







**APPENDIX F: CALL RECORD AND CALL MONITOR..... 1**

**Programming and Using Call Record..... 1**

*Station Programming* ..... 1

*Programming the live-record beep (if required)*..... 1

*Using Call Record*..... 1

**Programming Call Monitor ..... 2**

*Station Programming* ..... 2

*Using Call Monitor*..... 2

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# PV Strategy LVMU Installation Reference Guide

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|---|--------------------|
| <b>1. Unpack and Inspect the System</b>   | <i>See page 3</i>  |
| <b>2. Program Telephone System</b>  | <i>See page 4</i>  |
| <b>3. Shut Down Telephone System</b>  | <i>See page 5</i>  |
| <b>4. Install Strategy LVMU Card</b>  | <i>See page 6</i>  |
| <b>5. Restart System and Verify Strategy LVMU is Working</b>                              | <i>See page 6</i>  |
| <b>6. Configure the System</b>  | <i>See page 7</i>  |
| <b>A. Set the System Date and System Time</b>   | <i>See page 8</i>  |
| 1. Press intercom and call the Strategy LVMU system.                                      |                    |
| 2. Log in to User ID 900 (administrator box).   |                    |
| 3. Dial 2 to set the current Time.  |                    |
| 4. Dial 3 to set the current Date.  |                    |
| <b>B. Select the Dialplan</b>   | <i>See page 9</i>  |
| 1. Press intercom and call the Strategy LVMU system.                                      |                    |
| 2. Dial 912   |                    |
| 3. Using Table B, select the desired dialplan option.                                     |                    |
| 4. Enter the appropriate Confirmation Code.   |                    |
| <b>NOTE:</b> The dialplan may not be re-configured without performing a new installation. |                    |
| <b>C. Record the system greetings and whattodos</b>                                       | <i>See page 10</i> |
| 1. Press intercom and call the Strategy LVMU system.                                      |                    |
| 2. Log in to User ID 980.   |                    |
| 3. Press 5 to record current personal greeting(s).  |                    |
| 4. Record greeting(s).  |                    |
| <b>D. Set Business Hours</b>  | <i>See page 14</i> |
| 1. Press Intercom & call the Strategy LVMU system.  |                    |
| 2. Enter 910.   |                    |
| 3. Enter 2 for Schedule.  |                    |
| 4. Enter the weekday number, (using 1 for Monday, 2 for Tuesday, ...or 8 for Weekdays).   |                    |
| 5. Enter 1 to change the open time, or 2 to change the close time.                        |                    |
| 6. Enter the hour to open/close (0 to 23).  |                    |
| 7. Enter the minute to open/close (0-59).   |                    |
| 8. Press 1 to accept.   |                    |
| 9. Press 1 to make changes effective.   |                    |
| <b>E. Configure the System for SMDI</b>   | <i>See page 16</i> |
| 1. Press intercom and call the Strategy LVMU system.                                      |                    |
| 2. Enter 919.   |                    |
| 3. Enter 5867#.   |                    |
| 4. Enter channel number.  |                    |
| 5. Enter LTN assigned to channel.   |                    |
| 6. Press 1 if correct.  |                    |

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# Installation

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This section provides the steps to install the Perfect Voice Strategy LVMU hardware and configure the system.

## Installer Requirements

The installer plays a key role in the successful installation of the voice processing hardware and software. In addition to performing the actual work of installing the product, the installer acts as a liaison between the customer, telecommunications companies, and Teleco Technical Support. An installer is required to have skills and experience in at least the basics of telephony and computer technology, including the following:

- Perfect Voice Professional Technical training certification.
- Training and experience in at least the general concepts of telecommunications.
- Certified on the Toshiba CIX telephone systems.
- The ability to properly configure, install and remove circuit boards in a personal computer.

## Required Materials

- Anti-static wrist strap

## Installation Overview

- Step 1: Unpack and Inspect Perfect Voice Strategy LVMU, page 3
- Step 2: Program Telephone System, page 4
- Step 3: Shut Down Telephone System, page 5
- Step 4: Install Perfect Voice Strategy LVMU, page 6
- Step 5: Restart CIX and Verify Strategy LVMU Is Functioning Properly, page 6
- Step 6: Configuring the System, page 7

## Step 1: Unpack and Inspect Perfect Voice Strategy LVMU

Before unpacking, make certain that none of the shipping containers were damaged during shipment. Do not open any damaged shipping containers. Contact your shipping agent for appropriate claims.

### CAUTION

To ensure that the unit is not damaged during installation or maintenance, follow these precautions. Damage may not always be immediately evident (e.g., no physical damage on the outside of the unit) and system failure may result weeks or months later.

- **Handle Strategy LVMU with care.** Mechanical shock from dropping, shaking, excessive force when seating the board into the slot, rocking a connector on or other activities can severely damage the disk assembly or the disk's printed circuit board.
- **Wear an anti-static wrist strap.** It can also be re-used and left with the telephone system cabinet. An electrostatic charge from your body can damage the drive or circuitry permanently.
- **Hold Strategy LVMU by the edges. When inserting the card into the cabinet, only press on the card's edge. When removing the card from the cabinet, use the attached loop strap. Never touch the board's surface.** Pressure on the printed circuit board or contaminants from your hands (e.g., skin oil, food particles, hand lotion) can cause component failure.

### CAUTION - Battery Replacement

The Strategy LVMU battery can **ONLY** be replaced with a 3 volt Lithium coin battery, number **CR2032**. There is a risk of explosion if the incorrect battery is used. Dispose of used battery according to the battery manufacturer's instructions.

## Step 2: Program Telephone System

The telephone system programming should be completed in two stages. In the first stage, the extensions for the Perfect Voice Strategy LVMU are programmed. The second stage of changes is not performed until the Perfect Voice Strategy LVMU has been fully programmed and all training is complete. This stage, often referred to as the cutover, is where you actually route and forward calls to the Perfect Voice Strategy LVMU.

**NOTE:** The slot occupied by Perfect Voice Strategy LVMU should be programmed as an **LVMU** card.

### Programming Toshiba Strata CIX Telephone Systems

- Part I – Station Programming (Programs 200, 209, 218)
- Part II – System Programming for SMDI (Programs 579, 580)

### Part I – Station Programming (Programs 200, 209, 218)

#### Program 200: Station Data Assignment

	Setting for Voice Mail Ports <sup>1</sup>	Setting for Station Ports
<b>02 Station Type</b>	<i>SLT</i>	<i>DKT</i>
<b>03 Circuit Type</b>	<i>Voice mail</i>	<i>Extension</i>
<b>15 Display DN</b>	<i>Enter Pilot DN for the VM Hunt Group<sup>2</sup></i>	<i>Set to match station Prime DN</i>
<b>19 VMID Code</b>	<i>Leave this field Blank; do not enter anything!</i>	<i>Set to match station Prime DN</i>
<b>22 MW to VM Port</b>	<i>Leave this field Blank; do not enter anything!</i>	<i>Enter Pilot DN for the VM Hunt Group<sup>2</sup></i>
<b>23 Mailbox Selection</b>	<i>Select between Auto Input and Manual Input for Voice Mail Call record.</i>	

#### Program 209: Hunt Groups

Create a hunt group that includes all voice mail ports (see Note 6 on **Program 579:02** for IBS Programming)

<b>01 Hunt Method</b>	<i>Distributed</i>
<b>02 Pilot Number</b>	<i>Enter the Pilot DN for the Voice Mail Hunt Group<sup>2</sup></i>
<b>04 Number to Display</b>	<i>Enter the Pilot DN for the Voice Mail Hunt Group<sup>2</sup></i>
<b>07 DHG Auto Camp-on</b>	<i>Enable</i>

#### Program 218: Station Hunt Assignments

Add all **Voice Mail Stations** created in **Program 200** to the Hunt Group created in **Program 209**

1. If the VM uses a Dedicated Notify Port (e.g. Port number 8 on a Four Port CDK does the notification), then you must include that port in this program.
2. Programs 200:15 (for voice mail ports), 200:22 (for station ports), 209:02, 209:04, 579:10, and 579:16 should all use the same Pilot Number.

## Part II – System Programming for SMDI (Programs 579, 580)

### NOTE

The slot occupied by Perfect Voice Strategy LVMU should be programmed as an LVMU card.

### Program 579: System Voice Mail Data

01 DID/DNIS VMID Option	<i>DN VMID</i>
02 Cancellation Method for VM MW	<i>Auto and Access Code Cancel</i>
03 Message Desk Number	<i>Enable</i>
04 Output of CLASS/ANI and DNIS	<i>Enable</i>
05 Calling Number Digits Sent to VM	<i>10</i>
07 Auto Cancel of VM and MW	<i>Enable</i>
09 LCD Control of Voice Mail	<i>Enable (Must be enabled to allow CTX Call Record Feature.)</i>
10 Central VM Callback	<i>Enter Pilot DN <sup>1</sup></i>
16 Transfer Direct to VM DN	<i>Enter Pilot DN <sup>1</sup></i>
17 Length of VM ID	<i>10</i>

### Program 580: Voice Mail Port Data

01 Control Method	<i>Select SMDI</i>
02 Send A/D Tone	<i>Enable</i>
04 End-to-End	<i>Enable</i>
07 VM to VM Call Blocking	<i>Blocking (If you experience problems with integration on Busy and DND calls, you may need to set this to Non Blocking.)</i>

## Step 3: Shut Down Telephone System

Turn off the main power switch to the Strata CIX telephone system.

## Step 4: Install Perfect Voice Strategy LVMU

### 1. Locate available slot for Strategy LVMU.

If there is not an available slot for Strategy LVMU, stop here. If a T1, DID or TIE line card needs to be relocated to make room for Strategy LVMU, do so now. Make sure the necessary programming changes are made to account for this move.

### 2. Install Perfect Voice Strategy LVMU according to the following steps.

#### NOTE

Allow Strategy LVMU to sit at room temperature for at least 3 hours before applying any power. Shipping can expose Strategy LVMU to temperature extremes. Let Strategy LVMU adjust to room temperature to avoid any possible damage from condensation, etc. Ensure that the battery is secure before installation.

#### CAUTION - Battery Replacement

The Strategy LVMU battery can **ONLY** be replaced with a 3 volt Lithium coin battery, number **CR2032**. There is a risk of explosion if the incorrect battery is used. Dispose of used battery according to the battery manufacturer's instructions.

- Remove Strategy LVMU from its protective package. Remember to handle the Strategy LVMU card with care. Wear an anti-static wrist strap and hold the card by its edges.
- Insert the Strategy LVMU PCB into the appropriate slot and apply firm, even pressure to ensure proper connection. **CAUTION:** Do not insert the board too slowly and make sure the board is pushed all the way in or the key system may behave in an unexpected manner. In most cases, however, this behavior will correct itself within a couple of minutes.
- After installing, gently pull the card outward. You should feel a slight resistance. If you don't feel the resistance, apply pressure again.

## Step 5: Restart CIX and Verify Strategy LVMU Is Functioning Properly

Each Strategy LVMU has been preprogrammed at the factory for out-of-box operation on the telephone system. This includes the integration and configuration parameters, and company greeting and instructions.

- Turn on the main power switch to the CIX system. Let it proceed without any action from you. The Power LED should turn green when the system is operational.
- Dial the extension number for each port. Strategy LVMU should (for each port) answer and play the default company greeting (“Thank you for calling...”).

## Step 6: Configuring the System

The following steps may be performed over the telephone. For more information on configuring the system with the SCREENS interface, refer to the *Perfect Voice Professional Installation & Maintenance Manual*.

To configure Perfect Voice Strategy LVMU, you must complete the following steps:

- A. Set the System Date and System Time, page 8
- B. Select the Dialplan, page 9
- C. Record the system greetings and whattodos, page 10
- D. Set Business Hours, page 14
- E. Configure the System for SMDI, page 16

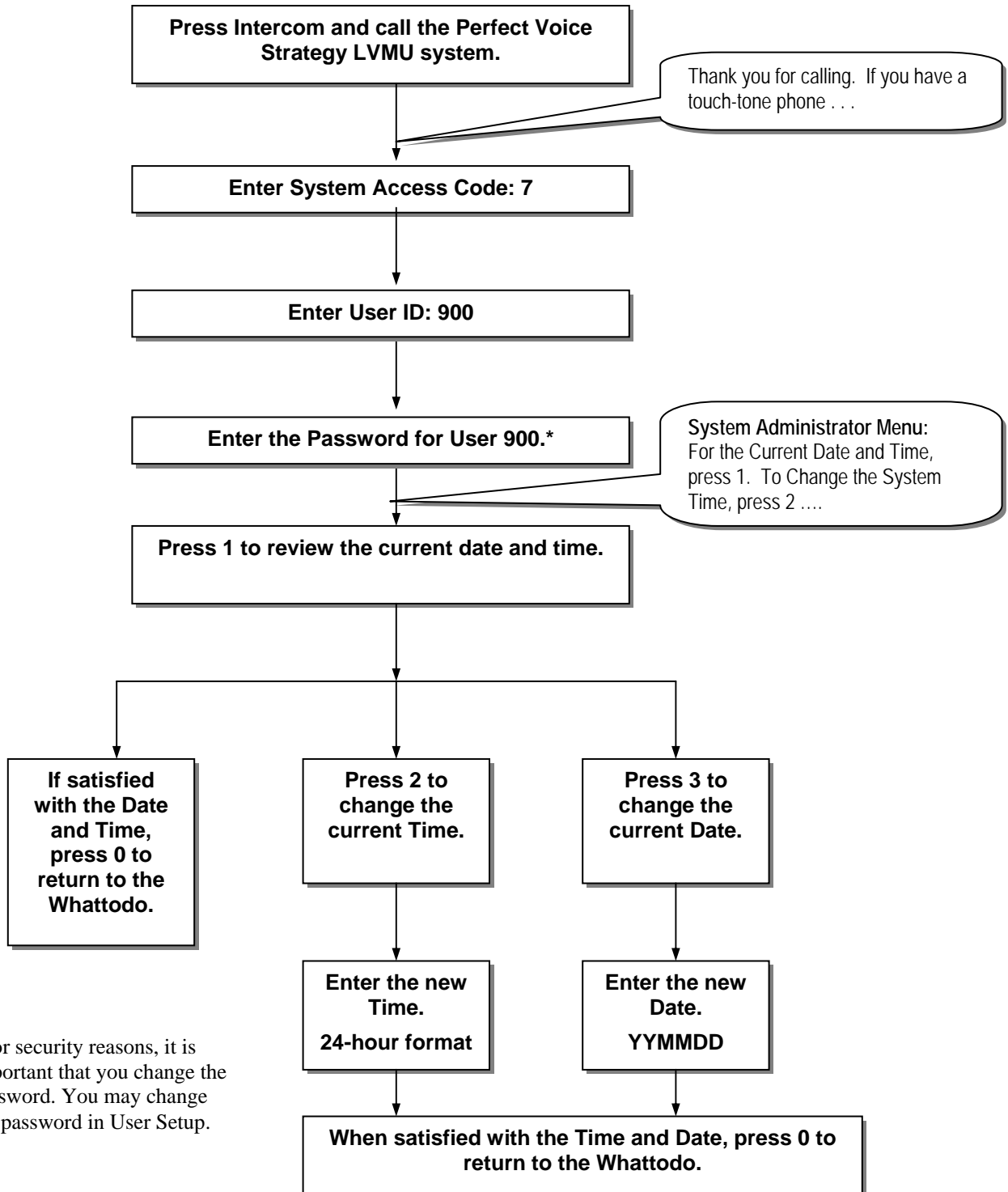
The following steps are optional (depending on system features and preferences)

- F. Pager Notification, page 17
- G. Directory Assistance, page 19

## A. Set the System Date & System Time

The system date and time must be set for the system to operate properly. If the system date and time is not set or the system has been reset, the following message plays: **“The current system date is invalid.”**

Perform the following steps to set the system date and time.



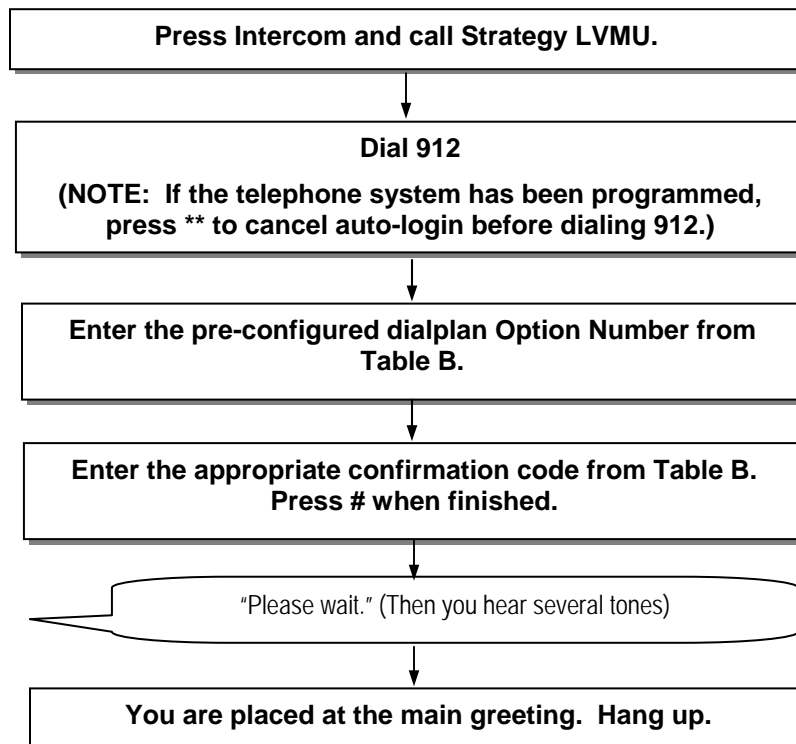
## B. Selecting a Pre-configured Dialplan

It is important to pay close attention when selecting a dialplan. Be absolutely certain of the dialplan you want before you begin this step. It is strongly recommended to use the 2 digit or 3 digit pre-configured dialplans on all Toshiba telephone systems as they have been tailored for these systems. Table B illustrates the dialplans available. You may select a pre-configured dialplan via the telephone, Admin Graphical Manager, or SCREENS interface. If you wish to create a custom dialplan or add to the current dialplan, refer to “Appendix B: Create a Custom Dial Plan”.

**NOTE:** Once you have selected a pre-configured dialplan, it is not possible to select a different pre-configured dialplan without accessing the User Directory in the SCREENS interface and pressing F7 to delete the range of Users that have already been created. All local configuration information, personal greetings, names, and messages will be lost. Single Digit Users may be configured as audiotext or additional Audiotext Users may be added using Appendix C.

**Table B**

Option Number	Confirmation Code	Dialplan Description	Normal Users	Outside Users
6	6006	2 – digit with SMDI	10 – 59	600 – 649
7	7007	3 – digit with SMDI	100 – 199	600 – 649
8	8008	3 – digit with SMDI	200 – 299	600 – 649
9	9009	3 – digit with SMDI	300 – 399	600 – 649



**NOTE:** Changes will not become active until the next call into the system. Please hang up and call back into the system to verify changes.

## C. Record System Greetings and Whattodos

Customized greeting and whattodo for open and closed mode operation should be recorded during the installation process.\*

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

*“Thank you for calling ABC Company.”*

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

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

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

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

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

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

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

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

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

\*If you are familiar with how Perfect Voice Strategy LVMU greetings work, you may skip to “Recording System Greetings” on page 12.



**System Greeting Scripts**

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

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

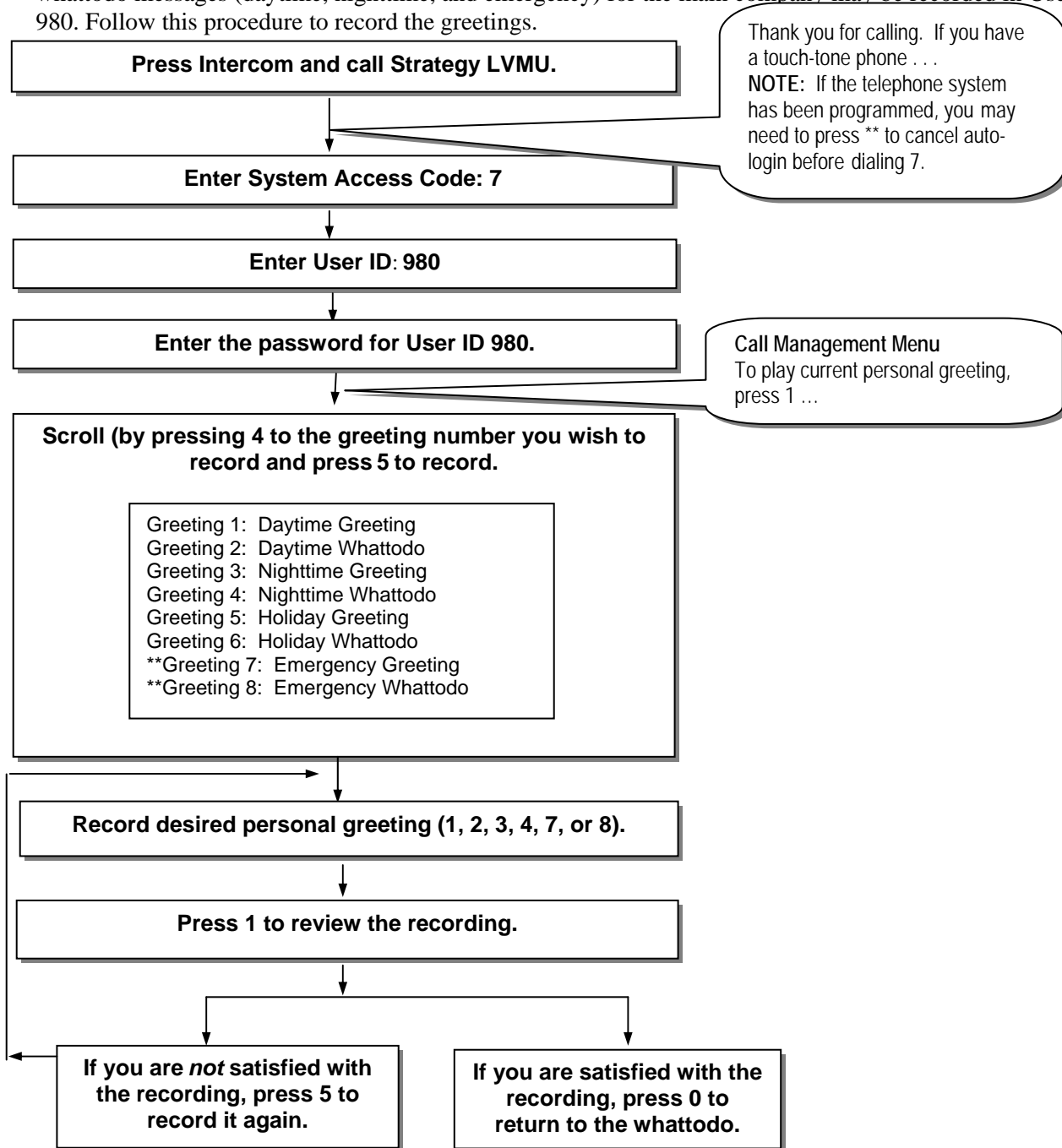
**Pre-Defined Users For Greetings and Whattodos**

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

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

## Recording System Greetings

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

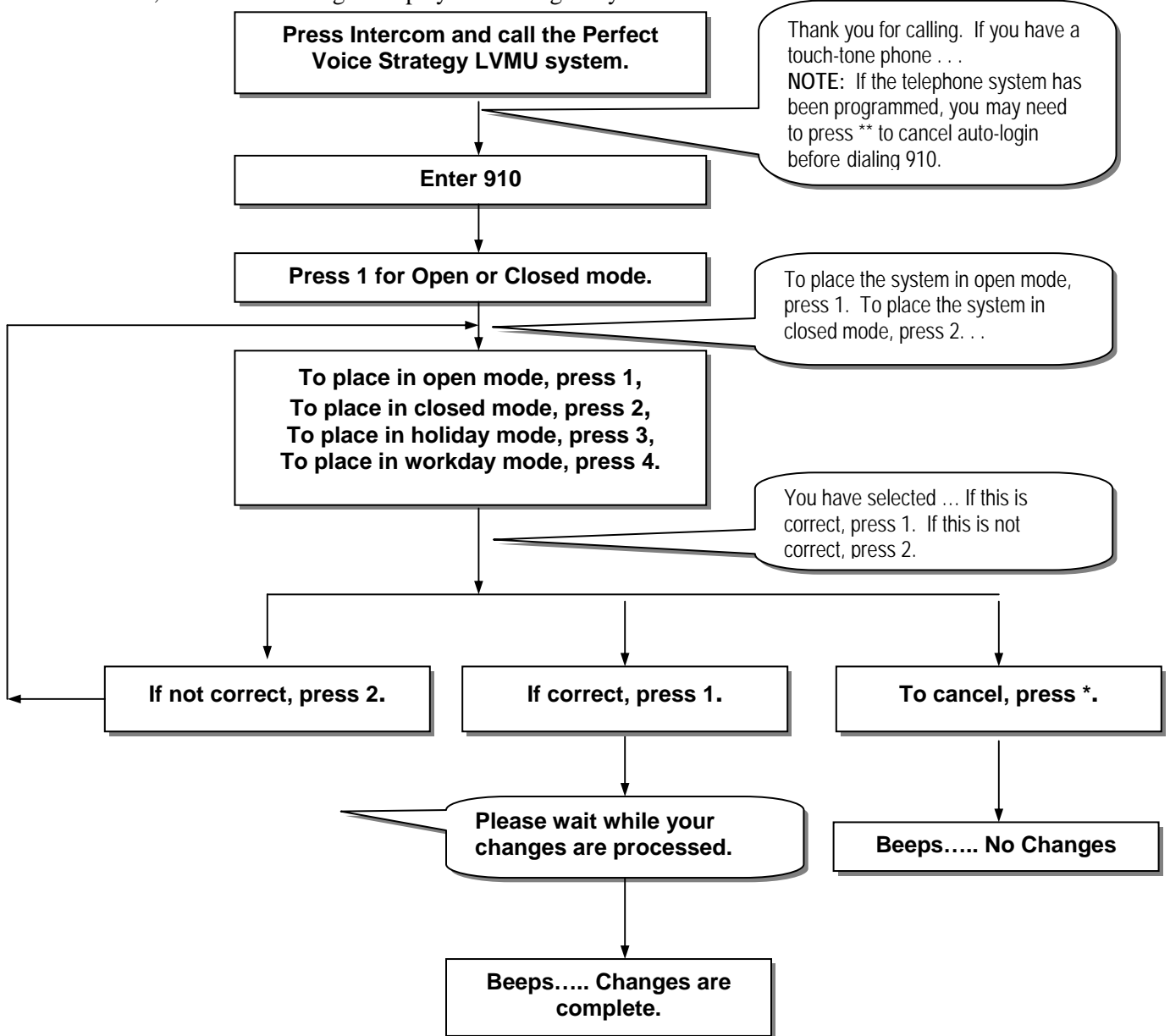


**NOTE: To activate a new open greeting and whattodo or holiday greeting, see “Manually selecting Open and Closed mode”.**

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

### Manually Select the Open or Closed Mode

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



NOTE: Changes will not become active until the next call into the system. Please hang up and call back into the system to verify changes.

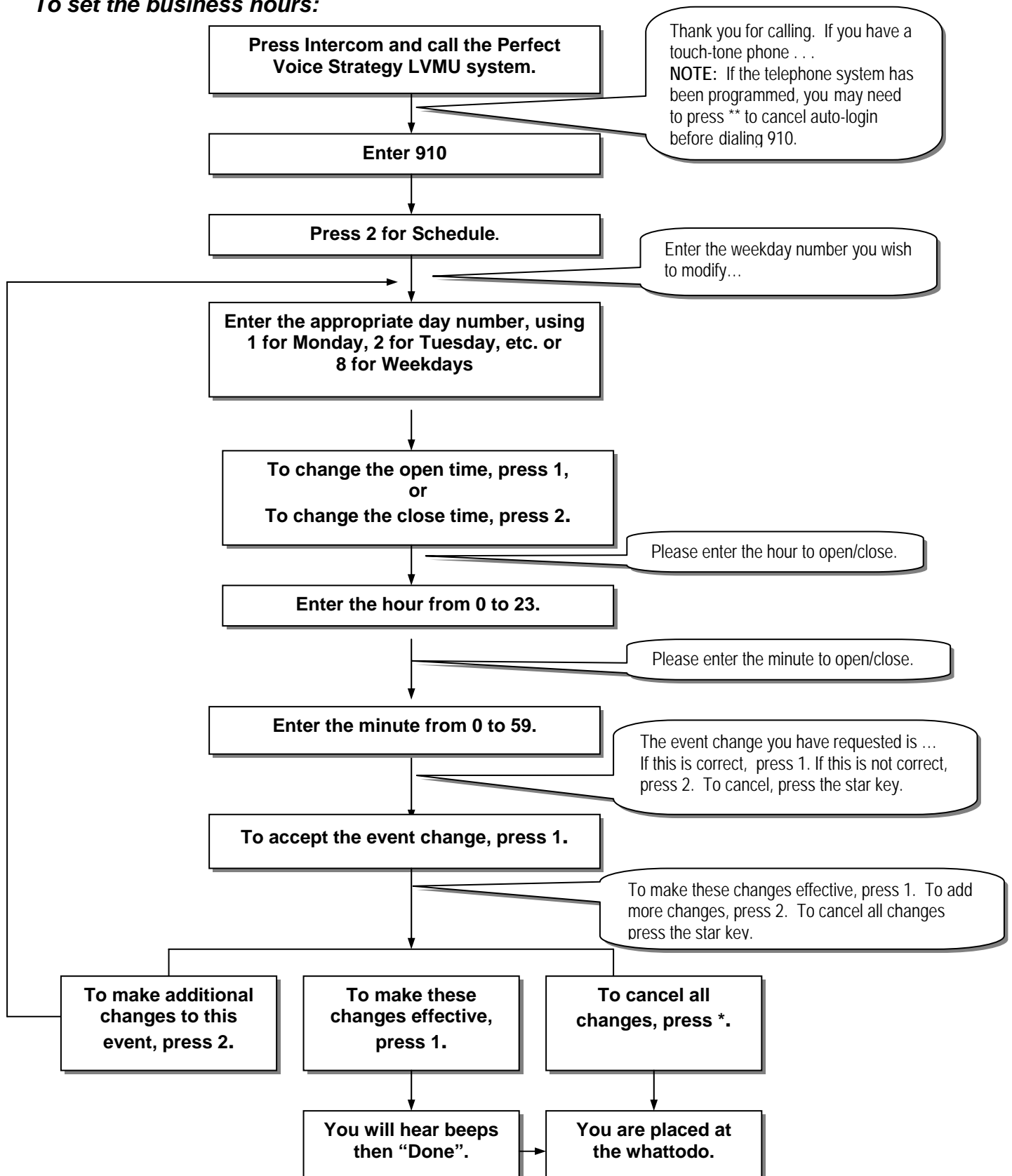
## D. Setting the Business Hours

Perfect Voice Strategy LVMU automatically schedules events to run on specific days of the week at specific times. You may activate an event which places the system in open mode during normal hours of operation (plays the open greeting and whattodo) and another event which places the system in closed mode for after hours operation (plays the closed greeting and whattodo). Refer to the worksheet below while activating open and closed modes.

**NOTE: If you plan to use the same greeting/whattodo 24 hours a day, no adjustments should be made to the scheduler.**

	Day	Open time for open greeting to play	Closed time for closed greeting to play
1	Monday		
2	Tuesday		
3	Wednesday		
4	Thursday		
5	Friday		
6	Saturday		
7	Sunday		
8	Weekdays - Mon-Fri		

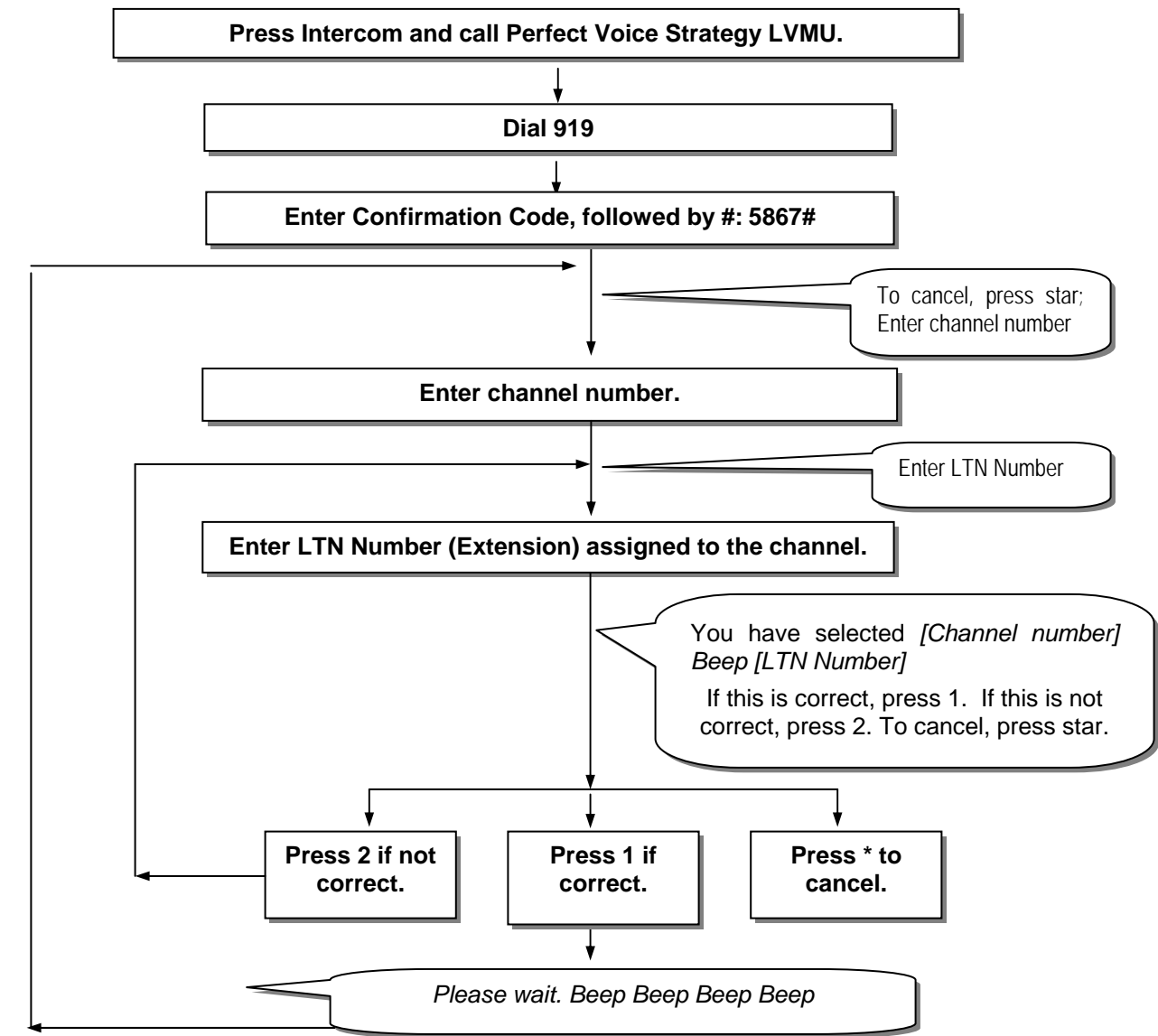
**To set the business hours:**



## E. Configuring the System for SMDI

An important factor when installing any SMDI system is the definition of the relationship between the channel numbers (voice mail ports) and the Logical Terminal Numbers (LTN) (physical extensions) they are connected to.

Channel #	LTN	Channel #	LTN	Channel #	LTN	Channel #	LTN
0		4		8		12	
1		5		9		13	
2		6		10		14	
3		7		11		15	



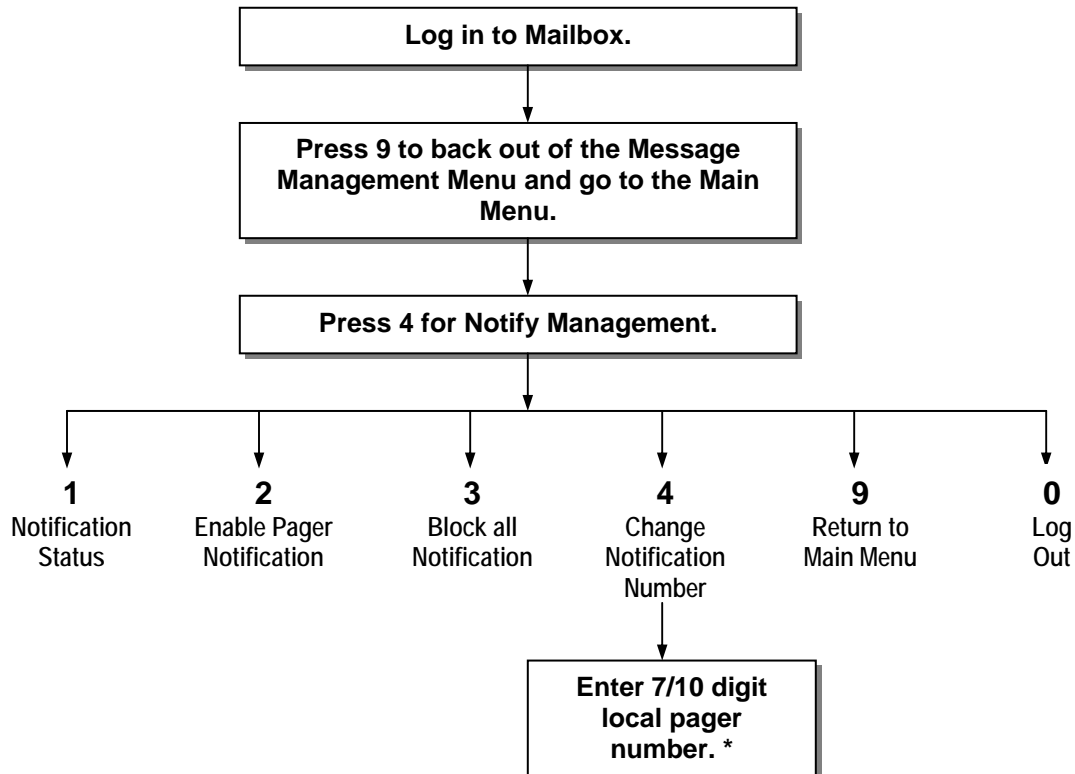
**You must start SMDI on COM1.** Call the system, dial 978 then dial 978 again. Hang up after you hear the beeps and whattodo. This disables Klinik and starts SMDI on COM 1. **It is very important that you HANGUP when you hear the beeps or the process will not be complete.**

Refer to Appendix A (in the full Installation manual) for more information. **NOTE:** PV Strategy LVMU reboots after this step.

## F. Pager Notification

Pager notification may be activated for any User or Outside User ID on the Perfect Voice Strategy LVMU system. If pager notification is active, the User's pager is activated for every new message every day, twenty-four hours a day. The User may activate and deactivate pager notification from within their User mailbox. When the User receives a new message, 9's will appear on the pager display. This is the notification that there are messages in his or her Perfect Voice Strategy LVMU mailbox.

### To activate/deactivate Pager Notification:



**\*NOTE:** The pager number must be local. It is not necessary to place a 9 (Trunk Access Code) in the notification dialstring.

### Notification Cycle

Moments after a message is left, the pager is called. If the User does not call in to pick up the new message, the pager will be called approximately 10 minutes from the initial attempt. The delay between attempts increases the longer the message goes un-retrieved. The delay continues, adding 10 minutes to each attempt, not to exceed 1 hour between attempts. The table below contains an example of the paging cycle for an un-retrieved message left at 9:00 AM.

Attempt	Accumulated Delay	Example
First	No delay	9:00 AM
Second	10 Minutes	9:10 AM
Third	20 Minutes	9:30 AM
Fourth	30 Minutes	10:00 AM
Fifth	40 Minutes	10:40 AM
Sixth	50 Minutes	11:30 AM
Seventh	60 Minutes	12:30 PM
Eighth	60 Minutes	1:30 PM
Ninth	60 Minutes	2:30 PM
Tenth	60 Minutes	3:30 PM

**Note:** All notification attempt schedules reset upon receipt of each new message. For this reason if you receive a new message every 5 minutes, your pager will go off every 5 minutes for each new message.



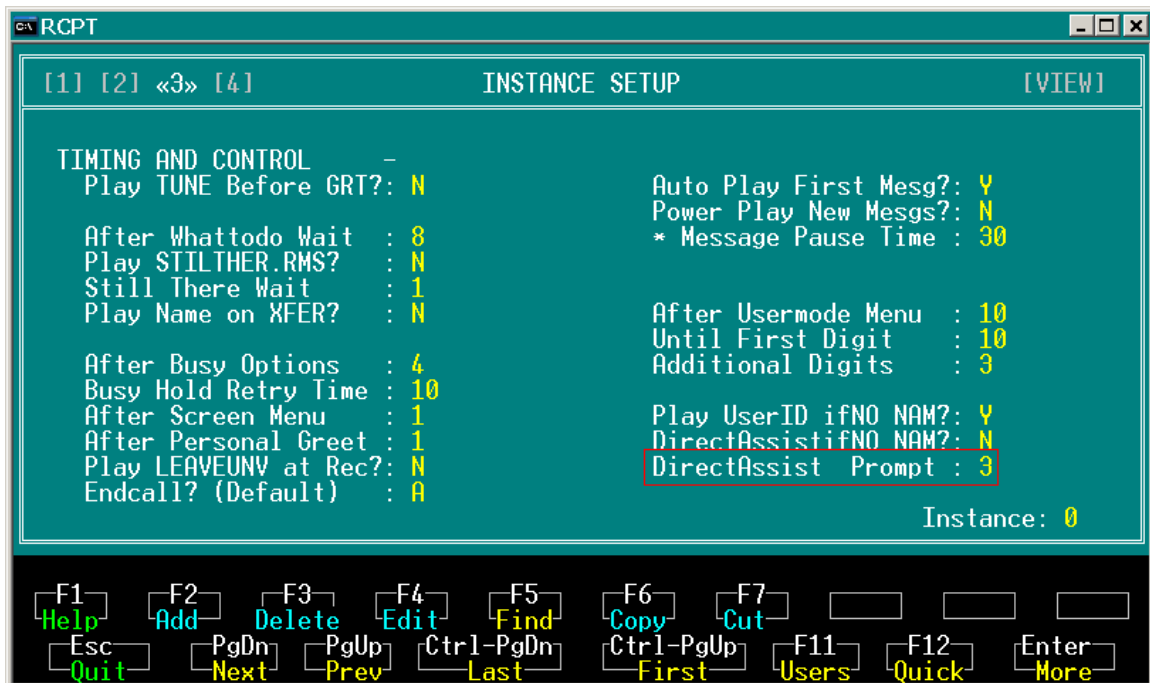
## G. Directory Assistance

When callers don't know their party's extension, they may use Directory Assistance to connect to the correct person. The caller uses the telephone keys to "spell out" a user's name. Perfect Voice Strategy LVMU may be configured to allow callers to either spell out the last name only (default setting), first name only, or the first or last name to reach the User.

### Search Directory Assistance by First or Last Name

To change the default setting (which allows callers to search by last name only):

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **INSTANCE SETUP**
- Select the Instance for which you would like to change Directory Assistance to use first or last name.
- Go to Screen 3 and press **F4**
- Edit the **DirectAssist Prompt** field. This field may be set to 0, 1, or 3.
  - **0**: When DirectAssist Prompt is set to 0, callers may search by last name only. 0 is the default setting.
  - **1**: When DirectAssist Prompt is set to 1, callers may search by first name only.
  - **3**: When DirectAssist Prompt is set to 3, callers may search by first or last name.
- Press **F10** to save changes.
- You must completely exit SCREENS for this setting to become active.

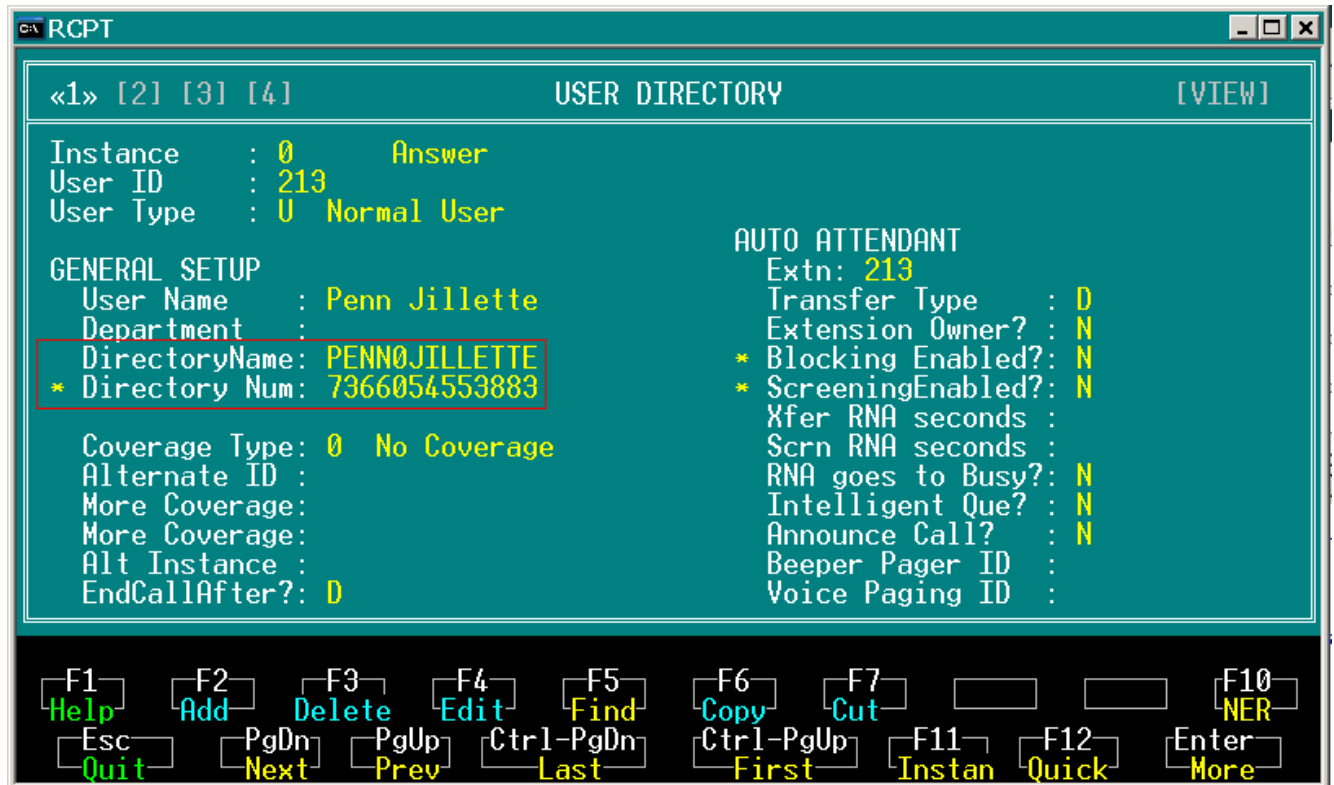


## Set up Users for Directory Assistance

The first time Users log into the system, they are placed into Quick Setup, which must be completed before they can receive messages. One of the steps in Quick Setup prompts the User to spell his or her name for Directory Assistance, just as a caller would. When the Instance is configured for searching on first or last name, Users are prompted to “enter (up to) the first six letters of your first name, followed by a zero, then enter (up to) the first six letters of your last name...”

The Directory Assistance listing may also be configured from SCREENS.

- Log in to **SCREENS**
- Select **RECEPTIONIST**
- Select **USER DIRECTORY**
- Go to Screen 1, press **F4**
- Edit the **DirectoryName** field: Enter **first0last** (User’s first name, zero, User’s last name) in this field to search by first or last name. The letters you enter in this field will automatically be converted to the corresponding numbers in the Directory Num field. (The Directory Num field cannot be modified directly.)
- Press **F10** to save changes.



### Directory Num

This field indicates the numeric sequence associated with the **Directory Name** field spelling or the directory assistance listing specified by the User during Quick Setup or User Setup. This field cannot be modified directly from SCREENS, but can be modified indirectly by entering information into the **Directory Name** field. Likewise, this field can be specified directly from Quick Setup or User Setup. The letters are translated into numeric digits as follows.

### ***Additional fields related to Directory Assistance***

Instance – Screen 3

**DirectAssistifNo NAM?:** This field specifies whether or not to list this User ID in Directory Assistance if no name is recorded.

Instance – Screen 2

**Directory Assist:** This field specifies the selection made by callers and Users to access directory assistance. This code can be entered from any point in the system where the system requests a User ID. The default value is 9.

## Troubleshooting

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### *Symptom: The auto-attendant will not answer*

#### ❖ Determine if there is a bad port:

From an internal station, call each port individually and note which one(s) are not answering.

- If no ports answer:
  - a) Verify the system has power and has booted
  - b) Verify the ports have a pulse. Each port should blink every five seconds when idle.
- If some ports do not answer, plug in a single line telephone (POTS) to the line(s) that do not answer and call them:
  - a) If the single line phone rings and is able to take the call, you have a bad port on Perfect Voice Strategy LVMU.
  - b) If the single line phone does not ring, you have a bad port on the switch.
- If all ports answer:
  - a) The hunt group is not working properly.
  - b) Users stations are not forwarded properly.
  - c) The trunks are not ringing into the Perfect Voice Strategy LVMU hunt group properly.
- If the last 2 ports do not answer:
  - a) Verify the system is a 4 port system.

### *Symptom: Pager notification is not functioning*

#### ❖ Verify the paging service is working:

The first and easiest thing to check is that the paging service is working properly. Simply dial the pager number and enter in several 9s because that is what the system is attempting to do.

#### ❖ Verify programming in the User ID having trouble:

When testing the User ID experiencing trouble, you always want to start with an empty mailbox. Delete all messages in the mailbox. Call back and leave the User a message.

- If the User ID does not give you the option to leave a message:
  - a) The User must go through quick setup, or
  - b) The mailbox is full, or
  - c) The system is full and unable to take anymore messages.
- If you are able to leave a message, log in to the User ID and verify the notify status:
  - a) Is Notification enabled for the User?
  - b) Is the notification number correct?
  - c) Make sure the notification number does not contain the 9 for outside line access.

#### ❖ Determine trunk access is working:

From Line 2 the system always dials 9 to gain trunk access. You must verify this is working properly. Using a single line telephone on Line 2, go off hook and dial 9:

- If no outside dialtone is detected:
  - a) The trunk access code programmed in the telephone system is something other than 9.
  - b) The extension Line 2 is plugged into has not been given trunk access privileges.
  - c) There is a problem with one or more of the trunks in the trunk group.
- If dialtone is detected:
  - a) Verify User setting (above).
  - b) Line 2 may be busy processing calls and has not been given enough time to seize the line and dial the pager.

***Symptom: Calls forwarded to voicemail go the main greeting rather than personal greeting***

- If the caller hears the main greeting:
  - a) Verify the User ID exists by trying to log in to it.
  - b) Verify the integration is being sent by listening on the line with a digit grabber or test set to determine the telephone system is sending the integration string (DTMF integration).
- If caller hears several rings followed by the main greeting on an SMDI configuration, SMDI link is not working:
  - a) Check Cabling.
  - b) Verify telephone system programming.
  - c) Re-select integration type (see “Select the Integration type”).

***Symptom: The auto-attendant will not successfully transfer calls.***

- ❖ Determine if the telephone system is capable of transferring calls:  
Attempt the transfer with a single line phone on the same line the auto-attendant is using. Verify which port on the auto attendant is not transferring calls.
  - If the transfer works, there is a bad port on the system.
  - If the transfer does not work:
    - a) The port on the telephone system may not be configured to allow transfers.
    - b) The port on the telephone system may be bad.

Some telephone systems do not support station to station transfers. In this case, only outside callers can take advantage of the auto-attendant.



## Appendix B: Create a Custom Dialplan

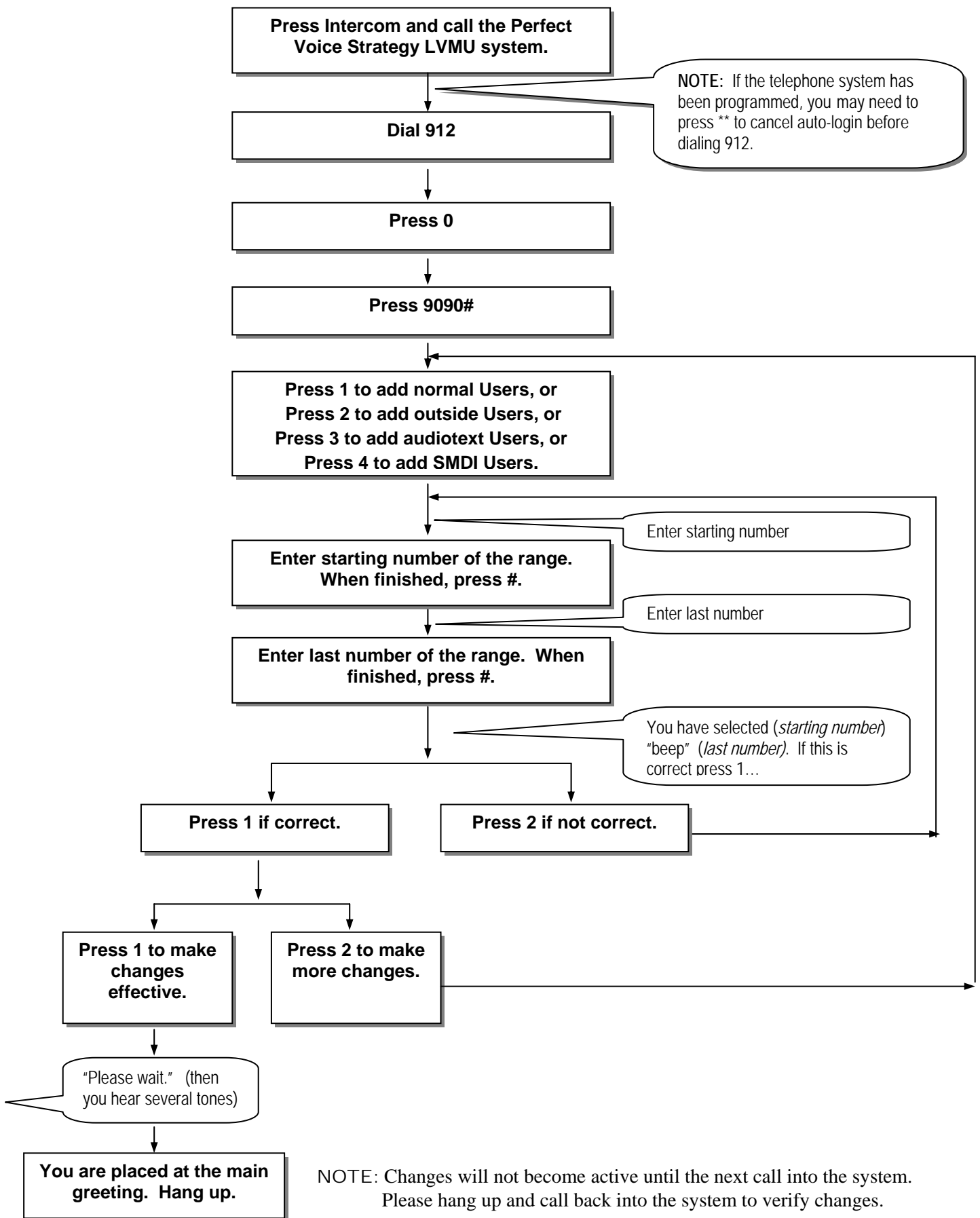
You may create a custom dialplan for Perfect Voice Strategy LVMU. You may create 2-digit, 3-digit, or 4-digit Users.

When creating a custom dialplan, keep several rules in mind:

- Due to limited disk space, the maximum number of mailboxes allowed on the Perfect Voice Strategy LVMU system is approximately 300.
- **Maximum Ranges:** 10-69 (2-digit range), 100-699 (3-digit range), and 1000-6999 (4-digit range).
- **When entering a range of numbers, the Starting number and Last number of the range must begin with the same lead digit.** For example, 20 through 29, 200 through 299, or 2000 through 2999 are valid entries. 20 through 39, 200 through 499, or 2000 through 5999 are not valid. To create Users 20 through 59, you must enter a single range at a time. First enter 20-29, then 30-39, then 40-49, then 50-59.
- **When entering a range of numbers, the Starting and Last User in the range must be the same length (2-digits, 3-digits, or 4-digits).** For example, 30-39, 300-399, or 3000-3999 are valid entries. 30-300 and 300-3000 are not valid entries.
- Once you have established a range of Users for a specific leading digit, all subsequent additions must be within the same extension length of that range. For example:

User Range Established	Leading Digit	Locked-In Extension Length	Invalid subsequent adds
30-39	3	2	300-399 (3-digits), 3000-3999 (4-digits)
400-499	4	3	40-49 (2-digits), 4000-4999 (4-digits)
5000-5999	5	4	50-59 (2-digits), 500-599 (3-digits)

- If a User already exists in a range, that User is skipped over in the creation of the range.





## Appendix C: Database Worksheets

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### User Lists : Pre-configured Dialplans

During the installation of your Perfect Voice Strategy LVMU system, the installing technician completed worksheets for the Users. The following lists are supplied for you to maintain an updated listing of all of the active Users.

#### Single Digit Worksheet

User ID	Name	Audiotext Y/N	Transfer-Only Y/N	Ext.
1				
2				
3				
4				
5				
6				

#### Auto-Detect Worksheet

User ID	Name	Ext.
990	Fax Extension	
991	TDD Extension	

#### Public Distribution Lists

User ID	Name	Ext.
950		All Normal & Outside Users
951		All Normal Users
952		All Outside Users
953		
954		
955		
956		
957		
958		
959		



### Normal User Worksheet (3-Digit)

Depending on the pre-configured dialplan you selected, the Normal Users may range from 100-199, 200-299, or 300-399. Make additional copies of this worksheet as needed.

User ID	Name	Pager Number	Ext.
0			0*

\*Extension may be changed via the SCREENS interface.













## Appendix F: Call Record and Call Monitor

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### Programming and Using Call Record

Call Record allows users to record telephone conversations. The recorded conversation will be saved as a message in the specified mailbox. Telephones may be set up for automatic or manual record mode. If your state requires that a beep play during the recording, please follow the instructions below for programming the live-record beep.

#### Station Programming

For each station that will be set up for Call Record, you must program the record and pause/resume buttons. You must also program the station for automatic or manual record mode.

- Program Record and Pause/Resume Buttons onto each station.
- Program the station to use either Automatic or Manual record mode. (Mailbox Selection: Program 203 Field 23).

#### Programming the live-record beep (if required)

If your state requires that a beep play while recording a telephone conversation, you need to program Perfect Voice Strategy LVMU to play a live-record beep:

- Log into SCREENS
- Select Receptionist
- Select User Directory
- Go to Screen 2, press F4
- Edit the **Application or ID** field. This field specifies how often (in 1 0ths of a second) the live-record beep plays while recording a call on Perfect Voice Strategy LVMU system. If this field is set to 0, no beep is played. The recommended value for this field is 200. This will play the beep every 20 seconds.

#### Using Call Record

If using Automatic record mode:

- After the call is established, press **RECORD** on the telephone. The recordings will be placed into the default mailbox for the extension.

If using Manual record mode, recordings may be placed in the default mailbox or in an alternate mailbox specified by the User:

- After the call is established, press **RECORD** + “#” to place the recording in the default mailbox.
- After the call is established, press **RECORD** + <Mailbox Number> + # to record into alternate mailbox.

While recording, you may press the Pause/Resume button to temporarily stop the recording. Press the button again to continue recording. Press **RECORD** key to end recording. Recording will automatically end when the call is terminated.

## **Programming Call Monitor**

Perfect Voice Strategy LVMU allows Users to listen to messages over their telephone speaker AS the caller is recording it in voice mail. Users may intercept the call or allow it to remain in voice mail.

### ***Station Programming***

- Program “Call Monitor” button onto phone.

### ***Using Call Monitor***

To enable call monitor:

- While the telephone is idle, press the Call Monitor button.
- Enter the mailbox password followed by the “#” key.
- The Call Monitor button LED will light steady red.

When call monitor is enabled and a caller is leaving a message, the Call Monitor button LED will flash red.

- Press the Call Monitor button once to monitor the caller.
- At this time, the message will play over the telephone speaker as the caller is recording it in voice mail.
- While the caller is being monitored, the User may:
  - Press Call Monitor to intercept the call.
  - Press RLS (hang-up) to end call monitoring of caller.

