

Espresso™

Voice Processing System

User Guide



P/N: ES252-00

October 1999

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Introduction

Expresso is a powerful tool for telephone automation. With it, you can:

- Receive voice messages.
- Send voice messages.
- Forward messages to a paging device or outside number.
- Record a personal greeting.
- Verify the date and time a message was sent.
- Screen incoming calls.
- Activate voice menus when away from your desk.
- Be notified of an important message anytime, anyplace.
- Allow a calling party to wait on hold.

This guide shows you how to use the *Expresso* system features. The guide presents:

- The features and their functions.
- How to access features.
- How to change feature settings.

Voice prompts guide you through the operation of all features. In fact, the *Expresso* is so easy to use that you almost do not need this manual.

However, by taking the time to read it, you can get the most from the product.

NOTES

The system administrator may not have activated all features described in this manual, therefore, some features may be inaccessible.

For purposes of understanding the system operation and its full potential, assume that all features were activated.

General Information

A **menu** is a group of features or selections. The features are accessed by pressing [0-9, *, or #] from the dial pad of any push button telephone. Menus are connected in a **tree structure**, where general topics are divided into more specific areas.

For example, Press [1] to retrieve messages. Press [2] to send a message. Press [8] for personal options. These selections are general topics that deal with a number of feature settings. If you select personal options you hear: *“Press [1] to edit greeting. Press [2] to enter name...”*

Special keys include [*] that replays the selections of the current menu, and [#] that returns to the previous menu. (Use [*] to gain access to specific system features.)



Replays the current selections



Hang up or Disconnect.



Returns to the previous menu.

As a new user, press the [*] key often to replay the menu choices. This is a quick way to become familiar with the system. However, experienced users may not listen to the menu selections at all. The **Type Ahead** feature overrides the voice prompts and lets users enter a string of keys that directly accesses the feature.

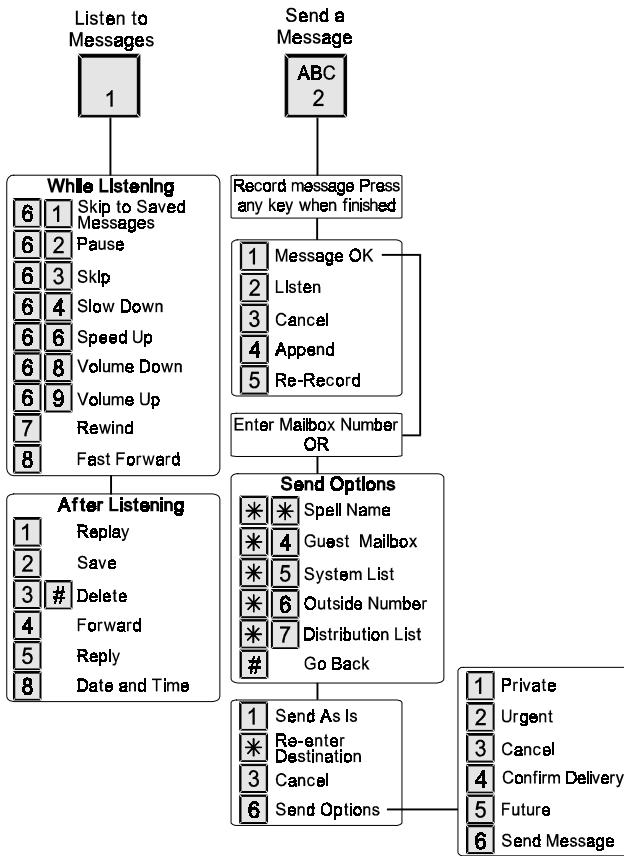
Getting Started

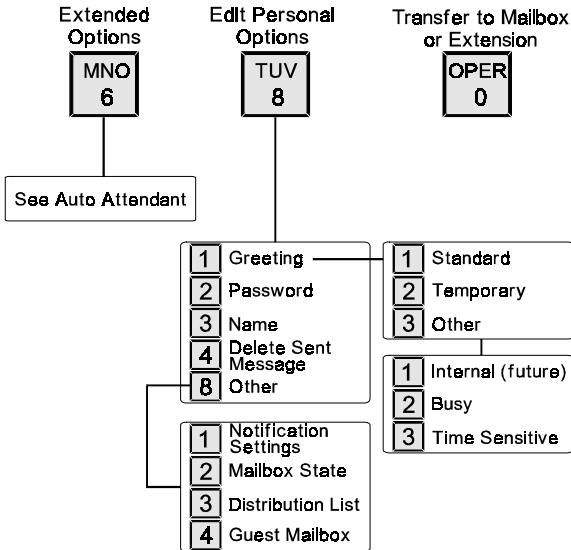
Before going further, gather the following information:

- The internal or phone number to access the system.
- Your mailbox number.
- Your extension number.
- Initial security code.

Voice Messaging

The following illustration shows the menu structure for Voice Messaging:





System Access

1. Dial the internal extension or outside phone number of the system.
2. Once connected, listen for a prompt similar to: "You have reached the voice mail center. Please enter the mailbox number of the person you are trying to reach."
3. Enter your mailbox number.
4. Press the [*] key. This tells the system that you want to access your mailbox. The system responds with: "Please enter your password."

NOTES

The [] key is the default set at the factory and the system administrator may have changed this.*

5. If you are connected to a Vodavi phone system, press the voice mail button (or dial the Voice Mail pilot number). The first four steps are performed automatically.
6. Enter your password. (Initially a number set by the system administrator.)

The first time you access the system as a new user:

- Record your name as the owner of this mailbox.
- Change the security code.
- Record a personal greeting.

The System Administrator usually enables a First Time Help Feature that guides you through the process of recording your name, changing your password and recording a greeting. The remaining pages in this User Guide also describe these features.

Whenever you access your mailbox the system informs you of the number of new messages and the number of saved messages. For example, “*You have two new messages and three saved messages.*” After the message number prompt the menu provides these options:

- | | | |
|--|-----------|--|
| <table border="1"><tr><td>1</td></tr></table> | 1 | To retrieve messages. |
| 1 | | |
| <table border="1"><tr><td>ABC
2</td></tr></table> | ABC
2 | To send a message. |
| ABC
2 | | |
| <table border="1"><tr><td>MNO
6</td></tr></table> | MNO
6 | For Extended Options. |
| MNO
6 | | |
| <table border="1"><tr><td>TUV
8</td></tr></table> | TUV
8 | For personal options. |
| TUV
8 | | |
| <table border="1"><tr><td>OPER
0</td></tr></table> | OPER
0 | To transfer to a mailbox or extension. |
| OPER
0 | | |

The system uses a scheme called *smart prompts* to eliminate unnecessary messages. If you have no messages, it omits the message number and the retrieve messages prompts.

Record Name

Recording your name provides a personalized identity for your mailbox. For example, when a mailbox owner leaves a message from their mailbox the caller hears the following prompt, *"Message will be sent to Your Name."*

The caller gets confirmation that the message was sent to the correct person. If no name is recorded the caller hears, *"Message will be sent to mailbox XXXX."* Once the name is recorded you can press:

- | |
|---|
| 1 |
|---|

 To listen to the current name.
- | |
|-----|
| ABC |
| 2 |

 To record again.
- | |
|---|
| # |
|---|

 When finished.

Password

Change your password to keep messages confidential and prevent unauthorized use of your mailbox. The password can be changed as often as you like.

The password is a four digit number, unless set otherwise by the system administrator. Select a code that is easy to remember but is not obvious. For example, do not use 5555. You could use the last four digits of your home phone number. If you forget the code, the administrator can reset the mailbox.

Once set, change the security using the same procedure as setting the original password.

- | |
|-----|
| TUV |
| 8 |

 Press from the main menu.
- | |
|-----|
| ABC |
| 2 |

 To edit a password. The system plays the current password.
- | |
|---|
| # |
|---|

 To keep the current password, or enter a new password followed by [#] when finished.

Greeting

The greeting is a personal message that callers hear when they dial a mailbox. The greeting usually tells the caller that you are unavailable, when you can be reached, and how to record a message. When you record a greeting, speak at a natural pace, perhaps just slightly faster than normal. As a mailbox owner there are several greeting types that you can record:

- STANDARD - Greeting plays when your phone goes unanswered or is busy.
- TEMPORARY - Greeting plays only when activated. It can be used for vacations, days off, or sick days.
- INTERNAL - Greeting plays when fellow employees dial your extension. (Future)
- BUSY - Answers calls only when you are on the phone.
- TIME SENSITIVE - There are 9 possible time periods. The system administrator will define and approve their usage.

An example of a typical or standard greeting might be, *"Hello, this is Roger Smith. I'm either on the phone or out of the office. After the tone please leave your name, number, and a detailed message. I'll return the call as soon as possible."*

When you finish your message press any key for more options or just hang up.

Instructing callers to press any key at the end of their messages lets them select from these editing options:

- 1 Send.
- ABC
2 Play the message.
- DEF
3 Cancel the message.
- GHI
4 Append to the message.
- JKL
5 Re-record the message.

To record a New Standard Greeting:

1. Access your Voice Mail.

- TUV
8 Personal Options.
- 1 Edit any greeting type.
- 2 Edit the standard greeting.
- 1 Listen to the current greeting.
- ABC
2 Record the greeting.

2. Record your message. Press any key when finished recording.
3. Repeat the above steps until you are satisfied with the greeting.

If you do not record a personal message, the system plays the following default message: “*At the tone, record your message, then press any key to finish recording or stay on the line and an operator will be with you momentarily.*”

Once the greeting has been recorded, you can:

1

 Press [1] to hear the greeting.

ABC
2

 Press [2] to re-record.

DEF
3

 Press [3] to erase.

#

 Press [#] to go back.

Retrieving Messages

To retrieve messages:

1. Enter your mailbox number + [*] + password.
2. Press [1] to retrieve a message. Message must be deleted or saved.

When messages are retrieved, *new* messages are played before previously *saved* messages, and they are played in the order received; the oldest message is played first. The diagram below shows the features available while you review messages. Features can be accessed any time, it is unnecessary to wait until the end of the message.

Options available while listening to a message and after:

While Listening	
6 1	Skip to Saved Messages
6 2	Pause
6 3	Skip
6 4	Slow Down
6 6	Speed Up
6 8	Volume Down
6 9	Volume Up
7	Rewind
8	Fast Forward

After Listening	
1	Reply
2	Save
3 #	Delete
4	Forward
5	Reply
8	Date and Time

After listening to a message, either:

- Delete the message.
- Save the message.
- Forward it to a mailbox.

NOTES

Even if a message is forwarded, it must be deleted or saved.

In most cases, you will delete the message. If you save it, be aware that the system automatically erases messages after a period of time. This time period is called the *retention period* and is typically set to about seven days. Verify the retention period with the system administrator.

- **FORWARD** - Lets you pass the message to another mailbox owner. Once you know the mailbox number where the message is to be forwarded, you may forward the message as is, or add your introductory comments (preamble) to the message. These comments are heard first by the person retrieving the message followed by the forwarded message.
- **REPLY** - Use Reply to respond directly to the person who left the message without entering their mailbox number. To use this feature, the message must have been sent from another mailbox owner.

- DATE/TIME - Gives the date and time the message was sent. The system automatically attaches this information to each message.

NOTES	<i>If you hang up without deleting or saving, messages are automatically saved in the same state they were in when you accessed the mailbox.</i>
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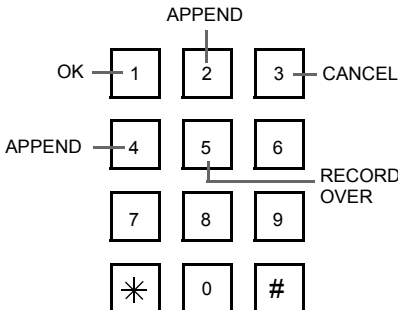
Sending a Message

1. Enter your mailbox number + [*] + password.
2. Press [2] to send a message.
3. Record your message after the tone.
4. When finished, press any key.

The following options are now available:

1	Message OK
2	Listen
3	Cancel
4	Append
5	Re-Record

After you have finished recording and *before* you press [1] to send the message, you have these options:



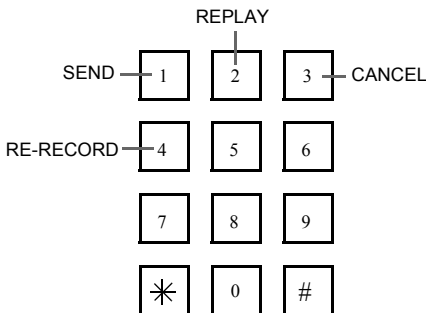
You may want to practice by entering your own mailbox number and sending yourself a message.

Reply To Sender

1. Enter your mailbox number + [*] + password.
2. Press [1] to retrieve messages.
3. Press [5] to reply to the message.
4. Prompt: "Reply will be sent to either Mailbox Name or Number."
5. Press [#] to confirm,
-or-
Press [*] to cancel.
6. After the tone, leave your message.
7. After recording, press any key to end msg.
8. Press [1] to send reply, or select another option.

Reply to Sender lets the user respond to a mailbox message. *Expresso* automatically sends a reply to the person to whom you are responding.

If you must edit the message, press any key on the telephone key pad instead of hanging up the phone to send the message. *Expresso* has the following options:



Mailbox State

The Mailbox State determines how the system handles a call when someone leaves a message. Usually, this means playing the called party's personal greeting, then prompting the caller to leave a message.

Several other feature selections let the call be handled differently:

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other Options.
4. Press [2] for state. The system plays the current state and options.
5. Select the State.

NOTES

These messages are smart prompts and the system only plays the prompts available to the user based on current state and system administrator settings.

The following State menu selections are available:

- TURN GREETING OFF -- Disables the mailbox greeting. The caller only hears the tone to begin recording. The system provides this option only if *Turn Greeting On* is active.
- TURN GREETING ON -- Enables mailbox greeting. Callers hear a complete greeting. The system provides this option only if *Turn Greeting Off* is active.
- FORWARD TO A MAILBOX -- Transfers the call to another mailbox. For example, in the evening a sales department might want messages left in a generic mailbox with common password access.
- FORWARD TO AN EXTENSION (option) -- Transfers the call to an extension instead of taking a message.
- FORWARD TO A MENU -- Transfers the caller to a custom menu with numerous selections.
- FORWARD TO A MODULE -- Transfers the caller to a custom module with numerous selections.
- MAILBOX OFF -- Disables the mailbox and caller hears, *"This mailbox is not available. Press [1] to try another mailbox or [0] for an operator."*

Notification

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

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other Options.
4. Press [1] for notification.
5. Select the type of notification.
 - IMMEDIATE - System dials you as soon as the message is left.
 - TIMED - System waits for the specified time before notifying you.

Select from the following Notification Options:

- PLAY - Hear the current settings.
- OFF/ON - Turn this feature off/on.
- IMMEDIATE - Enables immediate notification.
- TIMED - Set the reminder time.
- NUMBER - Set the number where you can be reached. This number can be an internal extension, outside phone number, or digital pager.

When system calls, it plays: *"I have a new message for (Your Name). Please enter your password to accept the message."*

You can access your messages manually at anytime. If you are expecting an important message or plan to be out of the office, this feature provides added flexibility. If you are unavailable when the system tries to call you, it redials periodically until you receive the message.

Send Message To Distribution List

This feature lets the user send a message to a distribution list. To use this feature, the Lists setting in Class of Service must be set to Personal, System or both.

1. Enter your mailbox number + [*] + password.
2. Press [2] to send a message.
3. Record your message after the tone. When finished, press any key. The following options become available:

1	Message OK
2	Listen
3	Cancel
4	Append
5	Re-Record

When message is ready to send:

4. Enter [*] to go to address options.
5. Press [5] to send to system list.
6. Press [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-
Press [*] to cancel.
9. Press [#] to send.
10. Press [*] to re-enter destination.

Personal Distribution List

You can create personal distribution lists and send messages to the *Expresso* system administrator when this feature is enabled.

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other options.

4. Press [3] for distribution list.
5. Press [2] to create a list.
6. Enter list number (0-9).
7. Enter [#] to confirm.

Once the list is created you can add or delete mailbox entries. The complete list can also be deleted.

Adding/Deleting Entries

Use the instructions below to add to or delete entries from a distribution list.

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other Options.
4. Press [3] for distribution list.
5. Press [1] to edit a list.
6. Enter list number (0-9).
7. Press [2] to add a mailbox number.
8. Press [3] to delete a mailbox number.
9. Enter mailbox number followed by [#].
10. Repeat steps 7-8 until all entries are complete.
11. Enter [#] when finished.

Delete Lists

Deletes complete lists from the database and lets you reuse the number.

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other Options.
4. Press [3] for distribution list.
5. Press [3] to delete a list.
6. Enter list number (0-9).
7. Press [#] to confirm or press [*] to cancel.

Guest Mailboxes

The *Expresso* system lets users create up to ten guest mailboxes. Use Guest mailboxes when you must leave messages for individuals who do not have their own permanent mailbox on the system. Guests can only receive messages from you (the mailbox owner), but they can reply to messages. Each guest mailbox can contain up to ten messages.

To create a guest mailbox:

1. Enter your mailbox number + password.
2. Press [8] for Personal Options.
3. Press [8] for Other options.
4. Press [4] for guest mailbox.
5. Press [2] to create guest mailbox.
6. Enter mailbox number followed by [#].

Once a guest mailbox is created, the guest mailbox creator has the following options:

List mailboxes.

Create a mailbox.

Delete mailbox.

Edit mailbox greetings.

Go back a menu.

Leaving Guest Messages

Expresso uses one guest mailbox greeting for all your guest mailboxes. This greeting plays every time a guest mailbox user accesses the guest mailbox. The guest greeting should be generic. Example: "To see if you have a message, enter your guest mailbox number followed by the pound [#] sign."

To leave messages for guest mailboxes.

1. Enter your mailbox number + [*] + password.
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 guest mailbox number followed by [#].
8. Press [#] to send the message.

Guest Instructions

Have guests use the following instructions to retrieve their messages. You may want to make a copy of these instructions to for users who have guest access to the Voice Mail system.

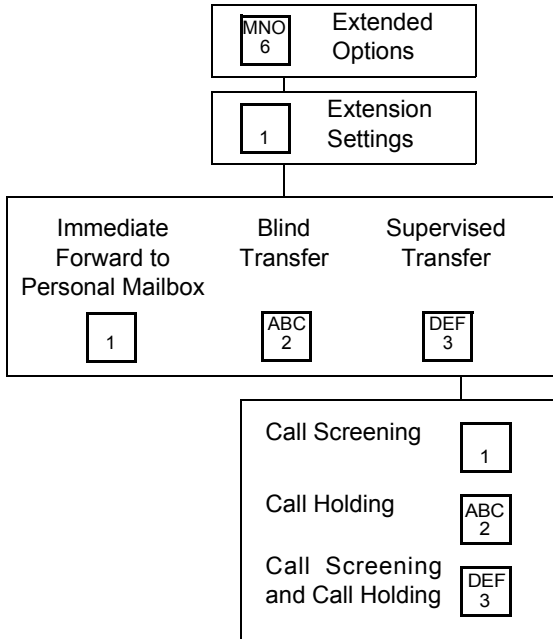
1. Call the *Expresso* system.
2. Access mailbox of the user who has you as a guest.
3. While listening to the mailbox greeting, press [4] for guest mailbox.
4. Listen to the Guest Greeting recorded by the mailbox owner.
5. Enter guest mailbox number followed by [#].
6. After listening to Guest messages.
 - Press [1] to replay messages.
 - Press [3] to play the next message.
 - Press [2] to reply to owner.
 - Press [8] to time stamp.

Automated Attendant

Use the Voice Mail Menu to access the Auto Attendant (Extension Settings) menu.

1. Press [6] (Extended Options) on the Main Voice Mail menu to access Auto Attendant functions.
2. Automated Attendant also lets users set up a Voice Note Pad.

The following drawing shows the menu structure for the Automated Attendant (Extension Settings):



System Access

Auto Attendant system access lets a mailbox user set and edit the Automated Attendant special features. Access extension features through the Voice Mail Owner menu.

The instructions below include the Transfer Option selections for extensions. *Expresso* automated voice processing transfers calls using several methods.

1. Dial the internal extension or outside phone number.
2. Enter your mailbox number.
3. Press [*].
4. Enter your password.
5. Press [6] at the mailbox owner prompt.

Call Transfer Options

The instructions below include the Transfer Option selections. *Expresso* transfers calls using several methods. As a mailbox user you can change the method of transfer:

1. Access mailbox using System Access instructions.
2. Press [1] to change Extension Settings.
3. Press [1] to set immediate Forward,
-or-
Press [2] to set Blind Transfer,
-or-
Press [3] to set Supervised Transfer.

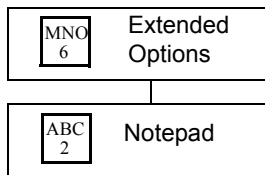
When *Expresso* forwards a call to an extension the transfer can be:

- IMMEDIATE FORWARD -- Forwards the call immediately to the mailbox without trying to call the extension.
- UNSUPERVISED (BLIND) -- The call transfers immediately to the extension. In the event the call is unanswered, the system does not forward the call or monitor the transfer.

- SUPERVISED -- An unanswered call is forwarded and the voice system monitors the transfer.
 - Call Screening identifies callers before connecting them. The Voice system prompt is similar to: *"You have a call from caller name. Press [1] to accept and [2] to have the system take a message."*
 - Call Holding lets mailbox owner put a call on hold.
 - Call Screening and Call Holding: A mailbox owner can set both of these options. When the call is screened there is an additional smart prompt that lets the owner put a call on hold.

Voice Note Pad

The Voice Note Pad is like a programmable database that records information for later retrieval.



- Information Groups -- The information stored in a Group can be any number from 1-8. Names for information groups might be:
 - Home Phone Numbers
 - Today's Schedule
 - Grocery List
 - Business Numbers
- ID -- A subset of information in the group. IDs might be short numbers for different businesses, the first three initials of a family member name. For example:
 - ABC Company: 222 (for ABC)
 - Name: 6263 (the letters in Name)
 - John: 5646 (spells John)

An information group can have several IDs. Make the IDs numbers related to the type of information being stored.

To access the Voice Note Pad:

1. Dial the internal extension or outside phone number.
2. Enter your mailbox number.
3. Press [*].
4. Enter your password.
5. Press [6] at the Mailbox Main Menu to access Extended Options.
6. Press [2] to access the Voice Notepad.

When you access Voice Note Pad, the system plays any existing Note Pad Group numbers, then prompts for a number.

To select an Information Group:

1. Access the Voice Note Pad. System plays existing group names.
2. Select a Group Number (1-8).
(If Group Number selected already exists, the system continues with Modify Group.)
3. Record an Information Group Title (Business Phones). When finished, press any key.
4. Press the [#] to go back

-or-

Press the [*] to repeat the group names.

Once a group number is selected, smart prompts guide you through creating a new group or modifying an existing group.

To create an Information Group:

1. Enter new number + [#].
2. Record an Information Group Title (Business Phones)
3. When finished, press any key.

To create a new ID (e.g., 222 for ABC Company):

1. Enter ID + [#].
2. Record Entry (“ABC’s main number is 555-1212”)
3. When finished, press [#].

To change the Information Group description:

1. Press [1] + [*].
2. Record a new Information Group description. System goes back through this menu.

To delete an Information Group:

1. Press [3] + [*].
2. To confirm delete, press [#].

To modify an Information Group ID or entry:

1. Enter ID + [#].
2. Press one of the following options:
 - [1] to hear your recorded reminder.
 - [2] to record the reminder again.
 - [3] + [#] to delete the ID.
 - [4] to append the ID.
 - [#] to go back.



October 1999

P/N: ES252-00