Eloquence VE Voice Mail For Executech

Installation Manual

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General Description

Eloquence is able to operate as a stand alone auto attendant, a stand alone voice mail system, or a combination of both. This manual is designed for all combinations, simply skip any section that pertains to features not used.

The system is housed in a metal case that can be located on a desk top or wall-mounted in the telephone equipment room. The system is powered by an external power transformer while an internal battery provides for several days of memory protection. Three LEDs indicate system condition and operation.

Programming of the system is done from any telephone by dialing Eloquence directly, then entering the appropriate password and a series of touchtone commands. Eloquence's built-in 40 word vocabulary walks the programmer through all system programming on a prompted, step-by-step basis.

Recording of system announcements, prompts or directory names is also done through the phone. Two recording quality levels can be chosen on an announcement-by-announcement basis to provide maximum recording time. Eloquence's announcements can be of any length (within total memory limits), and are usually at the higher quality. Messages and user prompts are usually at lower quality to maximize memory usage.

Announcements and name changes, or other day-to-day operations are accomplished via an administrator's password. All other, more permanent programming, can be accessed only by a higher level, programmer's password.

Auto Attendant

Eloquence is a second generation automated attendant that provides for traditional automatic answering of incoming calls, presentation of choices to the caller, and connection to extensions based on those choices.

Call routing can contain up to 4 levels of branches with each branch at each level capable of advancing to up to 9 more branches (total branches not to exceed 28). Based on his phonepad responses, a caller is routed along a path from branch to branch to: a preset extension or extensions, an alphabetic directory, a department directory, or another branch for further choices.

The call routing template installed in the system can be used as is, or altered to fit virtually any need.

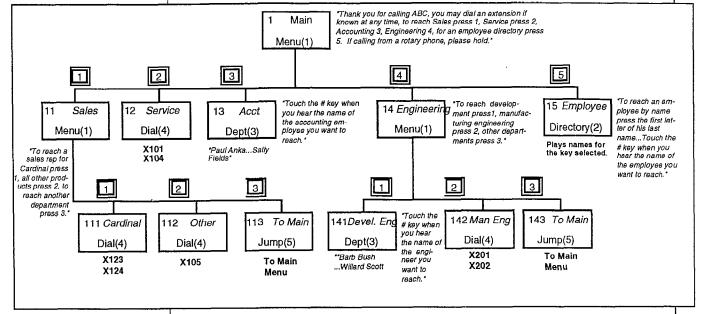
If a caller does not know the called party's extension, he can select an alphabetical directory and will hear an announcement like: "To reach an employee press the first letter of the person's last name on your keypad now"...[A] "Press the pound key when you hear the name of the person: John Able...Whilma Baker...Sally Cox."...[#] "Thank you, one moment please". The department directory works in the same fashion except that only the names for the department are played.

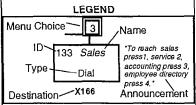
Eloquence auto attendant will transfer calls in either a blind or supervised mode. In the supervised mode, Eloquence will place the caller on hold, call the selected extension and monitor its status. If no answer or busy, it will flash hook back to the caller, advise them of the condition and then forward the call to the alternate extension, operator, or another extension as programmed. If the station is answered, the called party will be advised that a call is being transferred before the caller is connected.

In the blind transfer mode, Eloquence transfers the call once a selection is made and returns to on-hook status. Eloquence can be set to serve as a bulletin board whereby a caller can get specific information about products or services; but not be able to transfer within the phone system except where specifically allowed.

Directory Example

The system's call routing follows a branch concept whereby the caller is routed through a series of branches to the extension he wishes to reach. He moves from branch to branch by selecting a number or name presented in an announcement.





In the example above, the Branch IDs and Branch names shown are for programming purposes only. The caller only needs to press 1, 2, etc. to move through the choices. Each box represents a branch that has the following components:

Branch ID— a numeric designator which indicates its location and relationship to the other branches. There can be up to four levels of branches, the first level being a single digit, the second level being two digits, and so on. The first or main branch is 1, then each of its sub-branches will have that number plus an additional digit of its own: 11, 12, 13, etc. Branch 123 would have sub-branches 1231, 1232, etc.

Reference Name— is given to the branch to help identify it on the flow chart or during programming, such as the sales branch, service branch, etc.

<u>Branch Destination</u>— in a Menu Branch the destination is always other branches, in a Dial Branch it is actual extension numbers, in a Jump Branch it is another branch ID, and in a Department or Directory Branch the destination is a list of names which are then translated by the system to extension numbers and called.

Branch Types:

- 1=Menu Branch- is the most fundamental branch. It includes an announcement that gives the caller choices to select.
- 2=Directory Branch— allows the caller to be connected to an employee selected from a company alphabetical directory.
- 3=Department Branch- allows the caller to reach a specific employee via a departmental directory.
- 4=Dial Branch— is one of the "end" branches that actually dials the extension number(s) listed in it.
- 5=Jump Branch- is used to jump or reroute to another branch.

The example shown is a routing template completed at installation. Like in many companies, some departments are large while others are small. Some calls should go to departments generically while other calls should reach a specific person.

The first or main branch will almost always be a menu branch. Notice that a menu branch has sub-branches and that the key to select them matches the last digit of their ID.

If the caller selects sales by pressing 1, he will reach another menu branch to guide him to the appropriate sales department (as well as given a chance to return to the main menu). The two dial branches could be programmed to either: always send the first call to the top of the list and, if busy, down the line until answered; or rotate calls evenly among the extensions listed.

The jump branches have been used to redirect the caller to another section of the routing template in order to always give the caller an "escape route".

The department branch shown was set up so that callers would be able to reach a particular employee within accounting.

And finally, the directory branch shown was set up to allow the caller to reach any employee listed in the directory by pressing the first letter(s) of the person's last name and then selecting it from the list played.

Voice Mail

Eloquence is able to operate as a voice mail only, or combined voice mail and auto attendant.

If voice mail only is used, callers manually routed to the voice mail will hear a system greeting such as "Input mailbox number now". Voice mail in conjunction with auto attendant can have designated busy and/or no answer stations rerouted to their corresponding mailboxes automatically.

A caller who has manually input a mailbox number or who has been redirected by auto attendant will hear a greeting such as "You've reached the mailbox for John Jones, press 0 to return to the main menu, or begin recording at the tone, and press 1 when finished." After the message has been left, the caller will hear another prompt such as "To return to the operator press 0, or if finished press * and hang up."

The system can have up to 128 individual mailboxes plus up to 16 group mailboxes. Each mailbox can have a maximum of 32 messages. A unique dynamic voice recording technique allows the system to use only the amount of memory required to store the actual message.

A mailbox user, using a personal password to enter his mailbox, will be played the number of new and old messages currently in his mailbox and then played all messages starting with the oldest new message first until all messages are played.

The user can execute the following options during or at the end of each message: pause, save, delete, reply to sender, back-up, hear time & date stamp, or move the message to another mailbox with a preamble.

Group mailboxes allow individuals, so authorized, to "broadcast" a message to its members' mailboxes at one time. Even though a group mailbox can have up to 32 members, a group message only uses memory storage as one message.

In addition to picking up messages, a mailbox user can also control many mailbox functions once his password has been entered: Hear or enter a new password; and (if a group mailbox owner) hear, add, or delete members from a group mailbox.

System Programming

Before programming, read each section thoroughly for a complete understanding of the system and all features.

Once the manual has been read, complete the Worksheet Section and follow it as a step-by-step guide during programming. The Installation Manual provides a complete function description including a step-by-step programming example for all functions.

Eloquence VE	General Description 1.4
	The Administrator Manual provides details of all functions that are programmable by the administrator.
	All announcements can be recorded by the installer during the initial set-up and then, when satisfied that the system is programmed according to the customer's needs, the announcements and names can be re-recorded in the customer's voice.
Advanced Features	Most applications can be programmed using the standard features sections: Sections 3, 4, and 5. Advanced features, Section 6 and 7 allow the programmer to set additional features that may only be required in some installations. Skip any advanced sections or advanced features that are not required.
	At the end of each basic section is listed the appropriate advanced features that may apply. If any are to be programmed, skip to those advanced features, program them, and return to the next basic section and continue.
	3 System Programming
	4 Auto Attendant Programming
	5 Voice Mail Programming
	6 Advanced Auto Attendant Programming
	7 Advanced Voice Mail Programming

Eloquence VE	Hardware Installation 2.1		
Hardware Installation	Eloquence is designed as a stackable desktop unit or is wall-mountable by use of the two mounting holes located on the bottom of the unit (requires two #10 screws mounted vertically, 8" apart).		
	Connect a 14 or heavier gauge ground wire to the screw connecting the case halves at the right rear side of the system to a good earth ground such as a cold water pipe or ground rod.		
LED Indicators			
	Power/ Port Port Battery One Two		
	The front of the case has three LEDs that are designed to provide visual feedback for the following conditions:		
	Power/Battery LED —LED burns solid when power is being applied to the system and blinks if the battery is low. The battery is constantly recharging when Eloquence is plugged to AC power. The battery may take as much as two days to fully charge when the system is first plugged in. The battery, when fully charged, will hold programming for up to 5 days.		
	The system's internal batteries are designed to preserve the data and voice storage during a power outage. If continuous operations is required, a UPS should be added.		
	Port LEDs —indicates that Eloquence is processing a call. The lamp will blink as it de tects sound on its port. This will provide visual feedback as to ring-back, busy tones, DTMF detection and voice.		
Executech	Requires two (2) data paired ports.		
Programming	The data paired ports are to be reprogrammed as:		
	EXECUMAIL on Executech 2000, Single Line for Executech II,		
	OPX for DXP and Executech XE,		
	Thru Dialing OPX (N/A for XE),		
	Message Wait Originate (N/A for XE),		
	Voice Announce blocked, Data Security Ports (Executech 2000).		
Eloquence Connection	The two ports that Eloquence connects to must be data paired ports. Eloquence's first port must always be connected to the even numbered data paired port of the KSU.		
	If a single port Eloquence is to be used, it must be connected to the even numbered data paired port, and no telephones may be connected to the odd numbered data paired port.		
	NOTE: On the DXP, Eloquence's first (or single) port will connect to the ODD numbered data paired port, e.g. 129; and the second port to EVEN numbered port, e.g. 130.		

	Before proceeding, connect a multiline telephone to the ports and verify that they are functioning. A multiline set can make and take calls even though the port is programmed as OPX, Single Line, or Execumail (the lamps, however, will not work).
	Place an intercom call to Eloquence,
	Eloquence will answer with "Enter" or "Enter Function",
	Begin programming.
Before Cutting Over	Flexible ringing programmed as direct or delayed at Eloquence's ports,
	Ringing line preference enabled at Eloquence's ports.
Printer Port	The output from the RS 232 serial port is: 300 baud, 7 data bits, 2 stop bits, and no parity. The pin out is Data Transmit on Pin 2 and Ground on Pin 7. A printer is needed only if statistics, a printed copy of a program report or advanced diagnostics are required.
Cautions	Never install telephone wiring during a lightning storm.
	Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
	Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
	Use caution when installing or modifying telephone lines.

Eloquence VE	System Programming 3.1
Eloquence Programming	To program Eloquence, dial the extension that Eloquence is connected to and enter the programming mode by dialing in the appropriate password. Once entered for programming, Eloquence prompts and confirms each action with voice commands. Both data and recordings are entered in the same manner, using a series of keystrokes. Each function is programmed by entering it's specific function number and then following the voice prompts. Programming is divided into six sections: System, Auto Attendant, Voice Mail, and Advanced Programming for each. If either Auto Attendant or Voice Mail is not being used for a particular application, then those sections do not need to be programmed. Before attempting programming, read each section thoroughly for a complete
	understanding of the system.
Voice Prompts	Built-in voice prompts will prompt, repeat input, and confirm function programming.
	"Enter" Signifies that data is to be entered. In some instances the prompt will be more precise such as "Enter Extension". "Record" Prompts to record a voice announcement or name. The actual recording
	will begin by pressing 1 and end by pressing 1. "Confirm" Follows an entry or plays after an existing entry has been played. Accep the entry with a #; or if the entry needs to be changed, re-enter it or rerecord a recording by pressing 1 to start and 1 to stop; or use * to back up to the previous entry.
	"Error" Played if any value being entered is out of range, or otherwise invalid.
Keypad Methodology	During programming the keystroke methodology is as follows:
	# Acts as an enter key. It will also confirm the new or existing entry and advance to the next programming step. (In a function that allows multiple entries, ## will advance to the end of the function.)
	* Will back up to the beginning of the function.
	 00# Will act to erase or replace any existing entry with no entry. 111# Will exit programming mode and go on-hook. 110# Will exit programming mode and go to the main menu.
	When a function is entered, Eloquence will play one of the following: a) the default value, b) the existing value if previously programmed,
	c) "None" if the function is being programmed for the first time.
	If the function has multiple entries, Eloquence may begin with a command to enter the particular extension, etc, to be programmed.
	At any point where a programming entry was made in error, use the * key to back up to the beginning of the function and begin again.
	The contents of any function can be played without being altered. Enter the function, then use # to advance through the values without replacing them with new values.
Recording	All programming can be performed via either port, however, recording of announcements can only be performed while the other port is idle. If the other port is processing a call, Eloquence will not allow a function that includes recording to be accessed. Once a function that allows recording is accessed, Eloquence will not answer on the

Eloquence VE			System Programming 3.5
Enter Password	quence is c Extension"	is entered for programming by dialir onnected to. If not yet programmed or "Enter". If programmed, it will an rogramming password, **789#, Eloq	, Eloquence will answer with "Enter
	<u>INPUT</u> **789#	Eloquence RESPONDS "789, Enter Function"	ACTION Enter any three digit function
	function and tions are pr	d following the manual and the voice	is performed by entering a particular prompts from Eloquence. All func- password (only those functions listed from the administrator password).
Function 200 Initialize System	all compone erased. Th is to be don	ents and software to their initial state	twice as confirmation that initialization he system will go on-hook and will
	INPUT 200 # 200 # #	Eloquence RESPONDS "200, Enter" "200, Confirm"	ACTION To initialize, enter 200 again. *to abort or # to confirm Eloquence hangs up.
Function 201 Executech Type Default =1	XE 308 = 1 E80PT = 7;	, 616 = 2, 820 = 3, 1024 = 4; Execu Executech II/ InnTouch 1432 = 8,	
	<u>INPUT</u> 201#	Eloquence RESPONDS "201, 1, Confirm"	ACTION * to back up, # to confirm or input different setting
	7 # #	"7, Confirm" "Enter Function"	* to back up, # to confirm Go to next function

Function 204 Extension Length Default = 3 Function 205 Station Ringback Default = 3 rings Default = 3 rings This function will set the approximate number of rings at a station before Eloquence determines a no answer and retrieves the call. Function 205 Station Ringback Default = 3 rings This function will set the system to use: blind transfer fin, supervised transfer: # "4, Confirm" # "4, Confirm" # "4, Confirm" # "4, Confirm" # "5 to back up, # to confirm or input different ext length * to back up, # to confirm or input different ext length * to back up, # to confirm or input different setting the station rings to determines a no answer and retrieves the call. Example: to set the station rings to determines a no answer and retrieves the call. Function 205 Function 206 This function will set the system to use: blind transfer (1), supervised transfer (2), or Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 General Default = 2 INPUT Eloquence RESPONDS Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 General Description for explanation. Example: to set to Blind transfer: 1 # "1, Confirm" " to back up, # to confirm or input 1 to enable blind transfer: 1 # "1, Confirm" " to back up, # to confirm or input 1 to enable blind transfer: The time is set with hours and minutes in military (24 hr) time (required only if Voice Mail or auto attendant functions with calendars are used). The current time is played and can then be changed or accepted as is. Example: to set the time of 3:05 PM: INPUT Eloquence RESPONDS 214 # "214, Time 0002, Confirm" Input the time as 4 digits including leading zero	Eloquence VE			System Programming 3.3
# "203, 2, Confirm" 3 # "3, Confirm" # "Enter Function" Indicates the number of digits in an extension number. Extension length can be from 2 to 4 digits. Example: to set the extension length to 2 digits: INPUT	Operating Mode	only is sele programme need not be	cted, then the Voice Mail section (fur ed. Conversely, if Voice Mail only is u e programmed. Example: to set the	nctions starting with 400) need not be sed, then the 300 series functions
# "3, Confirm" "Enter Function" Go to next function Indicates the number of digits in an extension number. Extension length can be from 2 to 4 digits. Example: to set the extension length to 2 digits. INPUT Eloquence RESPONDS "1 to back up, # to confirm or input different ext length "to back up, # to confirm Go to next function Function 205 Station Ringback Default = 3 rings INPUT Eloquence RESPONDS "1 to back up, # to confirm Go to next function This function will set the approximate number of rings at a station before Eloquence determines a no answer and retrieves the call. Example: to set the station rings to 4: "205 # "205, 3, Confirm" "1 to back up, # to confirm or input number of rings at a station before Eloquence determines a no answer and retrieves the call. Example: to set the station rings to 4: "205 # "205, 3, Confirm" "1 to back up, # to confirm or input number of rings at a station before Eloquence determines a no answer and retrieves the call. Example: to set the station rings to 4: "1 to back up, # to confirm or input number of rings at a station before Eloquence RESPONDS "205, a, Confirm" "205, a, Confirm" "205 at a visual part of rings at a station before Eloquence RESPONDS at the confirm or input number of rings at a station before Eloquence RESPONDS "1, and the confirm or input 1 to back up, # to confirm or input 1 to back up, # to confirm or input 1 to enable blind transfer: INPUT Eloquence RESPONDS "1, and the part of the part				* to back up, # to confirm or in-
Default = 3 2 to 4 digits. Example: to set the extension length to 2 digits:				* to back up, # to confirm
204 # "204, 3, Confirm"				
Function 205 Station Ringback Default = 3 rings This function will set the approximate number of rings at a station before Eloquence determines a no answer and retrieves the call. Example: to set the station rings to 4: INPUT	Default = 3			* to back up, # to confirm or in-
determines a no answer and retrieves the call. Example: to set the station rings to 4:				* to back up, # to confirm
This function will set the system to use: blind transfer (1), supervised transfer (2), or Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 Gene al Description for explanation. Example: to set to Blind transfer: This function will set the system to use: blind transfer (1), supervised transfer (2), or Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 Gene al Description for explanation. Example: to set to Blind transfer: INPUT		determines a no answer and retrieves the call. Example: to set the station rings to		
# "4, Confirm" * to back up, # to confirm Go to next function This function will set the system to use: blind transfer (1), supervised transfer (2), or Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 Gene al Description for explanation. Example: to set to Blind transfer: Default = 2 INPUT Eloquence RESPONDS 206 # "206, 2, Confirm" * to back up, # to confirm or input 1 to enable blind transfer 1 # "1, Confirm" * to back up, # to confirm Go to next function Function 214 Set Time The time is set with hours and minutes in military (24 hr) time (required only if Voice Mail or auto attendant functions with calendars are used). The current time is played and can then be changed or accepted as is. Example: to set the time for 3:05 PM: INPUT Eloquence RESPONDS (ACTION) INPUT Eloquence RESPONDS (Input the time as 4 digits including leading zero * to back up, # to confirm or input different time to back up, # to confirm or input different time * to back up, # to confirm or input dif	Default = 3 rings			* to back up, # to confirm or in-
Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 General Description for explanation. Example: to set to Blind transfer: INPUT				* to back up, # to confirm
The time is set with hours and minutes in military (24 hr) time (required only if Voice Mail or auto attendant functions with calendars are used). The current time is played and can then be changed or accepted as is. Example: to set the time for 3:05 PM: INPUT		Bulletin Board, allow for transfer from a dial branch only (0). See Section 1.1 Gener-		
The time is set with hours and minutes in military (24 hr) time (required only if Voice Mail or auto attendant functions with calendars are used). The current time is played and can then be changed or accepted as is. Example: to set the time for 3:05 PM: INPUT	Default = 2			* to back up, # to confirm or in-
Mail or auto attendant functions with calendars are used). The current time is played and can then be changed or accepted as is. Example: to set the time for 3:05 PM: INPUT Eloquence RESPONDS 214 # "214, Time 0002, Confirm" Input the time as 4 digits including leading zero 1505 # "1505, Confirm" * to back up, # to confirm or input different time				* to back up, # to confirm
214 # "214, Time 0002, Confirm" Input the time as 4 digits including leading zero 1505 # "1505, Confirm" * to back up, # to confirm or input different time		Mail or aut	o attendant functions with calendars	are used). The current time is played
1505 # "1505, Confirm" * to back up, # to confirm or in put different time				Input the time as 4 digits includ-
# "Enter Function" Go to next function				* to back up, # to confirm or in- put different time
		#	"Enter Function"	Go to next function

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Eloquence VE		<u> </u>	System Programming 3.4
Function 216 Set Date	used) is set	equired only if voice mail or auto atter by inputting the Month and Day and 0715 1993). Example: to set the da	then the Year as numeric values (Jul
	<u>INPUT</u> 216 #	Eloquence RESPONDS "216, Day 0000, Confirm"	ACTION Input the day and month as 4
	0109#	"0109, 0000, Confirm"	digits including leading zeros * to back up, # to confirm or in- put different year
·	1992 #	"1992, Confirm"	* to back up, # to confirm or in- put different year
	#	Enter Function"	Go to next function
Function 220 Adminstrator Password Default = 456	Simply inpu		will play back the existing password. ept the existing password. The passet the Administrator password to 55:
Function 222	<u>INPUT</u> 220 #	Eloquence RESPONDS "220, Key 456, Confirm"	ACTION * to back up, # to confirm or in-
Programmer Password Default = 789	55 #	"55, Confirm"	<pre>put different password * to back up, # to confirm or in- put different password</pre>
	#	"Enter Function"	Go to next function
Remaining	INPUT 268 #	of names that can still be recorded. Eloquence RESPONDS "268, 14, Time 374, Time 130,	ACTION
		18, Enter Function"	Go to next function
Function 226 Record Quality Default = 2,1,1	is set by inp messages, 211 (low m quality for r	putting 1 for high quality or 2 for low announcements, and directory names nessages, high announcements, high nessages, high; names, high; and an	s, respectively. The default setting is names). Example: To set the voice nouncements, high:
	<u>INPUT</u> 226 #	Eloquence RESPONDS "226, 211 Confirm"	ACTION * to back up, input different val- ue, or # to confirm
	111 # #	"111, Confirm" "Enter Function"	* to back up, or # to confirm Go to next function
Function 600 to 606 Printed Reports			port, four reports can be printed by in- (statistics totals are reset to zero when
	600 # 602 # 604 #	Prints system usage including b Prints Ram memory usage. Prints system program detail.	oranch and station activity.
	606 #		space for names to be inserted.
Before Proceeding	 Exit programming mode (Function 111) and place a CO call and verify that Eloquence answers. At the "Enter" or "Enter Extension" voice prompt, dial a valid working extension number and verify that Eloquence is properly transferring calls. If not, see Trouble-shooting, Section 9. 		

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Eloquence VE	Auto Attendant Programming 4.1		
Auto Attendant Programming	Auto Attendant functions need not be programmed if Voice Mail only is to be used. Advanced features such as call rerouting, outdial capability, and alternate announcement programming are programmed in Section 6 if necessary.		
Auto Attendant Recordings	Along with recording of branch announcements and directory names, are 5 Auto Attendant announcements that are played at various points in the call routing. Practice the announcement by recording and re-recording – starting and stopping with the 1 key. The time used will be played at the end of each recording to help in planning for total recording time used. The system is available in several memory sizes and also has the ability to specify voice quality settings to maximize memory usage. Default is all external announcements and names in high quality and messages in low quality. The voice quality defaults can be changed in System Programming, Section 3, Function 226. Note: Functions that require a recording can be accessed only if the other port is idle.		
Function 328 Busy Recording	The Busy announcement is played to the caller if the station called is busy. After the Busy announcement is played, the system will route the call to the operator or other destination, if so programmed. A typical announcement might be: "That extension busy, one moment please".		
	INPUT Eloquence RESPONDS 328 # "328, Record" 1	ACTION Start & Stop recording with 1 * to back up, 11 to rerecord, # confirms recording Go to next function	
Function 330 No Answer Recording	The No Answer announcement is played to the caller if the station called does not answer (not required if blind transfer mode is used). After this announcement is played, the system will route the call to the operator or other destination, if so programmed. A typical announcement might be: "That extension does not answer, one moment please" Program in the same way as the previous Function.		
Function 332 Hold Recording	The Hold announcement is played to the caller just before a transfer. A typical announcement might be: "Thank you, please hold " or "Thank you, one moment please". Program in the same way as the previous Function.		
Function 334 Receiving Recording	The Receiving Call announcement is played to the called party when he answers his phone and is then connected to the caller (not required if blind transfer mode is used). A typical announcement might be: "You are receiving an incoming call now". Program in the same way as the previous Function.		
Function 336 * Q/Z Recording	The Q/Z announcement may be played to the caller when he has selected an Alphabetic Directory. The caller is instructed to use the number 1 key for the letters Q or Z since these two letters do not appear on the phone keypad. This announcement is played at the end of the first directory announcement and is played only if there actually exists a name in the directory that starts with Q or Z. A typical announcement might be: "For the letters Q or Z use the key number 1". Program in the same way as the previous Function.		
Function 338* No Names Match Record- ing	The No Names Matched announcement is played to the caller if, in a directory branch, the first letter(s) he selected does not have any names associated with it; or he has listened to all of the names played and has not made a selection. After this announcement is played, the system will route the call to the previous branch. A typical announcement might be: "No names matched, you are being returned to the main		
* Required only if Alphabetic Directory is used.	greeting". Program in the same way as the previo		

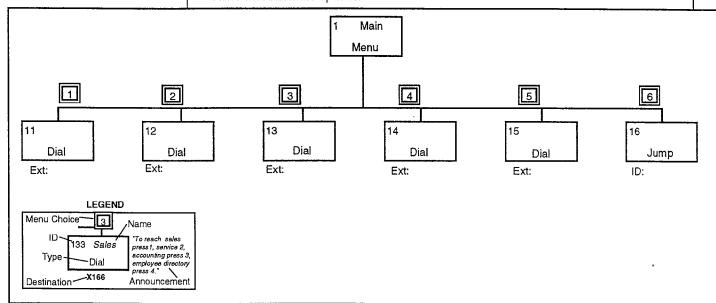
Branch Definitions

Setting up call routing follows a branch concept whereby the caller is routed along a path from branch to branch to the extension he wishes to reach. Study the example on page 1.2 to become familiar with the routing concept. If your application requires an alphabetic directory (type 2) or department directory (type 3) see Advanced Features Functions 344, 362, 364. The different basic branch types are:

1=Menu Branch (Function 342, 344)— is the most fundamental branch. It includes an announcement that gives the caller choices to select and then advances the caller to a-sub-branch.

4=Dial Branch (Function 342, 344, 346)— actually dials the extension number(s) listed in it. No announcement is necessary, but can be recorded. If more than one extension is listed and the system is in supervised mode, Eloquence will dial the first number listed and, if busy or not answered, will advance through the listed extensions.

5=Jump Branch (Function 342, 344)— is used to jump to another branch. No announcement is necessary but can be recorded. This branch is used to provide the caller with alternate options.



Branch Programming

Function 342 is used to modify the template or to create a custom template from scratch. Function 344 is then used to program each branch by entering the appropriate values or recordings.

Function 342 Add/Change/Delete **Branch**

The call routing template can be modified by adding additional branches, changing the type of existing branches, or deleting branches. A branch is added, changed, or deleted by inputting its ID and then inputting the appropriate branch type code: 1 =Menu. 4 = Dial, 5 = Jump. A Branch is deleted by inputting 00 as the type code. Example: to change Branch ID 12 from a Jump Branch to a Dial Branch and delete Branch ID 16:

<u>INPUT</u> 342 # 12 #	Eloquence RESPONDS "342, Enter Branch ID" 12, Jump Branch, Confirm"
4 # 16 # 00 # #	"4, Dial Branch, Enter Branch ID" "16, Dial Branch , Confirm" "00, Confirm Delete" Enter Branch ID"

Input Branch ID * to back up, # to confirm or input new branch code Input next Branch ID or # to Exit Input 00 to delete # to confirm

Input next Branch ID or # to Exit

Function 344 Branch Recording and Programming This function programs each branch by recording announcements and entering the appropriate data for each type branch. All branch types are capable of having a recording but most likely the Dial and Jump branches will not require announcements. The branch ID is entered, the announcement is recorded, and the data required for the branch is entered. Refer to the call routing template for the branch IDs and planned announcements.

The main menu branch (ID1) can have two announcements. After the first announcement (day mode) has been recorded and confirmed, the second announcement (night mode) is recorded in the same manner. To re-record the second announcement, input # to accept the first announcement as played and record the second announcement. Eloquence will play "Primary Record" and "Alternate Record" to distinguish the two announcements. If an alternate announcement is used, see Functions 382, 384, and 386 in the Advanced Features Section before continuing.

Practice the announcement by recording and re-recording - starting and stopping with the 1 key. The time used will be played at the end of each recording to help in planning for total recording time used. Example:



<u>INPUT</u> 344 #	Eloquence RESPONDS "344, Enter Branch"	ACTION Input Branch ID
1#	"1, Menu Branch, Primary Record" ", Time 21, Confirm"	11 to rerecord, # confirms
#	"Alternate Record"	Start & Stop recording with 1 * to back up, # for no alternate announcement
11 #	", Time 14, Confirm" "Enter Branch"	11 to rerecord, # confirms Go to next branch or # to exit

Jump Branch-the Jump Branch gives the system great flexibility in call routing. It is a good idea to provide a jump branch as a sub branch of each menu branch giving the caller a route to another menu should he not wish to select any of the choices played. **Example:** to set Jump Branch 113 to jump to the main menu (ID 1):

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
344 #	"344, Enter Branch"	Input branch number
113 #	"113, Jump Branch, Record"	Press 1 to start and stop recording, # to advance
#	"Jump ID None, Enter Jump ID"	Input jump-to branch ID
1 #	"1, Enter Branch"	Go to next branch or # to Exit

Function 344 Continued

Dial Branch—the Dial branch is used to actually dial the particular extension or extensions as a result of a caller's menu choice. If more than one extension is listed and in supervised transfer mode, the system will attempt to call the first listed extension. If busy or no answer, it will call the second extension listed, etc. Up to 10 extensions can be listed in each Dial branch. To change an extension once entered, advance through the list of extensions and replace it with a new extension number. Replacing an extension number with 00 deletes it. **Example:** to enter extensions 123 and 131 in Dial branch ID 12:

<u>INPUT</u>	Eloquence RESPONDS Enter Branch"	ACTION Input dial branch ID
12 # # 123# 131# #	"12, Dial Branch, Record" "Extension None, Enter Extension" "123, Enter Ext:" "131, Enter Ext:" "Enter Branch"	Record or # to advance

Reroute to Mailbox— Entering a 9XXX (XXX denoting a mailbox number) as the last entry in the dial branch list of extensions will have a caller transferred to that mailbox when all of the extensions in the Dial Branch are busy or no answer.

Branch 9999— a special hidden branch 9999 is always available and provides for Eloquence to disconnect. Therefore, if at any point in the routing you wish to have Eloquence disconnect, create a jump branch that jumps to Branch 9999. An announcement can be recorded if desired to precede the disconnect (example: "Thank you, we are now disconnecting."). Using a jump to 9999 as one of all menu choices will allow Eloquence to be available for the next caller more quickly.

Function 346 Dial Branch Call Distribution

Default = 1

An additional rotating scheme or uniform call distribution can be selected on a Dial Branch-by-Dial Branch basis. Choosing this optional setting will have Eloquence rotate the attempts evenly among the total number of extensions listed. 1 = standard in-order or 2 = uniform distribution. **Example:** to set Dial Branch ID 12 for uniform call distribution:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
346 #	"346, Enter Dial Branch"	Input Dial Branch ID
12 #	12, 1, Confirm"	* to back up, # to confirm or in- put 2 for uniform distribution
2 #	"2, Confirm"	* to back up, # to confirm
#	"Enter Dial Branch"	Input next Dial Branch ID or # to
		Exit
#	"Enter Function"	Go to next function

Function 356 Re-record Announcements

This function permits all previous recordings to be re-recorded from either the programmers or administrator's password. Input the branch ID, listen to the existing recording and re-record or press # to accept as is. In this function the system announcements can also be re-recorded by inputting the function numbers 328 through 338 as if they were branch IDs. **Example:**

INPUT	Eloquence RESPONDS	ACTION
356 #	"356, Enter Branch"	Input branch ID or function
14#	"14, Menu Branch, . Confirm"	Do record or # to confirm
		Re-record or # to confirm
11	", Time 5, Confirm"	* to back up, 11 to rere- cord, # confirms
#	"Enter Branch"	Input ID, function or # to exit
#	"Enter Function"	Go to next function

Eloc	quence	VE
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Auto Attendant Programming 4.5

Before Proceeding

Exit programming mode (Function 111) and place a few CO calls and at the main greeting, dial either an extension or a choice offered from the greeting and verify each of the following:

- A. Inside party is connected to outside caller,
- B. If inside party doesn't answer, the call reroutes to the operator,
- C. If inside party is busy, the call reroutes to the operator,
- D. The proper voice prompts are being played.

Note: If not rerouting to the desired extension(s), refer to the Advanced Auto Attendant Programming (Section 6).

Advanced Features

Advanced Auto Attendant Programming (Section 6) contains additional programming functions that may or may not be required. Skip to Section 6, program only the needed functions and return to Section 5 and continue.

Directories

Function 358 Name Key Length – sets the number of characters that are required of a name choice (default is 1)

Function 360 Name Recording Time— sets the amount of time for recording of a directory name (default = 1.2 seconds).

Function 362 Record Directory Names – records the names and related data in an alphabetic directory.

Function 364 Playback of Names - names listed in the directory can be audited.

Advanced Routing

Function 347 Outdial Branch-under limited conditions, can transfer calls offsite.

Function 348, 350, 351, 352, and 353 Reroute—sets various conditions and destinations for rerouting of calls to busy or no answer stations, rerouting of calls to the operator and rerouting of calls when the caller fails to make a menu choice.

Function 354 Alternate Extensions— enables individual stations to reroute to specific alternate stations.

Function 370 Extension Privacy— sets extensions that are not to be dialed by Eloquence.

Function 371 Blind Transfer Exceptions— extensions that are to be blind transferred to even though operating in supervised mode.

Function 372 Announce Extension Number– enables Eloquence to announce extension numbers before transfer (default = off).

Function 375, 377, and 379 Answer Rings—Sets the conditions under which the ports answer either manually or by clock and calendar.

Function 382, 384, and 386 Alternate Announcement— Sets the alternate announcement in the main greeting manually or on a clock and calendar basis.

Eloquence VE	Voice Mail Programm	ing 5.1	
Voice Mail System Announcements	There are 5 Voice Mail announcements that are played at various points in the Voice Mail portion. Practice the announcement by recording and re-recording – starting and stopping with the 1 key. The time used will be played at the end of each recording to help in planning for total recording time used. Note: Functions that include a recording can be accessed only if the other port is idle.		
Function 404 Voice Mail Main Greeting	The Voice Mail main greeting is played to a caller if he is manually transferred to the Voice Mail portion of Eloquence (this will usually be in Voice Mail only mode). Example: "You have reached ABC Company's voice mail system, please input the mailbox number of the person you wish to leave a message for".		
	INPUT Eloquence RESPONDS 404 # "404, Record" Start & Stop recording to back up, 11 to back up, 11 to cord, # confirms record Go to next function	to rere-	
Function 408 Mailbox Greeting	The mailbox greeting is played when a caller reaches a user mailbox. This grade of two parts. When the announcements are played to the caller, the uname is automatically pulled from the directory and inserted in between. Executed in the mailbox for",	ser's kample: in menu nished". an- with 1 to rere- with 1	
Function 412 End of Message Announcement	Two announcements can be recorded in this function. The first announcement plays if the caller has run out of time while leaving a message (this announcement is not required if message chain is not allowed in Function 440). Example: "To continue, press 1, then1 again when finished; or if finished press * and hang up". The second announcement plays to the caller at the end of leaving a message, and to the user after picking up the last message from his mailbox. Example: "To return to the main menu press 0, or if finished press * and hang up." Record this function in the same manner as the previous function.		
Function 416 User Message Prompt	Plays to the mailbox user at the end of each message playback (user can DTMF over announcement to avoid delay). Example: "To Delete press 7, to Save press 9, to Reply press 3, to Move this message to another mailbox press 6, to reach another mailbox press #, or if finished press * and hang up."		
	INPUT 416 # "416, Record" Start & Stop recording 11 ",Time 15, Confirm" * to back up, 11 cord, # confirms record # "Enter Function" Go to next function	to rere-	

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Voice Mail Programming 5.2

Function 420 Voice Mail Full Announcement

Plays to the caller if no recording time is left in the system and, as a reminder to users to delete unneeded messages, plays to the mailbox user when picking up messages. Example: "Voice mail is full." This message will rarely if ever be played if the purge message (Advanced Function 456) is properly set. This announcement is recorded in the same manner as the previous function.

Function 424 Create/Delete User Mailbox

Note: If an alphabetic directory has been created in the Advanced Auto Attendant Section (Function 362), then those names and extension numbers have been used to automatically create the Voice Mail Directory. Program per Function 424 in the Advanced Voice Mail Programming section instead of the following instructions.

Create the Voice Mail directory by inputting the user's extension, recording his name, and accepting or changing the automatically assigned mailbox number. Several individuals can have a common mailbox by changing their mailbox numbers to match. Complete the Voice Mail worksheet in the Worksheet Section and input the information by inputting the extension number and then recording the name (the mailbox number is automatically played and can be accepted as is or changed).

NAME	MB#
Bob Fulton	101
Barb Bush	102
Sales	200
	200
Al Hurt	108
John Adams	110
	Bob Fulton Barb Bush Sales Al Hurt

If an entry is being made for the first time, it will begin with "Enter Extension". Eloquence will repeat each entry made and prompt for the next entry. To correct an entry, input "*" which will back up to the last entry accepted. **Example:** to input mailbox 101 from the worksheet example above:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
424 #	"424, Enter Extension"	Input extension number .
101 #	"101, Record"	Start & Stop recording with 1
1 "Bob Fulf	ton" 1	· · · · · · · · · · · · · · · · · · ·
	"Bob Fulton, Confirm"	* to back up, # to confirm or re- record start and stop with 1
#	"Mailbox 101, Confirm"	Input different mailbox number or # to accept
#	"Enter Extension"	new extension can be entered or # to leave function
#	"Enter Function"	Go to next function

Function 428 Create Group Mailboxes

Up to 16 group mailboxes can be created. Once created, these can be used by anyone who knows the password to leave messages for those users listed as members of that group. The group mailbox "owner(s)" may set, or change the list of group mailbox members. The group mailbox numbers set here are arbitrary, but must be the same length as the user mailbox numbers and not conflict with existing user mailbox numbers, therefore choose numbers that are out of the extension number range of the phone system. **Example:** to create 2 group mailboxes with numbers 600, 601:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
428 #	"428, Enter Mailbox"	Input the new mailbox number
600 #	"600, Confirm"	* to back up, # to confirm
#	"Enter Mailbox"	Input the new mailbox number
601 #	"601, Confirm"	* to back up, # to confirm
#	"Enter Mailbox"	Input new mailbox number or # to exit
#	"Enter Function"	Go to next function

Function 432 Delete Group Mailboxes

This function will delete a group mailbox. Once the group mailbox number has been entered, it must be confirmed after the prompt "Confirm Delete". * will back up without deleting the mailbox. Any outstanding messages still in members' mailboxes will be erased. **Example:** to delete group mailbox 600:

Eloquence RESPONDS	<u>ACTION</u>
"432, Enter Mailbox"	Input the number to be deleted
"600, Confirm Delete"	* to back up, # to confirm
"Enter Mailbox"	* Input mailbox to be deleted or # to exit
"Enter Function"	Go to next function
	"432, Enter Mailbox" "600, Confirm Delete" "Enter Mailbox"

Function 444 Access Mailbox

Should a user forget his password or if an employee leaves the organization, this function allows the administrator to enter a user's mailbox and operate within it as if the user. Once the mailbox number has been entered, the normal prompts that a <u>user</u> would use to make a change are available. **Example:** to access mailbox 12:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
444 #	"444, Enter Mailbox"	Input mailbox to be accessed
12#	"12, Confirm"	* to back up, or # to confirm
#		User prompts are now available

Function 448 Message Light On

Function 452 Message Light Off

This function will allow for independently turning on and/or off a message waiting lamp if the phone system is so equipped and compatible with Eloquence. The 'On' signal will be sent whenever a new message is added to a mailbox. The 'Off' signal is sent whenever all new messages are deleted or saved (some phone systems may automatically turn off the lamp whenever a message waiting key is used to respond to a message lamp and thus not require the off signal).

Since the * or # key can be part of this command, they cannot be used to repeat or confirm as in other functions. Therefore, the input in this function will require; (a) that the number of keystrokes that are to be executed be entered; and (b) the actual keystrokes that are to be executed be entered. The following two-key codes represent special conditions that may be added to the string: ## = a '#' DTMF tone, #0 = Wait for dial tone, #1 thru #5 = a 1 thru 5 second delay, #8 sends the mailbox number. The default is none. **Example:** to have Eloquence dial * 3 and then the mailbox number (a total of 4 keystrokes are required):

Eloquence VE	Voice Mail Programming		
	INPUT 448 # 4 # *3#8 #	Eloquence RESPONDS "448,None, Enter" "4, Confirm" "Enter" "*3#8, Confirm" "Enter Function" essage light on:	ACTION Input number of keystrokes * to back up, # to confirm Input actual keystrokes do not end entry with # * to back up, # to confirm Go to next function
	For all ot To turn me For Execu	eutech II, enter 42#8 hers, enter *3#8 essage light off; utech Ii, enter 43#8 hers, enter ##3#8	
Function 460 Play Mailbox Usage	new and old		Il mailboxes followed by the number of grouse followed by just the number of grouse list being played press #.
	<u>INPUT</u> 460# #	Eloquence RESPONDS "Mailbox 22, 3 New, 2 Old "Enter Function"	ACTION To exit press # Go to next function
Before Proceeding	ing messag A. Voice B. Maill C. Mess D. Mess	mming mode (Function 111) and pla ges to verify: e prompts are properly recorded, boxes are properly created, sages are being recorded, sages can be retrieved, sage waiting lights, if used, are oper	ace a few calls both leaving and retrie
Advanced Features	tions that m) contains additional programming fur Section 7, program only the needed ntinue.
	box directo Function 4	ry if an alphabetic directory has bee	provides for automatic creation of ma en previously installed. aximum number of seconds that are a
	Function 4	single message. 140 Message Chaining– Allows me been reached.	essages to be continued if the messa
		156 Purge Messages – Defines the ed if memory becomes full.	conditions under which messages a
		164 Paging Interval— Sets the inte	erval between reminder pages. Ig string for each mailbox that is to ha
	paging noti		as same for sacriffication that is to lie

Function 358 Name Key Length

Default = 1

The name key length (or number of letters) that the caller is asked to input in the Alphabetic Directory is selectable from one to three letters. Since there are 9 keys on a telephone keypad to represent the alphabet, each key will represent three letters. If the directory has 50 total names, using one letter will result in about 5 or 6 names being played. At 100 total names, using just one letter would result in the caller having to listen to twice as many names. Using two letters will considerably shorten the number of names played. Requiring more letters than necessary can be awkward or introduce a greater opportunity for misspelling. Note: This function cannot be changed if any names exist in the directory branch. Example: to set the name key for two letters:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
358 #	"358, 1, Confirm"	* to back up, # to confirm or in-
		put number of letters
2#	"2, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 360 Name Recording Time

Default = 1.2 Sec

The amount of time allocated for recording each name in a directory is programmable. When names are played to the caller in a directory, the system pauses between the names to give the caller extra time to make a selection. Therefore, the time allocated for recording the names need only be long enough to fit in potentially the longest name. Making this value longer will reduce the total recording time accordingly. The time allocated is in tenths of a second and can range from 5 (a half second) to 99 (almost 10 seconds). Note: This function can not be changed if any names exist in the directory branch. Example: to set the allocated time to 1.4 seconds for each name:

<u>INPUT</u>	Eloquence RESPONDS	ACTION
360 # "	360, Time 12, Confirm"	* to back up, # to confirm or in-
		put tenths of a second
14# "	14, Confirm"	* to back up, # to confirm
# "	Enter Function"	Go to next function

Function 362 **Record Directory Names**

Each Alphabetic Directory Branch can have up to 5 fields associated with it: a) the extension number, b) the actual recorded name, c) the name key (first letter(s) of the last name), d) alternate extension, and e) department designator number key. The name key field is the numeric equivalent to the letters appearing on a phone keypad (for Q or Z use numeral 1).

Make photocopies of the blank name recording worksheet for preparing directories and making future changes. As names change, the administrator can enter this function and change any field via the administrator password.

Function	33E#4	ALTEXT	KEY	NAME	EXT
*		122	3	Robert Fulton	101
	2		2	Barb Bush	102
	1		2	Paul Anka	103
		102	9	Robin Williams	104
					105
	2		7	Willard Scott	106
			3	Sally Fields	122
					123
					124
			4	Al Hurt	201
		103	1	John Adams	202
	1	1			203

In the previous example, the installer filled in a blank worksheet with possible extension numbers, then wrote in the names, name key, and, if applicable, the alternate extension and department designator key. Notice that not all extensions will necessarily have a name assigned nor will all names necessarily have an alternate extension or be assigned to be in a department directory.

If an entry is being made for the first time each field will begin with "Enter Extension" or "Enter Key" etc. Eloquence will repeat each entry made and prompt for the next entry. To correct an entry, input * which will back up to the last entry accepted. Inputting 00# in place of a recorded name will delete an extension and related data. Example: to input extension 101 from the worksheet example above:

INPUT	Eloquence RESPONDS	<u>ACTION</u>
362 #	"362, Enter Extension"	Input extension number
101#	"101, Record"	Start & Stop recording with 1
1 "Bob Fulto	n" 1	
	"Bob Fulton, Confirm"	* to back up, # to confirm or re- record start and stop with 1
#	"Enter Key"	Input key number(s)
3#	"3, Enter Alternate Extension"	is played only if Alt Ext used
122 #	"122, Enter Department"	is played only if Dept used
#	" Enter Extension"	new extension can be entered or # to leave function
#	"Enter Function"	Go to next function

If the extension has been previously recorded and is being changed, the prompts will state the existing entry that can then be changed or accepted. Example: to change extension 101 which has been previously recorded, input 101 will prompt: "Extension 101, Bob Fulton, Confirm" # will accept the value, * will back up to the previous entry, or a new name can be recorded to replace Bob Fulton by pressing 1 to record over the existing name and 1 to stop.

Function 364 Playback of Names

The name directory worksheet should be kept up to date at all times. Should it be necessary to listen to the information recorded for a particular name, you can do so by using Function 362 and advance from field to field manually using the # key. A name or all names and all associated fields can be played back using this function. Entering a specific extension number will result in the fields for that extension being played. Entering just # without an extension will result in the system playing all extensions and associated fields in ascending order. The playback can be halted by pressing #.

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
364 #	"364, Enter extension"	Input extension number or just #
		to start or stop entire list
101 #	"Extension 101, Bob Fulton,	
	Key 3, Alternate 122,	
	Department 2, Enter Extension"	Enter next ext or # to exit

Advanced Routing

The following 9 functions allow for customizing the basic call routing features of Eloquence. Only those functions that apply need be programmed.

Function 347 Outdial Branch

Default = none

A Dial Branch may be converted to a 'Dial Dial'Branch in which the system will dial out according to the key sequence input here. Since the * or # key can be part of this command, they cannot be used to repeat or confirm as in other functions. Therefore, the input in this function will require; (a) that the number of keystrokes that are to be executed be entered; and (b) the actual keystrokes that are to be executed be entered. The following two-key codes represent special conditions that may be added to the string:

#0= Wait for dial tone.

#1 thru #3 = a 1 thru 3 sec. delay, #6=1 flash hook,

#5= Flash hook, trans code #7= Monitor call progress.

#8= sends last extension number that was attempted.

##= a # DTMF tone

Example: to convert Dial Branch 12 to a Dial Branch that flashhooks, pauses 1 second, dials 9, pauses 3 seconds and then dials 578-5644 before going on-hook: indicate that the number of keys are 14 and then enter the keys themselves:

<u>INPUT</u> 347 #	Eloquence RESPONDS "347, Enter Dial Branch"	ACTION Input Dial Branch ID number
12# #	"12, Dial Branch, Confirm Branch" "None, Enter"	Input number of keystrokes
14 # #	"14, Confirm" "Enter"	* to back up, # to confirm enter exact keys do not end en- try with #
#6#19#357856	44	
	"Pound 6 Pound 1 9 Pound 3	
	5785644,Confirm"	* to back up, # to confirm or in- put different keys
#	"Enter Dial Branch"	Enter next dial branch or # to exit.

Function 348 Set Reroute - Busy

Function 350 Set Reroute - No Answer

Default = Ext 0 during Primary Ext 0 during Alternate

These functions set a call not answered or busy to reroute in supervised mode to an extension other than the operator (default) or to a branch. This rerouting can further be set differently for primary or alternate (day/night) answer mode. The rerouting can be set on a branch-by-branch basis or all branches at once by entering # as the first branch ID (Note: if branch-by-branch, use * to exit the function). The system will prompt for the branch ID that calls are coming from and then the extension that the calls are to be rerouted to. If the reroute is to go to another Branch rather than an extension, input # instead of an extension number and the system will then prompt for a Branch ID. This is followed by the same programming for reroute during the alternate announcement (night mode) only if an alternate announcement has been recorded in Function 344.

Steps:

- (1) Input Branch ID to reroute calls from (# for all branches)
- (2) Input Primary (day) extension to send calls to. (If calls are to reroute to a branch enter # and the system will prompt for a branch ID)
- (3) If an alternate announcement has been recorded, input Alternate (night) extension (If calls are to reroute to a branch enter # and the system will prompt for a branch ID).

Function 348 sets reroute for busy and Function 350 sets reroute for no answer. Example: to set busy reroute of all branches to extension 100 during primary mode:

Eloquence VE		Advanced Auto Atten	dant Programming 6.5
	<u>INPUT</u> 348 #	Eloquence RESPONDS "348, Enter Branch"	ACTION Input branch ID (or # for all
	#	"Enter Primary Extension"	branches) * to back up or exit, different ex-
AT	.100 #	"100, Confirm"	tension or # to input branch ID * to back up or exit, different ex- tension or # to input branch ID
	#	"Enter Function"	Go to next function
Function 351 Operator Translation Default = Ext 0 during Primary	Input the ex mode. If a ber is inpu	on sets an extension to be rung wheneve xtension number that the 0 is to be translent alternate announcement has been record to alternate (night) mode. Example: to during the primary mode:	ated to during the primary (day) orded, a second extension num-
Ext 0 during Alternate	<u>INPUT</u> 351 #	Eloquence RESPONDS "351, Primary Extension 0, Confirm	*** ACTION ** to back up, input new extension or # to confirm
	110#	"110, Confirm"	* to back up, input new extension or # to confirm
	#	"Enter Function"	Go to next function
Set Reroute-Operator Default = ID1 during Primary ID1 during Alternate	will prompt swered/bus # and the s Example:	nnouncement has been recorded, for alter for the extension number that the calls as y. If the reroute is to go to another bran system will then prompt for a branch ID. to set the system to route all operator cauring the primary mode:	re to be rerouted to if not an- ch rather than an extension, input
	<u>INPUT</u> 352 #	Eloquence RESPONDS "352, Primary Extension	ACTION
		None, Confirm"	* to back up, input new exten- sion or # to confirm
	340#	"Primary Extension 340, Confirm"	* to back up, input new exten- sion or # to input branch ID
	#	"Enter Function"	Go to next function
Function 353 Reroute No Response Default = None	makes no i	on sets the extension or branch ID that caresponse to a menu branch. This functions 348 and 350.	
Reroute No Response	makes no i	response to a menu branch. This functio	

Function 354 Alternate Extensions

Default = 2

This function enables the Alternate Extension feature. Turning this function on will cause the system to provide the additional alternate extension field (see Function 362) during directory name recording. If the called extension is busy or does not answer, Eloquence will call the alternate extension if one is listed. If one is not listed, Eloquence will follow the normal routing program. Input 1 to enable, or 2 to disable this function. **Example:** to enable Alternate Extension:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
354#	"354, 2, Confirm"	* to back up, # to confirm or in-
		put 1 to enable alternate feature
1 #	"1, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 370 Extension Privacy

Default = 2

Extensions can be listed in this function to not be dialed by Eloquence. This may include key executives, offices that are not to be disturbed, or extensions that are not to be reached accidentally, such as modem extensions. 1 sets the extension to privacy, 2 removes privacy (0, operator, cannot be entered into this list). Note: for Eloquence II installations, include Eloquence's extensions in this function to prevent possible looping of calls between these extensions. Example: to set ext 106 for privacy:

Eloquence RESPONDS	<u>ACTION</u>
"370, Enter Extension"	Input extension
"106, 2, Confirm"	* to back up, # to confirm or in- put 1 to set privacy
" 1, Confirm"	* to back up, # to confirm
"Enter Extension"	Input next extension or # to exit
"Enter Function"	Go to next function
	"370, Enter Extension" "106, 2, Confirm" " 1, Confirm" "Enter Extension"

Function 371 Blind Transfer Extensions

Default = none

Extensions listed here will have calls blind transferred to them even though Eloquence is programmed for supervised transfer mode (Function 206). This can be used to transfer to FAX or answering machines, etc. The keystrokes to program this function are input in the same manner as Function 370.

Function 372 Announce Extension Number

Default = 2

If a caller selects a name from a directory, the system can be set to announce the extension number prior to transferring a call. **This feature should not be used in a motel application.** Input 1 to enable or 2 to disable this function. **Example:** to enable Announce Extension Number:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
372 #	"372, 2, Confirm"	* to back up, # to confirm or in-
		put 1 to enable ext announce
1 #	"1, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 375 Answer Rings

Default = none (immediate)

This function manually sets the number of rings that Eloquence detects on its ports before answering. The number range is 1 to 15 (this function must be set to 0 if F377 and F379 are to be used). **Example:** to set the answer ring count to 3:

INPUT	Eloquence RESPONDS	
375 #	"375, Rings None, Confirm"	
3#	"3, Confirm"	
#	"Enter Function"	

ACTION

Input the rings (0 disables)
* to back up, # to confirm
Go to next function

Function 377 Daily Answer Ring Table

The system can be programmed to automatically change the ring count at a preset day of the week and, also, at preset times each day. The system can also be set manually for a specific ring count from Function 375, and will remain set until manually changed or the manual function is turned off.

In the following two examples, the ring count is set for 1 ring on the weekends, to follow the hourly table (F379) on Mondays, and for 3 rings on Tuesday thru Friday.

Days are from midnight to midnight and are numbered 1 (Sun) through 7 (Sat). 0 indicates that the hourly table applies. The default is set at 3 rings for each day. Only the days that are changed need to be entered. Fill in the worksheet table before programming. To set the system for 1 ring for Saturday and Sunday, for the hourly table on Monday, and 3 rings otherwise:

Example

No.	Day	Rings
1	Sun	1
2	Mon	0
3	Tue	3
4	Wed	3
5	Thu	3
6	Fri	3
7	Sat	1

<u>INPUT</u> 377#	Eloquence RESPONDS "377, Enter Day"	ACTION Input the day of the week
1#	"1, Ring 3, Confirm"	* to back up, # to confirm or input different ring count
1 # 7 #	"1, Enter Day" "7, Ring 3, Confirm"	Input the day of the week * to back up, # to confirm, input different ring count
1 #	"1, Enter Day"	Input the day of the week
2 #	"2, Ring 3, Confirm"	* to back up, # to confirm, input different ring count
0 #	"0, Enter Day"	* to back up, # to exit Continue in the same manner

Function 379 **Hourly Answer Ring** Table

Days that have been set for hourly programming, 0, can then further be set to change ring counts up to 6 times daily. The six time slots are numbered 1 to 6 (not all need to be programmed), the time of day is entered as a four digit military time and the ring count is entered as a single digit 1 to 15. Example: to set the table for 1 ring at lunch (noon) and from 5:15 PM to 8:00 AM; and 4 rings during the remainder of the day:

Example

No.	Time	Rings
1	0800	4
2	1200	1
3	1330	4
4	1715	1
5		
6		
7		

NIDLET	TI DECDONDO
<u>INPUT</u>	Eloquence RESPONDS
379#	"379, Enter"
1 #	"1, None, Enter Time"
0800 #	"800, Ring None, Enter Ring"
4#	"4, Enter"
2#	"2, Time None, Confirm"
1200 #	"1200, Ring None, Enter Ring
1 #	"1, Enter"

ACTION

Input the time slot number * to back up, input time Input ring count Input the time slot number * to back up, or input time Input ring count Input the time slot, # to exit Continue in the same manner

Function 382* Activate Alternate Announcement

Default = none

This function manually sets the main announcement to either primary or alternate (such as day and night announcements). Automatic announcement will function only if this manual function is off. Therefore, once the main announcement has been set manually with this function, it will remain so until changed by this function. Input 1 for the primary announcement, 2 for alternate announcement, or 0 to turn this function off. (If this function is turned off here, Eloquence will play the primary announcement or follow the automatic setting from Function 384 and 386.) **Example:** to set the announcement to alternate:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
382 #	"382, 0, Confirm"	Input 1 for primary, 2 for alter-
		nate, 0 to disable
2 #	"2, Alternate, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 384* Daily Announcement Table

Default = none

This function sets automatic play of the primary or alternate announcements (F344) on preset days of the week. In addition, up to 7 different hourly tables (Function 386) can be programmed to change back and forth between primary and alternate announcements up to 6 times daily. Input 1 for primary announcement for all day, 2 for alternate announcement all day, or 3 thru 9 to follow the corresponding hourly table that is programmed in the following function.

In the following example Sunday is set for alternate announcement all day. Monday thru Thursday is set for primary announcement all day. Friday has been set to follow hourly table 3, and Saturday is set to follow hourly table 4. More than one day can be set to follow the same hourly table. The hourly tables 3 through 9 are blank until programmed in Function 386.

Example

No.	Dav	Annc.					
1	Sun	2					
2	Mon	1					
3	Tue	1					
4	Wed	1					
5	Thu	1					
6	Fri	3					
7	Sat	4					

<u>INPUT</u> 384#	Eloquence RESPONDS "384, Enter Day"	ACTION . Input the day of the week to
1 # 2 #	"1, None, Confirm" "2, Alternate, Enter Day"	change Input Prim, Alt or Table number Input the day of the week to
2 # 1 #	"2, None, Confirm" "1, Primary, Enter Day"	change Input Prim, Alt or Table number Input the day of the week to change
3 # 1 #	"3, None, Confirm" "1, Primary, Enter Day"	Input Prim, Alt or Table number Input the day of the week to
4#	"4, None, Confirm"	change Input Prim, Alt or Table number
1 # · 5 #	"1, Primary, Enter Day" "5, None, Confirm"	Input the day of the week to change
1#	"1, Primary, Enter Day"	Input Prim, Alt or Table number Input the day of the week to change
6 # 3 #	"6, None, Confirm" "3, Table, Enter Day"	Input Prim, Alt or Table number Input the day of the week to
7#	"7, None, Confirm"	change Input Prim, Alt or Table number
4#	"4, Table, Enter Day"	Input the day of the week to change
#	"Enter Function"	Go to next function

^{*}Required only if an alternate announcement has been recorded.

Function 386* **Hourly Announcement** Table

Days that have been programmed with table 3 thru 9 (in Function 384) can now be set to change from primary(1) to alternate(2) and back up to 6 times daily. The six time slots are recognized by the system as number 1 to 6. Begin with the number 1 and enter the time of day as a four digit military (24 hr) time. Next, input 1 for primary announcement or 2 for alternate announcement.

The following example sets table 3 on Friday to the primary announcement to begin normal business hours at 8:00AM (0800), alternate announcement for lunch at noon (1200), normal business hours again at 1:30 (1330), and finally close business at 5:15 PM (1715). For Saturday, normal business hours are from 10:00AM to 2:00 PM. Continue in this manner for the remaining days of the week.

Example

	Tabl	e 3	Tab	le 4	Tabl	e 5	Tabl	e 6	Tabl	e 7	Tabl	e 8	Table	e 9
No.	Time	Anc	Time	Anc	Time	Anc	Time	Anc	Time	Anc	Time	Anc	Time	Anc
	0800	1	1000	1										
2	1200	2	1400	2										
3	1330	1												
4	1715	2												
5														
6														
7														

	<u>INPUT</u> 386# 3 #	Eloquence RESPONDS "386, Enter Table" "3. Enter"	ACTION Input the time slot number
	1 #	"1, None, Enter Time"	* to back up, # to confirm or input time
	0800 #	"800, Primary, Confirm"	Input 2 for alternate or # to con- firm
	#	"Enter"	Input the time slot number
	2#	"2, None, Enter Time"	# to confirm or input time
	1200 #	"1200, Primary, Confirm"	Input 2 for alt or # to confirm
	2#	"2, Alternate, Enter"	* to back up, # to confirm
	3 #	"3, None, Enter Time"	# to confirm or input time
	1330 #	"1330, Primary, Confirm"	Input 2 for alt or # to confirm
*D ! ! ! ! ! ! !	#	"Enter"	Input the time slot number
*Required only if an alternate	4#	"4, None, Enter Time"	# to confirm or input time
announcement has been re- corded.	1715 #	"1715, Primary, Confirm"	Input 2 for alternate or # to con- firm
	2 #	"2, Alternate, Enter"	* to back up, # to confirm
	#	"Enter Table"	Input Table, # to exit
	#	"Enter Function"	Go to next function

Before Proceeding

Exit programming mode (Function 111) and place a few CO calls and verify any program enhancements that have been made in this section.

Eloquence VE Advanced Voice Mail Programming 7.1

Advanced Voice Mail Features

Only program the features in this section if required by a particular application. Most advanced functions are defaulted as inactive. Some have values that are preset to match most applications and can be reviewed and/or changed if necessary.

Function 424 Create/Delete User Mailbox

If an alphabetic directory has been created in the Advanced Auto Attendant section (Function 362), then those names and extension numbers have been used to automatically create the Voice Mail directory. The extension numbers and recorded names are copied by Eloquence to this function and a default mailbox number matching the extension is also assigned. Therefore, if all members of the Auto Attendant Directory are to have mailboxes and are to have mailbox numbers matching their extension numbers, this function will require no further programming.

EXT	NAME	MB#
101	Bob Fulton	101
102	Barb Bush	102
123	Sales	200
124		200
201	Al Hurt	108
202	John Adams	110

To make a change to the mailbox directory that has been automatically created, enter the extension, # to accept it, rerecord the name or # to accept it, enter a different mailbox number or # to accept it. Note in the example that the mailbox directory has had some of the mailbox numbers changed for a particular application.

Deleting User Mailboxes— As employees change or move extensions, a change to either the alphabetic directory in the Auto Attendant section or a change to this function will automatically change the other.

To delete a user from both the alphabetic directory (if used) and from the mailbox directory, input in either directory function (Function 362 or function 424) a 0# in place of the name- all information including the mailbox will be erased.

To delete a user from just the alphabetic directory and not from the mailbox directory, input a 0# in place of the Key field in Function 362.

To delete a user mailbox but not remove the name from the alphabetic directory in the Auto Attendant section, input a 0# in place of the mailbox number in Function 424. A prompt "Confirm Delete" will ask for a # as confirmation. If a user mailbox is to be deleted and it still has messages, the prompt will say "Messages, Confirm Delete". Confirming by entering # will remove the mailbox and its messages. If messages are still in the mailbox, Function 444 can be used to access the messages before deleting the mailbox.

Function 436 Message Length

Default = 45

Although the system will store only the actual message as left by the caller, the time set here is the maximum time to allow for a message. If message chaining is allowed (Function 440) then the caller can continue the message by following the prompt as recorded in Function 412. Minimum time is 10 seconds and the maximum is 999 seconds. **Example:** to set the message length for 30 seconds:

<u>INPUT</u> 436 #	Eloquence RESPONDS "436, Time 45, Confirm"	ACTION * to back up, # to confirm or input different time
30 #	"30, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 440 Message Chaining

Default =1 (allow)

This function allows the caller to continue a message once the above set maximum time is reached. The caller will be interrupted with the system announcement recorded in Function 412 and given the option to continue, return to the main operator, etc. Example: to not allow message chaining input 2:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
440 #	"440, 1, Confirm"	* to back up, # to confirm or in-
		put 2 to not allow
2#	"2, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 456 Purge Messages

Default is New = 0, Old = 0, Group = 0

To avoid having unneeded messages filling up Eloquence's memory, values input here will establish how messages are to be erased by the system if memory becomes exhausted. Eloquence's purge routine will begin when the system's memory has reached 95% of capacity and will remove messages down to the 90% level according to the following: a value in days can be set for each type of message (new, old, group) that will indicate the minimum number of days that messages of that type are to be kept. When the system reaches 95% of memory, it will remove all new messages that are older than the number of days set here, then it will remove any old messages that are older then the days indicated here and finally, it will remove any group messages that are older that the number of days indicated. A "0" indicates that a type of message is not to be removed under any circumstances.

If Eloquence's memory becomes full and no message can be eliminated according to these purge values set, the caller will be played the "Voice Mail Full" announcement. Example: to not erase any new messages, to have old messages greater than three days old erased, and group messages older than 5 days erased:

<u>INPUT</u>	Eloquence RESPONDS	ACTION
456 #	"456, Day New None, Enter Day"	Input number of New days
0 #	"0, Day Old None, Enter Day"	Input number of Old days
5 #	"5, Day None, Enter Day"	Input number of Group days
3 #	"3, Confirm"	* to back up, # to confirm
#	"Enter Function"	Enter any three digit function

Paging

On a mailbox-by-mailbox basis, Eloquence can dial external to the system to activate a user's pager. Eloquence will dial according to the digits programmed whenever the first new message has been left and will repeat the "page" at a programmed interval of minutes.

Function 464 Paging Interval

Default = 30

This function sets the number of minutes between pages. The range is 10 to 1399 min. Example: to set the paging interval to 45 minutes:

<u>INPUT</u> 464 #	Eloquence RESPONDS "464, Time 60, Confirm"	ACTION * to back up, # to confirm or input minutes
45 #	"45, Confirm"	* to back up, # to confirm
#	"Enter Function"	Go to next function

Function 468 **Paging Dialer**

Default = none

This function sets the "string" of digits to be dialed for each mailbox listed. Since the * or # key can be part of this command, they cannot be used to repeat or confirm as in other functions. Therefore, the input in this function will require; (a) that the number of keystrokes that are to be executed be entered; and (b) the actual keystrokes that are to be executed be entered.

Wo	rks	heet	8.1
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Eloquence	VE
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Enter Programming Password = **____#
Exit Programming = 111#

At the "Confirm" prompt: * to Back up; Input new value and #; or # to confirm existing value.

SYS	TEM PROGRAMMING		
200	Initialize System	Resets all components to their initial state (erases all programming) 200 must be entered twice as confirmation.	
201	Executech Type	Input the type of phone system as listed in Section 3. Default = 1 Telephone Type =	
203	Operating Mode	Input 1 for Auto Attendant only, 2 for Voice Mail only, or 3 for both. Default = 2 Operating Mode =	
204	Extension Length	Input number of digits (2 thru 4) in the telephone system extension number Default = 3 Extension Length =	
205	Station Ringback	Input the number of rings to allow a station to answer. Default = 3 Station Rings =	
206	Transfer Mode	Sets system transfer mode: 0 = no transfer(bulletin board), 1 = Blind Transfer, 2= Supervised Transfer Default = 2 (SupervisedTransfer)	
214	Set Time	Input current time of day as 4 digits Military (required only if functions with calendars are being used). Default = 0000 Actual = current Time	
216	Set Date	Input month and day (four digits include leading zeros); input year as four digits Default = 0305; 1991 Actual = current date	
220	Administrator Password	Input two to four digits	
222	Programmer Password	Default = 456	
268	Record Time Remaining	Plays % of memory used, seconds remaining for: low quality, high quality and number of names left.	
226	Record Quality	Set High (1) or Low (2) for Announcements, names, messages Default = 211 Messages , Announcement, Names Quality =	
AUT	O ATTENDANT PROC	GRAMMING	
328	Busy Recording*	Plays to caller if party called is busy, 1 to start and stop recording. Suggested = "That extension is busy, one moment please." Recording:	
330	No Answer Recording*	Plays to caller if party does not answer. "That extension does not answer, one moment please." Recording:	
332	Hold Recording	Plays to caller just before transfer. "Please hold while transferring." Recording:	
334	Receiving Recording*	Plays to called extension just before transfer. "Transferring an outside call" Recording:	
336	Q/Z Recording**	Plays at end of directory announcement if name with Q or Z exists. "For the letters Q or Z, use key number 1." Recording:	
338	No Names Recording**	Plays during directory if no names match the key selected. "No names matched, one moment please." Recording:	
L		<u> </u>	

^{*} Not required if Blind Transfer (Function 206) is used. **Not required if Alphabetic Directory (Function 362) is not used.

Elo	quence VE	Worksheet 8.2
342	Add/Change/Delete Branch	Input Branch ID, then designate new type (1= Menu, 2= Directory, 3= Department, 4= Dial, 5= Jump) 00 = delete a branch.
344	Branch Recording and Programming	Fill in template chosen in the Appendix and use as guide. Input branch ID and as prompted, enter a recording, extension numbers, Jump ID, etc.
346	Dial Branch Call Distribution	Input 1 for calls-in-order; 2 for rotation among extension listed. Default = 1 (in order listed) Actual =
356	Re-record Announcements	Rerecord branch or system announcements. Input branch ID (or input functions numbers 328 thru 338 as if branch IDs).
VOIC	E MAIL PROGRAMM!	ING
404	Voice Mail Main Greeting	Plays to caller when entering Voice Mail. "You have reached ABC's voicemail system, please input the mailbox number now." Recording:
408	Mailbox Greeting	Plays to caller when entering a user's mailbox. Two recordings: (1) "You have reached the mailbox for"; (2) "To leave a message begin recording at the tone. Press 1 when finished." Recording:
412	End of Message Ancmt	Two recordings: Plays to continue a message (1) "To continue, press 1 and press 1 again when finished; or if you are finished press * and hang up"; plays after a message has been completed (2) "To return to the operator press 0, or if you are finished press * and hang up." Recording:
416	User Message Prompt	Plays to the mailbox user at the end of each message playback. "To delete press 7, to save press 9, to reply press 3, to move this message to another mailbox press 6, to reach another mailbox press #, if finished press * and hang up". Recording:
420	Voice Mail Full Ancmt	Plays to caller if Voice Mail memory is full. "Voice mail is full, please try again later." Recording:
424	Create/Delete User Mailbox	Complete a copy of Mailbox User Worksheet, page 8.6; follow voice prompts.
428	Create Group Mailboxes	Input group mailbox numbers separated by # . Default = None Actual =
432	Delete Group Mailboxes	Input group mailbox number to delete, confirm with #.
444	Access Mailboxes	Input a mailbox number to gain access to all user functions.
448	Message Light On	Input the keystrokes that are to be used to turn a msg light on (input the number of digits followed by the keystrokes themselves). Default = None Actual =;
452	Message Light Off	input the keystrokes that are to be used to turn a msg light off (input the number of digits followed by the keystrokes themselves). Default = None Actual =;
460	Play Mailbox Usage	Will play the list of mailboxes with the amount of new and old messages.
ADV	ANCED AUTO ATTEN	DANT PROGRAMMING
358		Set the number of keys (1 to 3) the caller is to input in an Alphabetic Directory Default = 1 Actual =
360	Name Recording Time	Set the time in tenths of a second for recording a name in the directory Default Eloquence = 12 (1.2 seconds); Actual =
362	Record Directory Names	Complete a copy of Directory Name Worksheet, page 4.4; follow voice prompts.
364	Playback of Names	Plays recording and data for an extension (or for all extensions by inputting #).

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Mailbox Worksheet
Copy and complete only if voice mail is used.

EXT	NAME	MB#
	IN∕AIVI⊏	IVID#

		,
	· · · · · · · · · · · · · · · · · · ·	
		1
	····	

EXT	NAME	MB#
		11.511
-		
- -		

Alphabetic Directory Worksheet

Copy and complete only if Alphabetic Directory is used.

EXT	NAME	KEY	ALT EXT. DEPT	EXT	NAME	KEY	ALT EXT	DEP1
	· · · · · · · · · · · · · · · · · · ·							
							<u> </u>	
						-		
	······································							

							 	<u> </u>
								.
						<u></u>		
								<u> </u>
				 				
				<u> </u>				
								<u> </u>
							<u> </u>	
						<u> </u>		
								!

for Key use A B C D E F G H I J K L M N O P Q R S T U V W X Y Z numbers >> 2 2 2 3 3 3 4 4 4 5 5 5 6 6 6 7 1 7 7 8 8 8 9 9 9 1

Troubleshooting

The following test procedures are designed to isolate a failed component of the total installation. This might include the Executech port, the wiring, or the Eloquence. Eloquence was thoroughly tested before leaving our factory. Double check all wiring continuity before proceeding.

Before performing any of the following checks, be sure that the system is properly grounded and that a clean power source is being used.

Power/ Battery LED does not light- check that power transformer is solidly connected at the 110v outlet and at the power jack of Eloquence. Verify that the transformer is outputting 12v AC.

Power/Battery LED blinks- replace battery (allow approximately 2 days for the battery to charge at initial installation or after system has been unplugged for an extended period).

Power and Port Two LEDs blink alternately- system programming may have been damaged. Power down Eloquence for about 30 seconds. If the lamps are still blinking alternately, reset the system by disconnecting the power supply and battery lead for at least 30 seconds.

Eloquence does not answer intercom calls for programming-

General:

1. Eloquences ports must be programmed as OPX for the DXP and Executech XE, Single Line for Executech II and Execumail for the Executech 2000.

Procedure:

- 1. Unplug both of Eloquence's ports and connect a multiline telephone where Eloquence's first port was connected to the KSU.
- 2. From another multiline telephone:
 - a) Lift handset.
 - b) Press "ITCM" key,
- c) Dial Eloquence's first port intercom number and verify that the station rings and can be answered from the multiline phone (even though programmed as a OPX or VMI port, a multiline phone will accept and originate calls-the LEDs, however, will not work properly).
- 3. Move the multiline telephone from Eloquence's first port and connect it to Eloquence's second port of the KSU and repeat step two (2) to verify.
- 4. Leave the multiline telephone connected to Eloquence's second port of the KSU and re-connect Eloquence's first port to it's first port of the KSU.
 - 5. From another multiline telephone:
 - a) Lift handset.
 - b) Press "ITCM" key,
- c) Dial Eloquence's first port intercom number. Eloquence should answer with "Enter Extension".

Eloquence does not answer CO calls-

General:

- 1. Eloquences ports must be programmed as OPX for DXP and Executech XE, Single Line for Executech II, and Execumail for Executech 2000.
 - 2. Eloquence's ports must have Direct/Delayed ringing assigned in the KSU.
 - 3. Eloquence's ports must have ringing line preference assigned in the KSU.

Procedure:

- 1. Unplug both of Eloquence's ports and connect a multiline telephone where Eloquence's first port was connected to the KSU.
 - 2. Place a CO call through the KSU and verify both:
 - a) Direct/Delayed ringing,
 - b) Ringing line preference (answer CO line call by only going off-hook).
- 4. Move the multiline telephone from Eloquence's first port and connect it to Eloquence's second port of the KSU and repeat steps two (2) and three (3) to verify.
- 5. Re-connect both Eloquence's ports to the KSU and place a CO line call to the telephone system and verify that Eloquence answers.

Eloquence does not light or turn off message waiting lights-

General:

- 1. Make sure Eloquence's ports in the KSU are programmed for message wait originate on required telephone systems.
 - Make sure Eloquence's Function 448 and 452 are programmed correctly.

Eloquence VE Voice Mail For Executech

Administrator Manual

General Description

Eloquence is designed to operate as a stand alone auto attandant, a stand alone voice mail system, or a combination of both.

The system is housed in a metal case that can be located on a desk top or wall-mounted in the telephone equipment room. The system is powered by an external wall-mount transformer while an internal battery provides for several days of memory protection. Three LEDs indicate system condition and operation.

Programming of the system is done from any telephone by dialing Eloquence directly, then entering the appropriate password and a series of touchtone commands. Eloquence's built-in 40 word vocabulary walks the programmer through all system programming on a prompted, step-by-step basis.

Recording of system announcements, prompts or directory names is also done through the phone. Two recording quality levels can be chosen on an announcement-by-announcement basis to provide maximum recording time. Eloquence's announcements are unlimited in number and can be of any length (within total memory limits), and are usually at the higher quality. Messages and user prompts are usually at lower quality to maximize memory usage.

Announcement and name changes, or other day-to-day operations are easily and quickly accomplished via an administrator's password. All other, more permanent, system programming is further protected with a higher level password.

Auto Attendant

Eloquence is a second generation automated attendant that provides for traditional automatic answering of incoming calls, presentation of choices to the caller, and connection to extensions based on those choices.

Call routing can contain up to 4 levels with each branch at each level capable of advancing to up to 9 more branches (not to exceed 28 total branches). Based on his phonepad responses, a caller is routed along a path from branch to branch to: a preset extension or extensions, an alphabetic directory, a department directory, or another branch for further choices.

The call routing template installed in the system can be used as is, or altered to fit virtually any need.

If a caller does not know the called party's extension, he can select an alphabetical directory and will hear an announcement like: "To reach an employee press the first letter of the person's last name on your keypad now"...[A] "Press the pound key when you hear the name of the person: John Able...Whilma Baker...Sally Cox."...[#] "Thank you, one moment please". The department directory works in the same fashion except that only the names for the department are played.

Eloquence auto attendant will transfer calls in either a blind or supervised mode. In the supervised mode, Eloquence will place the caller on hold, call the selected extension and monitor its status. If no answer or busy, it will flash hook back to the caller, advise them of the condition and then forward the call to the alternate extension, operator, or another extension as programmed. If the station is answered, the called party will be advised that a call is being transferred before the caller is connected.

In the blind transfer mode, Eloquence transfers the call once a selection is made and returns to on-hook status. The phone system is programmed to provide the rerouting if the extension has a no answer or busy.

Eloquence can be set to serve as a bulletin board whereby a caller can get specific information about products or services; but not be able to transfer within the phone sys-

Voice Mail

tem except where specifically allowed.

Eloquence is able to operate as a voice mail only, or combined voice mail and auto attendant.

If voice mail only is used, callers manually routed to voice mail will hear a system greeting such as "You've reached ABC Company's voice mail system, please input the mailbox number now". Voice mail in conjunction with auto attendant can have designated busy and/or no answer stations rerouted to their corresponding mailboxes automatically.

A caller who has manually input a mailbox number or who has been redirected by auto attendant will hear a greeting such as "You've reached the mailbox for John Jones, to return to the operator press 0, or begin recording at the tone and press 1 when finished." After the message has been left, the caller will hear another prompt such as "To return to the operator press 0, or if finished press * and hang up."

The system can have up to 128 individual mailboxes plus up to 16 group mailboxes. Each mailbox can have a maximum of 32 messages. A unique dynamic voice recording technique allows the system to use only the amount of memory required to store the actual message.

A mailbox user, using a personal password to enter his mailbox, will be played the number of new and old messages currently in his mailbox and then played all messages starting with the oldest new message first.

The user can execute the following options during or at the end of each message: pause, save, delete, reply to sender, back-up, hear time & date stamp, or move the message to another mailbox with a preamble.

Group mailboxes allow individuals, so authorized, to "broadcast" a message to several members' mailboxes at one time. Even though a group mailbox can have up to 32 members, a group message only uses memory storage as one message.

A mailbox user can also control many mailbox functions once his password has been entered: Hear or enter a new password; and hear, add, or delete members from a group mailbox.

LED Indicators

The front of the case has three LEDs that are designed to provide visual feedback for the following conditions:







Power/ Battery

Port One

Port Two

Power/Battery LED-LED burns solid when power is being applied to the system and blinks if the battery is low. The battery is constantly recharging when Eloquence is plugged to AC power. The battery may take as much as five days to fully charge when the system is first plugged in. The battery, when fully charged, will hold programming for up to several days.

Port LEDs—indicates that Eloquence is processing a call. The lamp will blink as it detects sound on its port. This will provide visual feedback as to ringing, DTMF detection and voice.

Administrator Responsibilities

The system's administrator's duties are:

- To oversee Eloquence day-to-day operations
- Add/change employee names to extensions
- Delete/add employee extensions/ mailboxes
- Maintain employee directory (if used)
- Assign individual mailboxes (if different from extension numbers)
- · Assign group mailboxes
- Assign multiple user mailboxes

Hold a Meeting— explain how the system works, what to expect as a user, and how to perform user operations. You may wish to use a speakerphone to demonstrate how to leave and pick-up messages. Its is important to stress that the user must pick-up messages on a regular basis, otherwise, other users will be reluctant to leave them messages and the system will loose its effectiveness and waste storage space.

Distribute User Guide—reproduce the user guide and distribute it to your organization. It should provide enough detail for each user to get started. The user guide should also become part of your new employee kit.

Assign User mailboxes— user mailboxes will almost always match their extension number. If you have outside employees, assign them mailbox numbers that are out of the range of your existing and potential extension numbers.

Assign Group Mailboxes— as before, group mailbox numbers should be assigned out of range of any existing or potential extension numbers. You may wish to not publish the list of group mailbox numbers and only add them to Eloquence as assigned. Anyone that knows a group mailbox number can leave a group message. This may be desirable if you want several individuals to be able to leave group messages for the same group. Conversely, if only the sales manager should be able to leave a group message for all sales reps, then he should not give the group mailbox number to anyone else.

Multiple User Mailboxes— there may be occasion that several people are to share one user mailbox. It may be that three people in accounting are to have the same mailbox, therefore you would change the default mailbox number as assigned by Eloquence to a common mailbox which probably would be one that has already been assigned to one of the people. Any of the three could call in to pick up the messages but must also be careful to pass along the messages intended for one of the other members. It may be better for just one person to always pick-up the messages.

Note: If a caller hangs up prior to being connected via Eloquence, a call may be transferred when in fact the outside caller is no longer there. One may hear silence, a fast busy tone or other similar tone. This is a result of limitations of the telephone company, not the telephone system, or Eloquence.

Administrator Programming

Once the installer has completed installation, the administrator's password is used to gain access to Eloquence and make the desired changes. Eloquence can be programmed by dialing it from an extension, by dialing from an outside line and back into your phone system, or remotely from your home or another office. When Eloquence answers, input your password during the first few seconds of the greeting. Eloquence will respond with "Enter Function". Refer to Section 2 for the programming features that the administrator's password can access.

All announcements can be recorded by the installer during the initial set-up and then, when satisfied that the system is programmed according to the company's needs, the announcements and names can be re-recorded using another voice. Recording announcements can be performed only when both ports are idle. All other programming may be done at any time.

Read Section 2 carefully before proceeding.

Eloquence VE	Administrator Guide 2.1
System Programming	Once entered for programming, Eloquence prompts and confirms each action with voice commands. Both data and recordings are entered in the same manner, using a series of keystrokes. To program Eloquence, dial the extension that Eloquence is connected to and enter the programming mode by dialing in the appropriate password. Each function is programmed by entering it's specific function number and then following the voice prompts. Before attempting programming, read each section thoroughly for a complete understanding of the system.
Voice Prompts	Built-in voice prompts will prompt, repeat input, and confirm function programming.
voido i rempto	 "Enter" Signifies that data is to be entered. In some instances the prompt will be more precise such as "Enter Extension". "Record" Prompts to record a voice announcement or name. The actual recording will begin by pressing 1 and end by pressing 1. "Confirm" Follows an entry or plays after an existing entry has been played. If necessary, re-enter the corrected data or recording. Use * to back up to the previous entry, or accept the entry with a #.
	"Error" Played if any value being entered is out of range, or otherwise invalid.
Keypad Methodology	# Acts as an enter key. It will also confirm the new or existing entry and advance to the next programming step. (In a function that allows multiple entries, ## will advance to the end of the function.) * Will back up to the beginning of the function. 00 Will act to erase or replace any existing entry with no entry. 111# Will exit programming mode. When a function is entered, Eloquence will play one of the following: a) the default value, b) the existing value if previously programmed, c) "None" if the function is being programmed for the first time. If the function has multiple entries, Eloquence may begin with a command to enter the particular extension, etc, to be programmed. At any point where a programming entry was made in error, use the * key to back up to the beginning of the function and begin again. The contents of any function can be played without being altered. Enter the function, then use # to advance through the values without replacing them with new values.
Eloquence Programming	All programming can be performed via either port on an Eloquence, however, recording of announcements can only be performed while the other port is idle. If the other port is processing a call, Eloquence will not allow a function that includes recording to be entered. Once a function that allows recording is entered, Eloquence will not answer on the other port until that function has been vacated.

Function 362 Enter Directory Names

If an alphabetic directory is not used, skip this function. Otherwise make photocopies of the blank name recording worksheet for preparing directories and making future changes. As names change, the administrator can enter this function and change any field via the administrator password.

EXT	NAME	KEY	AUTEXT DEPT
101	Robert Fulton	3	122
102	Barb Bush	2	2
103	Paul Anka	2	1
104	Robin Williams	9	102
105			
106	Willard Scott	7	2
122	Sally Fields	3	
123			
124			
201	Al Hurt	2	**************************************
	·		

In the example above, the installer filled in a blank worksheet with possible extension numbers, then wrote in the names, name key, and, if applicable, the alternate extension and department designator key. Notice that not all extensions will necessarily have a name assigned nor will all names necessarily have an alternate extension or be assigned to be in a department directory.

If an entry is being made for the first time each field will begin with "Enter Extension" or "Enter Key" etc. Eloquence will repeat each entry you make and prompt you for the next entry. To correct an entry, input * which will back up to the last entry accepted. Inputting 00 will delete an extension and related data. **Example:** to input extension 101 from the worksheet example above:

Eloquence RESPONDS	ACTION
"362, Enter Extension"	Input extension number
"101, Record"	Start & Stop recording with 1
" 1	
"Bob Fulton, Confirm"	* to back up, # to confirm or re- record start and stop with 1
"Enter Key"	Input key number(s)
"3, Enter Alternate Extension"	is played only if Alt Ext used
"122, Enter Department"	is played only if dept used
" Enter Extension"	new extension can be entered or # to leave function
"Enter Function"	Enter any three digit function
	"362, Enter Extension" "101, Record" '1 "Bob Fulton, Confirm" "Enter Key" "3, Enter Alternate Extension" "122, Enter Department" "Enter Extension"

If the extension has been previously recorded and is being changed, the prompts will state the existing entry that can then be changed or accepted as is (note that 00 is used to delete any field and, if input instead of a name recording, will delete the extension number and all data related to that extension number).

Function 364 Playback of Names

The name directory worksheet should be kept up to date at all times. Should it be necessary to listen to the information recorded for a particular name, you can do so by using Function 362 and advancing from field to field manually using the # key. A name or all names and all associated fields can be played back using this function. Entering a specific extension number will result in the fields for that extension being played. Entering just # without an extension will result in the system playing all extensions and associated fields in ascending order. The playback can be halted by pressing #.

<u>INPUT</u> 364 #	Eloquence RESPONDS "364, Enter extension"	ACTION Input extension number or just # to start or stop entire list
101 #	"Extension 101, Bob Fulton, Key 3, Alternate None, Department 2, Enter Extension"	Enter next ext or # to exit

Function 268 Record Time Remaining

his function can be used to check how much recording time is left in memory. It will play in order: the % of memory used, the remaining time in seconds that are available for recording in low quality, available for recording in high quality, and followed by the number of names that can still be recorded.

<u>INPUT</u> 268

Eloquence RESPONDS
"268, 14, Time 374, Time 130,

<u>ACTION</u>

18, Enter Function"

Go to next function

Function 375 Answer Rings

This function manually sets the number of rings that Eloquence detects on the CO lines before answering. The number range is 1 to 15 (0 turns the feature off and will follow the automatic ring counts programmed in Function 377 by the installer; "None" equals immediate answer). **Example:** to set the answer rings count to 3:

<u>INPUT</u>
375 #
3 #
ш

Eloquence RESPONDS
"375, Rings None, Confirm"
"3, Confirm"

"Enter Function"

<u>ACTION</u>

Input the rings (0 disables)
* to back up, # to confirm
Go to next function

Function 382 Activate Alternate Announcement

This function manually sets the main announcement to either primary or alternate (such as day and night announcements). Automatic announcement will function only if this manual function is off. Therefore, once the main announcement has been set manually with this function, it will remain so until changed by this function. Input 1 for the primary announcement, 2 for alternate announcement, or 0 to turn this function off. (If this function is turned off here, Eloquence will play the primary announcement or follow the automatic setting from Function 384 and F386.) **Example:** to set the announcement to alternate:

INPUL
382 #
30Z #
2#
2 #

#

"382, 0, Confirm"

"2. Alternate. Confirm"

"Enter Function"

ACTION
Input 1 for primary, 2 for alter-

nate, 0 to disable

* to back up, # to confirm
Go to next function

Function 424 Mailbox Creation from Alphabetic Directory

If an Alphabetic Directory is not being used, skip this function. If used, then those names and extension numbers previously programmed have been used to automatically create the VoiceMail directory. The extension numbers and recorded names are copied by Eloquence to this function and a default mailbox number matching the extension is also assigned. Therefore, if all members of the Alphabetic Directory are to have mailboxes and are to have mailbox numbers matching their extension numbers, this function will require no further programming.

Deleting User Mailboxes— As employees change or move extensions, a change to either the alphabetic directory in the Auto Attendant section or a change to this function will automatically change the other.

To delete a user from both the alphabetic directory (if used) and from the mailbox directory, input in either directory function (Function 362 or function 424) a 0# in place of the name. All information including the mailbox will be erased.

<u>To delete a user from just the alphabetic directory</u> and not from the mailbox directory, input a 0# in place of the Key field in Function 362.

To delete a user mailbox but not remove the name from the alphabetic directory in the Auto Attendant section, input a 0# in place of the mailbox number in Function 424. A prompt "Confirm Delete" will ask for a # as confirmation. If a user mailbox is to be deleted and it still has messages, the prompt will say "Messages, Confirm Delete". Confirming by entering # will remove the mailbox and its messages (Function 444 can be used to access the messages before deleting the mailbox).

Function 424 Create/Delete User Mailbox

Create the voice mail directory (when an Alphabetic Directory is not used) by inputting the user's extension, recording his name, and accepting or changing the automatically assigned mailbox number. Several individuals can have a common mailbox by changing their mailbox numbers to match. Copy and complete the voice mail worksheet by inputting the extension number and then recording the name (the mailbox number is automatically played and can be accepted as is or changed).

EXT	NAME	MB#
101	Bob Fulton	101
102	Barb Bush	102
123	Sales	200
124		200
201	Al Hurt	108
202	John Adams	110

If an entry is being made for the first time, it will begin with "Enter Extension". Eloquence will repeat each entry made and prompt for the next entry. To correct an entry, input "*" which will back up to the last entry accepted. **Example:** to input mailbox 101 from the worksheet example above:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
424 #	"424, Enter Extension"	Input extension number
101 #	"101, Record"	Start & Stop recording with 1
1 "Bob Fult	on" 1	· -
	"Bob Fulton, Confirm"	* to back up, # to confirm or re- record start and stop with 1
#	"Mailbox 101, Confirm"	Input different mailbox number or # to accept
#	"Enter Extension"	new extension can be entered or # to leave function
#	"Enter Function"	Enter any three digit function

Deleting User Mailboxes— To delete a user mailbox but not remove the name from the alphabetic directory in the Auto Attendant section, input a 0# in place of the mailbox number in Function 424. A prompt "Confirm Delete" will ask for a # as confirmation. If a user mailbox is to be deleted and it still has messages, the prompt will say "Messages, Confirm Delete". Confirming by entering # will remove the mailbox and its messages. If messages are still in the mailbox, Function 444 can be used to access the messages before deleting the mailbox.

Function 428 Create Group Mailboxes

Up to 16 group mailboxes can be created. Once created, these can be used by anyone who sets/knows the password to leave messages for those users listed as members of that group. The group mailbox "owner(s)" may set, or change the list of group mailbox members. The group mailbox numbers set here are arbitrary, but must be the same length as the user mailbox numbers and not conflict with existing user mailbox numbers, therefore choose numbers that are out of the extension number range of the phone system. **Example:** to create 2 group mailboxes with numbers 600, 601:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
428 #	"428, Enter Mailbox"	Input the new mailbox number
600 #	"600, Confirm"	* to back up, # to confirm
#	"Enter Mailbox"	Input the new mailbox number
601#	"601, Confirm"	* to back up, # to confirm
#	"Enter Mailbox"	Input new mailbox number or # to exit
#	"Enter Function"	Go to next function

Function 432 Delete Group Mailboxes

This function will delete a group mailbox. Once the group mailbox number has been entered, it must be confirmed after the prompt "Confirm Delete". * will back up without deleting the mailbox. Any outstanding messages still in members' mailboxes will be erased. **Example:**

<u>INPUT</u> 432 #	Eloquence RESPONDS "432, Enter Mailbox"	ACTION Input the number to be deleted
600 #	"600, Confirm Delete"	* to back up, # to confirm
#	"Enter Mailbox"	* Input mailbox to be deleted or # to exit
#	"Enter Function"	Go to next function

Function 444 Access Mailbox

Should a user forget his password or if an employee leaves the organization, this function allows the administrator to enter a user's mailbox and operate within it as if the user. Once the mailbox number has been entered, the normal prompts that a <u>user</u> would use to make a change are available.

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
444#	"444, Enter Mailbox"	Input mailbox to be accessed
12 # #	"12, Confirm"	* to back up, or # to confirm User prompts are now available

Function 460 Play Mailbox Usage

This function will play the mailbox number of all mailboxes followed by the number of new and old messages (group mailboxes will be followed by the just the number of group messages). **Example:** to exit prior to the entire list being played press #.

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
460#	"Mailbox 22, 3 New, 2 Old	To exit press #
#	"Enter Function"	Enter any three digit function

Function 468 Paging Dialer

This function sets the "string" of digits to be dialed for each mailbox listed. Since the * or # key can be part of this command, they cannot be used to repeat or confirm as in other functions. Therefore, the input in this function will require; (a) that the number of keystrokes that are to be executed be entered; and (b) the actual keystrokes that are to be executed be entered.

The following two-key codes represent special conditions that may be added to the string:

#0= Wait for dial tone,	#1 thru #3 =a 1 thru 3 sec. delay,
#5= Flash hook, trans code	#6=1 flash hook,
#7= Monitor call progress.	#8= sends mailbox number

The default is none. **Example:** to have the system access an outside line, dial 434-9898, pause and dial the mailbox number and go on hook when a new message received in mailbox 122:

<u>INPUT</u>	Eloquence RESPONDS	<u>ACTION</u>
468 #	"468, Enter Mailbox"	Input the mailbox number
122 # "122, None, Enter"		Input number of keystrokes
14 #	"14, Confirm"	* to back up, # to confirm
#	"Enter"	enter exact keys do not end en-
		try with #
9 #0 4349	898 #2 #8	•
	"9 Pound 0 4349898 Pound 2	

Pound 8, Confirm" * to back up, # to confirm or input different keys

"Enter Mailbox" Enter next mailbox or # to exit.

#

Alphabetic Directory worksneet

Copy and complete only if Alphabetic Directory is used.

Eloquence VE

Worksheet 3.1

EXT	NAME	KEY	ALT EXT	DEPT	EXT	NAME	KEY	ALTEXT	рғет
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MB#

Eloquence VE

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