [2] to Delete a Distribution List.

Editing a Distribution List (add members)

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [3] to edit a Distribution List.
4. When prompted, enter one of the following options:
 - a. Enter the number of the distribution list to edit, followed by [#]. The system will confirm your selection.
 - or-
 - b. Press [*] for a directory of system lists. Enter a list number, then press [#] to validate the number entered. The system will present these options:
 - [1] listen to a directory of members in the list
 - [2] add members to the distribution list
 - [3] delete members from the distribution list
 - [#] return to the Administration Menu

Broadcast Message Options **[press 7 then press 5]**

Broadcast Message Administration plays a currently recorded broadcast message or allows you to create a new one. By default, this menu option places a broadcast message into every subscriber's mailbox in the voice mail system. A system can have up to ten broadcast messages (0-9).

Broadcast messages are different from distribution lists in the following ways:

- Broadcast messages use less disk space.
- A broadcast message automatically plays when a subscriber accesses their mailbox.

Listening to a Broadcast Message

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3. Press [1] to hear previously recorded Broadcast Messages. The system will play the active broadcast message numbers. Select the message number to play followed by the [#].
4. When prompted, enter the message number you want to hear. The system will play the selected message and then return to Broadcast Message Administration.

Creating a New Broadcast Message

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3. Press [2] to create a new broadcast message. The system will play the available broadcast slot numbers. Select which message number you want to use, followed by the [#].
4. To create a new message, enter an available broadcast slot. The system will confirm your selection, and then present the following choices:

[1] send broadcast message	[4] append to the recording
[2] listen to the recording	[5] re-record the message
[3] cancel	[#] return

Cancelling a Broadcast Message (already distributed)

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [5] to select Administrator Broadcast Messages. The system will announce the number of broadcast messages that are active.
3. Press [3] to cancel a broadcast message.
4. After listening to the available broadcast messages, select the message number to delete and press [#] to confirm.
5. To delete a broadcast message, enter the desired message number and press [#] to confirm.
6. Press [#] to accept the delete action. The system returns to Broadcast Administration.

System Administration Option **[press 7 then press 8]**

With this option, the administrator controls and can modify the operation of the voice mail system, via telephone.

NOTE: Changing these settings from default values may cause erratic system operation and may require PC/laptop Administration to correct.

Setting Up Voice Lines

This option determines what functions are available on the voice lines, and determines how lines are answered. Configuring the port numbers is part of the voice line options.

1. At the Main Menu, press [7] to access Administrator functions.
2. Press [8] for System Administration.
3. Press [1] to select Set-Up Voice Lines.
4. Enter the port number to configure, or press [0] for all ports.
 - a. If you enter the desired port number, the system will confirm the module being used and play the configuration of that line.
-or-
 - b. If you press [0] to configure all ports, select one of the following options:

Press [1] and the system will play how each line is set up.

-or-

Press [0] and the system will prompt you to enter the module number that you want to run. After entering the desired module number, press [#] to confirm the change. The menu choices are:

- [1] for Voice Mail (uses mailbox number)
- [2] for Auto-Attendant (uses extension number)
- [3] for Menu
- [4] for Time Control

Press [#] again to return to previous level, or enter the phone system configuration file. The system will confirm the "run code" was changed, and then reset itself.

Shutting Down the System

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [3] and select one of the following options:
 - a. Press [1] to shut down and park. The system will reset itself.
 - b. Press [2] to shut down and reboot. The system will shut down and reset itself.

Resetting the System Date and Time

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [4]. The system will automatically reset itself, and you will return to System Administration.