

# Perfect Voice Strategy User Guide





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## **What is Perfect Voice Strategy?**

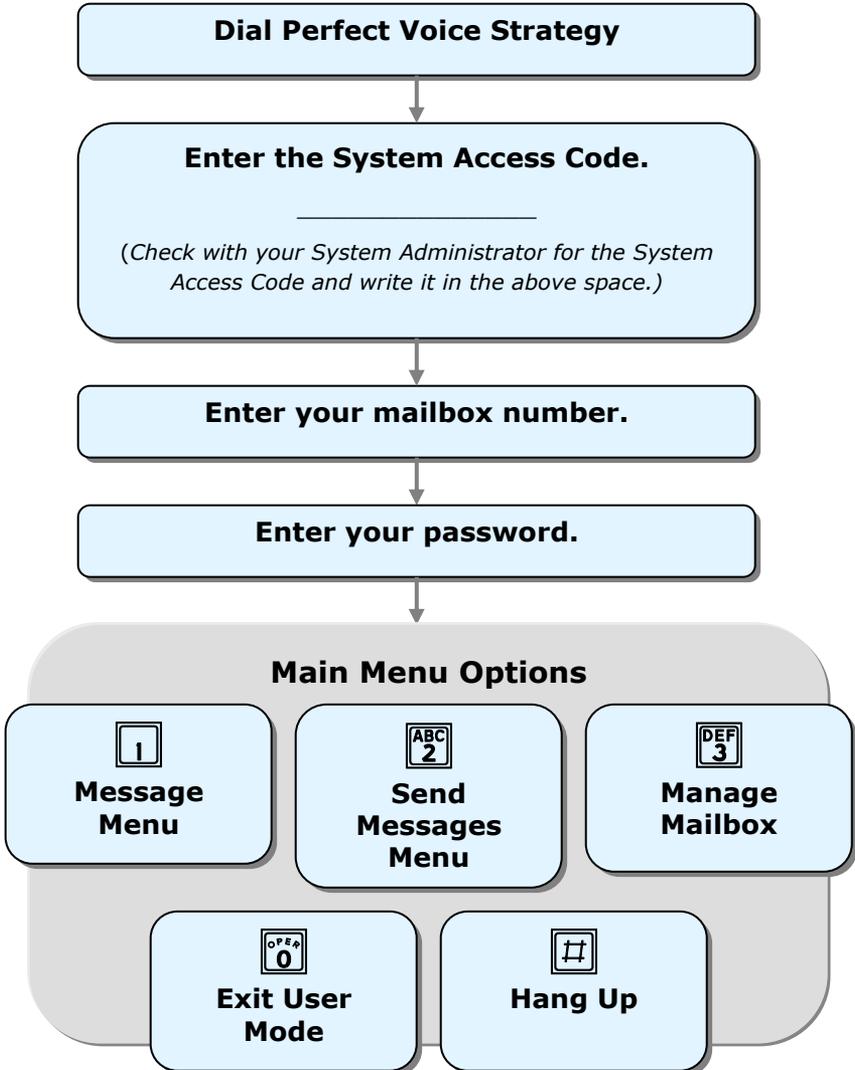
Perfect Voice Strategy is an automated attendant/voice messaging system and functions like your own personal receptionist. Depending on how your system is configured, Perfect Voice Strategy can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, and much more. Perfect Voice Strategy provides the best utilization of current technology and makes more productive use of the telephone.



## Logging into your mailbox

To listen to your messages, change your password, record your personal greeting or perform any other User functions, you must **log in**.

Below are the steps for logging into your mailbox. More detailed information about each step is on the next page.



## **Step 1: Dial Perfect Voice Strategy**

To access Perfect Voice Strategy as a User, call it just as you would call anyone else in your company with a telephone extension number. Your System Administrator can tell you what the Perfect Voice Strategy extension number is. Dial this number when you want to call Perfect Voice Strategy from inside your company's facilities. You may also call Perfect Voice Strategy from outside your company's facilities (i.e. from your home telephone). Your System Administrator can also tell you what this telephone number is.

## **Step 2: Enter System Access Code**

After Perfect Voice Strategy answers your call, you hear your company's greeting, also known as the main greeting. If you want to listen to your messages, change your password, record your personal greeting or perform any other User Mode functions, you first need to enter the System Access code. This is the number that you or anyone else in your company dials from the main greeting to log in to User Mode.

## **Step 3: Enter Your User ID (Mailbox Number)**

After you enter the System Access Code, you are prompted to enter your User ID. The User ID is what others dial to reach you or leave you a message.

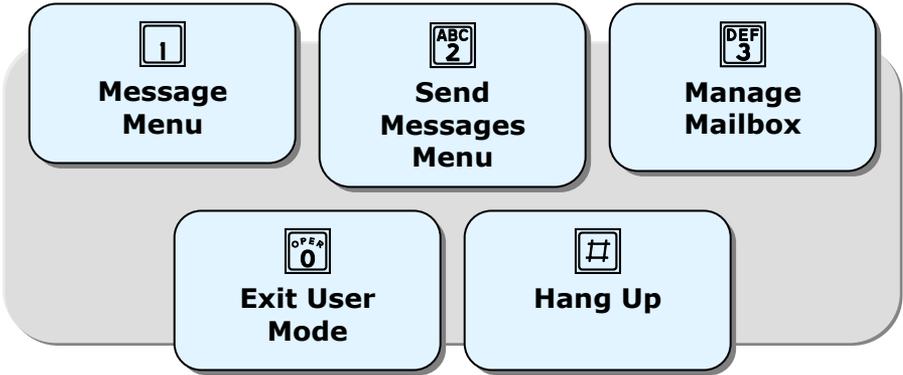
## **Step 4: Enter Your Password**

After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your mailbox. You are prompted for your password each time you access your mailbox. To keep your mailbox secure, you should change your password to a number that only you know.

\*You may not go through these steps if you call Perfect Voice Strategy from inside your company and your telephone system offers voice messaging integration.

## Main Menu Options

From the Main Menu, you may select any of the following options. Most of these options, in turn, lead to other menus with their own sets of options.



### **Message Menu**

From Message Menu, you can listen to your messages, send a new message to another User (or a list of Users), forward a message, and erase messages.

### **Send Messages Menu**

This option allows you to send a message to another User (or list of Users). See page 13.

### **Manage Mailbox**

The Manage Mailbox Menu allows you to manage your personal greetings, change User options, and manage your distribution lists. See page 13.

### **Exit User Mode**

This option exits User mode and returns you to the main system greeting.

### **Hang Up**

## Message Menu ( from the Main Menu)

When you press 1 from the Main Menu, the following prompt plays: "You have \_ new and \_ saved messages. To play next message, press 1..." The following options are available.

### **Play Next Message**

Play your next message with the time stamp.

After the message plays, the following options are available:

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#### **Play Next Message**

Play your next message with the time stamp.

#### **Save Current Message**

Save the current message.

#### **Delete the Current Message**

This option marks the message currently being listened for erase and immediately begins playback of the next message in playback order.

#### **Forward Current Message** (See page 8)

Forward the current message to another User or a list of Users. After selecting this option, you are placed into the Forward menu from which additional options are available.

#### **Reply Current Message or New Send** (See page 11)

Reply to the current message or send a new message to another User or a list of Users. After selecting this option, you are placed into the Send menu from which additional options are available.

## Message Menu - Continued



### Special Handling Functions

After selecting "Special Handling Functions", the following options are available.

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### Message Date and Time

Play the date and time stamp of the message.



### Delete All Messages

This option marks all messages for erasure and erases them when you exit from User Mode.



### Continuous Play (Power Play)

Play all messages. This enables you to listen to all of your messages with a single button.



### Return to the Previous Menu



### Replay the Current Message

Replay the current message, including the time stamp.



### Play the Previous Message

Play the previous message, including the time stamp.



### Return to Previous Menu

This option returns you to the Main menu.



### Send New Message (See Send Menu, page 11)

Send a new message to another User or a list of Users. After selecting this option, you are placed into the Send menu from which additional options are available.

## Message Menu - Continued



### Special Handling Functions

After selecting "Special Handling Functions", the following options are available.

---



#### Message Date and Time

Play the date and time stamp of the message.



#### Delete All Messages

This option marks all messages for erasure and erases them when you exit from the Message Menu.



#### Continuous Play (Power Play)

Play all messages. This enables you to listen to all of your messages with a single button.



#### Return to the Previous Menu

## Forward Menu ( from Message Menu)

First you are prompted to enter the destination for the forwarded message. Messages may be forwarded to another User ID or Personal List.

- *To forward to another User ID, enter the User ID.*
- *To forward to a Personal List, press  + the Personal List Number (  to  ).*

After you enter the destination, the following options are available:



### **Forward Message Without a Prefix**

Deliver the forwarded message without a message prefix.



### **Record Message Prefix**

Record a separate message that will be played just before the forwarded message. Although not required, it is recommended that you record a prefix when forwarding a message. If you re-select this option, your previous recording is overwritten.

After recording the message prefix, the following menu is available:



### **Forward Message With Prefix**

Deliver the forwarded message with the recorded message prefix.



### **Review Message Prefix**

Play the recorded message prefix.



### **Re-record Message Prefix**

Overwrite the previous recording.



### **Append to Message Prefix**

Continue recording, adding to the end of the current message prefix.

## Forward Menu - Continued



### Select User ID

Change the destination of the forwarded message. Messages may be forwarded to another User ID or Personal List.

- To forward to another User ID, enter the User ID.
- To forward to a Personal List, press + the Personal List Number ( to ).



### Forward Message with Special Delivery Options

The following options are available:



#### Set Urgent Status

When set to urgent, the message will be placed in front of non-urgent messages in the destination User's mailbox.



#### Set Private Status

When set to private, the message may not be forwarded by the destination User.



#### Set Return Receipt

When return receipt is set, you are sent a return message when the destination User listens to your message.



#### Return to Previous Menu



### Set Future Delivery

You may set the message to be delivered at some future date and time. You will be prompted to enter the date (MM DD - month and day), then the time (HH MM - hour and minute) that you wish the message to be delivered.



### Cancel Message Forward



### Cancel and Return to Main Menu

## **Forward Menu - Continued**



### **Special Delivery Options**

After selecting this option, you are placed in the following menu:

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#### **Set Urgent Status**

When set to urgent, the message will be placed in front of non-urgent messages in the destination User's mailbox.



#### **Set Private Status**

When set to private, the message may not be forwarded by the destination User.



#### **Set Return Receipt**

When return receipt is set, you are sent a return message when the destination User listens to your message.



#### **Return to Previous Menu**



#### **Set Future Delivery**

You may set the message to be delivered at some future date and time. You will be prompted to enter the date (MM DD - month and day), then the time (HH MM - hour and minute) that you wish the message to be delivered.



#### **Cancel Message and Select New Destination**



#### **Cancel and Return to Main Menu**

## Reply or New Send Menu ( from Message Menu)

You are prompted to enter the destination for the message. Messages may be sent to another User ID or Personal List.

- To send to another User ID, enter the User ID.
- To send to a Personal List, press  + the Personal List Number (  to  )

You are then prompted to record the message. After recording, the following menu is available:



### Send Message

Deliver the message.



### Review Message

Replay the message you have recorded.



### Re-record Message

Overwrite the previous recording.



### Append Recording

Continue recording, adding to the end of the current recording.



### Select User ID

Change the destination of the message. Messages may be sent to another User ID or Personal List.



### Special Delivery Options

After selecting this option, you are placed in the following menu:



#### Toggle Urgent Status

When enabled, the message will be placed in front of non-urgent messages in the destination User's mailbox.



#### Toggle Private Status

When enabled, the destination User may not forward your message.

## **Reply or New Send Menu - Continued**



### **Toggle Return Receipt**

When enabled, you are sent a return message when the destination User listens to your message.



### **Return to Previous Menu**



### **Set Future Delivery**

You may set the message to be delivered at some future date. You will be prompted to enter the date (MM DD - month and day), then the time (HH MM - hour and minute) that you wish the message to be delivered.



### **Cancel Message and Select New Destination**



### **Cancel and Return to Main Menu**

## Send Messages Menu ( from Main Menu)

First, you are prompted to enter the destination for the message. Messages may be sent to another User ID or Personal List.

- To send to another User ID, enter the User ID.
- To send to a Personal List, press  + the Personal List Number (  to  )

Then, you are then prompted to record the message. After recording, the following menu is available:



### Send Message

Deliver the message.



### Review Message

Replay the message you have recorded.



### Re-record Message

Overwrite the previous recording.



### Append Recording

Continue recording, adding to the end of the current recording.



### Special Delivery Options

After selecting this option, you are placed in the following menu:



#### Toggle Urgent Status

When enabled, the message will be placed in front of non-urgent messages in the destination User's mailbox.



#### Toggle Private Status

When enabled, the destination User may not forward your message.



#### Toggle Return Receipt

When enabled, you are sent a return message when the destination User listens to your message.



#### Return to Previous Menu

## **Send Messages Menu - Continued**



### **Set Future Delivery**

You may set the message to be delivered at some future date. You will be prompted to enter the date (MM DD - month and day), then the time (HH MM - hour and minute) that you wish the message to be delivered.



### **Cancel Message and Select New Destination**



### **Cancel and Return to Main Menu**

## Manage Mailbox ( from Main Menu)

The Manage Mailbox Menu allows you to manage your personal greetings, change user options and manage your distribution lists.

### **Change Personal Greeting**

 **Cancel**

Return to the Manage Mailbox Menu.

 **to**  **Personal Greeting Number**

Enter the number of the greeting you wish to change (0-9).

If you enter a greeting number, the following menu is available:

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### **Play Current Greeting**

Plays the greeting you selected in the previous step.

### **Record Selected Greeting**

This option prompts you to record the personal greeting that is currently selected.

→  **Play Current Greeting**

Plays the greeting you selected in the previous step.

→  **Record Selected Greeting**

This option prompts you to record the personal greeting that is currently selected.

→  **Return to Previous Menu**

### **Delete Personal Greeting**

This option deletes the personal greeting that is currently selected.

 **Return to Previous Menu**

## Manage Mailbox - Continued

### **ABC 2** Change Your User Options

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#### **1** Toggle Do Not Disturb

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your User ID will go straight to your personal greeting without trying your extension.

#### **ABC 2** Toggle Call Screening

Change your Call-Screening setting. If Call-Screening is enabled, callers who select your User ID are asked to state their name before they are transferred to your extension. After you answer the call, the voice mail tells you who the caller is by playing back their recording. You are then given the option of accepting the call, rejecting the call, sending the call to another extension or requesting a message. Check with your System Administrator about the availability of this option with your system.

#### **DEF 3** Change Password

Your password can be any number from one to eight digits in length. It cannot contain \* or #. To speed up the entry process, press # when you have finished entering your new password. (Leading zeroes are ignored.)

#### **MNO 6** Record Your Name

This recording should only contain your name. Press # when you have finished speaking your name to speed up the process

#### **P R S 7** Change Notification

→ **1** Toggle Notification  
Enable or block pager notification of new messages.

→ **ABC 2** Change Notification Digits  
This option enables you to change the telephone number for notification.

→ **W Y Y 9** Return to Previous Menu

## Manage Mailbox - Continued

### **Manage Your Lists**

#### **Cancel**

Return to the Manage Mailbox Menu.

#### **to** **Personal List Number**

Enter the number of the personal distribution list you wish to work with (0-9).

If you enter a list number, the following menu is available:

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#### **Review Your Current List**

Plays the User IDs of members in current list.

#### **Add a User ID to the List**

This option allows you to add a User ID to the current list.

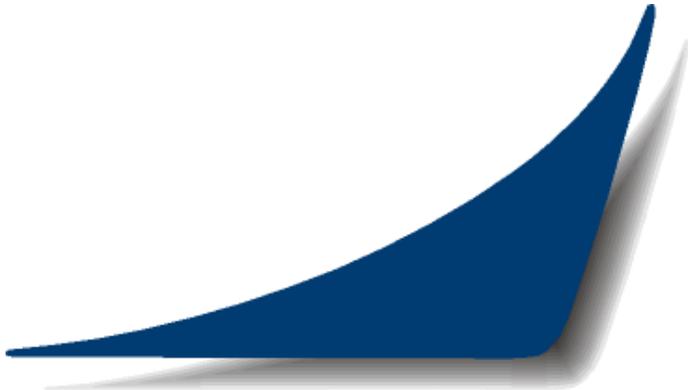
#### **Delete a User ID from the List**

This option allows you to delete a User ID from the current list.

#### **Return to Previous Menu**

#### **Return to Previous Menu**





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