

Panasonic

**Voice Processing
System**

MODEL NO. **KX-TVP150E**

**Summary of Operations
for Managers**

Introduction

The Voice Processing system (VPS) is a convenient, easy-to-use telecommunications system. With it, recorded messages can be sent, received and retrieved at any time from any touch-tone telephone in the world. The VPS ensures that important calls will never go unanswered and will receive an appropriate response without fail.

■ Summary of Functions of the Voice Processing System (VPS)

The following functions are available by calling the system.

- You can specify the telephone number of a person to whom you want a message sent and the time you wish it delivered. Then, at the preset time, the system calls the number you specified and plays your recorded message automatically.
(See "Recording External Delivery Messages" on page 2-13 of the Summary of Operations for Subscribers.)
- If you are out, the system will record incoming calls for you. You can retrieve your messages whenever you wish.
(See "Receiving Messages" on page 1-3 of the Summary of Operations for Subscribers.)
- You can specify the number of an extension for your calls to be forwarded to. Then you can take your calls in another room or at another desk.
(See "Alternate Extension Transfer Status Setting" on page 3-5 and "Setting Up the Alternate Extension" on page 3-6 of the Summary of Operations for Subscribers.)
- You can have the system tell you the name of the caller before you actually take a call. In this way you can make sure you receive only important calls.
(See "Setting Call Screening" on page 3-4 of the Summary of Operations for Subscribers.)

- The system features a bulletin board service that allows you to provide callers with news and information about your company. The caller can choose specifically the messages he or she wants to hear from all of those available.

(See "Creating Bulletin Board Messages" on pages 2-4 ~ 2-13 of this manual.)

- The system's interview mailbox function is ideal if you wish to collect information in the form of replies to questions. When a caller accesses this function, the system plays your prerecorded questions to him or her and then records the replies. Since you can record any sort of questions you choose, this feature gives you a very powerful and flexible data gathering tool.

(See "Enabling/Disabling the Interview Mailbox" on page 3-12 and "Recording Questions for the Interview Mailbox" on page 3-38 of the Summary of Operations for Subscribers.)

For details of other functions and operations, please refer to the *Detailed Edition*.

■ An Outline of the Contents of This Manual

This Summary of Operations for Managers explains briefly the Voice Processing System (VPS) operation by touch-tone telephone for the Message Manager and the Bulletin Manager. This consists of two chapters:

Chapter 1 — Operation and setup for Message Manager 1-1 ~ 1-36

Chapter 2 — Operation and setup for Bulletin Manager 2-1 ~ 2-20

Chapter 1 explains the operation and setup for the Message Manager.

Chapter 2 explains the operation and setup for the Bulletin Manager.

If you want to get more detailed information, see the Manager's Guide, available separately. If you become familiar with operating the VPS but you do not remember the introductory telephone key number, use the Quick Reference for Manager. It shows you complete menus of operation accompanied with the key numbers.

In the Voice Mail and Automated Attendant services, the following functions are always available after main command entry. They cannot be used, however, in cases where functions have been assigned to each number, or when entering the number, as some value (such as mailbox numbers) where it represents the original meaning (ex. Key [1] means the figure 1).

[9] to change playback speed

[0] to repeat the Help menu
(to call Operator for Non-Subscriber)

[*] to back up

[#] [1] to dial by name

[#] [2] Bulletin Board Service

[#] [3] Department Dialing

[#] [5] Login

[#] [6] Voice Mail Service

[#] [7] to restart (Subscriber's main command)

[#] [8] to call transfer

[#] [9] to exit the menu

Note: The service access commands (**# 1** ~ **# 9**) works except in the following cases:

- when messages are being received
- when the **#** is necessary to enter the specified parameters such as date, time, or mailbox number.

Some of the Text in This Manual Is Enclosed in Boxes:

The system provides voice prompts to persons accessing it.

In order to distinguish these voice prompts from the rest of the text in the manual, they are enclosed in boxes like the one shown below.

(Example)

*Good morning/Good afternoon/Good evening.
You have reached the voice processing
system.*

***** Quick Tip *****

When you finish your call, make sure to follow the prompt provided by the system to complete the current operation before actually hanging up the phone

If you have to hang up before the prompt is finished

- Press **9**. Then hang up the phone.
- If you forget to press **9** before hanging up the phone, the line will remain engaged until the prompt finishes playing. It is therefore necessary to wait about 30 seconds or so before calling the same number back again.

In addition to subscribers to the system, other persons who will be using it should also be informed of the above. The above operation works except in the following cases:

- when messages are being received
- when **9** is necessary to enter the specified parameters such as date, time, or mailbox number.

Chapter 1

Operation and Setup for Message Manager

This chapter explains operations and setup using the touch-tone telephone for the Message Manager.

Contents


Accessing the Message Manager's Mailbox	1-2
Transferring Messages (from the General Delivery Mailbox) ...	1-3
Changing the Company Greetings Mode ...	1-6
Setting Automatic Mode	1-7
Recording Company Greetings	1-9
Company Greeting Assignment	1-11
Recording the Department Dialing Menu ..	1-13
Programming the Department Dialing	1-15
Resetting the Department Dialing	1-17
Department Dialing Report	1-19
Modifying Voice Prompts	1-21
Recording the Company Name	1-30
Customizing Your Mailbox	1-32
Setting the Time and Date	1-34
Setting up Message Waiting Notification	1-36

Accessing the Message Manager's Mailbox

- 1** Dial an extension number which is connected to Voice Mail Service.

*Good morning/Good afternoon/Good evening
You have reached the voice processing
system.*

*Please enter the mailbox number of the
person for whom you wish to leave a
message.
To enter by name, please press a hash sign
and [1].
If you are using a rotary telephone, please
wait a moment.
To call the operator, press [0].*

- 2** Press the star  key. Then enter the Message Manager's mailbox number (98, 998, 9998, or 99998).

*Please enter the password followed by a hash
sign.*

- 3** Enter the password followed by a hash sign. Now, you are in the Message Manager's main command menu.

Transferring Messages

(from the General Delivery Mailbox)

1 Go to the Message Manager's main command menu.

2 Review the number of messages.

*To transfer messages from the general delivery mailbox, press [1].
To change the company greetings mode, press [2].
For other features, press [3].
For help at any time, press [0].*

3 Press **1** to transfer the message from the general delivery mailbox.

You have message(s).

4 Review the message.

*To repeat this message, press [1].
To play the next message, press [2].
To erase this message, press [3].
To transfer this message, press [7].*

5 Press **7** to transfer the message.

*Please enter the mailbox number to which this message should be transferred.
To enter by name, please press a hash sign and [1].*

6 Enter the destination mailbox number.

*Mailbox This is for
If this mailbox number is correct, press [1].
Otherwise, press [2].
(To repeat mailbox information, press [3].)
(To cancel message transfer, press [*].)*

Transferring Messages

(from the General Delivery Mailbox)

7 Press **1** to accept the number.

*To transfer, press [1].
To add mailbox number, press [2].
To review mailing list, press [3].
To cancel message transfer, press [*].*

8 Press **1** to transfer.

*To add your comment, press [1].
Otherwise, press [2].*

9 Press **2** to execute transferring.

I'll deliver this message to

Transferring Messages

(from the General Delivery Mailbox)

Hint



- Step 4 — You can replay the previous message by pressing [1] twice. Help menu including this option can be obtained by pressing [0].
- Step 5 — You can repeat the message by pressing [1].
You can play the next message by pressing [2].
You can erase the message by pressing [3].
- Step 8 — You can press [2] to add a mailbox a number.
You can press [3] to review the mailing list.
You can press [*] to cancel message transfer.
- Step 9 — You can add your comment by pressing [1].
(See the steps 7 — 10 in Message Transfer with Additional Messages)

Changing the Company Greetings Mode

- 1** Go to the Message Manager's main command menu.

*To transfer messages from the general delivery mailbox, press [1].
To change the company greetings mode, press [2].
For other features, press [3].
For help at any time, press [0].*

- 2** Press **[2]** for Changing the Company Greetings Mode menu.

*Current company greeting mode is mode
(day/night/automatic)*

*To change this setting, press [1].
Otherwise, press [2].*

- 3** Press **[1]** to set (change) the mode.

*To set the company greeting mode to day mode, press [1].
To set the mode to night mode, press [2].
To set the mode to automatic mode, press [3].*

- 4** Press **[1]** for day mode, **[2]** for night mode, **[3]** for automatic mode. (See **Setting Automatic Mode**)

*Company greeting mode is set to mode.
(day/night/automatic)*

Hint

Step 3 — You can accept the mode by pressing [2].

Setting Automatic Mode

1 Go to the **Changing Company Greetings Mode** menu. (See steps 1 — 2 in the Changing Company Greetings Mode.)

2 Press **1** to change the setting.

*To set company greeting mode to day mode, press [1].
To set the mode to night mode, press [2].
To set the mode to automatic mode, press [3].*

3 Press **3** to set the automatic mode.

*Current day-service start time for;
(Monday/Tuesday/.../Sunday) is*

*To change the day-service start time, press [1].
Otherwise, press [2].*

4 Press **1** to set (change) the time.

Please enter the new time, followed by a hash sign.

5 Enter the time and press a hash sign **#**.

Please enter [1] for 'AM' or [2] for 'PM'.

6 Press **1** or **2**.

Setting Automatic Mode

7 Press **[2]** to accept.

*Current night-service start time for
(Monday/Tuesday/.../Sunday)*

*To change the night-service start
time, press [1].
Otherwise, press [2].*

8 Repeat the Steps 4 — 6. (day mode → night mode)

Hint

Step 4 — You can accept the current setting by pressing [2].

Recording Company Greetings

- 1 Go to the Message Manager's main command menu.

*To transfer messages from the general delivery mailbox, press [1].
To change the company greetings mode, press [2].
For other features, press [3].
For help at any time, press [0].*

- 2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming, press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification, press [7].*

- 3 Press **1** to record company greetings.

Please enter the company greeting number [1] through [16], followed by a hash sign.

- 4 Enter the company greeting number (1—16) and a hash sign **#**.

A company greeting has been already recorded for this number.

If you have not recorded a greeting for this number, go to the prompt at Step 7.

Recording Company Greetings

5 Review the current greeting.

*To change this greeting, press [1].
Otherwise, press [2].*

6 Press **1** to change the greeting.

*To record, press [1].
To erase, press [2].*

If you press [2], you will go to the prompt at Step 6 of the Company Greeting Assignment menu.

7 Press **1** to record the greeting.

*Please state the company greeting at the tone.
To end recording, press [1].
To pause and restart recording, press [2].*

8 Record the greetings.

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

9 Press **2** to accept.

Your recording has been accepted.

Hint

Step 4 — If you have not recorded the greeting for this number, you can directly record a greeting.

Step 7 — You can erase the greeting by pressing [2].

Company Greeting Assignment

1 Go to the **Recording Company Greetings** menu.
(See steps 1— 4 in Recording Company Greetings)

2 Review the greeting.

*To change this greeting, press [1].
Otherwise, press [2].*

3 Press **2** to accept it.

*This greeting will be played at port in day
time (night time).*

*To change this greeting, press [1].
Otherwise, press [2].*

4 Press **1** to change the setting.

*To play this message in day time, press [1].
Otherwise, press [2].*

5 Press **1** to play it in daytime or press **2** to
choose the night time menu.

*Please enter the port numbers for which this
greeting will be assigned, followed by a hash
sign.*

6 Enter the port number and **#** sign.

*This greeting will be played at port in
(day time/night time)*

*To change this setting, press [1].
Otherwise, press [2].*

Company Greeting Assignment

7 Press **2** to accept.

*To play this message at night time,
press [1].
Otherwise, press [2].*

(This prompt will not be played if you have
already set the night time mode.)

8 Press **2** not to assign.

Hint

Step 5 — You can select not to assign by
pressing [2].

Step 7 — You can change the setting by
pressing [1].

Step 8 — You can select to play the message at
night time by pressing [1].

Recording the Department Dialing Menu

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming, press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification, press [7].*

3 Press **2** for the Department Dialing Programming menu.

*To set up department dialing, press [1].
For a department dialing report, press [2].
To exit, press [*].*

4 Press **1** to set up the department dialing.

*To change the department dialing menu, press [1].
To change the extension, press [2].*

5 Press **1** to record the Department Dialing Menu.

*Department dialing menu is not recorded.
To record, press [1].
Otherwise, press [2].*

or

*Current department dialing menu is
To change this menu, press [1].
Otherwise, press [2].*

Recording the Department Dialing Menu

6 Press **1** to record.

*Please state the department dialing menu at the tone.
To end recording, press [1].
To pause and restart recording, press [2].*

7 State a message.

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*]*

8 Press **2** to accept it.

Your recording has been accepted.

Hint

Step 5 — If you have already recorded the menu, you will review it first, and then select whether to change it or not.

Step 8 — You can change the message by pressing [1].
You can record, add, review, accept and erase the message.

Programming the Department Dialing

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming, press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification, press [7].*

3 Press **2** for the Department Dialing Programming menu.

*To set up department dialing, press [1].
For department dialing report, press [2].
To exit, press [*].*

4 Press **1** to set the department dialing.

*To change the department dialing menu, press [1].
To change the extension, press [2].*

5 Press **2** to set/change the department dialing.

*To assign an extension, press [1].
To delete, press [2].*

6 Press **1** to assign an extension or **2** to delete.

Please enter the department number [1] through [9] or [] to exit.*

7 Enter the department number.

Programming the Department Dialing

8 Review the current extension number.

Current extension No. is

or

Extension for department dialing is unassigned.

*To change this setting, press [1].
Otherwise, press [2].*

9 Press **[1]** to assign (change) the extension.

Please enter the extension for department dialing followed by a hash sign.

or

To delete the extension, please press a hash sign now.

10 Enter the extension and press a hash sign **[#]**.

11 Review the current extension.

12 Press **[2]** to accept.

Hint

Step 8 — You can accept the extension by pressing [2].

Resetting the Department Dialing

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming, press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification, press [7].*

3 Press **2** for the Department Dialing Programming menu.

*To set up department dialing, press [1].
For department dialing report, press [2].
To exit, press [*].*

4 Press **1** to set the department dialing.

*To change the department dialing menu, press [1].
To change the extension, press [2].*

5 Press **2** to change the department dialing.

*To assign an extension, press [1].
To delete, press [2].*

6 Press **2** to delete.

Please enter the department number [1] through [9] or [] to exit.*

Resetting the Department Dialing

7 Enter the department number.

Current extension number is ...

*To delete the extension, press [1].
Otherwise, press [2].*

8 Press **[1]** to delete.

Department Dialing Report

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **2** for the Department Dialing Programming menu.

*To set up department dialing, press [1].
For department dialing report, press [2].
To exit, press [*].*

4 Press **2** for the department dialing report.

*Please enter the department number for the report.
You will receive all the extensions by pressing the hash key.*

5 Enter the department number you want.

Department number is assigned to extension number

or

Department number is unassigned to any extension.

Department Dialing Report

Hint

Step 5 — You can receive the report for all extensions by pressing the hash key.

Modifying Voice Prompts

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **3** to modify voice prompts.

*Please enter the prompt number, followed by
a hash sign.*

4 Enter the modifiable prompt number followed by the hash sign **#**.

Current prompt is ...

(When it is the original system prompt, you will go to Step 7.)

5 Review the current prompt.

*To change this prompt, press [1].
Otherwise, press [2].*

6 Press **1** to change the prompt.

*To record a new prompt, press [1].
To erase the current prompt and go back to
the original system prompt, press [2].*

Modifying Voice Prompts

7 Press **1** to record a new prompt.

*Please state the prompt at the tone.
To end recording, press [1].
To pause and restart recording, press [2].*

8 State a prompt.

9 Review the prompt.

*To review, press [1].
To accept the prompt, press [2].
To record a new prompt, press [3].
To erase and exit, press [*].*

10 Press **2** to accept it.

Your recording has been accepted.

Hint

- Step 4 — For the numbers of the modifiable prompts, see the next page.
- Step 5 — If you have not recorded any voice prompts, you will receive the current system prompt and go to recording prompt menu directly.
- Step 7 — You can erase the current prompt and restore the system prompt by pressing [2].
- Step 10— You can select another key for another feature.

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
1	ZERO
2	ONE
3	TWO
4	THREE
5	FOUR
6	FIVE
7	SIX
8	SEVEN
9	EIGHT
10	NINE
11	MESSAGES
12	FROM
13	MAILBOX
21	Good morning.
22	You have reached the Voice Processing system.
23	Good Afternoon.
24	Good Evening.
25	Please enter the mailbox number of the person for whom you wish to leave a message. To enter by name, please press a hash sign and [1].
26	If you are using a rotary telephone, please wait a moment. To call the operator, press [0].
27	Please enter the mailbox number of the person for whom you wish to leave a message. To enter by name, please press a hash sign and [1]. To call the operator, press [0].
28	Incorrect entry.

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
29	Please enter the first three or four letters of the person's last name. For the letter 'Q', press [7]. For the letter 'Z', press [9].
30	If this is the person to whom you wish to leave a message, press [1]. Otherwise, press [2]. To try again, press [*].
31	Sorry, this name cannot be found.
32	There are no more names.
33	This is for --- .
34	Mailbox number entry failure. Please check the mailbox number.
35	Please enter the password, followed by a hash sign.
36	Thank you for calling.
37	Welcome to the general delivery mailbox.
38	Sorry, this mailbox is in use.
39	Sorry, this function is not available.
40	Password entry failure. Please check the password.
41	You have --- .
42	You have one message.
43	There are no messages.
44	To repeat this message, press [1]. To play the next message, press [2]. To reply, press [4]. For help, press [0].

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
45	To repeat this message, press [1]. To replay the previous message, press [1] twice. To play the next message, press [2]. To reply, press [4]. To rewind, press [5]. To fast forward, press [6]. To end this call, press [*].
46	To repeat this message, press [1]. To replay the previous message, press [1] twice. To reply, press [4]. For help, press [0].
47	Please leave me a message at the tone. To end recording, hang up or press [1] for more features. To pause and restart recording, press [2].
48	Please leave me a message at the tone. To end recording, hang up. To cancel your message, press [*], if you have a touch-tone phone.
49	Sorry, there is no space for recording in this mailbox.
50	Your recording has been accepted.
51	To review, press [1]. To accept, press [2]. To record a new one, press [3]. To add, press [4]. To erase and exit, press [*].
52	If this is an urgent message, press [1]. Otherwise, press [2].
53	If this is a private message, press [1]. Otherwise, press [2].
54	Sorry, I cannot add anything further.

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
55	Please answer the following question at the tone. To end answering and receive the next question, press [1]. To end interview, press [*].
56	If you have any comment, please state it at the tone.
57	Please enter the extension of the person whom you wish to call. To enter by name, please press a hash sign and [1].
58	For department dialing, press [*].
59	To listen to the bulletin board message, press [1] followed by a hash sign.
60	If this is the person to whom you wish to call, press [1]. Otherwise, press [2]. To try again, press [*].
61	There are no more names. To try again, press [*].
62	Extension --- .
63	Please wait a moment.
64	Please state your name at the tone.
65	To leave a message, press [1].
66	If your message is urgent, press [2].
67	To listen to a message from this party, press [3].
68	To call the operator, press [0]. To enter another extension, press [*].
69	This call has been transferred from voice processing system.
70	This call is for --- .
71	Calling the operator, please wait a moment.

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
72	This call is from --- .
73	To answer the call, press [1]. Otherwise, press [2] and hang up.
74	Redialing now. Please wait a moment. To retrieve the call, press [2].
75	To continue redialing, press [1]. Otherwise, press [2].
76	You have a call from --- .
77	Sorry, this line is busy.
78	Sorry, no one is available to answer the call.
79	You have a call. To answer the call, press [1]. Otherwise, press [2] and hang up.
80	--- other people are waiting to connect.
81	One other person is waiting to connect.
82	If you would like to hold, press [1]. Otherwise, press [2].
83	Sorry, this number is unassigned.
84	Sorry, bulletin board service is not available.
85	Hello, I have a message for --- .
86	To receive the message, press [1]. To hold this call, press [2]. If you want me to call back later, press [8].
87	Thank you.
88	To retrieve the call, press [2].
89	To repeat this message, press [1]. To reply, press [2]. To end this call, press [*]. For help, press {0}.

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
90	To repeat this message, press [1]. To reply, press [2]. To rewind, press [5]. To fast forward, press [6]. To end this call, press[*].
91	This message is from --- .
92	Please call --- .
93	Company name is --- .
94	Extension number is --- .
95	To repeat, press [1]. To end this call, press [*].
96	I'll deliver this message to --- .
97	To receive the message, press [1]. To hold this call, press [2].
98	Hello, I have a message for mailbox --- .
99	Hello, I have an urgent message for --- .
100	Hello, I have an urgent message for mailbox --- .
101	If you wish to enter the voice mail service, press [1]. Otherwise, press [2].
102	To leave a message, press [1]. To enter another extension, press [2].
103	You have a call.
104- 109	- Reserved -
110	(Menu Message of Custom Service 1)* ¹
111	(Menu Message of Custom Service 2)
112	(Menu Message of Custom Service 3)
113	(Menu Message of Custom Service 4)
114	(Menu Message of Custom Service 5)
115	(Menu Message of Custom Service 6)

Modifying Voice Prompts

Prompt No.	Modifiable Prompts
116	(Menu Message of Custom Service 7)
117	(Menu Message of Custom Service 8)
118	(Menu Message of Custom Service 9)
119	(Menu Message of Custom Service 10)
120	(Menu Message of Custom Service 11)
121	(Menu Message of Custom Service 12)
122	(Menu Message of Custom Service 13)
123	(Menu Message of Custom Service 14)
124	(Menu Message of Custom Service 15)
125	(Menu Message of Custom Service 16)
126	(Exit Message of Custom Service)
127	(Exit Message of Operator Service) ^{*2}

*1, *2

Refer to the *Detailed Edition* for information on Custom Services and Operator Services.

Recording the Company Name

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **4** to record a company name.

*Company name is not recorded.
To record, press [1].
Otherwise, press [2].*

(If you press [1], you will go to Step 5.)

or

Current company name is ...

*To change this company name, press [1].
Otherwise, press [2]*

4 Press **1** to change.

*To record a new company name, press [1].
To erase the company name, press [2].
To exit, press [*].*

5 Press **1** to record a name.

*Please state the company name at the tone.
To end recording, press [1].
To pause and restart recording, press [2].*

6 State the name.

Recording the Company Name

7 Press **1** to end recording.

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

8 Press **2** to accept.

Your recording has been accepted.

Hint

Step 3 — If you have not recorded any company name, "Company name is not recorded." will be played. After that, you can choose whether to record or not.

Step 5 — You can erase the name by pressing [2].

Customizing Your Mailbox

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **5** to customize your mailbox.

4 Review the current password setting.

*To change this setting, press [1].
Otherwise, press [2].*

5 Press **1** to set the password.

*Please enter the password, followed by a
hash sign.
If you don't need the password, press hash
sign.*

6 Enter the password and a hash sign **#**.

7 Review the password.

8 Press **2** to accept.

9 Review the current operator's extension setting.

*To change this setting, press [1].
Otherwise, press [2].*

Customizing Your Mailbox

10 Press **1** to set the Operator's extension.

*Please enter the Operator's extension
followed by a hash sign.*

11 Enter the extension and press a hash sign **#**.

12 Review the extension.

13 Press **2** to accept.

Hint

Step 5, 10 — You can accept the current
setting by pressing [2].

Setting the Time and Date

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **6** to set the time and date.

*The current time is —.
To change the time, press [1].
Otherwise, press [2].*

4 Press **1** to change the current setting.

*Please enter the new time followed by a hash
sign.*

5 Enter the current time and press **2**.

*Please enter [1] for 'AM'
or [2] for 'PM'.*

6 Enter **1** or **2**.

*The current time is —.
To change the time, press [1].
Otherwise, press [2].*

7 Press **2** to accept it.

*The current date is —.
To change the date, press [1].
Otherwise, press [2].*

Setting the Time and Date

8 Press **[1]** to change the current setting.

Please enter the month, followed by a hash sign.

9 Enter the **month** and press **[#]**.

Please enter the day, followed by a hash sign.

10 Enter the **day** and press **[#]**.

Please enter the last two digits of the year, followed by a hash sign.

11 Enter the last two digits of the **year** and press **[#]**.

*The current date is —. (Nov. 14 - 1994)
To change the date, press, [1].
Otherwise, press [2].*

12 Press **[2]** to accept the date.

Hint

Step 5 — You can press [0] for help here.

“For example, to enter 5 o’clock press five and hash sign or to enter 5:15 press five, one, five and hash sign.”

Step 9 — Press [0] for help with this setting.

You will hear the prompt:

“For example, to enter January, press one and hash.

Please enter the month, followed by a hash sign.

You can press [] at anytime to exit this menu.”*

Setting up Message Waiting Notification

1 Go to the Message Manager's main command menu.

2 Press **3** for Other Features.

*To change the company greetings, press [1].
For department dialing programming,
press [2].
To modify voice prompts, press [3].
To record a company name, press [4].
To customize your mailbox, press [5].
To set the clock, press [6].
To set up message waiting notification,
press [7].*

3 Press **7** to set Message Waiting Notification.

*To notify with a message waiting lamp,
press [1].
Otherwise, press [2].*

4 Press **1** to enable Message Waiting Lamp Notification.

You can be notified with a message waiting lamp.

*To set timed message notification, press [1].
To set immediate message notification,
press [2].
To assign a telephone number, press [3].*

5 To set Timed Message Notification, follow the steps 4 to 11 on pages 3-29 and 3-30 of the Summary of Operations for Subscribers.

5' To set Immediate Message Notification, follow the steps 5 to 7 on pages 3-31 and 3-32 of the Summary of Operations for Subscribers.

Chapter 2

Operation and Setup for Bulletin Manager

This chapter explains operations and setup using the touch-tone telephone for the Bulletin Manager.

Contents


Accessing the Bulletin Board Mailbox	2-2	
Customizing the Bulletin Board Mailbox ...	2-3	
Creating Bulletin Board Messages		
(Level 0)	2-4	
Creating Bulletin Board Messages		
(Level 1)	2-6	
Creating Bulletin Board Messages		
(Level 2)	2-8	
Creating Bulletin Board Messages		
(Level 3)	2-10	
Creating Bulletin Board Messages		
(Level 4)	2-12	
Erasing Bulletin Messages	2-14	
Assigning Extensions to Bulletin Board	2-15	
Reviewing Bulletin Messages	2-16	
Recording Bulletin Messages	2-17	
Assigning Mailboxes to Bulletin Board	2-19	
Ending Bulletin Board Management	2-20	

Accessing the Bulletin Board Mailbox

- 1 Dial an extension number which is connected to the Voice Mail Service.

*Good morning/Good afternoon/Good evening
You have reached the voice processing
system.*

*Please enter the mailbox number of the
person for whom you wish to leave a
message.
To enter by name, please press a hash sign
and [1].
If you are using a rotary telephone, please
wait a moment.
To call the operator, press [0].*

- 2 Press the star  key. Then enter the Bulletin Manager's mailbox number (97, 997, 9997 or 99997).

*Please enter the password followed by a hash
sign.*

- 3 Enter the password followed by a hash sign. Now, you are in the Bulletin Manager's main command menu.



Customizing the Bulletin Board Mailbox

1 Go to the Bulletin Manager's main command menu.

*For bulletin board management, press [1].
To review the current bulletin board service, press [2].
To customize your mailbox, press [3].*

2 Press **[3]** to customize the mailbox.

The current password is /Password is unassigned.

*To change the setting, press [1].
Otherwise, press [2].*

3 Press **[1]** to assign the password.

Please enter the password followed by a hash sign.

4 Enter the password and press **[#]**.

The password you just entered is

*To change this setting, press [1].
Otherwise, press [2].*

5 Press **[2]** to accept the password.

Hint

Step 4 — You can delete the password by pressing only [#].

Creating Bulletin Board Messages (Level 0)

- 1** Go to the Bulletin Manager's main command menu.

*For bulletin board management, press [1].
To review the current bulletin board service,
press [2].
To customize your mailbox, press [3].*

- 2** Press **[1]** to create a bulletin board message (Level 0).

This is the top menu.

*There is no bulletin message recorded or
destination assigned.*

*To record a message, press [1].
Otherwise, press [2].*

- 3** Press **[1]** to record a message.

- 4** Record a message. (See Recording Messages)

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

- 5** Press **[2]** to accept the message.

*To assign an extension, press [1].
Otherwise, press [2].*

- 6** Press **[2]** to proceed to the next step.

- 6'** Press **[1]** to assign an extension and go to the Extension Assignment menu.
(If you assign an extension, you cannot go to the next level.)

Creating Bulletin Board Messages (Level 0)

7 *To assign a mailbox, press [1].
Otherwise, press [2].*

Press **2** to proceed to the next step.

7' Press **1** to assign a mailbox and go to the Mailbox Assignment menu.
(If you assign a mailbox, you cannot go to the next level.)

8 Review the message.

This is the new bulletin message.

*To edit the bulletin message, press [#].
(To select a bulletin message for level 1,
enter a number [1] through [9].)*

9 Select the feature you want.

Hint

Step 2 — If the message already exists, you can review the message directly after pressing [1] and going to Step 8.

Step 9 — You can end the Bulletin Manager service by pressing [*].

You can select a bulletin message for levels 2, 3, or 4 by entering the first 2 digits (level 2), 3 digits (level 3) or 4 digits (level 4) of its number.

Creating Bulletin Board Messages (Level 1)

- 1** Select a bulletin message for level 1 as in the operation at level 0.

The bulletin message number is

There is no bulletin message recorded or destination assigned.

*To record a message, press [1].
Otherwise, press [2].*

- 2** Press **1** to record a message.

- 3** Record a message (See Recording Message).

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*]*

- 4** Press **2** to accept.

- 5** Press **2** to proceed to the next step.

*To assign a mailbox, press [1].
Otherwise, press [2].*

- ≡
≡
≡
5' Press **1** to assign an extension and go to the **Extension Assignment** menu.
(If you assign an extension, you cannot go to the next level.)

- 6** *To assign an extension, press [1].
Otherwise, press [2].*

Press **2** to proceed to the next step.

- 6'** Press **1** to assign a mailbox and go to the **Mailbox Assignment** menu.
(If you assign a mailbox, you cannot go to the next level.)

Creating Bulletin Board Messages (Level 1)

7 Review the message.

This is the new bulletin message.

*To edit the bulletin message, press [#].
(To select a bulletin message for level 2,
enter a number [1] through [9].)*

8 Select the feature you want.

Hint

Step 1 — If the message for this level already exists, you can review it directly after the selection and go to Step 7.

Step 8 — You can return to level 0 by pressing [*].

You can select a bulletin message for level 3 by entering the 2 digits starting with the second digit of its number.

You can select a bulletin message for level 4 by entering the 3 digits starting with the second digit of its number.

Creating Bulletin Board Messages (Level 2)

- 1 Select a bulletin message for level 2 as in the operation at previous levels.

The bulletin message number is

There is no bulletin message recorded or destination assigned.

*To record a message, press [1].
Otherwise, press [2].*

- 2 Press **1** to record a message.

- 3 Record a message (See Recording Message).

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

- 4 Press **2** to accept.

*To assign an extension, press [1].
Otherwise, press [2].*

- 5 Press **2** to proceed to the next step.

- 5' Press **1** to assign an extension and go to the **Extension Assignment** menu.
(If you assign an extension, you cannot go to the next level.)

- 6 *To assign a mailbox, press [1].
Otherwise, press [2].*

Press **2** to proceed to the next step.

- 6' Press **1** to assign a mailbox and go to the **Mailbox Assignment** menu.
(If you assign a mailbox, you cannot go to the next level.)

Creating Bulletin Board Messages (Level 2)

7 Review the message.

This is the new bulletin message.

*To edit the bulletin message, press [#].
(To select a bulletin message for level 3,
enter a number [1] through [9].)*

8 Select the feature you want.

Hint

Step 1 — If the message for this level already exists, you can review it directly after the selection and go to Step 7.

Step 8 — You can return to level 1 by pressing [*].

You can select a bulletin message for level 4 by entering the last 2 digits of its number.

—
—
—
—
—
—
—

Creating Bulletin Board Messages (Level 3)

- 1 Select a bulletin message for level 3 as in the operation at previous levels.

The bulletin message number is

There is no bulletin message recorded or destination assigned.

*To record a message, press [1].
Otherwise, press [2].*

- 2 Press **1** to record a message.

- 3 Record a message (See Recording Message).

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

- 4 Press **2** to accept.

*To assign an extension, press [1].
Otherwise, press [2].*

- 5 Press **2** to proceed to the next step.

- 5' Press **1** to assign an extension and go to the Extension Assignment menu.
(If you assign an extension, you cannot go to the next level.)

- 6 *To assign a mailbox, press [1].
Otherwise, press [2].*

Press **2** to proceed to the next step.

- 6' Press **1** to assign a mailbox and go to the Mailbox Assignment menu.
(If you assign a mailbox, you cannot go to the next level.)

Creating Bulletin Board Messages (Level 3)

7 Review the message.

This is the new bulletin message.

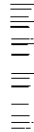
*To edit the bulletin message, press [#].
(To select a bulletin message for level 4,
enter a number [1] through [9].)*

8 Select the feature you want.

Hint

Step 1 — If the message for this level already exists, you can review it directly after the selection and go to Step 7.

Step 8 — You can return to level 2 by pressing [*].



Creating Bulletin Board Messages (Level 4)

- 1 Select a bulletin message for level 4 as in the operation at previous levels.

The bulletin message number is

There is no bulletin message recorded or destination assigned.

*To record a message, press [1].
Otherwise, press [2].*

- 2 Press **1** to record a message.

- 3 Record a message (See Recording Message).

*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

- 4 Press **2** to accept.

*To assign an extension, press [1].
Otherwise, press [2].*

- 5 Press **2** to proceed to the next step.

- 5' Press **1** to assign an extension and go to the Extension Assignment menu.
(If you assign an extension, you cannot go to the next level.)

- 6 *To assign a mailbox, press [1].
Otherwise, press [2].*

Press **2** to proceed to the next step.

- 6' Press **1** to assign a mailbox and go to the Mailbox Assignment menu.
(If you assign a mailbox, you cannot go to the next level.)

Creating Bulletin Board Messages (Level 4)

7 Review the message.

This is the new bulletin message.

To edit the bulletin message, press [#].

8 Select the feature you want.

Hint

Step 1 — If the message for this number already exists, you can review it directly after the selection and go to Step 7.

Step 8 — You can return to level 3 by pressing [*].

—
—
—
—
—
—
—
—

Erasing Bulletin Messages

1 Go to the **Bulletin Message Editing** menu.

*To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].*

2 Press **[2]** to erase the message.

The message is

3 Review the Message.

*To erase this message, press [1].
Otherwise, press [2].*

4 Press **[1]** to erase the message.

The message is erased.

4' If there are sub-messages:

*There are sub-messages below this message.
To erase all the sub-messages with this
message, press [1].
Otherwise, press [2].*

5' Press **[1]** if you want to erase.

The messages are erased.

Hint

- Step 1 — In order to get to the **Bulletin Message Editing** menu, see steps 1 — 6 in the operation at each level.
- Step 4 — You can exit the menu by pressing [2] or [*].

Assigning Extensions to Bulletin Board

1 Go to the Bulletin Message Editing menu.

*To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].*

2 Press **4** to assign an extension.

3 Review the current extension number.

*To change this setting, press [1].
Otherwise, press [2].*

4 Press **1** to change the setting.

Please enter the extension followed by a hash sign.

To delete the extension, please press a hash sign now.

5 Enter the extension number and press a hash sign **#**.

6 Review the number.

*To change this setting, press [1].
Otherwise, press [2].*

7 Press **2** to accept it .
(If there are sub-messages, you cannot assign an extension. You have to erase sub-messages first.)

Hint

Step 1 — In order to get to the Bulletin Message Editing menu, see steps 1 — 6 in the operation at each level.

Step 2 — You cannot assign a mailbox number if an extension number is already assigned.

Step 4 — You can accept the number by pressing [2].

Reviewing Bulletin Messages

1 Go to the Bulletin Message Editing menu.

*To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].*

2 Press **3** to review the message.

Bulletin message number

The message is

(The extension number is)

(Mailbox ... This is for ...)

(This prompt is heard when the extension number has been assigned.)

Hint

- Step 1 — In order to get to the Bulletin Message Editing menu, see steps 1 — 6 in the operation at each level.
- Step 2 — If there is no bulletin message, "There is no bulletin message recorded."
will be played. If there is no extension assigned, this step will be skipped.

Recording Bulletin Messages

- 1** Go to the Bulletin Message Editing menu.

*To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].*

- 2** Press **1** to record a bulletin message.

Bulletin message is already recorded.

The message is

- 3** Review the message.

*To record a new message, press [1].
Otherwise, press [2].*

- 4** Press **1** to record a message.

*Please state the bulletin message at the tone:
To end recording, press [1].
To pause and restart recording, press [2].*

- 5** State a message.

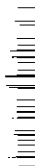
*To review, press [1].
To accept, press [2].
To record a new one, press [3].
To add, press [4].
To erase and exit, press [*].*

- 6** Press **2** to accept.

Recording Bulletin Messages

Hint

- Step 1 — In order to get to the Bulletin Message Editing menu, see steps 1 — 6 in the operation at each level.
- Step 2 — If there is no bulletin message, you can directly go to the Recording message menu.
- Step 3 — You can accept the message by pressing [2].



Assigning Mailboxes to Bulletin Board

1 Go to the Bulletin Message Editing menu.

*To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].*

2 Press **5** to assign a mailbox.

3 Review the current mailbox number.

*To change this setting, press [1].
Otherwise, press [2].*

4 Press **1** to change the setting.

*Please enter the mailbox number followed by
a hash sign.*

To delete, please press a hash sign now.

5 Enter the mailbox number and press a hash sign **#**.

6 Review the number.

*To change this setting, press [1].
Otherwise, press [2].*

7 Press **2** to accept it .

(If there are sub-messages, you cannot assign a mailbox. You have to erase sub-messages first.)

Hint

Step 1 — In order to get to the Bulletin Message Editing menu, see steps 1 — 6 in the operation at each level.

Step 2 — You cannot assign an extension number if a mailbox number is already assigned.

Step 4 — You can accept the number by pressing [2].

Ending Bulletin Board Management

1 Go to the operation at level [0].

2 Review the message.

*To edit the bulletin message, press [#].
To select a bulletin message for level 1,
enter a number [1] through [9].*

3 Press **ESC** to end bulletin manager service.

*To exit and start bulletin board changes,
press [1].
To exit and cancel bulletin board changes,
press [2].
To return to bulletin board management,
press [*].*

4 Press **F1** to update the setting.

Start bulletin board changes.

Hint

Step 4 — You can cancel bulletin board changes by pressing [2].
You can return to operations at level 0 by pressing [*].

136

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