







### 500.3 SELECTING PHONE SYSTEMS

To select a Phone System, follow the steps outlined in SECTION 500.1 for calling into the system. Then enter [8] for system administration, followed by [2] to select a phone system by number. See SECTION 200.4 for more information on selecting phone systems, and for a general description of each Phone System.

### 500.4 RECORD PROMPTS

The Record Prompts option allows for the recording of various prompts in the system. With this option, the administrator can edit three types of prompts:

- Menu prompts
- System prompts
- Mailbox signatures

Menu prompts are prompts that are played during menu processing. A caller will hear this prompt instructing them on what keys to press for a menu.

System prompts are generic prompts for basic system functions, such as the voice mail instruction prompt or the auto attendant instruction prompt. These can be customized for your particular installation.

Mailbox signatures are the recorded names associated with a particular mailbox.

#### NOTES

*For all of these prompts, if the prompt itself does not exist, then all you can do is record a new one. If it does exist, then you can play, rerecord, or delete the prompt.*

#### A. Editing Menu Prompts



The Editing Menu Prompts option allows you to overwrite the default menu prompts. It plays the current menu greeting (if it exists) and enables you to record or re-record a greeting. If a greeting already exists, you can change it or delete it.

The following are the prompts you will hear:

“Enter the menu number followed by [#]. Press just [#] to go back.”

At this point, enter the menu number. (Default Menus are 100-179).

- [1] To hear greeting
- [2] To re-record
- [3] To delete
- [#] When finished

**B. Editing System Prompts**



The Editing System Prompts menu allows re-recording of default system prompts. The table below outlines the customizable prompts you can use while in the Record Prompts option of the Administrative Functions menu. All prompts should be located in the VOX directory. You can record new information to replace the default prompt, or you can create a blank prompt (with one byte of data) to suppress certain prompts.

The following are the prompts you will hear:

“Enter the three-digit prompt number to re-record followed by [#]. Press just [#] to go back.” At this point, enter the prompt number to edit. (Default prompt numbers are 001-012. See SECTION 500.4 A for more information).

- [1] Listen to Current System prompt
- [2] To re-record the Current Custom prompt
- [3] To delete the Custom System prompt
- [#] To edit another prompt

**Table 500-1: Editing System Prompts**

Prompt	Prompt Number	Description
VOPGPRES.VOX	001	Preamble prompt that plays in front of a numeric page. <i>“Page message is...” “You have a message to call.”</i>
VMINSTR.VOX	002	Voice mail instructions prompt. <i>“Enter the mailbox number of the person you are trying to reach. Press O for the operator. Press [*] for the directory.”</i>
VMSYSGRT.VOX	003	First system greeting. Played if selected in COS. <i>“The person you have tried to reach is not available. Please leave a message after the tone.”</i>

