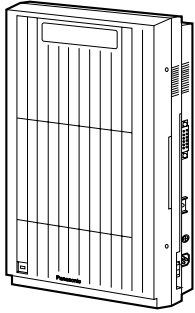


Panasonic

Voice Processing System Installation Manual



Model **KX-TVS125**
KX-TVS225/KX-TVS325



Thank you for purchasing the Panasonic Model KX-TVS125/KX-TVS225/KX-TVS325 Voice Processing System. Please read this manual carefully before using this product and save this manual for future use.

Thank you for purchasing the Panasonic Model KX-TVS125/
KX-TVS225/KX-TVS325 Voice Processing System.

We are confident that it will provide your customer or client with many years of dependable service.

This Voice Processing System was especially tailored for the American environment. For example, it can be configured for English, a second language, or a third language:

System prompts—Recorded at the factory in English

User 1 prompts—Record in any language you like

User 2 prompts—Recorded at the factory in Spanish

These prompts guide subscribers and non-subscribers through specific VPS operations.

In addition, the VPS supports many other languages through the use of **Custom Service** menus. These can be used to greet outside callers who merely need to be guided to a destination (such as an extension, a mailbox, or a fax machine). Many languages can be supported as there are 12 keys on a touchtone phone and you can record up to 100 Custom Service menus. One twelfth of these menus can be recorded in one language if you desire. Another twelfth can be recorded in another language, and so on. Thus callers can be guided entirely in their native languages. For a multi-cultural United States, Custom Service is a truly powerful feature. Please see "Custom Service" in Appendix A1 SYSTEM FEATURES for more details.

Note

This product is only for connection behind a suitable PBX and should not be connected directly to the network.

Panasonic World Wide Web Address: <http://www.panasonic.com>
for customers in the United States or Puerto Rico.

List of Enhancements

Compared to the KX-TVS120/KX-TVS220/KX-TVS320 Voice Processing System, these models are enhanced by the following new features:

- **Personal Custom Service**

Allows a subscriber to set the following Custom Services in his personal greeting (Personal Custom Service):

- Transfer to Mailbox
- Transfer to Extension
- Transfer to Outside
- Custom Service
- VM Service (Voice Mail Service)
- AA Service (Call Transfer Service)

A caller can select a desired service from those above while listening to the personal greeting or recording a message. (See page 262.)

- **Subscriber Tutorial**

When a subscriber accesses his mailbox for the first time, the VPS guides him to set up the mailbox with some Help messages. Simply by following the messages, he can set up these items:

- Password
- Owner's Name
- Personal Greetings (No Answer Greeting/Busy Greeting/After Hours Greeting)

(See page 267.)

- **Call Transfer to Outside**

Enables the VPS to transfer a call to an outside line from the following services:

- Custom Service
- Call Transfer Service
- Personal Custom Service
- Caller ID Callback

(See page 247.)

- **DID Call Routing**

As well as Caller ID Call Routing, up to 200 DID numbers can be assigned to be automatically forwarded to a desired destination. The VPS automatically forwards calls from the assigned DID numbers to a programmed extension, mailbox (including System Group Distribution List) or Custom Service. (See page 249.)

- **Toll Saver**

Allows a subscriber to check his mailbox from a pre-assigned DID/Caller ID number without necessarily making the VPS answer the call. Without Toll Saver, the VPS will always answer the call and therefore he will incur toll charges. With Toll Saver, the VPS can let him know that there are no new messages without answering his call. (See page 318.)

- **Improvement of System Security**

By default, the System/Message Managers cannot access the VPS from their telephones until the System Administrator enables the relevant settings and sets a password for access. The System/Message Managers always need to enter this

password to access the VPS. (See page 332.)

The System Administrator can also choose to set a default password for subscribers' mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created (See page 333.)

- **Additional PBX Connectivity**

Allows the VPS to be connected to a KX-TDA/KX-TAW series PBX to enable new features such as One-Touch Two-Way Transfer. (See page 347.)

- **New Utility Commands**

The following utility commands have been added:

- **TURN** (See page 220.)
This allows you to easily turn off and turn on System and User prompts.
- **PREP** (See page 221.)
This allows you to visualize Personal Custom Service menus.

Important Information

SAFETY REQUIREMENTS

- Follow all product warnings, cautions, and instructions.
- Handle the unit carefully. Do not drop or otherwise expose the unit to physical shock.
- If the unit malfunctions, disconnect the unit from the telephone line and check the line by reconnecting the telephone. If the telephone operates properly, have the VPS repaired by a qualified Panasonic Factory Service Technician.
- Install the unit so that the power cord is not obstructed in any way. Do not connect this unit to an extension cord.
- Keep the unit free of dust, moisture, condensation, high temperature exposure (more than 40 °C {104 °F}) and vibration. Do not expose the unit to direct sunlight.
- Mount the unit on a stable wall surface. Do not mount the VPS inside of a separate enclosure unless it is properly ventilated.
- Read all the information contained in this manual.
- This unit is designed to operate at one specific voltage and current setting. The proper voltage and current required for this unit are listed on the product label.
- This unit is equipped with a 3-wire grounding plug. The plug will only fit into a grounded power outlet. Do not modify this plug in any way. If it cannot be inserted into the outlet, have the outlet replaced by a licensed electrician.
- Unplug and transport the unit to a service technician if the power supply cord is frayed or damaged, if the cabinet is cracked or broken, or when the unit has been exposed to moisture, has been dropped, or is not otherwise operating properly.
- Unplug the unit from its power source before cleaning.
- Do not block the vent slots and openings located on all sides of the unit.
- Do not disassemble this product. Dangerous electrical shock could result. The unit must only be disassembled and repaired by qualified Panasonic Factory Service Technicians.
- Do not insert wires, pins, or any other material into the unit's vent slots or access points. This could result in electrical shock and serious unit malfunction.
- Do not install the unit near water or moisture, heating appliances, or electrical noise generating devices such as televisions, monitors, fluorescent lamps, or electric motors.
- Do not overload wall outlets. Overloaded outlets could result in fire and/or electrical shock.
- Do not use solvents, liquid cleaners, water, or abrasive powders to clean this unit. Use only a damp soft cloth for cleaning.
- Do not use the telephone during a lightning storm or to report a gas leak in the vicinity of the leak.

WARNING

TO PREVENT THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

When you ship the product

Carefully pack and send it prepaid, adequately insured and preferably in the original carton. Attach a postage-paid letter, detailing the symptom, to the outside of the carton. DO NOT send the product to the Executive or Regional Sales offices. They are NOT equipped to make repairs.

Product service

Panasonic Factory Servicenters for this product are listed in the servicenter directory. Consult your certified Panasonic dealer for detailed instructions.

The serial number of this product may be found on the label affixed to the bottom of the unit. You should note the serial number of this unit in the space provided and retain this book as a permanent record of your purchase to aid in identification in the event of theft.

MODEL NO.: _____

SERIAL NO.: _____

For your future reference

DATE OF PURCHASE _____

NAME OF DEALER _____

DEALER'S ADDRESS _____

DEALER'S TEL. NO. _____

WARNING

THIS UNIT MAY ONLY BE INSTALLED AND SERVICED BY QUALIFIED SERVICE PERSONNEL.

WHEN A FAILURE OCCURS WHICH EXPOSES ANY INTERNAL PARTS, DISCONNECT THE POWER SUPPLY CORD IMMEDIATELY AND RETURN THIS UNIT TO YOUR DEALER.

DISCONNECT THE TELECOM CONNECTION BEFORE DISCONNECTING THE POWER CONNECTION PRIOR TO RELOCATING THE EQUIPMENT, AND RECONNECT THE POWER FIRST.

THIS UNIT IS EQUIPPED WITH A GROUNDING CONTACT PLUG. FOR SAFETY REASONS, THIS PLUG MUST ONLY BE CONNECTED TO A GROUNDING CONTACT SOCKET WHICH HAS BEEN INSTALLED ACCORDING TO REGULATIONS.

CAUTION

Danger of explosion if battery is incorrectly replaced.

**Replace only with the same or equivalent type recommended by the manufacturer.
Dispose of used batteries according to the manufacturer's instructions.**

Note

Before you start setting or changing system parameters, we recommend that you turn off the Call Progression Mode with the OFLN command. While off, the power LED of the VPS will flash and the VPS will not answer any incoming call. After you finish programming, use the ONLN command to turn on the Call Progression Mode (normal operation). Please see 7.2.1 Off-line Set (OFLN) and 7.2.2 On-line Set (ONLN) for more details.

Trademarks

- HyperTerminal is either a registered trademark or a trademark of HILGRAEVE, INCORPORATED in the United States and/or other countries.
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- Smartcom is either a registered trademark or a trademark of Hayes Microcomputer Products, Inc. in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.
- Screen shots reprinted with permission from Microsoft Corporation.

F.C.C. REQUIREMENTS AND RELEVANT INFORMATION

Notify The Telephone Company

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the following format:

- US:ACJVM04BKX-TVS220 (KX-TVS125/KX-TVS225)
- US:ACJVM04BKX-TVS320 (KX-TVS325)

If requested, this number must be provided to the telephone company.

Installation must be performed by a qualified professional installer. If required, provide the telephone company with the following technical information:

- The telephone numbers to which the system will be connected
- Make: Panasonic
- Model: KX-TVS125/KX-TVS225/KX-TVS325
- Ringer Equivalence No.: 0.4B
- Facility Interface Code: 02LS2
- Service Order Code: 9.0F
- Required Network Interface Jack: RJ11C

Ringer Equivalence No. (REN)

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the following format:

- US:ACJVM04BKX-TVS220 (KX-TVS125/KX-TVS225)
- US:ACJVM04BKX-TVS320 (KX-TVS325)

The digits represented by 04 are the REN without a decimal point (e.g., 03 is a REN of 0.3).

Telephone Service Problems

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Changes in Telephone Company Communications Facilities, Equipment, Operations, and Procedures

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Trouble with this equipment

If trouble is experienced with this equipment, for repair or warranty information, please contact a Factory Servicenter or other Authorized Servicer. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to the Party Line

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

Combined Use with Alarm Equipment

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CAUTION

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

SYSTEM MANAGER'S GUIDE

C1 ACCESSING THE SYSTEM MANAGER'S MAILBOX

The System Manager's Mailbox must be accessed before performing any System Manager task. To access the System Manager's Mailbox, three items of information must be known: the telephone number connected directly to the Voice Mail Service, the System Manager's Mailbox Number and the Password for that mailbox (if assigned). The System Manager's Mailbox Number is 99, 999, 9999 or 99999 depending upon the mailbox number length specified in System Programming. The System Manager's password is assigned through the System Manager's Service.

Notes

- If your VPS is the KX-TVS125 or KX-TVS225, the mailbox number is 999 by default.
- If your VPS is the KX-TVS325, the mailbox number is 9999 by default.

To Access the System Manager's Mailbox

1. **Dial** the **Extension Number** connected to the Voice Mail Service. Or **Dial** any **VPS Extension Number** and **Press** [#] [6] (Service Access Command).

*Please enter your party's mailbox number.
To enter by name, press [#] and [1].
If you are using a rotary telephone, stay on the line.
To call the operator, press [0].*

2. **Press** [✖], then **Type** the **System Manager's Mailbox Number** (99, 999, 9999 or 99999).

Enter your password, followed by [#].

3. **Type** the **Password** followed by [#]. The Main Menu of System Manager's Service will be played:

You have (number) new message(s).

To receive the message, press [1].

To deliver a message, press [2].

To customize your mailbox, press [3].

To check the mailbox distribution, press [4].

For a system report, press [5].

For other features, press [6].

To end this call, press [].*

C2 SETTING UP MAILBOXES

The System Manager's primary function is to create mailboxes for new subscribers and to maintain system organization by deleting unneeded passwords and mailboxes.

Note

While the System Administrator programs via a personal computer, the System Manager cannot set up mailboxes. The VPS plays "Sorry, this function is not available".

Creating and Editing a Mailbox

The System Manager can both create and edit Subscriber Mailboxes by following the steps below.

At any step, when editing an assigned mailbox's parameters, change current settings by **Pressing [1]**. To leave the current setting unchanged, **Press [2]**.

When creating a new mailbox, the following parameters can be set:

- *Mailbox Number*
- *Subscriber's Voiced Name—The VPS allows a maximum of 4 s to record the name. The name must be spoken slowly and clearly. Use the subscriber's last name.*
- *Extension Number*
- *Initial 3 or 4 Letters of the Subscriber's Last Name—Enter only the first 3 or 4 letters of the owner's last name.*
- *Class of Service Number—Enter any COS number (1-62).*
- *Interview Mailbox Number—Interview Mailbox Numbers must be different from Subscriber Mailbox Numbers*
- *All Calls Transfer Mailbox*

Follow the steps listed below to create, edit or delete any mailbox parameter.

1. **Log in** to the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [1]** to Assign or Edit.
5. **Type** the **mailbox number**.
6. **Press [2]** to accept the entry.

7. As each parameter plays:
 - a) **Press [1]** to enter the new parameter or **[2]** to leave the parameter unchanged.
 - b) Enter the parameter.
 - c) Confirm the new parameter is correct and **Press [2]** to accept it.
8. The All Calls Transfer to Mailbox parameter is the last parameter to be entered. When this entry is completed, the prompt at Step 4 will appear. Continue assigning or editing other mailboxes by repeating Steps 5-7.
9. To return to the Main Menu, **Press [*]** twice.

Deleting a Mailbox

The System Manager must delete the mailboxes that are no longer needed. When another person accesses the VPS, the action is automatically canceled.

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [2]** for Delete.
5. **Type** the **mailbox number**.
6. **Press [1]** to delete the mailbox.

Resetting a Mailbox Password

When a password is forgotten, the System Manager must reset the password before it can be reassigned by the subscriber.

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for the Mailbox Setup.
4. **Press [3]** for Password Reset.
5. **Type** the **mailbox number**.
6. **Press [1]** to delete the password.

Note

After the password is reset, the conditions will be as follows:

<Subscribers' Mailboxes>

If this parameter is set to "Yes", the password will be initialized to the default password. If this parameter is set to "No", the password will be cleared.

<Managers' Mailboxes>

The password is initialized to "No password".

When the System Manager's password is reset, the "System Manager Access from Telephone" parameter will automatically change to "Disable".

When the Message Manager's password is reset, the "Message Manager Access from Telephone" parameter will automatically change to "Disable".

C3 SETTING COS (CLASS OF SERVICE) PARAMETERS

Class of Service defines the set of VPS services available to mailbox owners. A maximum of 64 Class of Services can be established. Each Class of Service can be set using the telephone. COS No.63 and No.64 are assigned to the Message Manager and the System Manager respectively.

For a complete explanation of COS parameters, please see Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS.

Follow the steps detailed below to set the following Class of Service parameters:

- *New Message Retention Time—Up to 30 days/0: Unlimited.*
- *Saved Message Retention Time—Up to 30 days/0: Unlimited.*
- *Message Length—Length ranges from 1-6 min/0: Unlimited.*
- *Number of Messages—The number of messages range from 5-100.*
- *Total Message Time—Total message time ranges from 5-100 min/0: Unlimited.*
- *Message Retrieval Order—Settings are LIFO (Last In First Out) or FIFO (First In First Out).*
- *Message Scanning with Information—Settings are enable or disable.*
- *Subscriber Service Prompt Mode*
 1. *System Prompt*
 2. *User 1 Prompt*
 3. *User 2 Prompt*
- *Delete Message Confirmation—Settings are enable or disable.*
- **1Envelope Information Position—Settings are Before, After, or None.*
- **1Time and Date Stamp Position—Settings are Before, After, or None.*
- *Caller ID Callback—Settings are enable or disable.*
- **1Direct Mailbox Access—Settings are enable or disable.*
- **2Remote Call Forward to CO—Settings are enable or disable.*
- **1Play System Prompt after Personal Greeting—Settings are enable or disable.*
- **1Call Waiting on Busy—Settings are enable or disable.*
- **1Message Cancel for Live Call Screening—Settings are enable or disable.*
- **1 Intercom Paging Group Number—1-17*
- **1Number of Caller IDs for Personal Caller Name Announcement—0-30*
- **1Play Personal Greeting for Caller ID—Settings are enable or disable.*
- **1Caller ID Screening—Settings are enable or disable.*
- **1Call Transfer to Outside—Settings are enable or disable.*
- **1Toll Saver—Settings are disable, DID, or Caller ID.*
- **1Subscriber Tutorial—Settings are enable or disable.*
- **2Message Notification—Settings are enable or disable.*
- **1External Message Delivery—Settings are enable or disable.*
- **1Auto Forwarding—Settings are enable or disable.*

*1 Not available for COS No.63 (Message Manager) and COS No.64 (System Manager)

*2 Not available for COS No.64 (System Manager)

Note

While the System Administrator programs via a personal computer, the System Manager cannot set COS parameters. The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [2]** to set Class of Service.
4. **Type the Class of Service Number (1-64).**

New Message Retention Time

5.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the retention time (up to 30 days or 0: Unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Saved Message Retention Time

6.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the retention time (up to 30 days or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Message Length

7.
 - a) The current setting plays. **Press [1]** to change the current length.
 - b) **Type the message length (1-6 min or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Number of Messages

8.
 - a) The current setting plays. **Press [1]** to change the current number.
 - b) **Type the number of messages (5-100).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Total Message Time

9.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the total message time (5-100 min or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Message Retrieval Order

10.
 - a) The current setting plays. **Press [1]** to change the current order (LIFO or FIFO).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Message Scanning with Information

11.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Subscriber Service Prompt Mode

12.
 - a) The current setting plays. **Press [1], [2], or [3]** to change the desired mode.
 - *[1] System Prompt*
 - *[2] User 1 Prompt*
 - *[3] User 2 Prompt*
 - b) Confirm the entry is correct and **Press [4]** to accept it.

Delete Message Confirmation

13.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Envelope Information Position

14.
 - a) The current setting plays. **Press [1], [2], or [3]** to change the current order (Before, After, or None).
 - *[1] Before*
 - *[2] After*
 - *[3] None*
 - b) Confirm the entry is correct and **Press [4]** to accept it.

Time and Date Stamp Position

15. **a)** The current setting plays. **Press [1], [2], or [3]** to change the current order (Before, After, or None).
- *[1] Before*
 - *[2] After*
 - *[3] None*
- b)** Confirm the entry is correct and **Press [4]** to accept it.

Caller ID Callback

16. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Direct Mailbox Access

17. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Remote Call Forward to CO

18. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Play System Prompt after Personal Greeting

19. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Call Waiting on Busy

20. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Message Cancel for Live Call Screening

21. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Intercom Paging Group Number

22.
 - a) The current setting plays. **Press [1]** to change the current number.
 - b) **Type the group number (1-17).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Note

If set to "17 (Group 17)", the Intercom Paging feature is activated for all groups (1-16).

Number of Caller IDs for Personal Caller Name Announcement

23.
 - a) The current setting plays. **Press [1]** to change the current number.
 - b) **Type the number of Caller IDs (0-30).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Play Personal Greeting for Caller ID

24.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Caller ID Screening

25.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Call Transfer to Outside

26.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Toll Saver

27.
 - a) The current setting plays. **Press [1]** to change the current order (disable, DID, or Caller ID).
 - *[1] disable*
 - *[2] DID*
 - *[3] Caller ID*
 - b) Confirm the entry is correct and **Press [4]** to accept it.

Subscriber Tutorial

28. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable).
- b)** Confirm the entry is correct and **Press [2]** to accept it.

Message Notification

29. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable). If the Message Notification is enabled, go to Step 29b below.
- b)** **Press [1], [2], [3], [4], or [5]** to choose the desired Beeper Callback Number Entry Mode.
- *[1] Caller Select Mode*
 - *[2] Without message mode*
 - *[3] Before message recording mode*
 - *[4] After message recording mode*
 - *[5] Disable All Entry Mode (Caller cannot access beeper)*
- c)** Confirm the entry is correct and **Press [6]** to accept it.
- d)** The current setting of MWL Notification for Unreceived Message plays. **Press [1]** to change the setting (enable or disable).
- e)** Confirm the entry is correct and **Press [2]** to accept it.
- f)** The current setting of Device Notification for Unreceived Message plays. **Press [1]** to change the setting (enable or disable).
- g)** Confirm the entry is correct and **Press [2]** to accept it. Return to Step 29a above.

External Message Delivery

30. **a)** The current setting plays. **Press [1]** to change the setting (enable or disable). If the External Message Delivery is enabled, set the prompt mode for receiving External Delivery Messages (go to Step 30b below).
- b)** The current prompt mode plays. **Press [1], [2], [3], or [4]** to choose the desired mode.
- *[1] System Prompt*
 - *[2] User 1 Prompt*
 - *[3] User 2 Prompt*
 - *[4] Selective Prompt*
- c)** Confirm the entry is correct and **Press [5]** to accept it. Return to Step 30a above.

Auto Forwarding

31.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable). If Auto Forwarding is enabled, go to Step 31b below.
 - b) The current forwarding destination mailbox number plays. **Press [1]** to change the mailbox number.
 - c) **Type the mailbox number.**
 - d) Confirm the entry is correct and **Press [2]** to accept it.
 - e) The current delay time is played. **Press [1]** to change the setting. The delay time is the period of time that the VPS must wait before forwarding messages. For example, enter 115# to set the delay time to 1 h 15 min; 30# to set 30 min.
 - f) Confirm the entry is correct and **Press [2]** to accept it.
 - g) The current forwarding mode is played. **Press [1]** to change the setting (copy or move).
 - h) Confirm the entry is correct and **Press [2]** to accept it. Return to Step 31a above.

C4 SETTING THE SYSTEM CLOCK

The system clock can be set directly from the telephone. It is important to set the exact time because Message Waiting Notification, External Message Delivery, redialing and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and Message Manager are also able to set the clock.

The system automatically adjusts the time as appropriate when daylight saving time begins and ends.

Note

The System Manager cannot set the system clock while:

- the System Administrator programs via a personal computer,
- the Message Manager sets the system clock, records the Voice Labels and System Caller Names, and customizes the Message Manager's Mailbox.

"The VPS plays Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [3]** to set the time and date.
4. **Press [1]** to change the current time.
5. **Type the current time and Press [#].**

Note

Press [0] for help. "For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".

6. **Press [1]** for **AM** or **[2]** for **PM**.

Note

This selection is not available if "24-h" is selected for Time Stamp for User Prompts. See "Position of "AM/PM" in Time Stamp for User 1 Prompt" and "Position of "AM/PM" in Time Stamp for User 2 Prompt" in Table B-28 in B6.5 Prompt Setting.

7. **Press [2]** to accept the time.
8. **Press [1]** to change the current date.
9. **Type the current month and Press [#].**

Note

Press [0] for help. "For example, to enter January, press 1 and #".

10. **Type** the day and **Press [#]**.
11. **Type** the **last 2 digits of the year** and **Press [#]**.
12. **Press [2]** to accept the date.

C5 CHANGING THE SERVICE MODE SETTING

The VPS automatically activates the appropriate call handling method according to the Time Service setting (Day, Night, Lunch, and Break Services) for each Time Group 1-8; however, the System Manager or System Administrator can change the current call handling method by assigning a specific Service Mode to the desired Time Group.

Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is cut and restored.

Note

While the System Administrator programs via a personal computer, the System Manager cannot change the Service Mode setting. The VPS plays "Sorry, this function is not available".

Assigning the Service Mode

There are 6 Service Modes available:

- *Automatic Mode: Operates according to the setting in Time Service (default)*
- *Manual Day Mode: Operates only in Day Mode*
- *Manual Night Mode: Operates only in Night Mode*
- *Manual Lunch Mode: Operates only in Lunch Mode*
- *Manual Break Mode: Operates only in Break Mode*
- *PBX Control Mode: Operation changes depending on PBX time period (available only with DPT Integration)*

In the Automatic Mode, services have this order of priority:

Toll Saver > Holiday Service > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service

(Toll Saver has the highest priority.)

In the Manual Modes (Day, Night, Lunch, or Break), services have this order of priority:

Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service

(Toll Saver and Holiday Service are disregarded.)

When a call is received through a PBX in the PBX Control Mode, the VPS obtains the Time Service (Day, Night, Lunch or Break) setting from the PBX and operates accordingly.

When the Integration Mode is other than DPT Integration and the PBX Control Mode is selected, the VPS will operate in the Automatic Mode.

Depending on the model and/or the software version of the connected PBX, the PBX Control Mode may not function properly. For more information, call National Parts Center at 1-800-833-9626.

Follow the steps below to assign a Service Mode to each Time Group 1-8.

1. **Log in** the main menu.
2. **Press [6]** for other features.
3. **Press [4]** to change Service Mode setting.
4. **Type the Time Group number (1-8).**
5. The VPS plays the current setting. **Press [1]** to change the setting.
6. **Press [1], [2], [3], [4], [5], or [6]** to choose the desired Service Mode entry.
 - *[1] Automatic Mode: Operates according to the setting in Time Service (default)*
 - *[2] Manual Day Mode: Operates only in Day Mode*
 - *[3] Manual Night Mode: Operates only in Night Mode*
 - *[4] Manual Lunch Mode: Operates only in the Lunch Mode*
 - *[5] Manual Break Mode: Operates only in the Break Mode*
 - *[6] PBX Control Mode: Operation changes depending on PBX time period*
7. Confirm the entry is correct and **Press [2]** to accept it.

C6 CHANGING THE COMPANY GREETING AND INCOMING CALL SERVICE SETTING

Company Greeting greets all incoming callers. The System Manager or System Administrator can choose the appropriate company greeting to each individual Time Service period (Day, Night, Lunch, and Break) for each port and trunk (CO line) group. The default is set at the System Greeting prior to factory shipment.

The System Manager or System Administrator can also choose a desired Incoming Call Service to each individual Time Service period for each port and trunk (CO line) group. The default is set at the Automated Attendant Service prior to factory shipment.

Note

While the System Administrator programs via a personal computer, the System Manager cannot change the Company Greeting setting. The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [5]** to change Port/Trunk setting.
4. **Press [1]** to change the port setting, **or [2]** to change the trunk service setting.
5. **Type 1-24** (port number) **or 1-48** (trunk group number).

Note

The maximum number of ports depends on the VPS model.

6. **Press [1], [2], [3], or [4]** to choose the desired Time Service period entry.
 - *[1] Day Time service*
 - *[2] Night Time service*
 - *[3] Lunch Time service*
 - *[4] Break Time service*
7. **Press [1]** to change the Company Greeting setting, **or [2]** to change the Incoming Call Service setting.
8. The current setting plays. **Press [1]** to change the setting, **or [2]** to accept it. If you press [1], **Go to Step 9** for the Company Greeting setting, or **Go to Step 11** for the Incoming Call Service setting.
9. **Press [1], [2], or [3]** to choose the desired setting entry.
 - *[1] To change Company Greeting number*

- [2] To set System Greeting—**Go to Step 13**
- [3] To disable—**Go to Step 13**

10. Type the Company Greeting number **1-32**—**Go to Step 13**.

11. Press [1], [2], [3], [4], or [5] to choose the desired setting entry.

- [1] To set Voice Mail Service—**Go to Step 13**
- [2] To set Automated Attendant Service—**Go to Step 13**
- [3] To set Custom Service
- [4] To set Interview Service
- [5] To disable

Note

You cannot disable the setting in the port setting.

12. Type the Custom Service prompt number **1 through 100**, or the Interview Mailbox number.

13. Confirm the entry is correct and **Press** [2] to accept it.

C7 INITIALIZING THE INTERNAL MODEM (KX-TVS325 Only)

An internal modem card is installed prior to factory shipment. This card is necessary for programming and maintenance from remote locations. System Manager can initialize the internal modem through the telephone.

Note

While the System Administrator programs via a personal computer, the System Manager cannot initialize the internal modem. The VPS plays "Sorry, this function is not available".

This menu is not available if the internal modem card has not been installed.

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [6]** to initialize the internal modem.

If the initialization is unsuccessful, the VPS plays the message "*Initialization failed*". In this case, retry after ensuring that the modem card has been installed properly.

C8 CHECKING SYSTEM USAGE (SYSTEM REPORTS)

The System Manager can generate 8 System Reports to help monitor the VPS operating status. The reports are sent from the RS-232C port to either a printer or a terminal. (The System Administrator is also able to output System Reports.)

Obtaining System Reports

1. **Log in** the Main Menu.
2. **Press [5]** for the System Report Menu.
3. **Press [1], [2], [3], [4], [5], [6], [7], or [8]** to generate the desired report.
 - *[1] System Service Report*
 - *[2] Disk Usage Report*
 - *[3] Port Usage Report*
 - *[4] Mailbox Usage Report*
 - *[5] Mailbox Parameter Report*
 - *[6] Call Account Report*
 - *[7] Class of Service Parameter Report*
 - *[8] Fax Call Report*

Note

The Mailbox Parameter Report is displayed as "Mailbox Assignments". The Class of Service Parameter Report is displayed as "COS Assignments".

4. For Disk Usage Report, Port Usage Report, Mailbox Usage Report, Call Account Report or Fax Call Report, **Press [1]**. To generate the Mailbox Usage Report, **Go to Step 5**.
5. Mailbox Usage Report—**Type** the **mailbox number** of the start of the range.

Note

If a [#] is entered in place of each digit of the mailbox numbers (e.g., # # # for 3-digit mailbox numbers), reports for all mailboxes will be printed and the System Report Menu will appear. In this case, Step 6 can be skipped.

6. **Press [1]** to specify the mailbox range and **Type** the **mailbox number** of the end of the range, or **Press [2]** to obtain all mailbox usage counts. This mailbox number is the end of the mailbox range. The mailbox number entered in Step 5 is the start of the range. For example, to specify the mailbox range 1001 through 1209, enter 1001 in Step 5 and 1209 in Step 6.

Note

While the System Administrator programs via a personal computer, a System Report will not be generated. The System Report starts to be generated after the System

Administrator has completed programming and system prompt [<] is displayed on the personal computer.

Clearing the Reports

The Port Usage, Disk Usage, Mailbox Usage, and Fax Call Reports can be cleared.

1. **Log in** the Main Menu.
2. **Press [5]** for the System Report Menu.
3. **Press [2]** to clear the Disk Usage Reports, **[3]** to clear the Port Usage Reports, **[4]** to clear the Mailbox Usage Reports, **[6]** to clear the Call Account Report, or **[8]** to clear the Fax Call Report.
4. **Press [2]** to clear the report. To clear the Mailbox Usage Reports, **Go to Step 5**.
5. **Type** the **mailbox number** of the start of the range.

Note

If a [#] is entered in place of each digit of the mailbox numbers (e.g., # # # for 3-digit mailbox numbers), reports for all mailboxes will be cleared and the System Report Menu will appear. In this case, Step 6 can be skipped.

6. **Press [1]** to specify the mailbox range, and **Type** the **mailbox number** of the end of the range. **Press [2]** to clear all Mailbox Usage Reports.

C9 DELIVERING MESSAGES

The System Manager can deliver the same message to all or specified subscribers' mailboxes. When delivering a message to specified mailboxes, he can check the distribution status of each message.

Delivering Messages to All Mailboxes (Broadcasting Messages)

The Broadcasting Messages feature allows the System Manager to deliver the same message to all subscribers at the same time. The message to broadcast is recorded in the System Manager's mailbox. This feature is useful when informing subscribers about the current VPS status such as remaining hard disk capacity, requesting that unnecessary messages be erased, etc.

1. **Log in** the Main Menu.
2. **Press [2]** to deliver a message.
3. **Press [1]** to record a broadcast message.
4. Record a broadcast message and **Press [1]**.
5. **Press [2]** to accept the message recorded.

Delivering Messages to Specified Mailboxes

Use this feature to deliver the same message to one or more subscriber mailboxes by specifying their numbers.

1. **Log in** the Main Menu.
2. **Press [2]** to deliver a message.
3. **Press [2]** to deliver a message.
4. **Type the mailbox number** of the intended recipient.

Note

Enter by name by Pressing [#] [1] first.
Use a System Group Distribution List by specifying its number.

5. **Press [2]** to accept the number if it is correct.

Note

Press [2] to add mailbox numbers. Press [3] to review the mailing list. Press [*] to cancel message transfer.

6. **Press [1]** to record a message.
7. **Record the message** at the tone and **Press [1]**.
8. **Press [2]** to accept the entry.
9. **Press [1]** to specify the delivery time and the private status.

Note

Press [2] to send the message immediately and return to the Main Menu.

10. **Press [1]** to specify the delivery time.
11. **Type the time** and **Press [#]**.
12. **Press [1]** for **AM** or **[2]** for **PM**.

Note

This selection is not available if "24-h" is selected for Time Stamp for User Prompts. See "Position of "AM/PM" in Time Stamp for User 1 Prompt" and "Position of "AM/PM" in Time Stamp for User 2 Prompt" in Table B-28 in B6.5 Prompt Setting.

13. **Type the date (month and day)** and **Press [#]**.
14. **Press [2]** to accept the entry.
15. **Press [1]** to make this message private; otherwise, **Press [2]**.

Checking Mailbox Distribution

Use this feature to check if messages have been delivered to recipients.

1. **Log in** the Main Menu.
2. **Press [4]** to check distribution status.
3. **Press [3]** to cancel the message or delete verification.

Note

Press [1] to listen to messages. Press [1] twice to check the previous message. Press [2] to check the next message.

4. **Press [1]** to delete verification of this message, or **[2]** to cancel message delivery.

C10 CUSTOMIZING THE SYSTEM MANAGER'S MAILBOX

In order to ensure system security, establish a password consisting of up to 10 numeric characters. Anyone requesting access to the System Manager's service will be required to enter this password before proceeding.

Note

While the System Administrator programs via a personal computer, the System Manager cannot access this service. The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [3]** to customize the mailbox.
3. The VPS plays the current password setting. **Press [1]** to change the mailbox password. If a password has not yet been assigned, go to Step 4. **Press [2]** to accept the current setting.
4. **Type the password** and **Press [#]**.

Note

If a password is not needed, Press [#]. It is recommended that the password be set to maintain security.

5. The VPS plays the current password setting. **Press [2]** to accept it.

C11 LISTENING TO SYSTEM MANAGER MESSAGES

1. **Log in** the Main Menu.
2. The VPS plays the number of new messages. **Press [1]** to listen to the messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded. **Press [0]** to listen to the entire menu.
 - *[1] Repeat this message*
 - *[1] [1] Replay the Previous Message*
 - *[2] Play the Next Message*
 - *[3] ([1]) Erase this Message*
 - *[4] Reply*
 - *[5] Rewind*
 - *[6] Fast Forward*
 - *[7] Transfer*
 - *[8] Message Scan*

MESSAGE MANAGER'S GUIDE

D1 ACCESSING THE MESSAGE MANAGER'S MAILBOX

The Message Manager's Mailbox must be accessed before performing any Message Manager task. To access the Message Manager's mailbox, three items of information must be known: the telephone number connected directly to the Voice Mail Service, the Message Manager's Mailbox Number, and the Message Manager's Password (if assigned). The Message Manager's Mailbox Number is 98, 998, 9998, or 99998 depending upon the mailbox number length specified in System Programming. The Message Manager's password is assigned through the Message Manager's Service.

Notes

- If your VPS is the KX-TVS125 or KX-TVS225, the mailbox number is 998 by default.
- If your VPS is the KX-TVS325, the mailbox number is 9998 by default.

To Access the Message Manager's Mailbox

1. **Dial** the **Extension Number** connected to the Voice Mail Service. Or **Dial** any **VPS Extension Number** and **Press [#] [6]** (Service Access Command).

*Please enter your party's mailbox number.
To enter by name, press [#] and [1].
If you are using a rotary telephone, stay on the line.
To call the operator, press [0].*

2. **Press [✳]**, then enter the **Message Manager's Mailbox Number** 98, 998, 9998 or 99998.

Enter your password, followed by [#].

3. **Type** the **Password** followed by [#]. The Main Menu of Message Manager's Service will be played.

*You have (number) new message(s).
To transfer General Delivery Mailbox messages, press [1].
To set up message waiting notification, press [2].
To customize your mailbox, press [3].
To set the clock, press [4].
To modify message, press [5].
To set station call forwarding, press [6].
To end this call, press [✳].*

D2 MANAGING THE GENERAL DELIVERY MAILBOX

One of the Message Manager's functions is to check the General Delivery Mailbox for messages and transfer them to the appropriate mailbox or mailboxes (System Group Distribution Lists may be used). This can be done at any time using the telephone.

Listening to Messages

The Message Manager can monitor the status of the General Delivery Mailbox through his mailbox. He can listen to the messages stored in the General Delivery Mailbox and, if necessary, transfer them to their intended recipients.

1. **Log in** the Main Menu.
2. The VPS plays the number of new messages. **Press [1]** to listen to the messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded. **Press [0]** to listen to the entire menu.
 - *[1] Repeat this Message*
 - *[1] [1] Replay the Previous Message*
 - *[2] Play the Next Message*
 - *[3] ([1]) Erase this Message*
 - *[4] Reply*
 - *[5] Rewind*
 - *[6] Fast Forward*
 - *[7] Transfer*
 - *[8] Message Scan*
 - *[9] Save this Message as New*

Transferring Messages

Messages left in the General Delivery Mailbox must be transferred to their intended recipients with voice comments attached when necessary. When a message has been transferred, we recommend that the original be deleted from the General Delivery Mailbox.

1. **Log in** the Main Menu.
2. **Press [1]** to transfer messages from the General Delivery Mailbox.
3. The VPS plays the first (next/last) message. **Press [7]** to transfer the message.
4. **Type the destination mailbox number.**

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

6. **Press [2]** to transfer with comment.

Note

Press [1] to transfer messages without comment. Press [3] to add a mailbox number.

Press [4] to review the Mailing List.

7. **Record the comments** and **Press [1]**.

8. **Press [2]** to accept the comments entered.

D3 SETTING UP MESSAGE WAITING NOTIFICATION

The VPS can notify the Message Manager when unplayed messages are waiting in his mailbox. Two types of Message Waiting Notification are available: Notification by Message Waiting Lamp and Notification by Calling.

Setting Message Waiting Lamp Status

The VPS illuminates the message waiting lamp on the extension when a new message is recorded in the Message Manager's Mailbox.

Note

The extension assigned for Operator 1 in the Day Mode is the Message Manager's extension. However, its default extension number (0) cannot be used with the Message Waiting Lamp feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.

1. **Log in** the Main Menu.
2. **Press [2]** to set Message Waiting Notification
3. **Press [1]** to change the Message Waiting Lamp Notification Status.
4. **Press [1]** to change the Message Waiting Lamp Notification Status, or **[2]** to accept it.

Setting Notification by Calling Status

The VPS calls the preset telephone or beeper when a new message is recorded in the Message Manager's Mailbox. Set the following parameters as appropriate.

Setting Device Status

For each device, the notification is enabled or disabled according to a preset schedule. The Message Manager cannot **enable** a device according to a schedule. The System Administrator must accomplish this task (see "Time Frame 1, 2" in Table B-5 in B2 SYSTEM ADMINISTRATION—MAILBOXES).

1. **Log in** the Main Menu.
2. **Press [2]** to set Message Waiting Notification.
3. **Press [2]** to change the Device Status.
4. **Type the device number (1-3).**

Note

If a telephone number has not been assigned to the selected device number, you cannot set the device status. See "Assigning Notification Numbers" to assign a telephone number.

5. **Press [1], [2], or [3]** to select the device status.
 - *[1] Schedule (enabled on the schedule)*
 - *[2] Continuously (enabled whole day)*
 - *[3] Not Use (disabled whole day)*

Assigning Notification Numbers

Up to 3 telephone or beeper numbers can be set for message notification. Use the number keys 0 to 9, the tone/pulse switch, and the Beeper Callback Number Display Entry Code [X] to make these assignments.

When the Beeper Callback No. Entry Code is added at the end of a beeper number, the VPS will ask the caller to enter the callback number that will display on the beeper. System Programming determines if the Callback Number Entry is to be entered before, after, or without the message.

It is also possible to have the caller select whether or not to enter a callback number. The System Manager must authorize the use of the Beeper Callback No. Entry Code.

1. **Log in** the Main Menu.
2. **Press [2]** to set Message Waiting Notification
3. **Press [3]** to assign Telephone Number.
4. **Press [1]** to change the first telephone number, **[2]** to change the second telephone number, or **[3]** to change the third telephone number.
5. **Press [1]** to set the telephone number.
6. **Type** the **telephone number**.
7. **Press [2]** to accept the entry.
 - *[1] Change the telephone number*
 - *[2] Accept*
 - *[3] Review*
 - *[4] Add more digits*
 - *[5] Insert a pause*
 - *[6] Set dial mode*
 - *[7] Insert a wait for dial tone*

- *[8] Insert a beeper display command*

8. Press [1] to be notified by telephone or [2] by a beeper.

D4 CUSTOMIZING THE MESSAGE MANAGER'S MAILBOX

The Message Manager is able to customize the Message Manager's mailbox by specifying: (1) the password; (2) the extension numbers of Operator 1, 2, and 3; or (3) Telephone numbers 1 and 2 as the call forwarding destinations when Remote Call Forwarding is set to a CO line.

Note

While the System Administrator programs via a personal computer, the Message Manager cannot access this service. The VPS plays "Sorry, this function is not available".

Message Manager's Password

The Message Manager can specify the password at any time using the telephone. The password contains up to 10 numeric characters. It must be entered to execute the message management operation.

Operator's Extensions

When callers require help, they can **Press [0]** on their telephone keypad to be transferred to an operator extension. In each Day, Night, Lunch, and Break Modes, up to 3 operators (Operator 1, 2, 3) can be specified. The extension number assigned for Operator 1 in the Day Mode will be for the Message Manager.

Telephone Numbers 1 and 2 for Remote Call Forward to CO

The customization of the Message Manager's mailbox only allows you to assign Telephone number 1 and/or 2; to enable call forwarding to the telephone number assigned by following the steps below, follow the instructions in D7 REMOTE CALL FORWARDING SET.

If you should change the telephone number after you have enabled call forwarding to a CO line, you must go back to D7 REMOTE CALL FORWARDING SET to reset the call forwarding setting; otherwise, you will be transferring calls to the old telephone number unknowingly.

1. **Log in** the Main Menu.
2. **Press [3]** to customize Mailbox.
3. The VPS plays the current password setting. **Press [1]** to change the password. If a password has not yet been assigned, go to Step 4. **Press [2]** to accept the current setting—**Go to Step 6**.
4. **Type** the password and **Press [#]**.
5. The VPS plays the current password setting. **Press [2]** to accept it.

6. The VPS plays the current operator's extension setting. **Press [1]** to change or assign the operator's extension. **Press [2]** to accept the current setting, or **Press [3]** to delete the current setting—**Go to Step 9**.

Note

Operator 1's extension number cannot be deleted.

7. **Type the extension number.**
8. The VPS plays the current extension setting. **Press [2]** to accept it.
9. Repeat Steps 6-8 to assign or to delete the extension number for the Day, Night, Lunch and Break Modes for each operator.
10. The VPS plays the current Telephone number 1 setting. **Press [1]** to change the telephone number. If a telephone number has not yet been assigned, go to Step 11. **Press [2]** to accept the current setting—**Go to Step 13**.
11. **Type the telephone number** using "0-9" and "×".

Notes

- Please make sure you begin the telephone number with a Line Access Code (to seize a CO line).
- When connected to the KX-TD500, the maximum number of characters allowed to be entered is 24; when connected to other KX-T series PBX, 16.

12. The VPS plays the current Telephone number 1 setting. **Press [2]** to accept it.
13. The VPS plays the current Telephone number 2 setting. **Press [1]** to change the telephone number. If a telephone number has not yet been assigned, go to Step 14. **Press [2]** to accept the current setting.
14. **Type the telephone number** using "0-9" and "×".
15. The VPS plays the current Telephone number 2 setting. **Press [2]** to accept it.

D5 SETTING THE SYSTEM CLOCK

The Message Manager can set the system clock directly from the telephone. It is important to set the exact time because Message Waiting Notification, External Message Delivery, redialing and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and System Manager are also able to set the clock.

The system automatically adjusts the time as appropriate when daylight saving time begins and ends.

Note

The Message Manager cannot set the system clock while:

- the System Administrator programs via a personal computer,
- the System Manager sets mailboxes and Class of Service (COS), and customizes the System Manager's Mailbox.

The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [4]** to set the time and date.
3. **Press [1]** to change the current setting.
4. **Type the current time and Press [#].**

Note

Press [0] for help. "For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".

5. **Press [1]** for **AM** or **[2]** for **PM**.

Note

This selection is not available if "24-h" is selected for Time Stamp for User Prompts. See "Position of "AM/PM" in Time Stamp for User 1 Prompt" and "Position of "AM/PM" in Time Stamp for User 2 Prompt" in Table B-28 in B6.5 Prompt Setting.

6. **Press [2]** to accept the time.
7. **Press [1]** to change the current date.
8. **Type the current month and Press [#].**

Note

Press [0] for help. "For example, to enter January, press 1 and #".

9. **Type the day and Press [#].**

10. Type the last 2 digits of the year and Press [#].

11. Press [2] to accept the date entered.

D6 RECORDING MESSAGES

The Message Manager is responsible for recording various system messages (specifically: menus, voice labels, user prompts, and system caller names). He is responsible for maintaining the following:

- *Company Greetings—Up to 32 company greetings for business/non-business and Lunch/Break hours as well as holidays can be selected, recorded, or deleted as necessary.*
 - *Company Name*
 - *The Department Dialing Menu (maximum length: 6 min)—A caller can access departments with the touch of one key. Nine Department Dialing selections (1 to 9) can be recorded.*
 - *The Custom Service Menus (maximum length: 6 min each)—Up to 100 custom service menus can be recorded. These menus guide callers to the services they require without the need for a human operator. This is the most useful and powerful feature of your Panasonic Voice Processing System. For example, the Message Manager can record menus in a wide variety of foreign languages.*
 - ** The Voice Labels (maximum length: 6 min each)—Up to 20 System Group Distribution Lists can be created by the System Administrator. Each list can have a voice label.*
 - *The User Prompts (maximum length: 6 min each)—There are 3 kinds of voice mail prompts: (1) System Prompts, (2) User 1 Prompts, and (3) User 2 Prompts. Generally, the System Prompts should be left alone; they are recorded at the factory in English. However, the Message Manager can record User 1 Prompts and User 2 Prompts in any language he wishes.*
 - *The Multilingual Selection Menu (maximum length: 6 min)—With this menu, callers can select the language they prefer to hear all prompts (mentioned in the previous paragraph, "The User Prompts"). For example, the Message Manager can record a menu like this:
For English, press (7).
For French, press (8).
For Chinese, press (9).*
 - ** The System Caller Names (maximum length: 4 s each)—Up to 120 Caller ID numbers can be registered by the System Administrator. The Message Manager is responsible for recording a name for each Caller ID number.*
- * While the System Administrator programs via a personal computer, the Message Manager cannot record the Voice Labels and System Caller Names. The VPS plays "Sorry, this function is not available".*

Recording Menus and Voice Labels

1. **Log in** the Main Menu.
2. **Press [5]** to modify messages.
3. Select the desired number to be recorded.
 - *[1] Record the Company Greetings.*
 - *[2] Record the Company Name.*
 - *[3] Record the Department Dialing Menu.*
 - *[4] Record the Custom Service Menus.*
 - *[5] Record the Voice Labels for System Group Distribution Lists.*
 - *[7] Record the Multilingual Selection Menu.*
4. For the item selected in Step 3, follow these steps:
 - For the Company Greetings—**Enter the Company Greeting Number (1-32).**
 - For the Company Name—**Go to Step 5.**
 - For the Department Dialing Menu—**Go to Step 5.**
 - For the Custom Service Menus—**Enter a Custom Service Number (1-100).** Enter [0] to record the Custom Service exit prompt.
 - For the Voice Labels—**Enter a System Group Distribution Lists number to be labeled.** (The System Administrator assigns list numbers.)
 - For the Multilingual Selection Menu—**Go to Step 5.**
5. The VPS plays the current message. **Press [1]** to change the message. If a message has not yet been recorded, go to Step 7.
6. **Press [1]** to record the message. **Press [2]** to erase the current message and return to Step 3 or 4.
7. **Record the message** at the tone and **Press [1]**.
8. **Press [2]** to accept the message.

Notes

- Press [1] to review the recorded message.
 - Press [3] to erase the recorded message and try again—Return to Step 7.
 - Press [4] to add a message.
 - Press [*] to erase the recorded message and exit—Return to Step 3.
9. Repeat Steps 4-8 to record other Company Greetings, Custom Service Menus, and/or Voice Labels.

Recording User Prompts

1. **Log in** in the Main Menu.
2. **Press [5]** to modify messages.
3. **Press [6]** to modify user prompts.
4. **Press [1]** to change User Prompt 1, or **[2]** to change User Prompt 2.
5. To change specific prompts, **Go to Step 6**.
To change all prompts in a row without reviewing the current recording, **Go to Step 7**.
6. To change specific prompts:
 - a) **Press [1]**
 - b) **Enter the prompt number** you want to change. (There is a complete list of modifiable prompts in D9 LIST OF MODIFIABLE PROMPTS.)
 - c) The VPS plays the prompt number and its prompt. If a prompt has not yet been recorded, the VPS plays the system prompt. If a prompt is turned off, "The prompt is now turned off" will play before the prompt.
 - d) **Press [1]** to record a new prompt.

Notes

- Press [2] to erase the current recording—Return to Step 6b.
(This is not available when the selected prompt is currently turned on and not recorded, or when the selected prompt has never been recorded and is currently turned off with the Utility command by the System Administrator.)
 - Press [3] to turn off the specified prompt—Return to Step 6b.
 - Press [4] to accept—Return to Step 6b.
- e) **Record a prompt** at the tone and **Press [1]** to end recording.
 - f) **Press [2]** to accept the recorded prompt.

Notes

- Press [1] to review the recorded prompt.
 - Press [3] to erase the recorded prompt and try again—Return to Step 6f.
 - Press [*] to erase the recorded prompt and exit—Return to Step 6b.
- g) Repeat Steps 6b to 6h to record other prompts.
7. To change all prompts in a row:
 - a) **Press [2]**
 - b) **Enter the prompt number** you want to change. (There is a complete list of modifiable prompts in D9 LIST OF MODIFIABLE PROMPTS.)
 - c) The VPS plays the prompt number.
 - d) **Press [1]** to change the prompt.

Notes

- Press [2] to go to Step 7g.
- Press [3] to turn off the prompt.

e) Record a prompt at the tone and **Press [1]** to end recording.

f) Press [2] to accept the recorded prompt.

Notes

- Press [1] to review the recorded prompt.
- Press [3] to erase the recorded prompt and try again—Return to Step 7e.
- Press [*] to erase the recorded prompt and exit—Go to Step 7g.

g) The VPS plays the next prompt number.

h) Repeat Steps 7d to 7g to record other prompts.

Note

User prompts can be saved in a personal computer (command SAVE through the RS-232C). Once they have been saved, they can be restored (with the command LOAD) at any time. There is a complete list of modifiable prompts and prompt numbers in D9 LIST OF MODIFIABLE PROMPTS.

Recording System Caller Names

1. **Log in** the Main Menu.
2. **Press [5]** to modify messages.
3. **Press [8]** to modify system caller names.
4. **Enter the Caller ID List Number**^{*1} (1-120) to be modified.

Notes

- Enter [*] to return to Step 3.
- To record system caller names, first Caller ID numbers must be assigned (see B6.6 System Caller Name Announcement).

5. The VPS plays the Caller ID number and its name. To change the name, **Press [1]**. If a name has not yet been recorded for this Caller ID number, go to Step 6.

Notes

- Press [2] to accept the current name—Return to Step 4.
- Press [3] to erase the current name—Return to Step 4.

6. Record the name at the tone and **Press [1]**.

7. The VPS plays the recorded name. **Press [2]** to accept it.

^{*1} Guidance is "Caller Name Announcement number".

Notes

- Press [1] to change the recorded name—Return to Step 6.
 - Press [3] to erase the recorded name—Return to Step 4.
- 8.** Repeat Steps 4-7 to record names for other Caller ID List numbers.

D7 REMOTE CALL FORWARDING SET

The Message Manager can program his extension (assigned for Operator 1 in the Day Mode) from a remote location to forward various types of calls to a desired extension or an outside telephone. There are six forwarding settings available:

- *FWD All*—Forward all incoming calls to a desired extension number.
- *FWD Busy*—Forward all incoming calls to a desired extension number when the line is busy.
- *FWD No Answer*—Forward all incoming calls to a desired extension number when there is no answer.
- *FWD Busy or No Answer*—Forward all incoming calls to a desired extension number when the line is busy or there is no answer.
- *FWD to CO*—Forward all incoming calls to Telephone number 1 or 2 (preprogrammed in the Mailbox Setting), or to any other telephone number.
- *FWD Cancel*—Cancel the forwarding setting.

Notes

- The Remote Call Forwarding Set feature is available with DPT Integration only.
- By default, the extension number for the Message Manager's extension (assigned for Operator 1 in the Day Mode) is "0". However, the default setting cannot be used with this feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.
- FWD to CO must be enabled in the COS (Class of Service) setting to be utilized (see "Remote Call FWD to CO" in Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS).
- FWD to CO must also be enabled in the COS setting in the PBX for each extension.

Assigning Remote Call Forwarding Set

1. **Log in** the Main Menu.
2. **Press [6]** to set Remote Call Forwarding.
3. **Press [1], [2], [3], [4], [5], or [6]** to select the desired forwarding setting.
 - [1] *FWD All*
 - [2] *FWD Busy*
 - [3] *FWD No Answer*
 - [4] *FWD Busy or No Answer*
 - [5] *FWD to CO*

- [6] FWD Cancel

4. For the items selected in Step 3, follow these steps:

- For FWD All—**Go to Step 5.**
- For FWD Busy—**Go to Step 5.**
- For FWD No Answer—**Go to Step 5.**
- For FWD Busy or No Answer—**Go to Step 5.**
- For FWD to CO—**Go to Step 7.**
- For FWD Cancel—**Go to Step 10.**

5. **Type the extension number.**

6. Confirm the entry is correct and **Press [2]** to accept it. **Go to Step 11.**

Note

Press [1] to change the extension number—Return to Step 5.

7. **Press [1]** or **[2]** to select Telephone number 1 or Telephone number 2 (**Go to Step 9**), or **Press [3]** to select another telephone number.

8. **Type the telephone number** using "0-9" and "*".

Notes

- Please make sure you begin the telephone number with a Line Access Code (to seize a CO line).
- When connected to the KX-TD500, the maximum number of characters allowed to be entered is 24; when connected to other KX-T series PBX, 16.

9. Confirm the entry is correct and **Press [2]** to accept it. **Go to Step 11.**

Note

Press [1] to change the telephone number. Return to Step 7.

10. Call Forwarding is canceled. **Press [2]** to accept it.

11. Call Forwarding setting data is transmitted to the PBX. If the forwarding setting or canceling has been completed properly, you will hear: *"Call forwarding accepted"* or *"Call forwarding is canceled"*.

Note

If you hear "Call Forwarding not accepted. Please check the destination number", the forwarding setting has not been completed properly at the PBX, possibly because a nonexistent extension number has been entered as the destination. It is also possible that the model of the connected PBX does not support the Remote Call Forwarding Set feature, or its software version is lower than required; for more information, call National Parts Center at 1-800-833-9626.

D8 LIST OF PROMPTS FOR VOICE MAIL AND AA SERVICE

There are over 1000 voice prompts (all listed in the next section) and they come in 3 types.

- (1) System Prompts—in English (cannot be modified)
- (2) User 1 Prompts—recordable
- (3) User 2 Prompts—in Spanish (can be erased or modified)

However, in many cases it is not necessary to record all the voice prompts (recording over 900 voice prompts is a big undertaking). When an outside party calls AA service or VM service, he only hears some of the following prompts. **Therefore, it is necessary only to record (or modify) these prompts.** Please change prompts as needed for your application. For example, prompt no. [915] could be *"Thank you for calling ABCD Travel"*, instead of *"Welcome to the Voice Processing System"*. (The maximum length of a prompt is fixed at 6 min.)

Note

To identify the prompt(s) linked to each prompt listed below, refer to the next section, D9 LIST OF MODIFIABLE PROMPTS.

Prompts Common to VM and AA Services

Table D-1

Prompt No.	Modifiable Prompts
273	Good afternoon
274	Good evening
275	Good morning
915	Welcome to the Voice Processing System
752	To enter by name, press the pound sign and 1
152	Enter the first 3 or 4 letters of the person's last name
221	For 'Q', press 7
222	For 'Z', press 9
556	Sorry, there are no more matching names
564	Sorry, this name cannot be found
303	Incorrect entry
299	If you are using a rotary telephone, stay on the line
678	To call the operator, press 0
60	Calling the operator
467	Please wait a moment
914	Welcome to the general delivery mailbox
466	Please leave a message at the tone
744	To end recording, hang up or press 1 for more features

Table D-1

Prompt No.	Modifiable Prompts
789	To pause and restart recording, press 2
819	To review, press 1
663	To accept, press 2
755	To erase and try again, press 3
674	To add, press 4
754	To erase and exit, press ✕
783	To make this message private, press 1
432	Otherwise, press 2
590	Thank you for calling

VM Prompts

Table D-2

Prompt No.	Modifiable Prompts
463	Please enter your party's mailbox number

AA Prompts

Table D-3

Prompt No.	Modifiable Prompts
462	Please enter your party's extension
921	You have a call
553	Sorry, no one is available to answer the call
781	To leave a message, press 1
749	To enter another extension, press ✕
561	Sorry, this line is busy
302	If you would like to hold, press 1
683	To cancel holding, press 2 now Otherwise, I'll try your party again

D9 LIST OF MODIFIABLE PROMPTS

The table below shows the modifiable prompts. Record prompts as User 1 or User 2. Some of the modifiable prompts are listed along with their linked prompt number. Whenever possible, record related prompts together so that the assembled sentence flows naturally and sounds like one voice.

If your VPS model is the KX-TVS325, you can change all service prompts to User 1 or User 2 by changing the DIP Switch setting (see "MODE (DIP Switch)—KX-TVS325" in 1.3.2 System Components).

If you wish to change some of service prompts to User 1 or User 2, but not all of them, please see the following sections:

- B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS; "Prompt Mode" of Table B-7 and Table B-8.
- B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE; "Incoming Call Service Prompt" of Table B-9 and Table B-10.
- B5.2 Custom Service; "Prompt Mode" of Table B-16.
- B6.5 Prompt Setting; Table B-28.

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
1	1 through (number)	[1]
2	20 members maximum	[560], [2]
3	8 members maximum	[560], [3]
4	After hours greeting is (message)	[4]
5	After hours greeting is not recorded	[5]
6	All beeper entry modes are disabled	[6]
7	All caller ID numbers deleted	[7]
8	All calls transfer to mailbox disabled	[8]
9	All calls transfer to mailbox enabled	[9]
10	All mailboxes are assigned	[10]
11	All messages erased	[11]
12	All transfer services disabled	[12]
13	AM	[13]
14	and	[14] [359], [15], [14] [367], [14]
15	and transferred via (mailbox number)	[359], [15], [14] [15]
16	Answer length is (number)	[16], [507]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
17	Any digit on the telephone keypad can be used	[17]
18	APRIL	[18]
19	at	[19] [654], [19] [345], [483], [19] [365], [19], [220], [284] [365], [19], [220], [283] [182], [420], [19] [360], [19] [346], [912], [19] [183], [19] [360], [19], [220], [284]
20	(number) attempts were busy	[20]
21	(number) attempts were no answer	[21]
22	(number) attempts were successful	[22]
23	AUGUST	[23]
24	Auto forwarding disabled	[24]
25	Auto forwarding enabled	[25]
26	because message retention time expired	[181], [911], [26]
27	Beeper access disabled	[27]
28	Beeper access enabled	[28]
29	Beeper callback number entry mode is after message recording	[29]
30	Beeper callback number entry mode is before message recording	[30]
31	Beeper callback number entry mode is caller select	[31]
32	Beeper callback number entry mode is without message	[32]
33	being delivered now	[366], [33]
34	Break mode first operator's extension is (extension number)	[34]
35	Break mode first operator's extension is not assigned	[35]
36	Break mode second operator's extension is (extension number)	[36]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
37	Break mode second operator's extension is not assigned	[37]
38	Break mode third operator's extension is (extension number)	[38]
39	Break mode third operator's extension is not assigned	[39]
40	Busy signal greeting is (message)	[40]
41	Busy signal greeting is not recorded	[41]
42	Call blocking enabled	[42]
43	Call forwarding accepted	[43]
44	Call forwarding is canceled	[44]
45	Call forwarding not accepted Please check the destination number	[45]
46	Call screening enabled	[46]
47	Call transferred from the voice processing system	[47]
48	CALLBACK NUMBER	[48]
49	Caller ID (number)	[49], [277] [49], [278]
50	Caller ID number and caller name deleted	[50]
51	Caller ID number entries for this box are full, there are 30 entries for caller ID allowed	[51]
52	Caller ID number is (telephone number)	[52] [52], [722], [663]
53	Caller ID number is not assigned	[53] [53], [722], [432]
54	Caller ID numbers assigned	[601], [54]
55	Caller ID screen disabled	[55]
56	Caller ID screen enabled	[56]
57	Caller name is (name)	[57]
58	Caller name is erased	[58]
59	Caller name is not recorded	[59]
60	Calling the operator	[60], [467]
61	Cannot be retrieved	[61]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
62	Class of service number is (number)	[62], [643] [62], [644] [62]
63	Company greeting number (number)	[63], [178]
64	Company greeting number is (number)	[64]
65	Company name (name)	[65]
66	Company name erased	[66]
67	Counts cleared	[67]
68	Covering extension is (extension number)	[68]
69	Covering extension not assigned	[69]
70	Covering extension transfer disabled	[70]
71	Covering extension transfer enabled	[71]
72	Current company greeting setting is disabled	[72]
73	Current company greeting setting is number (number)	[73]
74	Current company greeting setting is System Greeting	[74]
75	Current service mode for Time Group number (number)	[75], [312] [75], [314] [75], [316] [75], [315] [75], [313] [75], [317]
76	Custom service menu	[76] [76], [178]
77	Custom service number (number)	[77]
78	Date is (date)	[78]
79	Day mode first operator's extension is (extension number)	[79]
80	Day mode first operator's extension is not assigned	[80]
81	Day mode second operator's extension is (extension number)	[81]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
82	Day mode second operator's extension is not assigned	[82]
83	Day mode third operator's extension is (extension number)	[83]
84	Day mode third operator's extension is not assigned	[84]
85	days	[85] [381], [85] [502], [85]
86	DECEMBER	[86]
87	Delay time is (time)	[87], [289], [374] [87], [289] [87], [374]
88	Delete message confirmation disabled	[88]
89	Delete message confirmation enabled	[89]
90	deleted	[329], [90]
91	Delivering message to (name)	[91]
92	Delivery list number is (number)	[92]
93	Department dialing menu erased	[93]
94	Department dialing menu is (menu)	[94]
95	Device notification for unreceived message disabled	[95]
96	Device notification for unreceived message enabled	[96]
97	Device number is (number)	[97]
98	DIAL TONE	[98]
99	digits	[151], [918], [99] [461], [918], [99] [461], [918], [99], [916] [139], [918], [99] [168], [918], [99]
100	Direct mailbox access disabled	[100]
101	Direct mailbox access enabled	[101]
102	EIGHT	[102]
103	EIGHT [HOUR]	[103]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
104	EIGHTEEN	[104]
105	EIGHTEEN [HOUR]	[105]
106	EIGHTEEN [MINUTE]	[106]
107	EIGHTEENTH	[107]
108	EIGHTH	[108]
109	EIGHTY	[109]
110	EIGHTY EIGHT	[110]
111	EIGHTY FIVE	[111]
112	EIGHTY FOUR	[112]
113	EIGHTY NINE	[113]
114	EIGHTY ONE	[114]
115	EIGHTY SEVEN	[115]
116	EIGHTY SIX	[116]
117	EIGHTY THREE	[117]
118	EIGHTY TWO	[118]
119	ELEVEN	[119]
120	ELEVEN [HOUR]	[120]
121	ELEVEN [MINUTE]	[121]
122	ELEVENTH	[122]
123	Enter 1 for AM, or 2 for PM	[123]
124	Enter a class of service number from 1 to 62	[124]
125	Enter a class of service number from 1 to 64	[125]
126	Enter a group number from 1 to 17	[126]
127	Enter a group number, 1 through 4	[127]
128	Enter a mailbox list number	[128]
129	Enter a message length from 1 to 6 minutes or 0 for unlimited length	[129]
130	Enter a message retention time up to 30 days	[130]
131	Enter a message retention time up to 30 days or 0 for unlimited days	[131]
132	Enter a personal greeting length from 8 to 60 seconds	[132]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
133	Enter delivery list number 1 or 2	[133]
134	Enter device number, 1 through 3	[134]
135	Enter extension number	[135]
136	Enter question number, followed by the hash sign	[136]
137	Enter question number, followed by the pound sign	[137]
138	Enter the 4 digits password	[138], [840] [138], [839]
139	Enter the caller ID number	[139], [918], [99]
140	Enter the caller name announcement number 1 through 120	[140]
141	Enter the company greeting number 1 through 32	[141]
142	Enter the custom service prompt number 1 through 100 To record custom service exit prompt, press 0	[142]
143	Enter the day of the month, followed by the hash sign	[143]
144	Enter the day of the month, followed by the pound sign	[144]
145	Enter the day, followed by the hash sign	[145]
146	Enter the day, followed by the pound sign	[146]
147	Enter the delay time, followed by the hash sign	[147]
148	Enter the delay time, followed by the pound sign	[148]
149	Enter the destination extension number for forwarding	[149]
150	Enter the destination mailbox number	[150], [752] [150], [751]
151	Enter the destination telephone number for forwarding	[151], [918], [99]
152	Enter the first 3 or 4 letters of the person's last name	[152], [221], [222] [152]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
153	Enter the first 4 letters of the owner's last name	[153]
154	Enter the interview mailbox number	[154]
155	Enter the last 2 digits of the year, followed by the hash sign	[155]
156	Enter the last 2 digits of the year, followed by the pound sign	[156]
157	Enter the mailbox number	[157] [157], [908] [157], [909]
158	Enter the maximum number of caller IDs for caller name announce Valid entries are from 0 to 30	[158]
159	Enter the maximum number of messages per mailbox Valid entries are from 5 to 100	[159]
160	Enter the month, followed by the hash sign	[160], [232]
161	Enter the month, followed by the pound sign	[161], [232]
162	Enter the new time, followed by the hash sign	[162], [232]
163	Enter the new time, followed by the pound sign	[163], [232]
164	Enter the operator's extension number	[164]
165	Enter the owner's extension number	[165]
166	Enter the port number	[166], [272]
167	Enter the prompt number	[167]
168	Enter the telephone number	[168], [918], [99]
169	Enter the telephone number and wait. To insert a pause or special command, enter the partial number and wait for the options menu	[169]
170	Enter the Time Group number 1 through 8	[170]
171	Enter the time, followed by the hash sign	[171], [232] [171], [740], [232]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
172	Enter the time, followed by the pound sign	[172], [232] [172], [741], [232]
173	Enter the total message time available per mailbox. Valid entries are from 5 to 100 minutes or 0 for unlimited time	[173]
174	Enter the trunk group number	[174], [272]
175	Enter your party's mailbox number	[175], [752] [175], [751]
176	Enter your password, followed by the hash sign	[176] [176], [839]
177	Enter your password, followed by the pound sign	[177] [177], [840]
178	erased	[63], [178] [76], [178]
179	Extension (extension number)	[179]
180	Extension number (extension number)	[180]
181	External delivery message for (name)	[181], [911], [26]
182	External delivery message scheduled for (name)	[182], [420], [19]
183	External delivery message scheduled on (date)	[183], [19]
184	External delivery message will be sent right away	[184]
185	External delivery message will be sent to (name)	[185], [500]
186	External message delivery disabled	[186]
187	External message delivery enabled	[187]
188	FAX messages	[920], [188]
189	FEBRUARY	[189]
190	FIFTEEN	[190]
191	FIFTEEN [HOUR]	[191]
192	FIFTEEN [MINUTE]	[192]
193	FIFTEENTH	[193]
194	FIFTH	[194]
195	FIFTY	[195]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
196	FIFTY [MINUTE]	[196]
197	FIFTY EIGHT	[197]
198	FIFTY EIGHT [MINUTE]	[198]
199	FIFTY FIVE	[199]
200	FIFTY FIVE [MINUTE]	[200]
201	FIFTY FOUR	[201]
202	FIFTY FOUR [MINUTE]	[202]
203	FIFTY NINE	[203]
204	FIFTY NINE [MINUTE]	[204]
205	FIFTY ONE	[205]
206	FIFTY ONE [MINUTE]	[206]
207	FIFTY SEVEN	[207]
208	FIFTY SEVEN [MINUTE]	[208]
209	FIFTY SIX	[209]
210	FIFTY SIX [MINUTE]	[210]
211	FIFTY THREE	[211]
212	FIFTY THREE [MINUTE]	[212]
213	FIFTY TWO	[213]
214	FIFTY TWO [MINUTE]	[214]
215	FIRST	[215]
216	First telephone number is (telephone number)	[216]
217	First telephone number is not assigned	[217]
218	FIVE	[218]
219	FIVE [HOUR]	[219]
220	for	[220] [365], [19], [220], [284] [365], [19], [220], [283] [360], [19], [220], [284]
221	For 'Q', press 7	[152], [221], [222]
222	For 'Z', press 9	[152], [221], [222]
223	For a system report, press 5	[798], [739], [728], [725], [223], [236], [746]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
224	For automated attendant status, press 4	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
225	For Day time, press 1 For Night time, press 2 For Lunch time, press 3 For Break time, press 4	[225]
226	For department dialing, press ✕	[462], [752], [226] [462], [751], [226]
227	For example, to enter 5 o'clock press 5 and the hash sign, or to enter 5:15 press 5, 1, 5 and the hash sign	[227]
228	For example, to enter 5 o'clock press 5 and the pound sign, or to enter 5:15 press 5, 1, 5 and the pound sign	[228]
229	For example, to enter January, press 1 and the hash sign	[229]
230	For example, to enter January, press 1 and the pound sign	[230]
231	For external message delivery, press 3	[231]
232	For help, press 0	[172], [232] [172], [741], [232] [804], [793], [756], [813], [846], [232] [804], [793], [756], [846], [232] [163], [232] [161], [232] [171], [232] [171], [740], [232] [162], [232] [160], [232]
233	For interview mailbox management, press 1	[233]
234	For mailbox management, press 5	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
235	For notification by telephone, press 1 For notification by beeper, press 2	[235]
236	For other features, press 6	[798], [739], [724], [224], [234], [236], [746] [798], [739], [728], [725], [223], [236], [746]
237	For Port setting, press 1 For Trunk service setting, press 2	[237]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
238	For the next name, press 2	[662], [238], [805], [748]
239	FORTY	[239]
240	FORTY [MINUTE]	[240]
241	FORTY EIGHT	[241]
242	FORTY EIGHT [MINUTE]	[242]
243	FORTY FIVE	[243]
244	FORTY FIVE [MINUTE]	[244]
245	FORTY FOUR	[245]
246	FORTY FOUR [MINUTE]	[246]
247	FORTY NINE	[247]
248	FORTY NINE [MINUTE]	[248]
249	FORTY ONE	[249]
250	FORTY ONE [MINUTE]	[250]
251	FORTY SEVEN	[251]
252	FORTY SEVEN [MINUTE]	[252]
253	FORTY SIX	[253]
254	FORTY SIX [MINUTE]	[254]
255	FORTY THREE	[255]
256	FORTY THREE [MINUTE]	[256]
257	FORTY TWO	[257]
258	FORTY TWO [MINUTE]	[258]
259	Forwarding mailbox number is (mailbox number)	[259]
260	Forwarding mailbox number is not assigned	[260]
261	Forwarding mode is copy	[261]
262	Forwarding mode is move	[262]
263	FOUR	[263]
264	FOUR [HOUR]	[264]
265	FOURTEEN	[265]
266	FOURTEEN [HOUR]	[266]
267	FOURTEEN [MINUTE]	[267]
268	FOURTEENTH	[268]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
269	FOURTH	[269]
270	FRIDAY	[270]
271	from (name)	[635], [271] [291], [271] [292], [271]
272	from 1 to	[166], [272] [174], [272]
273	Good afternoon	[273], [915] [273]
274	Good evening	[274], [915] [274]
275	Good morning	[275], [915] [275]
276	Greeting erased	[276]
277	greeting is (message)	[49], [277]
278	greeting is not recorded	[49], [278]
279	Group member deleted	[279]
280	Group name erased	[280]
281	Group name not recorded	[281]
282	Group number (number)	[282]
283	has been erased, because message retention time expired	[365], [19], [220], [283]
284	has not been received	[365], [19], [220], [284] [360], [19], [220], [284]
285	HASH(#)	[285]
286	Hello, this is the voice processing system	[286]
287	Hello, this is the voice processing system I have some information for the system Cooling fan has stopped functioning Please call for service	[287]
288	Hello, this is voice processing system with the following information More than 80 % of the disk space is now utilized Please erase unnecessary messages	[288]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
289	hours (time)	[87], [289], [374] [87], [289]
290	HUNDRED	[290]
291	I have a call for (name)	[291] [291], [271]
292	I have a call for mailbox (mailbox number)	[292] [292], [271]
293	I have a message for (name)	[293], [798], [775] [293], [798], [775], [301]
294	I was unable to reach (name)	[294]
295	I'll notify by beeper	[295]
296	I'll notify by telephone	[296]
297	I'll redial (number)	[297], [379]
298	I'll redial only once	[298]
299	If you are using a rotary telephone, stay on the line	[299], [678] [299]
300	If you really want to erase, press 1 If not, press 2	[300]
301	If you want me to call back later, press 3	[293], [798], [775], [301]
302	If you would like to hold, press 1	[302], [432]
303	Incorrect entry	[303]
304	Initialization completed	[304]
305	Initialization failed	[305]
306	Intercom paging disabled	[306]
307	Intercom paging enabled	[307]
308	Intercom paging group number is (number)	[308]
309	Interview mailbox number is (mailbox number)	[309]
310	Interview mailbox number is deleted	[310]
311	Interview mailbox number is not assigned	[311]
312	is Automatic mode	[75], [312]
313	is Manual Break mode	[75], [313]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
314	is Manual Day mode	[75], [314]
315	is Manual Lunch mode	[75], [315]
316	is Manual Night mode	[75], [316]
317	is PBX Control mode	[75], [317]
318	JANUARY	[318]
319	JULY	[319]
320	JUNE	[320]
321	Leaving a message is disabled	[321]
322	Leaving a message is enabled	[322]
323	Lunch Mode first operator's extension is (extension number)	[323]
324	Lunch Mode first operator's extension is not assigned	[324]
325	Lunch Mode second operator's extension is (extension number)	[325]
326	Lunch Mode second operator's extension is not assigned	[326]
327	Lunch Mode third operator's extension is (extension number)	[327]
328	Lunch Mode third operator's extension is not assigned	[328]
329	Mailbox	[329] [329], [90]
330	Mailbox is in use	[330]
331	Mailbox list label erased	[331]
332	Mailbox list number (number)	[332]
333	Mailbox number already specified	[333]
334	MARCH	[334]
335	Maximum number of caller IDs for caller name announce is (number)	[335]
336	Maximum number of messages per mailbox is (number)	[336]
337	MAY	[337]
338	(number) members maximum	[338]
339	Message back up disabled	[339]
340	Message back up enabled	[340]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
341	Message cancel for live call screening disabled	[341]
342	Message cancel for live call screening enabled	[342]
343	Message delivery canceled	[343]
344	Message erased	[344]
345	Message for (name)	[345], [483], [19]
346	Message from (name)	[346], [912], [19]
347	Message from the interview mailbox	[347]
348	Message from the Message Manager	[348]
349	Message from the System Manager	[349]
350	Message length is (time)	[350], [374]
351	Message length is unlimited	[351]
352	Message Manager	[352]
353	Message notification disabled	[353]
354	Message notification enabled	[354]
355	Message reception mode is interview mode	[355]
356	Message reception mode is message recording mode	[356]
357	Message reception mode is set to interview mode	[357]
358	Message reception mode is set to message recording mode	[358]
359	Message recorded by (mailbox number)	[359], [15], [14]
360	Message recorded on (date)	[360], [19] [360], [19], [220], [284]
361	Message retrieval order is first-in-first-out	[361]
362	Message retrieval order is last-in-first-out	[362]
363	Message scanning with information is disabled	[363]
364	Message scanning with information is enabled	[364]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
365	Message sent on (date)	[365], [19], [220], [284] [365], [19], [220], [283]
366	Message to (name)	[366], [33]
367	Message transferred via (mailbox number)	[367], [14]
368	Message waiting lamp notification disabled	[368]
369	Message waiting lamp notification enabled	[369]
370	Message waiting lamp notification for unreceived message disabled	[370]
371	Message waiting lamp notification for unreceived message enabled	[371]
372	Messages	[372] [920], [372]
373	(number) messages to verify	[373]
374	minutes	[374] [350], [374] [857], [374] [87], [289], [374] [87], [374]
375	MONDAY	[375]
376	more caller ID numbers	[917], [376]
377	more members	[917], [377]
378	MORE THAN ONE HUNDRED	[378]
379	more times	[297], [379]
380	New message	[380]
381	New message retention time is (day)	[381], [85]
382	new messages	[920], [382]
383	Night mode first operator's extension is (extension number)	[383]
384	Night mode first operator's extension is not assigned	[384]
385	Night mode second operator's extension is (extension number)	[385]
386	Night mode second operator's extension is not assigned	[386]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
387	Night mode third operator's extension is (extension number)	[387]
388	Night mode third operator's extension is not assigned	[388]
389	NINE	[389]
390	NINE [HOUR]	[390]
391	NINETEEN	[391]
392	NINETEEN [HOUR]	[392]
393	NINETEEN [MINUTE]	[393]
394	NINETEENTH	[394]
395	NINETY	[395]
396	NINETY EIGHT	[396]
397	NINETY FIVE	[397]
398	NINETY FOUR	[398]
399	NINETY NINE	[399]
400	NINETY ONE	[400]
401	NINETY SEVEN	[401]
402	NINETY SIX	[402]
403	NINETY THREE	[403]
404	NINETY TWO	[404]
405	NINTH	[405]
406	No answer greeting is (message)	[406]
407	No answer greeting is not recorded	[407]
408	No external delivery message pending	[408]
409	No letters have been specified	[409]
410	No messages to verify	[410]
411	No more messages	[411]
412	No one specified by this number	[412]
413	No previous message	[413]
414	No question recorded	[414]
415	NOVEMBER	[415]
416	O'CLOCK	[416]
417	OCTOBER	[417]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
418	of (company name)	[652], [418]
419	Old message	[419]
420	on (date)	[182], [420], [19]
421	ONE	[421]
422	ONE [HOUR]	[422]
423	One attempt was busy	[423]
424	One attempt was no answer	[424]
425	One attempt was successful	[425]
426	One message to verify	[426]
427	One other person is waiting to connect	[427]
428	Only extension call is available	[550], [428], [465]
429	Operator transfer disabled	[429]
430	Operator transfer enabled	[430]
431	(number) other people are waiting to connect	[431]
432	Otherwise, press 2	[753], [432] [783], [432] [591], [722], [432] [727], [432] [302], [432] [592], [722], [432] [730], [432] [807], [432] [729], [432] [53], [722], [432]
433	OWE	[433]
434	OWE EIGHT	[434]
435	OWE FIVE	[435]
436	OWE FOUR	[436]
437	OWE NINE	[437]
438	OWE ONE	[438]
439	OWE SEVEN	[439]
440	OWE SIX	[440]
441	OWE THREE	[441]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
442	OWE TWO	[442]
443	Owner's extension is (extension number)	[443]
444	Owner's extension is not assigned	[444]
445	Owner's extension number is deleted	[445]
446	Owner's name erased	[446]
447	Owner's name is (name)	[447]
448	Owner's name is deleted	[448]
449	Owner's name is not recorded	[449]
450	Password deleted	[450]
451	Password entry failure Check the password	[451]
452	Password is (number)	[452]
453	Password not assigned	[453]
454	PAUSE	[454]
455	Personal greeting for caller ID disabled	[455]
456	Personal greeting for caller ID enabled	[456]
457	Personal greeting length is (time)	[457], [507]
458	Play system prompt after personal greeting disabled	[458]
459	Play system prompt after personal greeting enabled	[459]
460	Please call (telephone number)	[460]
461	Please enter your callback number	[461], [918], [99] [461], [918], [99], [916]
462	Please enter your party's extension	[462], [752] [462], [752], [226] [462], [751] [462], [751], [226]
463	Please enter your party's mailbox number	[463], [752] [463], [752], [678] [463], [751] [463], [751], [678]
464	Please hold while I page your party	[464]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
465	Please inform System Manager	[559], [465] [550], [428], [465]
466	Please leave a message at the tone	[466]
467	Please wait a moment	[467] [60], [467]
468	PM	[468]
469	Port number is (number)	[469]
470	POUND(#)	[470]
471	Prompt mode for external message delivery is caller select	[471]
472	Prompt mode for external message delivery is system	[472]
473	Prompt mode for external message delivery is user 1	[473]
474	Prompt mode for external message delivery is user 2	[474]
475	Prompt mode is system	[475]
476	Prompt mode is user 1	[476]
477	Prompt mode is user 2	[477]
478	Prompt number (number)	[478]
479	Prompt restored	[479]
480	PULSE DIALING MODE	[480]
481	Question erased	[481]
482	Question number (number)	[482]
483	received on (date)	[345], [483], [19]
484	Record caller name at the tone	[484]
485	Record company name at the tone	[485]
486	Record greeting at the tone	[836]
487	Record label at the tone	[487]
488	Record menu at the tone	[488]
489	Record owner's name at the tone	[489]
490	Record the group name at the tone	[490]
491	Record the prompt at the tone	[491]
492	Record the question at the tone	[492]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
493	Record the recipient's name at the tone	[493]
494	Record your name at the tone	[494]
495	Recording accepted	[495]
496	Remote Call Forward to CO disabled	[496]
497	Remote Call Forward to CO enabled	[497]
498	Returning to top menu automated attendant service disabled	[498]
499	Returning to top menu automated attendant service enabled	[499]
500	right away	[185], [500]
501	SATURDAY	[501]
502	Saved message retention time is (day)	[502], [85]
503	Saved message retention time is unlimited	[503]
504	SECOND	[504]
505	Second telephone number is (telephone number)	[505]
506	Second telephone number is not assigned	[506]
507	seconds	[507] [16], [507] [457], [507]
508	Selection Menu	[508]
509	Selection menu erased	[509]
510	Selection menu is (selection menu)	[510]
511	Sending report now to terminal or printer connected to RS-232C port	[511]
512	SEPTEMBER	[512]
513	Set the answer length using the following options For 4 seconds, press 1 For 8 seconds, press 2 For 16 seconds, press 3 For 32 seconds, press 4	[513]
514	SEVEN	[514]
515	SEVEN [HOUR]	[515]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
516	SEVENTEEN	[516]
517	SEVENTEEN [HOUR]	[517]
518	SEVENTEEN [MINUTE]	[518]
519	SEVENTEENTH	[519]
520	SEVENTH	[520]
521	SEVENTY	[521]
522	SEVENTY EIGHT	[522]
523	SEVENTY FIVE	[523]
524	SEVENTY FOUR	[524]
525	SEVENTY NINE	[525]
526	SEVENTY ONE	[526]
527	SEVENTY SEVEN	[527]
528	SEVENTY SIX	[528]
529	SEVENTY THREE	[529]
530	SEVENTY TWO	[530]
531	SIX	[531]
532	SIX [HOUR]	[532]
533	SIXTEEN	[533]
534	SIXTEEN [HOUR]	[534]
535	SIXTEEN [MINUTE]	[535]
536	SIXTEENTH	[536]
537	SIXTH	[537]
538	SIXTY	[538]
539	SIXTY EIGHT	[539]
540	SIXTY FIVE	[540]
541	SIXTY FOUR	[541]
542	SIXTY NINE	[542]
543	SIXTY ONE	[543]
544	SIXTY SEVEN	[544]
545	SIXTY SIX	[545]
546	SIXTY THREE	[546]
547	SIXTY TWO	[547]
548	Sorry	[548]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
549	Sorry, I cannot add any more	[549]
550	Sorry, I cannot call this number	[550], [428], [465]
551	Sorry, mailbox in use, cannot be deleted	[551]
552	Sorry, maximum of 20 destinations exceeded	[552]
553	Sorry, no one is available to answer the call	[553]
554	Sorry, no space for recording	[554]
555	Sorry, Operator is not available to answer the call Please call back later	[555]
556	Sorry, there are no more matching names	[556] [556], [849]
557	Sorry, there is no space for recording	[557]
558	Sorry, there is no space for recording in this mailbox	[558]
559	Sorry, this function is not available	[559], [465] [559]
560	Sorry, this group is full	[560], [3] [560], [2]
561	Sorry, this line is busy	[561]
562	Sorry, this list is in use for delivery If this list is edited, all the deliveries will then be canceled	[562]
563	Sorry, this mailbox is in use	[563]
564	Sorry, this name cannot be found	[564]
565	Sorry, this number is not assigned	[565]
566	Sorry, this pager is not available	[566]
567	Sorry, this report is not available	[567]
568	Sorry, you cannot deliver the message The maximum number of delivery has already been reached	[568]
569	Sorry, you cannot reply	[569], [597] [569], [653] [569], [649]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
570	Sorry, you cannot transfer a private message	[570]
571	STAR(*)	[571]
572	State your comment at the tone	[572], [745], [789]
573	SUNDAY	[573]
574	Telephone number 1 for Remote Call Forward to CO is (telephone number)	[574]
575	Telephone number 1 for Remote Call Forward to CO is not assigned	[575]
576	Telephone number 1 is (telephone number)	[576]
577	Telephone number 1 is not assigned	[577]
578	Telephone number 2 for Remote Call Forward to CO is (telephone number)	[578]
579	Telephone number 2 for Remote Call Forward to CO is not assigned	[579]
580	Telephone number 2 is (telephone number)	[580]
581	Telephone number 2 is not assigned	[581]
582	Telephone number deleted	[582]
583	Telephone number is (telephone number)	[583]
584	Telephone number is not assigned	[584]
585	TEN	[585]
586	TEN [HOUR]	[586]
587	TEN [MINUTE]	[587]
588	TENTH	[588]
589	Thank you	[589]
590	Thank you for calling	[590]
591	The callback number is (telephone number)	[591], [722], [432]
592	The callback number is not assigned	[592], [722], [432]
593	The FAX transfer situation is as follows	[593]
594	The first 4 letters of the owner's last name are (name)	[594]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
595	The mailbox number entry failure Check the mailbox number	[595]
596	The message is (message)	[596]
597	The message sender is unknown	[569], [597]
598	The prompt is now turned off	[598]
599	The prompt is now turned on	[599]
600	The system-reserved mailbox cannot be edited	[600]
601	There are (number)	[601], [54]
602	There are no messages	[602]
603	There was one unsuccessful attempt to enter this mailbox	[603]
604	There were (number of failure)	[604], [905]
605	These are the brief segments of your Message	[605]
606	THIRD	[606]
607	Third telephone number is (telephone number)	[607]
608	Third telephone number is not assigned	[608]
609	THIRTEEN	[609]
610	THIRTEEN [HOUR]	[610]
611	THIRTEEN [MINUTE]	[611]
612	THIRTEENTH	[612]
613	THIRTIETH	[613]
614	THIRTY	[614]
615	THIRTY [MINUTE]	[615]
616	THIRTY EIGHT	[616]
617	THIRTY EIGHT [MINUTE]	[617]
618	THIRTY FIRST	[618]
619	THIRTY FIVE	[619]
620	THIRTY FIVE [MINUTE]	[620]
621	THIRTY FOUR	[621]
622	THIRTY FOUR [MINUTE]	[622]
623	THIRTY NINE	[623]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
624	THIRTY NINE [MINUTE]	[624]
625	THIRTY ONE	[625]
626	THIRTY ONE [MINUTE]	[626]
627	THIRTY SEVEN	[627]
628	THIRTY SEVEN [MINUTE]	[628]
629	THIRTY SIX	[629]
630	THIRTY SIX [MINUTE]	[630]
631	THIRTY THREE	[631]
632	THIRTY THREE [MINUTE]	[632]
633	THIRTY TWO	[633]
634	THIRTY TWO [MINUTE]	[634]
635	This call is for (name)	[635] [635], [271]
636	This call is from (name)	[636]
637	This caller ID number already exists	[637]
638	This device is for continuous use	[638]
639	This device is for scheduled use	[639]
640	This device is not to be used	[640]
641	This group has no members	[641]
642	This is a new mailbox	[642]
643	This is for Message Manager	[62], [643]
644	This is for System Manager	[62], [644]
645	This is the General Delivery Mailbox	[645]
646	This is the last message	[646]
647	This is the last prompt number	[647]
648	This is your mailbox	[648]
649	This is your message	[569], [649]
650	This list member already exists	[650]
651	This mailbox number is already assigned	[651]
652	This message is from (name)	[652], [418] [652]
653	This message is from the general delivery mailbox	[569], [653]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
654	This message will be delivered on (day)	[654], [19]
655	THOUSAND	[655]
656	THREE	[656]
657	THREE [HOUR]	[657]
658	THURSDAY	[658]
659	Time is (time)	[659]
660	times	[859], [660]
661	To accept the prompt, press 2	[819], [661], [755], [754]
662	To accept, press 1	[662], [238], [805], [748]
663	To accept, press 2	[819], [663], [755], [674], [754] [828], [663] [722], [663] [819], [663], [755] [712], [663], [820] [722], [663], [737] [722], [663], [759] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [808] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [52], [722], [663]
664	To accept, press 4	[672], [736], [820], [664] [853], [854], [855], [664]
665	To accept, press 5	[853], [854], [855], [782], [665]
666	To add group members, press 2	[690], [666] [690], [666], [732], [818]
667	To add more caller ID numbers, press 1	[667], [747]
668	To add more digits, press 4	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
669	To add more members, press 1	[669], [747]
670	To add new mailbox number, press 3	[848], [670], [817] [848], [847], [670], [817]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
671	To add new member, press 1	[671] [671], [732], [820]
672	To add, press 1	[672] [672], [736], [820] [672], [736], [820], [664] [672], [723], [737], [821]
673	To add, press 2	[722], [673]
674	To add, press 4	[819], [663], [755], [674], [754]
675	To answer the call, press 1 Otherwise, press 2 and hang up	[675]
676	To assign or edit mailboxes, press 1 To delete mailboxes, press 2 To reset mailbox passwords, press 3	[676]
677	To call message sender, press 1 To record a message, press 2	[677]
678	To call the operator, press 0	[299], [678] [463], [752], [678] [678] [463], [751], [678]
679	To call this person, press 1	[679], [720], [849]
680	To cancel, press ✕ To continue, press 1	[680]
681	To cancel call forwarding, press 6	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
682	To cancel external message delivery, press 1	[682], [716]
683	To cancel holding, press 2 now Otherwise, I'll try your party again	[683]
684	To cancel mailing list review, press any key	[684]
685	To cancel this message or verification, press 3	[685]
686	To change caller ID greeting number 1, press 1 To change caller ID greeting number 2, press 2 To change caller ID greeting number 3, press 3 To change caller ID greeting number 4, press 4	[686]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
687	To change caller ID number, press 1 To change caller name, press 2 To accept, press 3	[687]
688	To change company greeting number, press 1 To set system greeting, press 2 To disable, press 3	[688]
689	To change company greeting setting, press 5	[837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
690	To change group name, press 1	[690], [666] [690], [666], [732], [818]
691	To change Remote Call Forwarding to CO setting, press 6	[709], [708], [706], [836], [698], [691]
692	To change service mode setting, press 4	[837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
693	To change Telephone number 1, press 1 To change Telephone number 2, press 2	[693]
694	To change the after hours greeting, press 3	[705], [696], [694] [705], [696], [694], [697]
695	To change the answer length, press 1	[695], [841], [842], [774]
696	To change the busy signal greeting, press 2	[705], [696], [694] [705], [696], [694], [697]
697	To change the caller ID greetings, press 4	[705], [696], [694], [697]
698	To change the caller name and number, press 5	[709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
699	To change the company greeting, press 1	[699], [700], [702], [701], [718], [786], [711], [714]
700	To change the company name, press 2	[699], [700], [702], [701], [718], [786], [711], [714]
701	To change the custom service menu, press 4	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
702	To change the department dialing menu, press 3	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
703	To change the first telephone number, press 1 To change the second telephone number, press 2 To change the third telephone number, press 3	[703]
704	To change the message waiting lamp status, press 1 To change the device status, press 2 To assign the telephone or beeper numbers, press 3	[704]
705	To change the no answer greeting, press 1	[705], [696], [694] [705], [696], [694], [697]
706	To change the owner's name, press 3	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
707	To change the password, press 1	[707], [716]
708	To change the password, press 2	[715], [708], [710], [717] [709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
709	To change the personal greeting, press 1	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
710	To change the recipient's name, press 3	[715], [708], [710], [717]
711	To change the selection menu, press 7	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
712	To change the setting, press 1	[712], [663], [820]
713	To change the specified prompt, press 1 To change all prompts, press 2	[713]
714	To change the system caller name announcement, press 8	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
715	To change the telephone number, press 1	[715], [708], [710], [717]
716	To change the time and date, press 2	[707], [716] [682], [716]
717	To change the time and date, press 4	[715], [708], [710], [717]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
718	To change the voice label, press 5	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
719	To change this question, press 1	[719], [841], [842], [774]
720	To change to the next person, press 2	[679], [720], [849]
721	To change user prompt 1, press 1 To change user prompt 2, press 2	[721]
722	To change, press 1	[722], [663] [591], [722], [432] [592], [722], [432] [722], [663], [737] [722], [663], [759] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [673] [722], [663], [808] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [53], [722], [432] [52], [722], [663] [722], [843] [722], [843], [850] [722], [843], [851]
723	To change, press 2	[672], [723], [737], [821]
724	To check the mailbox distribution, press 3	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
725	To check the mailbox distribution, press 4	[798], [739], [728], [725], [223], [236], [746]
726	To clear all mailbox usage counts, press 2	[844], [726]
727	To continue holding, press 1	[727], [432]
728	To customize your mailbox, press 3	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [832], [746] [798], [739], [728], [725], [223], [236], [746]
729	To delete all caller ID numbers, press 1	[729], [432]
730	To delete all group members, press 1	[730], [432]
731	To delete distribution verification of this message, press 1 To cancel message delivery, press 2	[731]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
732	To delete group members, press 3	[690], [666], [732], [818]
733	To delete members, press 2	[671], [733], [820]
734	To delete the password, press 1	[734], [780]
735	To delete, press 1	[735], [795] [735], [792] [735], [780]
736	To delete, press 2	[672], [736], [820] [672], [736], [820], [664]
737	To delete, press 3	[722], [663], [737] [672], [723], [737], [821]
738	To deliver a broadcast message, press 1	[738], [739]
739	To deliver a message, press 2	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [798], [739], [728], [725], [223], [236], [746] [738], [739]
740	To deliver now, press only the hash sign	[171], [740], [232]
741	To deliver now, press only the pound sign	[172], [741], [232]
742	To enable call blocking, press 1 To enable call screening, press 2 To enable intercom paging, press 3 To enable beeper access, press 4 To disable all transfer service, press 5	[742]
743	To end recording, hang up To cancel your message, press *, if you have a touchtone phone	[743]
744	To end recording, hang up or press 1 for more features	[744], [789]
745	To end recording, press 1	[745], [789] [745] [572], [745], [789]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
746	To end this call, press *	[804], [812], [746] [804], [812], [822], [760], [746] [807], [746] [798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746] [798], [739], [728], [725], [223], [236], [746]
747	To end, press 2	[669], [747] [667], [747]
748	To enter a new name or mailbox, press *	[662], [238], [805], [748]
749	To enter another extension, press *	[749]
750	To enter another extension, press 2	[781], [750]
751	To enter by name, press the hash sign and 1	[463], [751] [463], [751], [678] [463], [751], [226] [175], [751] [150], [751]
752	To enter by name, press the pound sign and 1	[463], [752] [463], [752], [678] [462], [752] [462], [752], [226] [175], [752] [150], [752]
753	To enter your callback number, press 1	[753], [432]
754	To erase and exit, press *	[819], [663], [755], [674], [754] [819], [661], [755], [754]
755	To erase and try again, press 3	[819], [663], [755], [674], [754] [819], [661], [755], [754] [819], [663], [755]
756	To erase this message, press 3	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
757	To erase this prompt and use system prompt, press 2	[801], [757], [850] [801], [757], [851]
758	To erase this question, press 1	[758], [841], [842], [774]
759	To erase, press 3	[722], [663], [759]
760	To fast forward, press 6	[804], [812], [822], [760], [746] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]
761	To forward all calls, press 1	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
762	To forward busy calls, press 2	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
763	To forward busy or no answer calls, press 4	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
764	To forward no answer calls, press 3	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
765	To forward to a CO line, press 5	[761], [762], [764], [763], [765], [681]
766	To forward to the other number, press 3	[766]
767	To forward to your telephone number 1, press 1	[767]
768	To forward to your telephone number 2, press 2	[768]
769	To generate disk usage report, press 1 To clear disk usage counts, press 2	[769]
770	To generate fax call report, press 1 To clear fax call counts, press 2	[770]
771	To generate mailbox usage report, press 1 To clear mailbox usage counts, press 2	[771]
772	To generate port usage report, press 1 To clear port usage counts, press 2	[772]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
773	To generate system service report, press 1 For disk usage report management, press 2 For port usage report management, press 3 For mailbox usage report management, press 4 To generate mailbox parameter report, press 5 To generate call account report, press 6 To generate class of service parameter report, press 7 To generate fax call report, press 8	[773]
774	To go directly to a question, press 4	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
775	To hold this call, press 2	[293], [798], [775] [293], [798], [775], [301]
776	To initialize internal modem, press 6	[837], [827], [834], [692], [689], [776]
777	To insert a beeper display command, press 8	[722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779], [777]
778	To insert a pause, press 5	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
779	To insert a wait for dial tone, press 7	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
780	To keep, press 2	[735], [780] [734], [780]
781	To leave a message, press 1	[781] [781], [750]
782	To let the caller select prompt language, press 4	[853], [854], [855], [782], [665]
783	To make this message private, press 1	[783], [432]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
784	To message scan, press 8	[804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]
785	To modify message, press 5	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]
786	To modify the user prompt, press 6	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
787	To notify your party's beeper, press 4	[787]
788	To page your party, press 3	[788]
789	To pause and restart recording, press 2	[745], [789] [744], [789] [789] [572], [745], [789]
790	To play the entire message, press 3	[810], [793], [790]
791	To play the message, press 1 To check the previous message, press 1 twice To check the next message, press 2	[791]
792	To play the next caller ID number, press 2	[735], [792]
793	To play the next message, press 2	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [810], [793], [790] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784] [811], [793] [793]
794	To play the next schedule, press 2	[815], [794], [806], [796] [794], [806], [796]
795	To play the next, press 2	[735], [795]
796	To play the previous schedule, press 4	[815], [794], [806], [796] [794], [806], [796]
797	To reach the covering extension, press 2	[797]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
798	To receive the message, press 1	[293], [798], [775] [293], [798], [775], [301] [798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [798], [739], [728], [725], [223], [236], [746]
799	To record a message for external delivery, press 1 To check external delivery message status, press 2 To set up mailing list, press 3	[799]
800	To record a message, press 1 To add new mailbox number, press 2 To review the mailing list, press 3	[800]
801	To record a new prompt, press 1	[801], [757], [850] [801], [757], [851]
802	To record the question, press 1 To set the answer length, press 2 To erase the question, press 3	[802]
803	To record, press 1 To erase, press 2	[803]
804	To repeat this message, press 1	[804], [812], [746] [804], [812], [822], [760], [746] [804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]
805	To repeat this name, press 3	[662], [238], [805], [748]
806	To repeat this schedule, press 3	[815], [794], [806], [796] [794], [806], [796]
807	To repeat, press 1	[807], [746] [807], [432]
808	To repeat, press 3	[722], [663], [808]
809	To replay the previous message information, press 1 To play the next message's information, press 2 To play the message, press 3	[809]
810	To replay the previous message, press 1	[810], [793], [790]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
811	To replay the previous message, press 1 twice	[804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784] [811], [793] [811]
812	To reply, press 2	[804], [812], [746] [804], [812], [822], [760], [746]
813	To reply, press 4	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784]
814	To report all mailbox usage, press 2	[844], [814]
815	To reschedule, press 1	[815], [794], [806], [796]
816	To retrieve the call, press 2	[816]
817	To review the mailing list, press 4	[848], [670], [817] [848], [847], [670], [817]
818	To review this group, press 4	[690], [666], [732], [818]
819	To review, press 1	[819], [663], [755], [674], [754] [819], [661], [755], [754] [819], [663], [755]
820	To review, press 3	[671], [733], [820] [712], [663], [820] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [672], [736], [820] [672], [736], [820], [664]
821	To review, press 4	[672], [723], [737], [821]
822	To rewind, press 5	[804], [812], [822], [760], [746] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
823	To select caller select mode, press 1 To select without message mode, press 2 To select before message recording mode, press 3 To select after message recording mode, press 4 To disable all entry modes, press 5 To accept, press 6	[823]
824	To send to 1 recipient, press 1 To send by mailing list, press 2	[824]
825	To set Automatic mode, press 1 To set Manual Day mode, press 2 To set Manual Night mode, press 3 To set Manual Lunch mode, press 4 To set Manual Break mode, press 5 To set PBX Control mode, press 6	[825]
826	To set call transfer status, press 1 To set up covering extension, press 2 To set message reception mode, press 3 To set incomplete handling status, press 4	[826]
827	To set class of service, press 2	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
828	To set delivery time or make this message private, press 1	[828], [663]
829	To set delivery time, press 1 For immediate delivery, press 2	[829]
830	To set dial mode, press 6	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777]
831	To set leaving a message status, press 1 To set covering extension transfer status, press 2 To set intercom paging status, press 3 To set beeper access status, press 4 To set operator transfer status, press 5 To set returning to top menu automated attendant service status, press 6	[831]
832	To set station call forwarding, press 4	[832]

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Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
833	To set station call forwarding, press 6	[845], [838], [728], [835], [785], [833], [746]
834	To set the clock, press 3	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
835	To set the clock, press 4	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]
836	To set the group distribution lists, press 4	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
837	To set up mailbox, press 1	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
838	To set up message waiting notification, press 2	[838] [845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [832], [746]
839	To skip setting the password, press the hash sign	[138], [839] [176], [839]
840	To skip setting the password, press the pound sign	[138], [840] [177], [840]
841	To skip to the next question, press 2	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
842	To skip to the previous question, press 3	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
843	To skip, press 2	[722], [843] [722], [843], [850] [722], [843], [851]
844	To specify the mailbox range, press 1	[844], [814] [844], [726]
845	To transfer General Delivery Mailbox messages, press 1	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
846	To transfer this message, press 7	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]
847	To transfer with comment, press 2	[848], [847], [670], [817]
848	To transfer, press 1	[848], [670], [817] [848], [847], [670], [817]
849	To try again, press ✕	[679], [720], [849] [556], [849]
850	To turn off the prompt, press 3	[801], [757], [850] [722], [843], [850]
851	To turn on the prompt, press 3	[801], [757], [851] [722], [843], [851]
852	To use for scheduling, press 1 To use continuously, press 2 To use not at all, press 3	[852]
853	To use the system prompt, press 1	[853], [854], [855], [664] [853], [854], [855], [782], [665]
854	To use user 1 prompt, press 2	[853], [854], [855], [664] [853], [854], [855], [782], [665]
855	To use user 2 prompt, press 3	[853], [854], [855], [664] [853], [854], [855], [782], [665]
856	TONE DIALING MODE	[856]
857	Total message time available per mailbox is (time)	[857], [374]
858	Total message time available per mailbox is unlimited	[858]
859	Transferred (number)	[859], [660]
860	Transferred 1 time	[860]
861	Trunk group number is (number)	[861]
862	TUESDAY	[862]
863	TWELFTH	[863]
864	TWELVE	[864]
865	TWELVE [HOUR]	[865]
866	TWELVE [MINUTE]	[866]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
867	TWENTY	[867]
868	TWENTY [HOUR]	[868]
869	TWENTY [MINUTE]	[869]
870	TWENTY EIGHT	[870]
871	TWENTY EIGHT [MINUTE]	[871]
872	TWENTY EIGHTH	[872]
873	TWENTY FIFTH	[873]
874	TWENTY FIRST	[874]
875	TWENTY FIVE	[875]
876	TWENTY FIVE [MINUTE]	[876]
877	TWENTY FOUR	[877]
878	TWENTY FOUR [HOUR]	[878]
879	TWENTY FOUR [MINUTE]	[879]
880	TWENTY FOURTH	[880]
881	TWENTY NINE	[881]
882	TWENTY NINE [MINUTE]	[882]
883	TWENTY NINTH	[883]
884	TWENTY ONE	[884]
885	TWENTY ONE [HOUR]	[885]
886	TWENTY ONE [MINUTE]	[886]
887	TWENTY SECOND	[887]
888	TWENTY SEVEN	[888]
889	TWENTY SEVEN [MINUTE]	[889]
890	TWENTY SEVENTH	[890]
891	TWENTY SIX	[891]
892	TWENTY SIX [MINUTE]	[892]
893	TWENTY SIXTH	[893]
894	TWENTY THIRD	[894]
895	TWENTY THREE	[895]
896	TWENTY THREE [HOUR]	[896]
897	TWENTY THREE [MINUTE]	[897]
898	TWENTY TWO	[898]
899	TWENTY TWO [HOUR]	[899]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
900	TWENTY TWO [MINUTE]	[900]
901	TWENTIETH	[901]
902	TWO	[902]
903	TWO [HOUR]	[903]
904	TWO THOUSAND	[904]
905	unsuccessful attempts to enter this mailbox	[604], [905]
906	Use call waiting on busy signal disabled	[906]
907	Use call waiting on busy signal enabled	[907]
908	Use the hash sign key as a wild card character	[157], [908]
909	Use the pound sign key as a wild card character	[157], [909]
910	Verification deleted	[910]
911	was erased	[181], [911], [26]
912	was sent on (date)	[346], [912], [19]
913	WEDNESDAY	[913]
914	Welcome to the general delivery mailbox	[914]
915	Welcome to the Voice Processing System	[275], [915] [273], [915] [274], [915] [915]
916	When you are finished, hang up, or stay on the line to confirm or change your number	[461], [918], [99], [916]
917	You can add up to (number)	[917], [377] [917], [376]
918	You can enter up to (number)	[151], [918], [99] [461], [918], [99] [461], [918], [99], [916] [139], [918], [99] [168], [918], [99]
919	You can not add any more digits	[919]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
920	You have (number)	[920], [382] [920], [372] [920], [188]
921	You have a call	[921]
922	You have a call from (name)	[922]
923	You have 1 FAX message	[923]
924	You have 1 message	[924]
925	You have 1 new message	[925]
926	Your extension is call forwarded all calls to extension (extension)	[926]
927	Your extension is call forwarded busy calls to extension (extension)	[927]
928	Your extension is call forwarded busy or no answer calls to extension (extension)	[928]
929	Your extension is call forwarded no answer calls to extension (extension)	[929]
930	Your extension is call forwarded to telephone number (telephone number)	[930]
931	ZERO	[931]
932	Caller ID Callback is enabled	[932]
933	Caller ID Callback is disabled	[933]
934	Toll Saver is disabled	[934]
935	Toll Saver for DID	[935]
936	Toll Saver for Caller ID	[936]
937	To disable Toll Saver, press 1 For DID, press 2 For Caller ID, press 3 To accept, press 4	[937]
938	To change the Number for Toll Saver, press 7	[709], [708], [706], [836], [698], [691], [938], [939]
939	To change the personal custom service, press 8	[709], [708], [706], [836], [698], [691], [938], [939]
940	To change Caller ID Number 1, press 1 To change Caller ID Number 2, press 2	[940]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
941	Caller ID Number 1 is not assigned	[941]
942	Caller ID Number 2 is not assigned	[942]
943	Caller ID Number 1 is (number)	[943]
944	Caller ID Number 2 is (number)	[944]
945	DID Number is not assigned	[945]
946	DID Number is (number)	[946]
947	Enter the number for Toll Saver	[947], [918], [99]
948	This number is already assigned	[948]
949	Number deleted	[949]
950	To change the key assignment, press 1 To review current setting, press 2	[950]
951	To enter the key number you want to change from 3 to 9 If you want to change No DTMF Input operation, press 1	[951]
952	Key (number)	[952], [953] [952], [954] [952], [955] [952], [956] [952], [957] [952], [958] [952], [968]
953	is not assigned	[952], [953]
954	is transfer to mailbox (mailbox number)	[952], [954]
955	is transfer to extension (extension number)	[952], [955]
956	is Custom Service number (number)	[952], [956]
957	is Voice Mail Service	[952], [957]
958	is Call Transfer Service	[952], [958]
959	Enter the custom service number 1 through 100	[959]
960	No DTMF Input operation is Message Recording	[960]
961	No DTMF Input operation is Disconnect	[961]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
962	To assign transfer to mailbox, press 1	[962], [963], [964], [965], [966], [967] [962], [963], [965], [966], [967]
963	To assign transfer to extension, press 2	[962], [963], [964], [965], [966], [967] [962], [963], [965], [966], [967]
964	To assign transfer to outside telephone, press 3	[962], [963], [964], [965], [966], [967]
965	To assign custom service, press 4	[962], [963], [964], [965], [966], [967] [962], [963], [965], [966], [967]
966	To assign voice mail service, press 5	[962], [963], [964], [965], [966], [967] [962], [963], [965], [966], [967]
967	To assign call transfer service, press 6	[962], [963], [964], [965], [966], [967] [962], [963], [965], [966], [967]
968	is transfer to outside telephone number (telephone number)	[952], [968]
969	You cannot assign more than two outside transfer	[969]
970	Key assignment is cancelled	[970]
971	To cancel, press 3	[722], [663], [971]
972	Subscriber Tutorial enabled	[972]
973	Subscriber Tutorial disabled	[973]
974	To save this message as new, press 9	[804], [811], [793], [756], [822], [760], [846], [784], [974] [804], [811], [793], [756], [813], [822], [760], [846], [784], [974]
975	To change Port or Trunk setting, press 5	[837], [827], [834], [692], [975] [837], [827], [834], [692], [975], [776]
976	To set up mailbox, press 1 To set class of service, press 2 To set the clock, press 3 To change service mode setting, press 4 To change Port or Trunk setting, press 5	[976]
977	To change Company Greeting setting, press 1 To change Incoming Call Service setting, press 2	[977]
978	Current Incoming Call Service is Voice Mail Service	[978]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
979	Current Incoming Call Service is Automated Attendant Service	[979]
980	Current Incoming Call Service is Custom Service number (number)	[980]
981	Current Incoming Call Service is Interview Mailbox (mailbox number)	[981]
982	Current Incoming Call Service is disabled	[982]
983	To set Voice Mail Service, press 1 To set Automated Attendant Service, press 2 To set Custom Service, press 3 To set Interview Service, press 4 To disable, press 5	[983]
984	To set Voice Mail Service, press 1 To set Automated Attendant Service, press 2 To set Custom Service, press 3 To set Interview Service, press 4	[984]
985	Envelope Information Position is Before	[985]
986	Envelope Information Position is After	[986]
987	Envelope Information Position is disabled	[987]
988	To set "Before", press 1 To set "After", press 2 To disable, press 3 To accept, press 4	[988]
989	Time and Date Stamp Position is Before	[989]
990	Time and Date Stamp Position is After	[990]
991	Time and Date Stamp Position is disabled	[991]
992	To enable call blocking, press 1 To enable call screening, press 2 To enable intercom paging, press 3 To enable beeper access, press 4 To enable transfer to mailbox, press 5 To disable all transfer service, press 6	[992]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
993	Transfer to mailbox enabled	[993]
994	To generate system service report, press 1 For disk usage report management, press 2 For port usage report management, press 3 For mailbox usage report management, press 4 To generate mailbox parameter report, press 5 For call account report management, press 6 To generate class of service parameter report, press 7 To generate fax call report, press 8	[994]
995	To generate call account report, press 1 To clear call account report, press 2	[995]
996	Report cleared	[996]
997	Now, trying to reach next operator	[997]
998	New message retention time is unlimited	[998]
999	You cannot access this Service	[999]
1000	Call Transfer to Outside is enabled	[1000]
1001	Call Transfer to Outside is disabled	[1001]
1002	To set call transfer status, press 1 To set up covering extension, press 2 To set message reception mode, press 3 To set incomplete handling status, press 4 To set telephone number for transfer, press 5	[1002]
1003	System Manager	[1003]
1004	Call Forwarding Cancel is not accepted Please check the destination number	[1004]
1005	To forward to some other number, press 3	[1005]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
1006	To confirm your settings, press 1 To enter subscriber's service, press 2 To end this call, press *	[1006]
1007	Welcome to the Panasonic Voice Mail System This is the Subscriber Tutorial service In this service, you can set your password, record your name and record your personal greetings before you use this system You can hear a Help message before each setup	[1007]
1008	You can set your password to a maximum of 10 digits When you access your subscriber service the system asks you to enter your password We recommend you change your password frequently for good security	[1008]
1009	Please record your name It is used in the following way If you deliver your message to another mailbox owner by using message delivery feature, the message receiver will hear your message with your name when he receives the message	[1009]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
1010	<p>When any caller leaves a message for your mailbox, your Personal Greeting is played before the recording</p> <p>There are three kinds of Personal Greetings</p> <p>A No Answer Greeting is played when you cannot answer a call</p> <p>A Busy Greeting is played when you are on another call</p> <p>An After Hours Greeting is played when you are gone for the day</p> <p>Please record these personal greetings based on following system greeting</p> <p>If you do not record a Personal Greeting, the system plays the following pre-recorded system greeting</p> <p>Please leave a message at the tone</p> <p>To end recording, hang up or press 1 for more features</p> <p>To pause and restart recording, press 2</p> <p>Refer to the system greeting, but record your Personal Greeting as you like</p>	[1010]

[Linked Prompts List]

Subscriber Service

Table D-5

[920]	You have (number)	[604]	There were (number of failure)
[380]	new message	[905]	unsuccessful attempts to enter this mailbox

Receive Message

Table D-6

[359] Message recorded by (mailbox number)	[367] Message transferred via (mailbox number)
[15] and transferred via (mailbox number)	[14] and (mailbox number)
[14] and (mailbox number)	
[360] Message recorded on (date)	[920] You have (number)
[19] at (time)	[372] Messages

Message Scan

Table D-7

[346] Message from (name)	
[912] was sent on (date)	
[19] at (time)	

Message Delivery

Table D-8

[654] This message will be delivered on (day)	
[19] at (time)	

Personal Group Distribution List

Table D-9

[917] You can add up to (number)	
[377] more members	

Check Mailbox Distribution

Table D-10

[345] Message for (name)	[365] Message sent on (date)
[483] received on (date)	[19] at (time)
[19] at (time)	[220] for (mailbox number)
[220] for (mailbox number)	[283] has been erased, because message retention time expired
[284] has not been received	

External Message Delivery

Table D-11

[182]	External delivery message scheduled for (name)	[652]	This message is from (name)
[420]	on (date)	[418]	of (company name)
[19]	at (time)	[181]	External delivery message for (name)
[185]	External delivery message will be sent to (name)	[911]	was erased
[500]	right away	[26]	because message retention time expired
[366]	Message to (name)	[297]	I'll redial (number)
[33]	being delivered now	[379]	more times

Message Waiting Notification

Table D-12

[461]	Please enter your callback number	[461]	Please enter your callback number
[918]	You can enter up to (number)	[918]	You can enter up to (number)
[99]	digits	[99]	digits
		[916]	When you are finished hang up, stay on the line to confirm or change your number
[635]	This call is for (name)		
[271]	from (name)		

Interview Mailbox Management

Table D-13

[16]	Answer length is (number)		
[507]	seconds		

Fax Management

Table D-14

[920]	You have (number)	[859]	Transferred (number)
[188]	FAX messages	[660]	times

Alternate Extension Group

Transfers the call coming into the extensions in this group following the sequence specified by "Alternate Extension Transfer Sequence".

Auto Configuration

(Available with DPT Integration only.) The VPS can automatically draw information from the KX-TD500, the KX-TD816, the KX-TD1232, the KX-TA1232, the KX-TD308, or the KX-TDA/KX-TAW series. This information includes, among other things, extension number assignments for each VPS port. This saves time in the initial setup. Auto Configuration can be executed by DIP/Rotary Switch settings or by System Administration (Quick Setup).

Auto Forwarding

Allows unretrieved messages to be copied or moved to another mailbox.

Automated Attendant

The Automated Attendant feature of the VPS requests the caller to enter an extension number and then the VPS dials the number. If there is no answer or the line is busy, the caller is given some options, including the option to leave a message in a mailbox. This is the advantage of calling an extension indirectly through the Automated Attendant rather than calling it directly.

Call Blocking

Connects the caller to the Incomplete Call Handling Service without ringing the subscriber's extension.

Call Screening

Allows subscribers to screen calls. The VPS prompts the caller with the message "Record your name at the tone", and records the caller's name; it then puts the caller on hold while playing the name to the subscriber who decides whether to take the call or not.

Call Transfer

Transfers a call to the requested destination.

Called Party ID

(Sometimes referred to as Follow-On ID) Allows the PBX to dial extra digits to bring the caller directly to a specified mailbox, rather than to the General Delivery Mailbox.

Caller ID Callback

Enables a subscriber to call back a message sender with the Caller ID number attached to the message.

Caller ID Call Routing

(Available with DPT Integration only.) The VPS automatically sends calls from pre-assigned Caller ID numbers to the specified extension, mailbox (including System Group Distribution List) or Custom Service.

Caller Name Announcement (System/Personal)

(Available with DPT Integration only.) The VPS announces prerecorded Caller ID callers' names when: (1) extension users listen to messages from pre-assigned numbers left in the users' mailboxes, (2) the VPS transfers calls from pre-assigned numbers to the users (Caller ID Screening), and (3) the VPS pages the users by intercom (Intercom Paging).

If the same Caller ID number is programmed for both system and personal caller name announcements, the VPS will use the personal caller name.

Company Greeting

Up to 32 Company Greetings can be recorded to greet callers. One (or System Greeting or none) can be selected for each Day, Night, Lunch, Break, and Holiday service on a port basis and trunk (CO line) basis.

Company Name

This is played by the VPS to the intended receiver of an External Delivery Message when he is unable to enter correctly the password (if required). This helps him to realize where the call came from.

Covering Extension

This can be a destination for Incomplete Call Handling Service. This can also be accessed by pressing [0] while a Personal Greeting is being played, or while a caller is leaving a message.

Custom Service Setting

Allows one-touch access to extensions, other custom service menus, fax machine, mailboxes, etc. A greeting can be recorded for each of the 100 menus to give verbal directions to the non-subscribers.

Default Setting

A parameter defined for the system at the factory which can be changed through system programming by the System Administrator or the System Manager.

Delayed Ringing

There are 2 kinds of delayed ringing applications:

- (1) The VPS is used as the no-answer destination for the Intercept Routing feature of your PBX.
- (2) DIL 1:N (CO line to several extensions) terminates on telephones and VPS ports. To give the telephone users a chance to answer calls, the VPS lines should be programmed for delayed ringing. Otherwise, the VPS will answer the calls immediately.

Delete Message Confirmation

The VPS requests confirmation from the mailbox owner before erasing a message left in the mailbox.

Delivery Time

The time specified by the subscriber for the VPS to deliver a prerecorded message. You can specify delivery time in External Delivery Message or when delivering a message to other subscribers (Subscriber's Guide Section 3.1)

Department Dialing

A speed-dialing feature that permits an outside caller to dial a single digit (1-9) to reach a specific extension.

DID Call Routing

(Available with DPT Integration only on the KX-TD816 [P311Q or higher], KX-TD1232 [P211Q or higher], and the KX-TD500 [V4M or higher].) The VPS automatically sends calls from pre-assigned DID numbers to the specified extension, mailbox (including System Group Distribution List) or Custom Service.

Direct Mailbox Access

(Available with DPT Integration only.) A subscriber can enter his mailbox directly when he calls the VPS from his extension. He does not have to enter any special codes except for his password, if one is established.

DPT Integration

Digital integration between the VPS and the KX-TD500, the KX-TD816, the KX-TD1232, the KX-TA1232, the KX-TD308, or the KX-TDA/KX-TAW series. Requires upgraded software in the PBX.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of the features available only with DPT Integration. For more information, call National Parts Center at 1-800-833-9626.

DTMF

(Dual Tone Multi Frequency) Commonly referred to as touchtone.

Envelope Information Position

Specifies the position of Envelope Information—the name of the person who recorded/transferred a message, or Caller ID Number information.

- (1) Before: The VPS announces Envelope Information before playing the recorded/transferred message.
- (2) After: The VPS announces Envelope Information after playing the recorded message.
- (3) None: The VPS does not announce Envelope Information.

External Call Forwarding

(Available on the KX-TD500, the KX-TD816, the KX-TD1232, the KX-TA1232, the KX-TD308, and the KX-TDA/KX-TAW series.) Forwards calls to an extension that has call forwarding activated to an outside phone.

External Delivery Message

A message intended for automatic delivery to outside parties and/or extensions. The message can be delivered immediately or at a specified time.

External Message Delivery List

Allows the subscriber to create 2 lists to deliver messages to outside parties. Each list can have 8 destinations.

External Message Delivery Redial

Allows the System Administrator to instruct the VPS when making external message deliveries how many attempts to make when the line is busy or when there is no answer.

Fast Forward

Puts the user 4 s ahead in the current message.

Follow-On ID

See Called Party ID.

General Delivery Mailbox

When the caller does not dial anything (either because he does not want to or he is using a rotary telephone), the VPS sends him to the General Delivery Mailbox. Periodically (daily is best), the Message Manager should transfer the contents of the General Delivery Mailbox to the appropriate destinations.

Hash Sign

Same as Pound Sign.

HELP

One of the utility commands that is used to list all utility commands with a brief description of each.

Immediate Reply

Allows the message receiver to reply to a message without specifying the extension number or the mailbox number of the sender.

Inband Signaling

The Follow-On ID (or Called Party ID) that integrates the VPS and the PBX. Uses intercom paths to light message wait light. Does not give "high end" features such as: Intercom Paging, Direct Mailbox Access, Live Call Screening, etc.

Incomplete Call Handling Service

Calls are considered incomplete when there is no answer or if the line is busy.

There are 6 options for the Incomplete Call Handling Service:

- (1) to record a message from the caller,
- (2) transfer the caller to a covering extension,
- (3) page the mailbox owner via the PBX,
- (4) notify the mailbox owner via beeper,
- (5) transfer the caller to the operator, or
- (6) let the caller try another extension.

Integration

Required between the VPS and the PBX. See Inband Signaling and DPT Integration.

Intercept Routing No Answer

Transfers an unanswered call to another extension or to the VPS.
(This is a PBX feature.)

Intercom Paging

(Available with DPT Integration only.) Although Intercom Paging is generally paging through telephones ("internal paging"), paging through external speakers ("external paging") is also supported. Intercom Paging allows up to 16 different paging groups. An outside party can reach a subscriber who is away from his telephone using one of the paging groups that is assigned for the subscriber. (A paging group can be either internal or external.) For a Caller ID caller, if his name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

Interview Service

A special type of subscriber mailbox that enables the subscriber to record up to 10 questions. After the answers are recorded, the Message Waiting Lamp turns on at the subscriber's telephone. (Good for claims departments, order desks, job applications, etc.)

Keypad

All touchtone keys on the telephone.

LCD

Liquid crystal display

Live Call Screening

(Available with DPT Integration only.) The proprietary telephone works like an answering machine. The subscriber can hear the caller through the speakerphone or the handset while the message is being recorded.

LOAD

One of the utility commands that is used to load new or saved data to the VPS from a personal computer.

Logical Extension (All Calls Transfer to Mailbox)

An extension that always receives calls directly into its mailbox. This feature is used by subscribers who are often unavailable or who do not have a telephone.

Mailbox Capacity (messages)

The number of messages that can be recorded in a subscriber's mailbox: should be set between 5 and 100 messages by the System Administrator or the System Manager.

Mailbox Capacity (recording time)

The total length of time for messages in a subscriber's mailbox: should be set between 5 and 100 min or unlimited length by the System Administrator or the System Manager.

Mailbox Extension

Normally the same number as the telephone extension number.

Mailbox Management

Allows a subscriber to alter the setting for personal mailboxes.

Menu

A list of choices from which the user can select by using the telephone keypad or the keys from a personal computer.

Message Manager

(Mailbox 98, 998, 9998, or 99998) The person who takes care of the General Delivery Mailbox and records: the Company Greetings, Company Name, Department Dialing Menu, Custom Service Menus, Voice Labels, User Prompts (User 1/User 2), Multilingual Selection Menu, and System Caller Names.

Message Retention Time

New Message Retention Time—the length of time the VPS will store a new (unplayed) message before deleting the message.

Saved Message Retention Time—the length of time the VPS will store an old (played) message before deleting the message.

Message Retrieval Order

The order in which the subscriber retrieves messages: Last In First Out (LIFO) or First In First Out (FIFO).

Message Transfer

Allows a subscriber to reroute a message to another mailbox unless the message was marked "private". Additional comments can be added to this message.

Message Waiting Lamp

Light on proprietary telephones that lights when there are messages in the mailbox.

Message Waiting Notification

The VPS can notify subscribers and the Message Manager when they have received messages (if authorized by the System Administrator or the System Manager). There are 3 notification methods: (1) by the Message Waiting Lamp, (2) by a telephone, or (3) by a beeper.

Multilingual Selection Menu

The Message Manager is responsible for recording this menu. Allows callers to choose the language they want (System, User 1 or User 2 prompts) when they call the VPS.

Non-Subscriber

A caller to the VPS who does not own a mailbox.

Notification Method

(See Message Waiting Notification.)

One-Touch Two-Way Transfer (One-Touch TWT)

(Available with DPT Integration only on the KX-TDA/KX-TAW series.) Allows a subscriber to record a conversation into another person's mailbox with one touch.

Operator

Up to three destinations can be assigned as operators. This is the extension that receives calls when the calling party is on a rotary phone or dials [0].

Owner's Name

After a subscriber records his name, the VPS announces his name during transfers, Intercom Paging, and confirmation of Dialing by Name.

Independent of this recording is registration of name by System Administrator. This allows callers to dial parties by name (Dialing by Name) rather than by number. For example, a caller can dial "S-M-I-T" (Smith) rather than Smith's mailbox number, which can be hard to remember.

Password

A combination of numbers selected by the subscriber to protect access to his mailbox. If forgotten, the System Administrator or System Manager can clear it so that the subscriber can select a new password.

Personal Custom Service

Allows a subscriber to set the following Custom Services in his personal greeting (Personal Custom Service):

- (1) Transfer to Mailbox
- (2) Transfer to Extension
- (3) Transfer to Outside
- (4) Custom Service
- (5) VM Service (Voice Mail Service)
- (6) AA Service (Call Transfer Service)

A caller can select a desired service from those above while listening to the personal greeting or recording a message.

Personal Greetings

A subscriber can record messages to greet callers. There are 3 kinds of Personal Greetings:

- (1) No Answer Greeting
- (2) Busy Signal Greeting
- (3) After Hours Greeting

Personal Greeting for Caller ID

(Available with DPT Integration only.) A subscriber can record up to 4 personal greeting messages for calls from pre-assigned Caller ID numbers. Each greeting supports up to 8 Caller ID numbers.

Personal Group Distribution List

A subscriber can maintain up to 4 distribution lists, each containing a maximum of 20 mailboxes. Using this list, he can send the same message to all members of a specific distribution list at once.

Port

The point of connection between the PBX and the VPS.

Pound Sign

The [#] key on the telephone keypad.

Private Message

A message recorded as a private message cannot be forwarded. You can specify privacy when delivering a message to other subscribers (Subscriber's Guide Section 3.1).

Prompt

Prerecorded VPS sentences that guide subscribers and non-subscribers through specific VPS functions. The VPS supports 3 prompts: (1) System prompts (prerecorded at the factory in English), (2) User 1 prompts*, and (3) User 2 prompts*.

Prompts are numbered; the Message Manager can turn off and on the prompts individually.

* freely recorded by the Message Manager

Remote Call Forwarding Set

(Available with DPT Integration only.) A subscriber and the Message Manager can program his extension from a remote location to forward various types of calls to a desired extension or an outside telephone. There are 6 forwarding settings available:

- (1) Forward All Calls
- (2) Forward Busy Calls
- (3) Forward No Answer Calls
- (4) Forward Busy or No Answer Calls
- (5) Forward to a CO Line
- (6) Forward Cancel.

See Remote Call Forward to CO.

Remote Call Forward to CO

(Available with DPT Integration only.) Allows the System Administrator to program Telephone number 1 and Telephone number 2 as the destination to which the callers are forwarded when the Remote Call Forwarding is set to an outside (CO) line. This feature must be enabled in the COS (Class of Service) setting to be utilized. See Remote Call Forwarding Set.

Review

Plays back a message.

Rewind

Replays the last 4 s of a message.

Rotary Telephone

A telephone capable of pulse dial only. Callers using a rotary telephone will be automatically forwarded to the operator or the General Delivery Mailbox.

SAVE

One of the utility commands that is used to save VPS data to a personal computer.

Scanning Messages

Allows the subscriber to listen to only the first 4 s of each message. Another method is to press [2] while listening to a message; this instructs the VPS to skip to the next message.

Service Mode

The System Administrator or the System Manager can change the call handling method programmed for each Time Group 1-8.

Station Programming

Programming via the proprietary telephone.

Subscriber

A person who has an assigned mailbox.

Subscriber Tutorial

When a subscriber accesses his mailbox for the first time, he will be guided to set up these items simply by following Help messages:

- (1) Password
- (2) Owner's Name
- (3) Personal Greetings (No Answer Greeting/Busy Greeting/After Hours Greeting)

System Administration

System programming can be performed via 2 ways: (1) Locally (personal computer connected directly to the RS-232C port of the VPS), or (2) remotely (personal computer connected via the telephone network and the internal modem card [KX-TVS325 only] of the VPS).

Note: Local programming and remote programming are mutually exclusive.

System Administrator

Unlike the Message Manager and the System Manager, who use a telephone to perform their duties, the System Administrator uses a personal computer to program the VPS. The System Administrator's handbook is the Installation Manual.

System External Message Delivery Duration Time

The maximum time allowed for an external message that is to be delivered by the VPS, specified by the System Administrator.

System Group Distribution List

The VPS can maintain up to 20 distribution lists, each containing a maximum of 20 mailboxes. Each list is referenced by a System Group Distribution List number and is assigned via system administration. A recording into a System Group Distribution List number will go into the mailboxes of all group members.

System Manager

(Mailbox 99, 999, 9999, or 99999) The person who can perform very basic and limited system programming using a telephone. He can create/delete mailboxes, clear subscriber passwords when they are forgotten, set Class of Service parameters, set the System Clock, and generate System Reports.

System Report

The System Administrator or System Manager can generate 8 System Reports to monitor the VPS operating status as required.

System Security

By default, the System/Message Managers cannot access the VPS from their telephones until the System Administrator enables the relevant settings and sets a password for access. The System/Message Managers always need to enter this password to access the VPS. The System Administrator can also choose to set a default password for subscribers' mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

TIME

One of the utility commands that is used to confirm or set the time and date of the VPS.

Time and Date Stamp Position

Specifies the position of Time and Date Stamp.

- (1) Before: The VPS announces Time and Date Stamp before playing the recorded/transferred message.
- (2) After: The VPS announces Time and Date Stamp after playing the recorded message.
- (3) None: The VPS does not announce Time and Date Stamp.

Time Group

A time frame in which Day, Night, Lunch or Break time period can be programmed. It is possible to assign up to 8 different Time Groups.

Time Synchronization

(Available with DPT Integration only.) When the PBX sets a new date and time or when DPT Integration is established, the data is sent from the PBX to the VPS.

Toll Saver

Is a cost-saving feature that allows a subscriber to check his mailbox from a pre-assigned DID/ Caller ID number without necessarily making the VPS answer the call. Without Toll Saver, the VPS will always answer the call and therefore he will incur toll charges. With Toll Saver, the VPS can let him know that there are no new messages without answering his call.

Two-Way Recording

(Available with DPT Integration only.) Allows a subscriber to record a conversation into his mailbox.

Two-Way Transfer

(Available with DPT Integration only.) Allows a subscriber to record a conversation into another person's mailbox.

Unlimited Message Length

Permits a mailbox owner to record two-way conversations of unlimited length into his or another person's mailbox (Two-Way Recording or Two-Way Transfer). The maximum recording time for other messages will automatically be set to 6 min.

Voice Mail

A general term used for messages recorded over the phone from one person to another.

Voice Prompt

Recorded VPS instructions to callers. These are either system prompts or user prompts.

VPS

Voice Processing System (e.g., Panasonic KX-TVS125, KX-TVS225, and KX-TVS325).

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