

VOICE PRO

VP206, VP408, VP412

Quick Start Guide



VP206

ALL IN ONE VOICE MAIL AND PHONE SYSTEM FOR SMALL OFFICE AND Home OFFICE

1. Remove contents from box.

Check for the following:

- Voice Pro system
- Power supply (wall mounted transformer that plugs into AC outlet)
- Documentation package
- Two double-ended, 7-foot line cords (6 for VP408 and VP412)
- Two 6-inch line cords for VP206 (four for VP408 and VP412)
- One line splitter that plugs into phone jack (2 for VP408 and VP412)
- One extension splitter that allows a 2-line phone to plug into two extensions on the Voice Pro (2 included for VP408 and VP412)
- One double-ended 3.5mm music cord
- One template to wall mount Voice Pro



1909 N. Glenville Dr. #100 • Richardson, Texas 75081

Tel: 972.671.8100 • Fax: 972.671.9343 • Toll-free: 888.671.8108

www.voicelogicinc.com • Email: janderson@voicelogicinc.com & kseaman@voicelogicinc.com

2.

Powering up the Voice Pro.



- Place the Voice Pro on the desk or (using the wall mount template) mount Voice Pro on the wall.
- Plug power supply into AC outlet. Connect the male connector to the power jack on the rear of the Voice Pro system.
- After connecting the power supply, the red power light should be illuminated, and the green light should flash.

3.

Connecting 1-line telephones to the Voice Pro.



The Voice Pro system supports up to 6 telephone extensions.

Single (one) line telephones plug directly into the desired jack on the Voice Pro.

As many as 6 devices may be connected – corded or cordless phones, fax machines or even credit card machines.

4.

Connecting 2-line telephones to Voice Pro.



If you are connecting a 2-line telephone to the Voice Pro, proceed as follows:

- If your 2-line telephone has 1 jack on the back of the telephone:
 - Connect a line cord to the rear of the telephone.
 - Connect the other end of the line cord to the splitter.

Use the two 6-inch line cords to connect to the splitter then to the desired extensions of the Voice Pro.

b.) If your 2-line telephone has two jacks on the back of the telephone, connect two line cords from the telephone to the desired extension jacks on the Voice Pro.



Connect both line cords from your phone to the line splitters as shown above. Then, using the four 6-inch cords included, connect them from the splitters to the desired extensions on the Voice Pro.

5 Connecting 4-line telephones to the Voice Pro 408 and Voice Pro 412. (If you have a Voice Pro 206, disregard this step.)



(above) Voice Pro 408



(above) Voice Pro 412

6 Connecting telephone lines to the Voice Pro.

The Voice Pro can support two (VP206) or four (VP408 and VP412) incoming telephone lines.

If you are attaching two incoming telephone lines to your Voice Pro, follow one of the next three illustrations, depending upon the configuration of your telephone jacks.



Continued on back.

Continued from
inside spread.



If you have a VP408 or VP412, you can attach up to four incoming lines (twice those shown in these illustrations) to the system.



7. Connecting a music source.



There is a 6-foot cable with 3.5mm headphone jacks at each end for connecting a music source to the Voice Pro.

Connect one end of the cable to the music jack on the Voice Pro and the other end to the music source (radio, CD player, etc.).

8. Programming your Voice Pro.

- 1.) You should have your telephone lines and telephone extensions installed before programming your Voice Pro.
- 2.) From any station, lift the receiver and press the # key. The Automated Voice should be heard, saying, "Welcome to Voice Pro."
- 3.) Enter the 4-digit default password (the default password is 1234), then the # key.
- 4.) Program lines installed (press 2 then # key).
 - a. If one line is installed press 1 then # key.
 - b. If two lines are installed press 1, then, 2 plus # key.
- 5.) Set clock

While still in programming mode, press 19 then # key.

- Enter hour followed by the # key
(Example: 8 or 12).

- Enter two digit minute followed by # key
(Example: 05 or 36).

- Enter 1 for AM or 2 for PM followed by # key.

- 6.) Set date

While still in programming mode, press 20 followed by the # key.

- Enter month followed by # key (one or two digits).

(Examples: Press 3 for March, 11 for November)

- Enter day of the month followed by # key (1-31).

- Enter year followed by # key. (Example: 00 for 2000)

- Enter number for the day of week followed by # key.
(1 for Mon., 2 for Tue., 3 for Wed., 4 for Thur., 5 for Fri., 6 for Sat., 7 for Sun.)

- 7.) Record main greeting (The recording that plays when someone calls, i.e., Auto Attendant.)

While still in programming mode, press 21 followed by the # key. Begin your greeting after the tone.

"Sample Greeting: "Thank you for calling ABC company. If you know your party's extension number you may press it at any time, or press 0 to speak to the Operator, and thanks again for calling!"

When finished recording, press the # key.

- 8.) To exit programming mode press **. Refer to installation manual for further programming options.



VOICE LOGIC

The Logical Choice
in Voice Mail

Voice Pro Installation Programming Manual



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Rev. Jan 00

Introducing Voice Pro

Congratulations on the purchase of your Voice Pro System!

Your **Voice Pro (VP)** System is specifically designed for the Small Office / Home Office (SOHO) customer. Included in your **VP** system are features normally found on a larger and more expensive **PBX** and voice mail system designed for medium to large-size businesses.

Voice Pro uses innovative technology to combine a voice mail system and a digital hybrid telephone switch. This means that you can use **VP** as a stand-alone system or ahead of any existing **PBX** or key telephone system.

Voice Pro's custom-designed features make it a snap to install and use! With the touch of a key, all of the advanced features are literally at your fingertips.

With simple programming, you have access to all of the following:

- call screening,
- pager notification,
- message waiting and retrieval,
- intercom,
- conference,
- auto-attendant,
- and much more!



Important: In order to obtain the full benefits from your **Voice Pro** system, please read through the installation and operating instructions, and keep them handy for future reference.



Note: If you need additional copies of this manual, please contact your Voice Logic representative. Additional copies are available for a nominal fee.

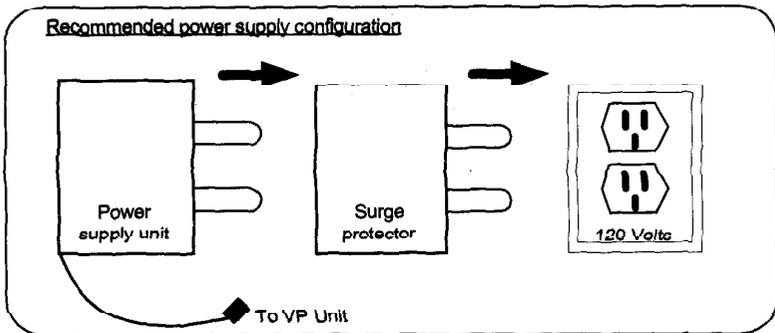
Preparing for Installation

Before installing your **VP** system, it is important to have all of the necessary tools and equipment on hand. You will need the following for the basic use of your system:

- **VP System**
- **Telephones** (Fax machines and computers can also be installed)
- **Power Supply**

■ Power supply

A 120VAC Power Adapter module is provided as standard equipment. It is strongly advised that you install a surge protector at the dedicated outlet for the **VP** unit. This will protect the system from a sudden increase in voltage (for example, during a thunderstorm).



■ Telephone company lines

The VP systems are equipped to handle one to four outside lines.

■ Telephone extensions

- The VP206 series supports up to six extensions (10 – 15).
- The VP408 series supports up to eight extensions (10 – 17).
- The VP412 series supports up to twelve extensions (10 – 21).
- All VP systems are designed to interface with most off-the-shelf telephone sets, fax machines, computers, and cordless telephones.

 **Note:** Each station port has 24V DC talk battery and 80V RMS @0.4 A/20Hz ringing.

 **Important:** Some KSU-less telephone system phones may not be compatible with VP.

■ Key system or PBX

- The VP206 series can be installed *ahead* of any key or PBX system or stand-alone.
- The VP408/412 may also be installed ahead of any key system or PBX. You will receive optimum benefits using the VP408/412 as a stand-alone PBX/voice mail system.

■ Additional installation items

- ➔ A **dedicated 120VAC outlet** or extension cord jack must be located within 6 feet of the **VP** unit, and within 25 feet of the line connections. If additional footage is needed, contact your telephone company to have the lines reinstalled for easier access to your **VP** unit.
- ➔ **Standard telephone cables** with RJ-11 plugs on each end for the extension telephones are required. These cables should be provided with the purchase of the telephone sets.

■ Optional equipment

- **Music on Hold:** A radio or other music source can be connected to the system to provide music to callers on Hold.
- **Door chime box:** A separate door chime box can be installed so that you can communicate through a station connected to your **VP** unit with a guest ringing your doorbell. It is recommended that a professional telecommunication vendor install hardware for the door chime box.



Warning: DO NOT plug the music source into an extension port on the rear of the **VP** unit, as this will cause permanent damage to your unit.

Installing Your Voice Pro System

■ Installation overview

You can begin using your **Voice Pro** system in just minutes by following these four easy steps:

- Connect the telephone company lines to the rear panel of your **VP** unit.
- Connect your telephones and other equipment to the extension ports.
- Install the power supply to your unit.
- Install an external music source (optional).

 **Note:** Installation procedures for the **VP206**, **VP408** and **VP412** series are the same. The **VP408** series has two additional station ports, and the **VP412** has six additional station ports for added telephones or other equipment. The **VP408/412** series both have two additional telephone line jacks as well.

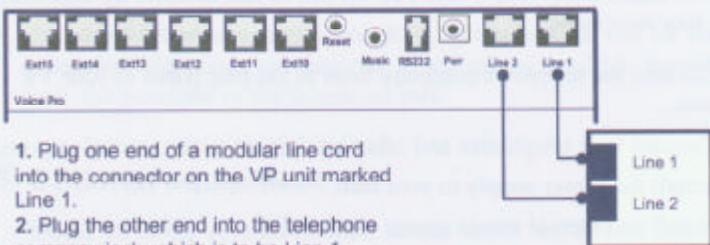
Depending upon the unit you purchased, you can have anywhere from 1 to 4 incoming lines. The available **VP** systems are:

System Model	Telephone Co/Station Lines	Message Length Options (hours)	Valid Station Number	Number of Mailboxes
Voice Pro 206	2x6	2,4,8	10 – 15	85
Voice Pro 408	4x8	2,4,8	10-17	85
Voice Pro 412	4x12	2,4,8	10 – 21	85

■ Connect the telephone company lines

VP206 Series Configuration

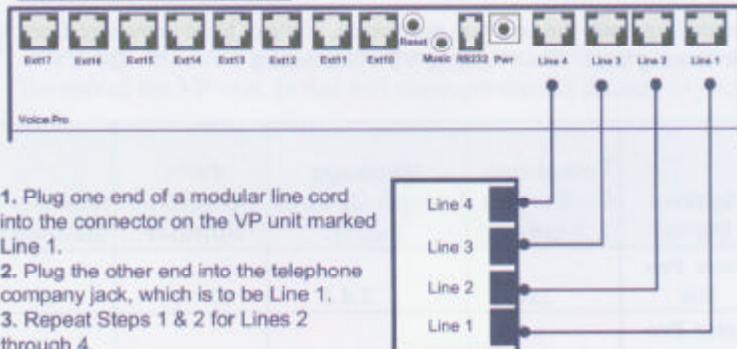
Voice Pro-206 Series Rear Panel



1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Line 2.

VP408 Series Configuration

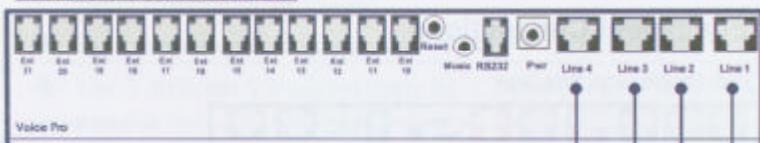
Voice Pro-408 Series Rear Panel



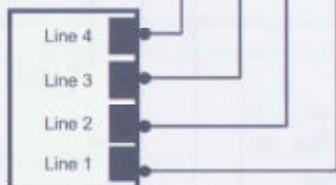
1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Lines 2 through 4.

VP412 Series Configuration

Voice Pro-412 Series Rear Panel



1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Lines 2 through 4.



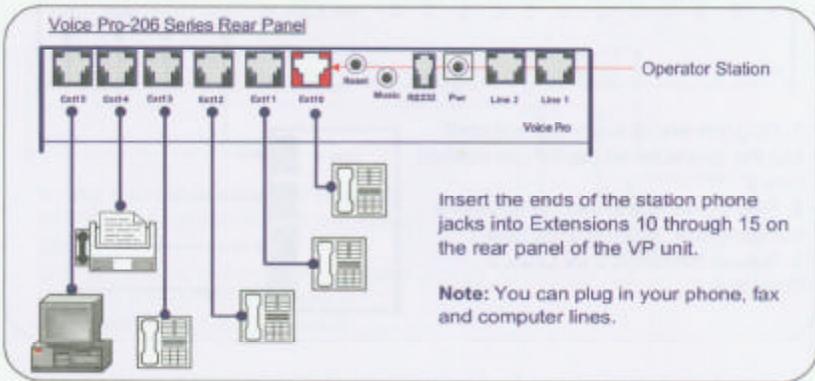
Warning: DO NOT connect a telephone line to a station port, as this will cause permanent damage to your unit.



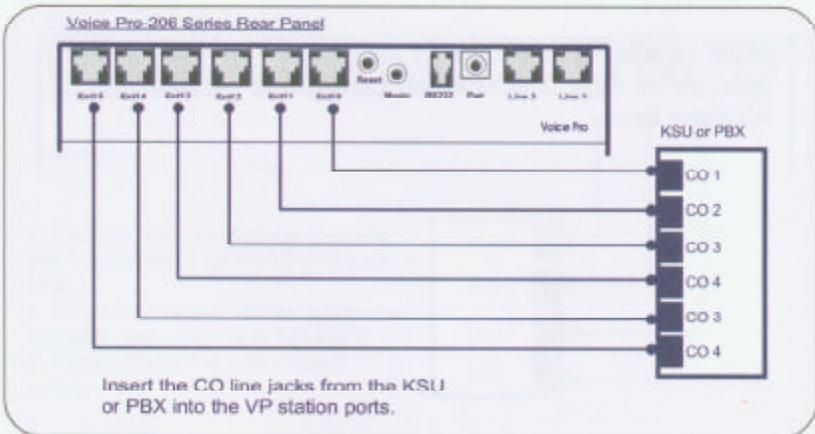
Note: Installation procedures for the **VP206**, **VP408** and **VP412** series are the same. The **VP408/412** series have two additional telephone lines.

■ Connect the station ports

Equipment Connections



Key System or PBX Connections



Notes:

- ➔ Installation procedures for the **VP206**, **VP408** and **VP412** are the same. The **VP408** comes equipped with 4 telephone company lines and 8 stations, and the **VP412** has 4 telephone company lines and 12 stations for additional telephones and other equipment.

- ➔ When connecting the stations to the **VP** system, make sure that the 2nd pair (black and yellow wires) on the RJ11 jack is isolated. **DO NOT** connect a telephone or any other device to this pair to avoid damage to the system.
- ➔ Do not connect multiple phones to the **VP** extension ports.
- ➔ Use 2 different **VP** station ports for a 2-line phone. Use a 2-line coupler to couple the 2 single-line cables to a single 2-line cable if there is only one “L1+L2” port.
- ➔ Station #10 is the operator station and cannot be changed. Callers that dial 0 while in auto-attendant mode will automatically be transferred to the operator station.

Connect a computer or fax machine

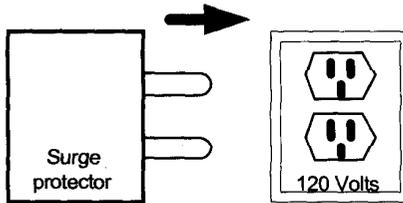
You can connect a computer (using a modem) or a fax machine to any one of the station jacks. If automatic fax switching is desired, the station port must be programmed for a fax machine.

Refer to the instructions and illustrations on the enclosed *Quick Start Guide* booklet when connecting a computer or fax machine.

 **Note:** The RS-232 jack is reserved for software development use only.

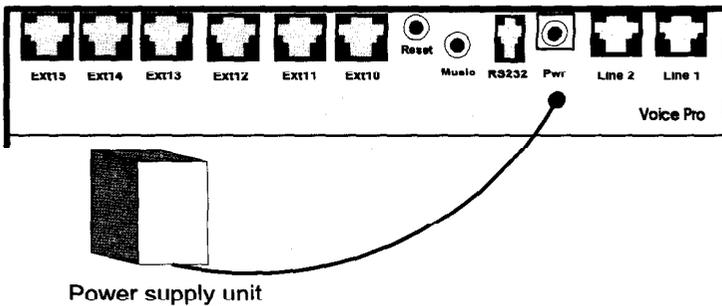
■ Install the power supply

1. Install a surge protector into the outlet or UPS dedicated to your VP system.

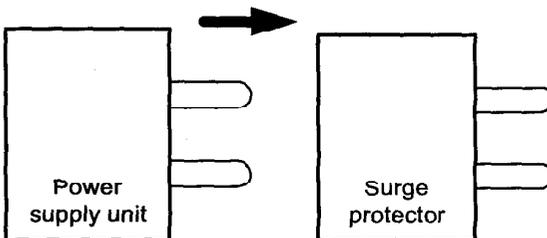


2. Plug the DC power cord into the jack labeled PWR, on the rear of the VP unit.

Voice Pro-206 Series Rear Panel



3. Insert the Power supply unit into the surge protector or UPS outlet.



■ System startup

Voice Pro Top Panel



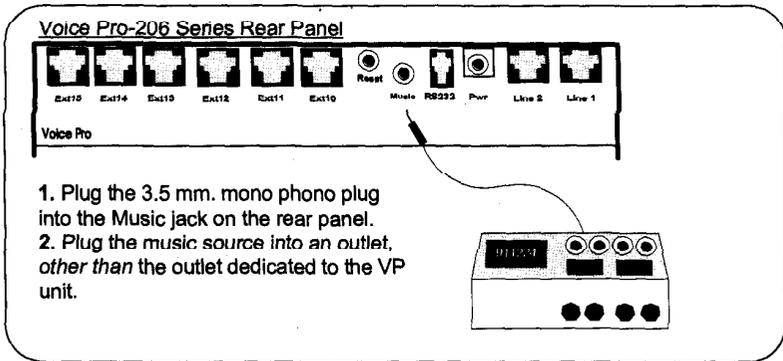
Voice Pro
PWR In Use Full

1. When power is supplied to the unit, all lights on the unit will blink.
2. The PWR light (red) remains on.
3. The FULL light (yellow) will blink intermittently while the system is in testing mode.
4. Once initialized, the FULL light will go out and Station 10 will ring 6 times indicating the system is ready for use.

📖 Notes:

- ➔ Do not operate the unit during startup.
- ➔ System startup can take anywhere from 1 to 3 minutes.
- ➔ If the unit fails during startup, press the Reset button (located on the back of the **VP** unit) to reboot the system.
- ➔ If power is disconnected from the **VP** unit, the FULL light will flash every 4 seconds until battery power is exhausted, or power is restored to the unit.

■ Install an external music source



Note: Output requirement of the music source is no more than 0.7V, which is the standard output for headphone jacks.

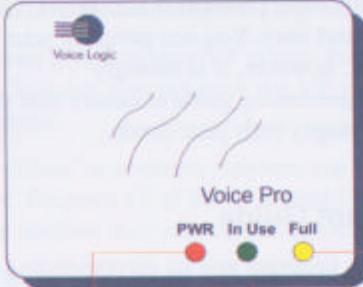
■ Battery backup

Standard with each unit is a 6Volt DC battery (located within the VP unit). The battery provides 6 – 10 hours of backup for memory, system programming, and messages in the event of an AC power loss. The VP unit cannot answer calls when powered by the battery.

To maintain system integrity, it is recommended that you install an uninterruptible power source (UPS).

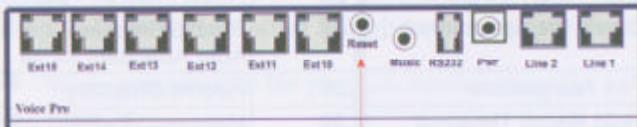
Voice Pro top panel

Voice Pro Top Panel Functions



- Lights up when power is On.
- Dimmed when power is Off.
- Flashes when a telephone or other device connected to the unit is in use.
- Remains lit when the memory in the VP unit is full.
- Blinks during self-test mode when the unit is first turned on. Test mode lasts from 1 to 3 minutes.
- Blinks rapidly when a message is being recorded by the system.
- Blinks once every 4 seconds when powered by the battery.

Rear of Voice Pro Unit: Hardware Reset Button Function



Hardware reset button

Reboots system processor, which:

- deletes all voice mail messages and customized greetings, and
- returns system program settings (including time, date and greetings) to their default states.

Programming Your VP System

The **Voice Pro** has been designed with voice prompts that make programming your **VP** system quick and easy. You can program your system without the use of this manual; however, it is strongly recommended that you follow the programming guide to ensure that the system is optimally programmed to comply with your needs.

■ Quick Reference Program Guide

Use the table below to quickly locate a program and its corresponding number. Detailed instructions follow.

Program Number	Program Name	Program Number	Program Name
1	System Password	22	Record Greeting 2
2	CO Lines Installed	23	Record Greeting 3
3	CO Line Access	24	Record Greeting 4
4	CO Ring Assignment	25	Record Night Greeting
5	Door Ring Assignment	26	Reset Mailbox Password
6	Door Port Assignment	27	Enable/Disable Auto Attendant Mode
7 360	Fax Assignment	28	Record Directory
8	Hold Recall Time-out	29	Message Waiting Light
9	Prime Line Select	30	Rings to Auto Attendant
10	Voice Message Length	31	Assign Fax CO Line
11	Greeting Length	32	Record Call Screening Greeting
12	Night Mode Time Set	33	Weekend Time Set
13	(Invalid entry)	34	Record Weekend Greeting
14	Ring No Answer Time-out	35	Outstanding Messages
15	Greeting Assignment	36	Greeting Only mailbox install
16	Call Forwarding	37	Call Forwarding Method
17	Remote Screening	50	Monitor System Settings
18	Local Screening	91	Hardware Version
19	Time Set	92	Software Version
20	Date Set	99	System Reset

■ QUICK START: Program your VP system

You can program your **VP** system from any telephone connected to the **VP** unit. You can also program the **VP** system from a remote touch-tone telephone.

The following program numbers are in the recommended programming order. Program all of the following first, and then proceed to program other features that you want to use with your system.

Step 1: Access program mode from a connected station

- Pick up the corded handset and listen for a dial tone.
- Press #.
- When prompted for the password, enter the default password, 1 2 3 4, and then press #.
- The system will verify the correct password.

 **Note:** After 3 incorrect password attempts, you will be rejected from the system.

Step 2: Identify installed telephone company lines^M

- When prompted for the program number, press 2.
- Press #.
- Enter the installed line numbers:
 - a. If one line is installed, press 1.
 - b. If two lines are installed, press 1,2.
 - c. If three lines are installed, press 1,2,3.
 - d. If four lines are installed, press 1,2,3,4.
- Press #.

Step 3: Set the clock

- Remain in programming mode, and when prompted for the program number, enter 19.
- Press #.
- Enter the hour and press # (valid entries are 1 – 12).
- Enter minutes and press # (valid entries are 00 – 59).
- Press 1 for AM or 2 for PM and press #.

Default: 12:00 p.m.

Example: To set the time to 3:04 PM, dial 3#04#2#. 3 (hour), 04

(minutes) 2 (PM).

Step 4: Set the date

Sets the current date: month, day, year and day of the week.

- Remain in programming mode, and when prompted for the program number, enter 20.
- Press #.
- Enter the month and press #. For example, press 3 for March or 9 for September (valid entries are 1 – 12).
- Enter the day and press # (valid entries are 1 – 31).
- Enter the year and press #. For example, press 00 for 2000.
- Enter the day of the week and press #. Use the following numbers:
 - 1 = Monday
 - 2 = Tuesday
 - 3 = Wednesday
 - 4 = Thursday
 - 5 = Friday
 - 6 = Saturday
 - 7 = Sunday

Default: Thursday, January 1, 1998.

Example: To set the date to Wednesday, July 29, 2000, dial 7#29#00#3#: 7 (month), 29 (day), 00 (year), and 3 (day of the week).

Step 5: Record main greeting^M

Records the greeting that is played when someone calls, i.e. Auto Attendant. This is greeting #1.

- Remain in programming mode, and when prompted for the program number, enter 21
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: System greeting for daytime calls, i.e. normally used during business hours.

Notes:

- You may exit programming mode at any time by dialing * *. When you hear 'Good-bye' you have exited programming mode.
- ^M indicates that the program can be monitored using 50#. See Program 50 for details.

■ **Program VP unit from remote touch-tone telephone**

Voice Pro provides you with the flexibility of programming your system using a remote touch-tone telephone.

- ➔ Enable Auto-Attendant.
- ➔ Call in to **VP** on any telephone line.
- ➔ When Auto-Attendant answers, press #.
- ➔ Simply follow the voice prompts to program your system.

■ VP system program guide

Now that you have done some initial programming on your **VP** system, you see how easy it is to do! **Voice Pro** comes with a host of advanced features that you can program just as easily. The following programs are set up while in program mode and can be done from a *connected station* or remotely with a touch-tone telephone. Pick and choose from the programs listed below to customize your system for your own special needs. Note that you can add or change your program settings anytime you like.

If you exited programming mode from the previous section, you must return to program mode; otherwise, proceed to select from the *programs* outlined below.

 **Note:** While in programming mode, if you do not make an entry within one minute after the prompt, the system will hang up. Valid entries made to that point are retained in the system.

Access program mode from a connected station

- Pick up the corded handset and listen for a dial tone.
- Press #.
- When prompted for the password, enter the default password, 1 2 3 4, and then press #.
- The system will verify the correct password.

 **Note:** After 3 incorrect password attempts, you will be rejected from the system.

Program 1: Assign a system password

- While in programming mode, and when prompted for the program number, enter 1.
- Press #.
- When prompted for a new password, enter a 4-digit password and then press #.
- When asked to re-enter password, enter password again and press #.

Default: 1234.



Important: Remember your password. If you forget your password, you must either use the hardware reset button, which returns system program settings to their default states. Or call Voice Logic Tech Support to reset the password for you.

Program 2. Identify installed telephone company lines^M

- While in programming mode and prompted for the program number, press 2.
- Press #.
- Enter the installed line numbers:
 - e. If one line is installed, press 1.
 - f. If two lines are installed, press 1,2.
 - g. If three lines are installed, press 1,2,3.
 - h. If four lines are installed, press 1,2,3,4.
- Press #.

Program 3: Assign stations to telephone lines^M

This program determines which extensions may access which telephone lines.

- While in programming mode, and when prompted for the program number, enter 3.
- Press #.
- When prompted for a line number, press 1 (for Line 1), and then press #.
- When prompted for the corresponding extension number, enter extension numbers in succession and then press #. For example, if extensions 10 and 11 are to be assigned to Line 1, press 1011#.
- Repeat steps 3 and 4 for Lines 2 through 4.

Default: All incoming telephone lines are accessible from all connected stations.

Program 4: Select ringing assignment for stations^M

This program determines the extensions and the incoming lines they will ring in on. The system will override this program when the Auto-Attendant program (#30) is set to 0 ring.

- ➔ While in programming mode, and when prompted for the program number, enter 4.
- ➔ Press #.
- ➔ When prompted for a line number, press 1 (for Line 1), and then press #.
- ➔ When prompted for the corresponding extension number, enter extension numbers in succession and then press #. For example, if Line 1 is to ring on both extensions 10 and 11, press 1011#.
- ➔ Repeat steps 3 and 4 for Lines 2 through 4.

Default: Line 1 rings on station 10, Line 2 on station 11, Line 3 on station 12 and line 4 on station 13.

Program 5: Assign station to ring for Door operation^M

This feature requires the purchase of additional hardware.

- ➔ While in programming mode, and when prompted for the program number, enter 5.
- ➔ Press #.
- ➔ When prompted for a line number, press 1 (for Line 1), and then press #.
- ➔ When prompted for the extension number, enter the number of the extension that the door is to ring on, and then press #. If you want it to ring in succession on more than one extension, enter the numbers of the extensions followed by #.
- ➔ Repeat steps 3 and 4 for Lines 2 through 4.

Default: Rings stations 10 – 15 (206 series), 10 – 17 (408 series), and 10 – 21 (412 series) sequentially.



Recommendation: It is recommended that you have your door chime box installed by a professional telecommunications vendor

Program 6: Assign Door port^M

- While in programming mode, and when prompted for the program number, enter 6.
- Press #.
- When prompted for an extension number to assign as a door port, enter the number, and then press #.

Default: None

 **Note:** Any extension can be assigned as a door port.

Program 7: Assign fax station^M

- While in programming mode, and when prompted for the program number, enter 7.
- Press #.
- When prompted for an extension number to assign as a fax machine, enter the number, and then press #.

Default: None

 **Note:** All incoming faxes will be automatically switched to the assigned station. Refer to Program 31 for additional setup information.

Program 8: Set timer for Hold Recall and Park Orbit^M

This program sets a recall timer in seconds. Calls placed on hold or in a park orbit will ring back to the station that initiated the hold when the timer expires.

- While in programming mode, and when prompted for the program number, enter 8.
- Press #.
- When prompted to set the timer, enter the number in seconds, and then press #. For example, if you want the station to ring back in 30 seconds, enter 30#.

Default: 180 seconds.

 **Note:** Calls that are placed on hold or in a park orbit will ring back to the station that initiated the hold.

Program 9: Assign prime lines to stations^M

A prime line is the line that you want the extension to dial out on first. If in use, then it will dial out on the next available line. A busy tone indicates all lines are in use.

- ➔ While in programming mode, and when prompted for the program number, enter 9.
- ➔ Press #.
- ➔ When prompted for the Line number, press 1 (for Line 1), and then press #.
- ➔ Next assign the stations that will be automatically selected by the system. Enter the station number(s) and then press #. For example, if Stations 10 and 11 are to use Line 1 for the outgoing line, press 1011#.

Default: Station 10 – Line 1, Station 11 – Line 2, Station 12 – Line 3, Station 13 – Line 4.

Program 10: Set the voice message length^M

- ➔ While in programming mode, and when prompted for the program number, enter 10.
- ➔ Press #.
- ➔ When prompted to set the voice message length, enter the number in seconds, and then press #. For example, if you want to allow a caller to leave a message for as long as 5 minutes, enter 300# (time in seconds). Note that the time entered is the allowable recording time.

Default: 120 seconds.



Note: The maximum allowable length is 9999 seconds; however, it is not recommended to allow more than 300 seconds.

Program 11: Set the greeting length^M

- ➔ While in programming mode, and when prompted for the program number, enter 11.
- ➔ Press #.
- ➔ When prompted to set the greeting length, enter the number in seconds, and then press #. For example, if you want to allow a greeting length to be recorded for no more than 1 minute, enter 60# (time in seconds).

Default: 120 seconds



Note: The greeting length allows you to set the amount of time a system user has to record a greeting. The maximum allowable

length is 9999 seconds; however, it is not recommended to allow more than 300 seconds.

Program 12: Set time period for night mode^M

When night mode is enabled, auto-attendant automatically answers all lines.

- While in programming mode, and when prompted for the program number, enter 12.
- Press #.
- Enter the hour night mode is to start, and then press # (valid entries are 1 – 12).
- Enter the minute and then press # (valid entries are 00 – 59).
- Press 1 for AM or 2 for PM, and then press #.
- Enter the hour night mode is to end, and then press # (valid entries are 1 – 12).
- Enter the minute and then press # (valid entries are 00 – 59).
- Press 1 for AM or 2 for PM, and then press #.

Default: Starts 3:01 a.m.; Stops 3:02 a.m. and contains greeting 1.

Example: If you want to start night mode at 1:10 a.m. and stop at 6:00 a.m., enter 1#10#1#6#0#2#.



- **Important:** Night mode cannot be disabled. Instead, set night mode to start and end when there is minimal telephone traffic.

Program 13: Music on hold

Default: Permanently enabled. This entry is invalid.

Program 14: Set time-out for "ring no answer"^M

This program allows you to set the number of rings a station will ring before it is automatically transferred to a voice mailbox.

- While in programming mode, and when prompted for the program number, enter 14.
- Press #.
- When prompted to set the number of rings before a call is diverted to a voice mailbox when not answered, enter the number and then press #.

Default: 6 rings.

Program 15: Assign greetings to telephone company lines^M

Use this program if you want to have a separate greeting for an incoming line, for example, two different companies using the same VP unit.

- ➔ While in programming mode, and when prompted for the program number, enter 15.
- ➔ Press #.
- ➔ When prompted to specify the greeting, enter the greeting number (1, 2, 3 or 4) and then press #.
- ➔ When prompted to specify the incoming lines that the greeting is to answer, enter the line numbers and then press #.

Default: Greeting 1 is assigned to all incoming lines.

Example: If Greeting 2 is to be answered on Lines 2 and 3, enter 2#23#.

 **Note:** Greetings 1- 4 are programmed using program numbers 21 – 24. Greeting 1 is one of the first features programmed in the *Quick Start: Program your VP system* section.

Program 16: Assign call forwarding^M

You can forward an extension to another extension, to your mailbox, or to a remote telephone number.

- ➔ While in programming mode, and when prompted for the program number, enter 16.
- ➔ Press #.
- ➔ When prompted enter the number to be forwarded and then press #.
- ➔ Next enter the number to forward calls to and then press #.
- ➔ Next press 1 for all calls or 2 for "ring no answer" calls, and then press #.

Default: No call forwarding programmed.

Example: Dial 17# to forward calls to station 17. Dial 317# to forward calls to voice mailbox 317. Dial an outside phone number (up to 11 digits) to forward calls to an outside number.

 **Note:** This feature can be enabled or disabled without entering system programming.

Program 17: Program phone to screen calls remotely^M

You can use this program to ring your remote phone and have an incoming call announced. See "Call screening" in the *Using Your Voice Pro System* section for full details.

- ➔ While in programming mode, and when prompted for the program number, enter 17.
- ➔ Press #.
- ➔ When prompted enter the station number to be screened and then press #.
- ➔ Next enter the outside number to forward calls to, and then press #.

Default: No remote screening.

 **Note:** This feature can be enabled or disabled without entering system programming.

Program 18: Program phone to screen calls locally^M

You can use this program to ring your station and have an incoming call announced. See "Call screening" in the *Using Your Voice Pro System* section for full details.

- ➔ While in programming mode, and when prompted for the program number, enter 18.
- ➔ Press #.
- ➔ When prompted enter the station number to be screened and then press #.

Default: No local screening.

 **Note:** This feature can be enabled or disabled without entering system programming.

Program 19: Set the clock

- ➔ Remain in programming mode, and when prompted for the program number, enter 19.
- ➔ Press #.
- ➔ Enter the hour and press # (valid entries are 1 – 12).
- ➔ Enter minutes and press # (valid entries are 00 – 59).
- ➔ Press 1 for AM or 2 for PM and press #.

Default: 12:00 p.m.

Example: To set the time to 3:04 PM, dial 3#04#2#. 3 (hour), 04 (minutes) 2 (PM).

Program 20: Set the date

Sets the current date: month, day, year and day of the week.

- Remain in programming mode, and when prompted for the program number, enter 20.
- Press #.
- Enter the month and press #. For example, press 3 for March or 9 for September (valid entries are 1 – 12).
- Enter the day and press # (valid entries are 1 – 31).
- Enter the year and press #. For example, press 00 for 2000.
- Enter the day of the week and press #. Use the following numbers:

- 1 = Monday
- 2 = Tuesday
- 3 = Wednesday
- 4 = Thursday
- 5 = Friday
- 6 = Saturday
- 7 = Sunday

Default: Thursday, January 1, 1998.

Example: To set the date to Wednesday, July 29, 2000, dial 7#29#00#3#: 7 (month), 29 (day), 00 (year), and 3 (day of the week).

Program 21: Record main greeting^M

Records the greeting that is played when someone calls, i.e. Auto Attendant. This is greeting #1.

- Remain in programming mode, and when prompted for the program number, enter 21
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: System greeting for daytime calls, i.e. normally used during business hours.

Program 22: Record main greeting #2^M

Records a second system-wide greeting to be played when someone calls. This is greeting #2.

- While in programming mode, and when prompted for the program number, enter 22
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: Greeting 1 plays on all lines.

Program 23: Record main greeting #3^M

Records a second system-wide greeting to be played when someone calls. This is greeting #3.

- While in programming mode, and when prompted for the program number, enter 23.
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: Greeting 1 plays on all lines

Program 24: Record main greeting #4^M

Records a second system-wide greeting to be played when someone calls. This is greeting #4.

- While in programming mode, and when prompted for the program number, enter 24.
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: Greeting 1 plays on all lines.

Program 25: Record night greeting^M

- While in programming mode, and when prompted for the program number, enter 25.
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: System greeting.

 **Note:** The night greeting will automatically activate with Night Mode—see Program 12.

Program 26: Reset mailbox password^M

- While in programming mode, and when prompted for the program number, enter 26.
- Press #.
- When prompted, dial the mailbox number and then press #.

Default: Voicemail mailbox's password is 4321; and **99 for all broadcast boxes

 **Note:** Mailbox numbers are 3 plus the station number, so that the mailbox for station 15 is 315.

Program 27: Enable/disable auto-attendant^M

- While in programming mode, and when prompted for the program number, enter 27.
- Press #.
- Press 1 to enable auto-attendant or press 2 to disable feature, and then press #.

Default: Auto attendant is automatically enabled.

Program 28: Record directory names^M

- While in programming mode, and when prompted for the program number, enter 28.
- Press #.
- When prompted, record the directory and then press #.

Example: Record the directory by stating the extension number and/or voice mailbox number and name of the employee. Say, "Dial 10 to reach Johnny Appleseed; dial 11 to reach Little Jack Horner, etc."



Note: Incoming callers must dial 9 during the greeting to access the directory.



Tip: Write out your directory listing before recording.

Program 29: Enable message waiting light^M

- While in programming mode, and when prompted for the program number, enter 29.
- Press #.
- When prompted, consecutively dial station numbers that are to have a message waiting light, and then press #. For example, for stations 10-13 press 10111213#.
- At the next prompt, do one of the following:
 - Press 99# to enable message waiting light for all stations.
 - Press # to disable message waiting light.

Default: All stations have message waiting light.



Note: Telephone sets must be equipped with a 90V neon message-waiting lamp for this feature to operate.

Program 30: Sets number of rings before call is forwarded to auto-attendant^M

- While in programming mode, and when prompted for the program number, enter 30.
- Press #.
- When prompted, press 1 (for Line 1), and then press #.
- Enter the number of rings before call is transferred to auto-attendant (0-99), and then press #.
- Repeat steps 3 & 4 to program the remaining line numbers.

Default: 3 rings for each line.

 **Note:** If more than one line rings to a station, a busy call will automatically be answered by auto-attendant.

Program 31: Assign incoming line to fax machine^M

When fax switching is enabled on an incoming line, it is automatically answered by auto-attendant. This ensures that the fax tone will be detected and properly switched over to the fax machine.

- While in programming mode, and when prompted for the program number, enter 31.
- Press #.
- When prompted, enter the line number that will receive fax transmissions, and then press #.
- At the prompt, press 1 to enable or press 2 to disable, and then press #.
- For multiple fax lines, repeat steps 3 & 4.

Default: None

 **Note:** The system will listen for a fax tone for 2-5 seconds. If a fax tone is detected, the call is automatically switched to the fax machine; otherwise, the auto attendant will answer the call. Refer to Program 7 for additional setup information.

Program 32: Record call-screening greeting^M

- While in programming mode, and when prompted for the program number, enter 32.
 - Press #.
 - After the tone record your greeting.
 - When finished recording, press #.
- Default:** The following message plays, "Please record your name and a short message at the tone."

 **Tip:** You may want to customize this greeting.

Program 33: Set time period for weekend mode^M

This program determines the day and time the weekend greeting will play. When enabled, this program overrides day and night modes. Refer to Program 34 for recording the greeting.

- While in programming mode, and when prompted for the program number, enter 33.
- Press #.
- Enter the start day and press #. Use the following numbers:
 - 1 = Monday
 - 2 = Tuesday
 - 3 = Wednesday
 - 4 = Thursday
 - 5 = Friday
 - 6 = Saturday
 - 7 = Sunday
- Enter the start hour and press # (valid entries are 1 – 12).
- Enter the start minute and press # (valid entries are 00 – 59).
- Press 1 for AM or 2 for PM, and then press #.
- Enter the stop day using the numbers listed in step 3.
- Enter the stop hour and press # (valid entries are 1 – 12).
- Enter the stop minute and press # (valid entries are 00 – 59).
- Press 1 for AM or 2 for PM and then press #.

Default: Minimal Weekend Mode: Starts Saturday 3:01 a.m.; Stops Saturday 3:02 a.m. Contains Greeting 1.

 **Important:** Weekend mode cannot be disabled. Instead, set weekend mode to start and end when there is minimal telephone traffic.

Program 34: Record weekend greeting^M

Refer to Program 33 for additional setup information.

- While in programming mode, and when prompted for the program number, enter 34.
- Press #.
- After the tone record your greeting.
- When finished recording, press #.

Default: System greeting.



Tip: You may want to customize this greeting.

Program 35: Outstanding message notification

- While in programming mode, and when prompted for the program number, enter 35
 - Press #.
- Result:** System will notify you which mailboxes have new and saved messages.



Note: Feature available on V1.20 or later.

Program 36: Install "announce-only" mailboxes^M ✕✕ 99

Announce-only mailboxes play the recorded announcement and then return the caller to the main greeting. These mailboxes are setup just like the regular voice mailboxes.

- While in programming mode, and when prompted for the program number, enter 36.
- Press #.
- Enter the number of additional "announce-only" mailboxes, and then press #. The valid range for **VP206** is 0-78, and for **VP408/412** is 0-86.

Default: 5 (last 5 mailboxes 395-399)

Example: Enter 20 to designate mailbox #380-399 as "announce-only."



Note: Mailboxes that correspond with stations *cannot* be designated as "announce-only."

Program 37: Select call forwarding method for all lines^M

- ➔ While in programming mode, and when prompted for the program number, enter 37.
- ➔ Press #.
- ➔ Select one of the following call forwarding methods:
 - Enter 0 and press # to have calls forwarded on 2 lines with supervision. Busy or unanswered calls are forwarded to a voice mailbox.
 - Enter 1 and press # to enable one line to have 3-way calling feature. **Note:** You must subscribe to this service with your local phone company for this feature to operate properly. Also, it will be required to press # every 120 seconds to extend the conversation, or * to extend the call indefinitely and eliminate any further prompts.
 - Enter 2 and press # to enable one line with transfer (free up port at end of dial). **Note:** You must subscribe to transfer and disconnect (Centrex) lines with your local phone company for this feature to operate properly. Also, toll charges remain in effect until the transferred call is disconnected.
 - Enter 3 and press # to enable 2 lines to have blind transfer capabilities. Busy or unanswered calls are not transferred to a voice mailbox, and will ring until disconnected.

Default: 0 (two lines with supervision).

 **Note:** For additional information about this feature, refer to "Call Forwarding" in the *Using Your Voice Pro System* section.

Program 50: Monitor system settings

- ➔ While in programming mode, and when prompted for the program number, enter 50.
- ➔ Press #.
- ➔ Enter the program number to monitor its settings and then press #.
- ➔ To monitor another program, press # and then enter the next program number plus #.

 **Note:** All programs listed with an ^M in the *Quick Start* and *VP system program guide* sections can be monitored. This feature enables you to check a program's settings before making any actual changes.

Program 91: Hardware version notification

→ While in programming mode, and when prompted for the program number, enter 91.

→ Press #.

Result: System will notify you as to the current hardware version of your VP unit.

Program 92: Software version notification

→ While in programming mode, and when prompted for the program number, enter 92.

→ Press #.

Result: System will notify you as to the current software version of your VP unit.

Program 99: Reset system

→ While in programming mode, and when prompted for the program number, enter 99.

→ Press #.

→ At the prompt, press 1 to accept system reset, or press 2 to cancel, and then press #.

Result: Programming is reset to its default values. Mailbox greetings and messages remain intact.

Exit system

- Dial ** at any time to exit programming mode.

Important: All of the programs listed with an ^M can have their settings monitored by dialing 50# while in programming mode, and then the program number. This feature enables you to check a program's settings before making any actual changes.

■ System operating tips

The **Voice Pro** system comes with a host of exciting features that are easily customized to meet your special needs. Here are some tips on tailoring and using your **VP** system.

You can customize your Voice Pro system by:

- recording up to 4 main greetings to direct your callers (programs #21-24).
- recording a weekend greeting and enabling weekend mode (programs #33 & 34).
- recording a night greeting and enabling night mode (program #12).

Customized greetings should:

- let the caller know they have reached you by introducing yourself or your company name.
- direct the caller by stating the available options, for example, "If you know your party's extension, please dial it now."
- inform the caller of your business hours.
- inform the caller that you are not currently in the office and when someone will be available to take their phone call when night and weekend greetings are enabled.

Station mailboxes:

- are automatically assigned to each station.
- are accessed by dialing 3 + station number, for example 315 for station 15.
- can each be programmed to answer with a personal greeting.
- are automatically assigned a default password that is 1 + mailbox number, for example 1315 for mailbox 315.
- can receive two messages simultaneously, which greatly reduces the risk of missing an important message.

■ Auto Attendant mode.

When the VP System is initially installed and powered up, it will default to Auto-attendant mode and all callers are greeted by the system greeting. Once you program your system, your callers can be greeted with one of six customized greetings, as described below. The programmed greeting is played after a specified number of rings or if the system is put in auto-attendant mode.

<u>Greeting</u>	<u>Option</u>	<u>Program Number</u>
System greeting	Default until a main greeting is recorded.	N/A
Main greeting 1	Used during business hours.	21
Main greeting 2	Alternate for business hours.	22
Main greeting 3	Alternate for business hours.	23
Main greeting 4	Alternate for business hours.	24
Night greeting	When night mode is enabled.	25
Weekend greeting	When weekend mode is enabled.	34

While in Auto-Attendant mode, callers can:

- direct their call by dialing an extension number or a mailbox number (310-399).
- dial a voice mailbox number to leave a message.
- dial 9 to hear the office directory.
- return to the main greeting for more options.

■ **Note:** If the caller does not dial an extension or mailbox number, or if an invalid number is dialed, the call will be transferred to station 10, which is the operator station.

Typical greeting for a small business:

"Thank you for calling Mom's Apple Pie Company. If you know your party's extension, please dial it now. If you would like to leave a message, please dial 310. Your call will be returned as soon as possible."

Typical greeting for a home office:

"You have reached Home Office Inc. I am either out of the office or on another phone call, so please dial 310 to leave a message. I will get back to you as soon as possible. Thank you."

 **Key system or PBX operation**

Ringing Assignments

You can install your VP system ahead of an existing key system or PBX. When doing so, it is recommended that the ringing assignments be done on a one-to-one basis. This is consistent with normal key system operations, so that ringing assignments should be Line 1 rings in on Line key 1, Line 2 will ring in on Line key 2, and so on.

Standard Operation

Incoming calls are processed like any normal key system. When installed ahead of a key system or PBX, outgoing calls are processed the same way. An access code is not needed to get an outside line. Simply lift the receiver and dial a phone number.

 **Note:** For details on ringing assignments, see the *VP system program guide* section, and go to "Program 4: Select ringing assignment for stations."

Using Your Voice Pro System

This section provides you with detailed instructions for using all of the basic and advanced features on your **Voice Pro** system.

You will learn about:

- Internal and external calling
- Flash key
- Call waiting
- Call pickup
- Conference calling
- Using the door chime box
- Fax switching
- Placing calls on hold
- Hold recall
- Call screening
- Transferring calls
- Paging
- Call forwarding
- Intercom calls
- Music on hold feature
- Virtual extensions
- Two-way recording
- Accessing your voice mailbox
- Voice mailbox options
- Programming your voice mailbox
- Caller options
- Tips for using the system

■ To make a call

To make an outbound call

- Lift the receiver.
- Listen for dial tone.
- Dial phone number.



 **Note:** The system automatically connects to an outside line when you pick up the receiver.

To make an outbound call on a specific telephone line

- Lift the receiver.
- Press *.
- Dial 8 and the line number. (Example: 81 for Line 1, 82 for Line 2, 83 for Line 3 and 84 for Line 4.)
- Listen for dial tone.
- Dial phone number.

 **Note:** This feature is often used for diagnosis or maintenance.

To make an internal call

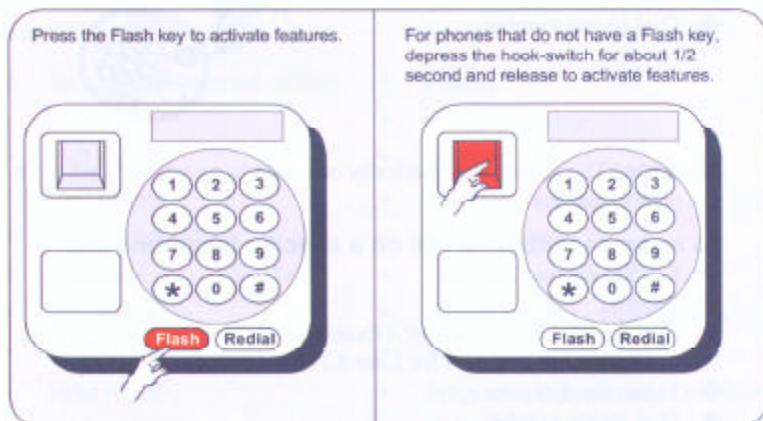
- Lift the receiver.
- Listen for dial tone.
- Press * for internal dial tone.
- Dial number, for example 10 for Station 10 or 310 for a voice mailbox.

To make an internal call while on another call

- Press Flash to receive an internal dial tone.
- Dial number.
- Press Flash to return to previous call.

Flash key

The flash key on your telephone activates most of the **Voice Pro** features. If your phone does not have a Flash key, use the 'hook-switch' instead.



Note: The interrupt range is approximately 0.15 to .08 second.

■ Call waiting

1. While on a call, you will hear a "call-waiting" beep.

2. Press the Flash key.



3. Dial 5 2.

The first caller is put on hold and you can speak with the second caller.



4. Press the Flash key again to return to the first caller.

The second caller is put on hold or disconnected.



 **Note:** You must be subscribed to call waiting service from your local telephone company to use this feature.

Call pickup

You can answer a call that is ringing at another station from an idle station, or when you are on a call.

From an idle station

- Lift the receiver.
- Dial * 5 0.
The call on the ringing station has been accessed.

From a station in use

- Press Flash.
- Dial 5 0.
You are switched to the incoming call.
- Press Flash to return to your original call.



Tip: You can switch back and forth between the two calls using the Flash key.

■ Conference calls

The conference call feature allows you to speak with 1 outside party and two inside parties, or two outside parties and 1 inside party.

Conference Call A: 1 outside and 2 inside parties

1. While on an outside call, press Flash.



2. Dial 0 1.
You will receive an internal dial tone.



3. Dial an internal station number, for example 14.



4. Press Flash.
The inside station is included in the conference call.



Conference Call B: 2 outside and 1 inside party

1. While on an outside call, press Flash.



2. Dial 5 1.
You will receive an internal dial tone.



3. Dial 9 to access an outside line.



4. Listen for the dial tone and dial outside number.



5. Press Flash.
The outside number is included in the conference call.



Tip: If there are no lines available when you dial 9 to access an outside line, press Flash to return to the original party.

■ Door chime box

You can program any station on your VP unit as a door station. Once installed and programmed, the door chime can be accessed and answered like any other station on your system. Note that additional hardware must be purchased.

To answer door

- ➔ Lift the receiver.
- ➔ Press *.
- ➔ Dial the station number for the door chime.
- ➔ Speak to guest at door.

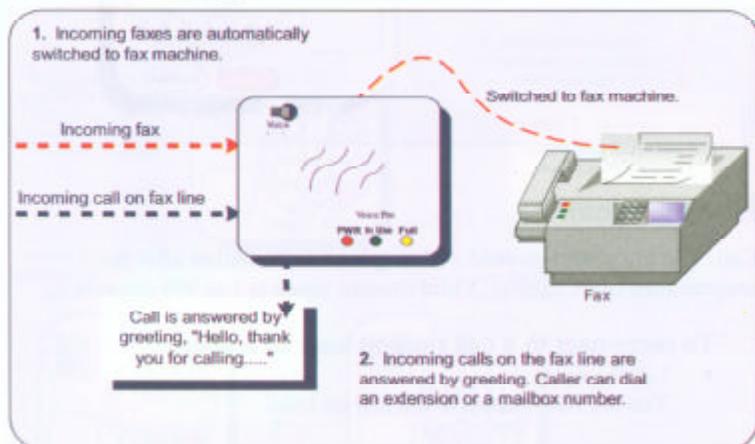
At door (Hands-free speaking)

- ➔ Press door chime.
- ➔ When answered, speak with party.



Recommendation: It is recommended that you have the door chime box installed by a professional telecommunications vendor.

■ Fax switching



Note: Fax switching must be programmed on the designated line. See programs 7 & 31 for programming instructions.

■ Place a call on hold

1. Press the Flash key or depress the hook-switch for about 1/2 second and release.
The call is placed on hold.



2. Hang up.
Note: The call will ring back if the programmed timer expires.



3. To reconnect to the party on hold, lift the receiver and press Flash.



■ Hold recall

Calls that are placed on hold will ring back to its station after the programmed timer expires. Valid timeout range is 1 to 999 seconds.

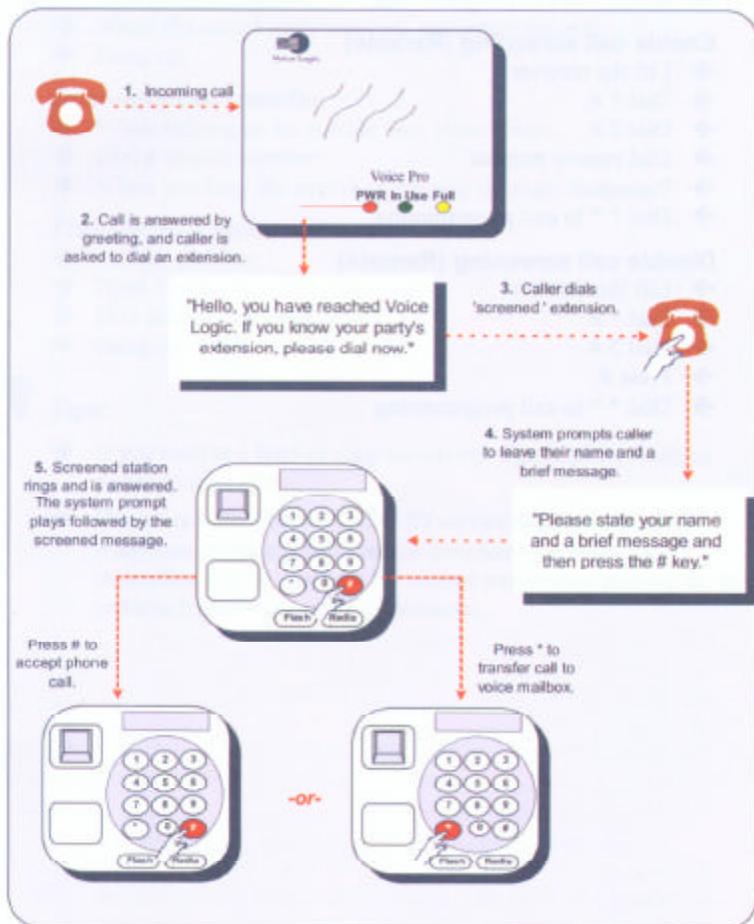
To reconnect to a call ringing back to a station

- Lift the receiver.
You are reconnected to the call on hold.

■ Call screening

You can screen your incoming telephone calls locally and remotely. All it takes is some simple programming and you can enable or disable screening mode.

How does call screening work?



Enable/disable call screening (Local)

- Lift the receiver.
- Dial * #.
- Dial 3 #.
- Do one of the following:
 - To **enable** call screening, dial 1 #.
 - To **disable** call screening, dial 2 #.
- Dial * * to exit programming.

Enable call screening (Remote)

- Lift the receiver.
- Dial * #.
- Dial 2 #.
- Dial remote number.
- Press #.
- Dial * * to exit programming.

Disable call screening (Remote)

- Lift the receiver.
- Dial * #.
- Dial 2 #.
- Press #.
- Dial * * to exit programming.

Call transfer

You can perform three types of transfers: Announced, Unannounced and to a Mailbox.

Announced transfer

- While talking on an outside line, press Flash.
- Dial a station number.
- When the called party answers, announce the call.
- Hang up.

Unannounced transfer

- While talking on an outside line, press Flash.
- Dial a station number.
- When you hear the extension ringing through, hang up.

Transfer to a voice mailbox

- Lift the receiver.
- Press Flash.
- Dial mailbox number.
- Hang up.

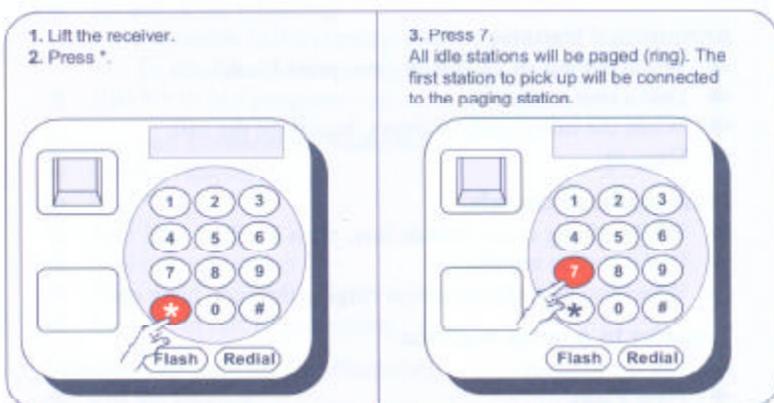


Tips:

- If you receive a busy or ring-no-answer signal, press Flash to return to the caller.
- If you are subscribed to Caller ID service from your local telephone company, and you are transferring a call to an interoffice station: wait for the second ring before picking up in order to transfer caller ID information.

■ Paging

You can page (ring) all idle stations, except the Fax and door stations.



Tip: If you are connected to an outside line when paging, you can transfer the call when it is picked up by another station.

■ Call forwarding

You can forward your calls to another station, a mailbox or to an off-site number. You also have the option of forwarding all of your calls or busy / ring-no-answer calls.

Enable/disable call forwarding (Local)

- ➔ Lift the receiver.
- ➔ Dial * #.
- ➔ Dial 1 #.
- ➔ Dial:
 - another station number, or
 - a mailbox number, or
 - an off-site number (toll charges may apply).
- ➔ Press #.
- ➔ Press:
 - 1 to forward all calls, or
 - 2 to forward busy or ring-no-answer calls.
- ➔ Press #.
- ➔ Dial ** to exit programming.

To cancel call forwarding

- Lift the receiver.
- Dial * #.
- Dial 1 # #.

■ Intercom calls

To place an intercom call

1. Lift the receiver.
2. Press * to receive an internal dial tone.



3. Dial station number.



4. You are connected to the internal party.



To receive an intercom call

- Lift the receiver on the ringing station.

■ Music on hold

The Music on hold feature is automatically enabled when a music source is connected to your VP unit. Calls placed on hold will be connected to the music source.

To disable music on hold

- Disconnect the music source, or turn off the music source.
Callers do not hear music when placed on hold.

■ Virtual extensions

You have access to virtual extensions or parking orbits. Place calls in a parking orbit when you want to place the call on hold and retrieve it from any station. The available orbit numbers are 60-69.

To park and retrieve a call

1. While on a call, you will hear a beep.
2. Press the Flash key.



3. Dial an orbit number from 60-69. You will hear two beeps as confirming the call is parked.



4. Hang up. The call is parked.



5. Go to another station and lift the receiver.
6. Press *.



7. Dial the orbit number (range is 60-69). Call is retrieved from parking orbit.



 **Notes:**

- If you do not receive a confirmation tone when dialing an orbit number (step 3), press Flash to retrieve the caller, and repeat procedure making sure to select an alternate orbit number.
- A parked call will ring back to its original station if the recall timer expires before it is picked up at another station.

 **Two-way recording**

You can record a conversation with an outside caller.

To record a conversation

- While talking on an outside line, press Flash.
- Press 4.
The conversation records to your voice mailbox.

To stop recording a conversation

- Press Flash and 4.
- or-
- Disconnect the call.

 **Warning:** Recording a conversation without the caller's knowledge may not be lawful in your state.

■ Access your voice mailbox

You can access your voice mailbox locally or remotely.

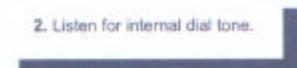
To access your voice mailbox (local & remote)

For local access:

1. Lift the receiver and press *.

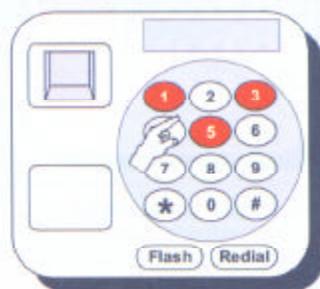


2. Listen for internal dial tone.



3. Dial your mailbox number.

Note: Mailbox numbers are 3 + the station number, e.g. 315.

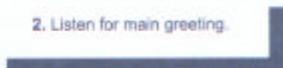


For remote access:

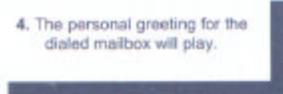
1. From a remote location, dial the access number to the VP voice mail system.



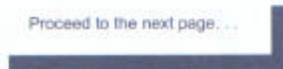
2. Listen for main greeting.



4. The personal greeting for the dialed mailbox will play.



Proceed to the next page. . .



To access your voice mailbox (local & remote), continued

5. While the personal greeting is playing, press *.



6. At the prompt, enter your mailbox password and then press #.
Note: The default password is 1 plus the mailbox number, e.g. 1315.



Result: You will hear about . . .

- Number of messages waiting
- Summary of available mailbox options

Note: The available voice mailbox options are described in the *Voice mailbox options* section.

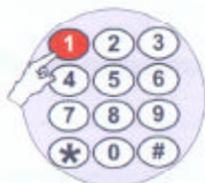
■ Voice mailbox options

After you have accessed your voice mailbox, you can select from a number of available options. The options available depend upon the status of your mailbox.

- Messages waiting – all options are available.
- No messages waiting – options 9, * and 0 are available.

Option: Play messages

- Press 1 to play your messages.
- While listening to a message, press 1 to fast-forward a few seconds.



- Press 5 to rewind a few seconds.



 **Note:** With each message played, you will hear the date, time and content. You will hear a summary of options after the message is played.

Option: Delete or undelete message

- Press 2 to delete message.
- Press 2 to undelete a message.



Option: Repeat message

- Press 3 to repeat a message.



Option: Skip message

- Press 4 to skip a message.



Option: Edit message

- Press 5 to edit a message.
The message will rewind a few seconds.



Option: Pause or continue message

- Press 6 to pause a message.
- While paused, press 6 to continue message.



Option: Delete all messages

- Press 7 to delete all of your messages.
- Press # to confirm the delete command.
- To cancel, press *.



Option: Forward message

- Press 8 to forward the message.



Option: Program voice mailbox

- Press 9 to program your voice mailbox.
You can change your password, record a greeting and program a 'Message Alert'.



 **Note:** Instructions for programming your voice mailbox are covered in the next section.

Option: Repeat instruction

- Press 0 to repeat the instruction.



Option: Go to another mailbox

- Press * to go to another mailbox.
- At the prompt, enter the mailbox number, which is 3 + station number, e.g. 318.



■ Program your voice mailbox

When you access your voice mailbox and select option 9, you can:

- change your password
- record your personal greeting
- program a Message Alert

To change your password

<p>1. Press 1.</p>  <p>Flash Redial</p>	<p>2. At the prompt, dial the new password and then press #.</p> <p>Note: Password cannot exceed 4 digits.</p>  <p>Flash Redial</p>
<p>3. At the second prompt, re-enter your new password, and then press #.</p> <p>Result: You will hear your new password.</p>  <p>Flash Redial</p>	

 **Tip:** To disable password security of your mailbox, press # instead of entering a new password. This will allow full access to your mailbox by simply pressing #.

To record your personal greeting

1. Press 2.



2. At the prompt, record your personal greeting and then press # or hangup to stop recording.



Result: If you remain on the line, you will hear your greeting replayed.

To program 'Message Alert'

- Press 3.
- At the prompt:
 - Dial pager number, and then
 - Press *, and then
 - Enter Message Alert code, and then
 - Press #.

You will hear the message alert number followed by the numbers you entered, including the separator (*).



Note: A second page will be dispatched if the first page if not responded to within 15 minutes.

Standard pager example

9999999 * 99 #

Pager number Separator Enter program

Code on pager to notify you that a message was left in your VP mailbox.

Sky pager example

9999 * 9999999 * 99 #

Pager company number Separator Pager number Separator Enter program

Code on pager to notify you that a message was left in your VP mailbox.

To disable 'Message Alert'

➔ Press 3.

➔ At the prompt, do not dial any numbers.

After 5 seconds you will hear, "Message alert is disabled."



Tip: The asterisk (*) inserts a 2-second delay. Continue to press * to extend the delay time as needed.

Caller options

When a caller phones in to your **VP** system, they can:

- direct dial an extension.
- access the phone directory.
- access a voice mailbox and leave a message.

To direct dial an extension

➔ While the greeting is playing, dial the two-digit extension of the party they wish to reach.

Call is transferred to extension. System can be programmed to transfer unanswered calls to a voice mailbox.

To access the phone directory

➔ While the greeting is playing, press 9 to access the phone directory.

A prerecorded directory is played for the caller.

To access a voice mailbox and leave a message

1. Incoming call is answered by greeting, and caller is asked to dial a mailbox number.



"Hello, you have reached Voice Logic. To leave a message, please dial the voice mailbox number now."

2. Caller dials mailbox number, e.g. 316. Voice mailbox is accessed and personal greeting is played.



3. At the voice prompt the caller can:

- Press 1 to leave a message.
- Press 2 to go to another mailbox.
- Press 0 to return to the main greeting.

4. Caller presses 1.



5. At the voice prompt, the caller records a message after the tone, and then presses # to stop recording.



Result: The system presents a summary of options for processing the message to the caller.

- Press 1 to listen to your message.
- Press 2 to accept your message.
- Press 3 to re-record your message.
- Press 4 to abort your message.
- Press 0 to repeat instructions.



Tip: You can access the voice mail system to leave a message using an interoffice phone (locally). Do the following:

- Lift the receiver and press *.
- Listen for the internal dial tone and then dial the voice mailbox number.
- While the personal greeting is playing, press 1 to leave a message.
- Record your message and hang up.

■ Additional tips for using the system

Here are some additional tips for using the system to your best advantage.

To access telephone company custom features

Many of the custom features offered by local telephone companies make use of the * and # keys for activating a service. For example, you can call back the last phone number that called you by dialing * 6 9. To gain access to these types of features, do the following:

- Lift the receiver.
- Dial * * and listen for outside dial tone.
- Dial code for feature, for example * 6 9.

Example: To access the * 6 9 feature, dial * * * 6 9.

To use speed dial feature

If your telephone has speed dial feature, you can program speed dial buttons to activate **Voice Pro** features. Do the following:

- Lift the receiver.
- Follow instructions for your telephone to program a speed dial button.
- When instructed to dial a phone number, dial the **VP** code for the feature.

Example: When instructed to dial a phone number, dial * 5 0, which is the feature code for call pickup from an idle station. When the speed dial button is pressed in the future, it will activate the "call pickup" feature.

P.S. Whatever they are suggesting here is good for nothing. Dial 11 instead of the STAR and then whatever number: e.g. *82 = 1182

Registration information

The Voice Pro (VP) has been registered with the Federal Communications Commission (FCC). It meets FCC requirements and may be connected directly to your telephone line. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to the telephone company representative. Use the REN to help determine the maximum number of devices you can connect to your telephone without eliminating their ability to ring when your number is called. In many areas, the sum of RENs of all devices connected to one line should not exceed 5.0. To determine how many devices you can connect to your line, contact your local telephone company to find out the maximum REN for your area.

The VP may not be connected to a party line or coin line telephone network. If the VP does not function properly, disconnect the unit. Follow instructions provided in "Service repair information" to obtain the necessary repair service.

If the VP causes harm to the network, the telephone company representative may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, the telephone company representative will notify you 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.

The telephone company representative may make changes in the telephone network. Should these changes affect the VP, the telephone company representative must notify you, in writing, to enable you to maintain uninterrupted service.

If you need to order a modular jack from the telephone company representative, request either a USOCRJ11C or a USOCRJ13C.

FCC Rules Part 15 - Computing Devices

 **Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



Caution: Charges or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

To Canada Users

Industry Canada

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



Notice: The Industry Canada (IC) label identifies Certified Equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local Telecommunications Company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

A representative designated by the supplier should coordinate repairs to Certified equipment. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the Telecommunications Company cause to request the user to disconnect the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are all connected together. This precaution may be particularly important in rural areas.



Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or an electrician, as appropriate.

The Ringer Equivalent Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five (5).



1909 N. Glenville Dr., Richardson, TX 75081

Tel : 972-671-8100 Fax : 972-671-9343

www.voicelogicinc.com

Voice Pro Addendum SWV 2.02

Read this addendum to the Programming manual to its entirety before calling tech. support.

The following information is additions of features and their programming procedures now available in software version 2.02, and corrections to the current VP manual rev. Jan 00.

This document was written to supplement the existing installation programming and user guide. Any procedure, statement or example set forth in this document supersedes the programming manual. Any feed back to this or any other Voice Logic documentation is welcomed. Please call 1-877-892-2666, for any suggestions on how to make our manuals better.

Initial Setup Requirements:

- **Program #2.** Enter number of CO (telephone) lines. Each number from 1 through 4 individually represents a line in use. (Example: for 3 lines in use press 1, 2 & 3).

- **Program # 19.** Set time of day.

- **Program # 20.** Set date.

- **Program # 21.** Record main greeting.

- **Program # 25.** Record extension greetings. Dialing 9 in program 25 allows you to record the directory.

- **Default Passwords.**
 - System Password — 1234#
 - Extension Passwords — 4321#
 - Additional Mailboxes — **99#

New Features Listing:

- Greeting assignment changes. You can now assign-different greetings, on a per line basis, for day, night and weekend modes. See programs 22, 23 & 24. There are 99 different greetings that can be recorded and used. See program 25.

- Message-waiting light enhancement. When the message-waiting light is disabled, Voice Pro will give the extension user Stutter dial tone on new messages. This can be programmed to accommodate users without message-waiting lights. See program 29.

The following Paragraph is very important. Please READ!

Greeting only mailboxes. All mailboxes are now set to greeting only with the extension of mailboxes that are associated with extensions. Example- VP412.

Mailboxes 10-21 (Dialing 3 plus the mailbox number from the main greeting will allow access directly to the mailbox. Example 310-32 1) are set as normal mailboxes, (**default password is 4321**) and can record messages left by callers. All other mailboxes (16-99) are set as announce only mailboxes, and will play the recorded personal greeting but will not allow the caller to leave a message. At the end of the recorded personal greeting the caller will be given the option to dial another mailbox or return to the main greeting. (Default password is **99) The status of a mailbox can easily be changed between a normal mailbox and greeting only mailbox (plays recorded personal greeting but will not allow caller to leave a message) by simply changing the mailbox password. Changing the password to any other number that does not start with a "*" (Example: 2233) will result in changing the mailbox state to a "normal" mailbox. Or to change a normal mailbox to greeting only mailbox, simply change the password to start with a "*". Example: *2233

- **Message notification.** Notification of new messages can now be received at cellular/live answer telephone numbers with voice prompts which will allow you to listen to new messages without having to call back into your Voice Pro system, not just pager notification. See programming your voice mailbox.
- **Rotary telephone support.** It is now programmable that a caller answered by auto attendant can be transferred to the operator or disconnected if there are not digit(s) dialed. This program is especially useful if Central Office positive disconnect is not available. This will prevent hang up calls from being transferred to the operator, or keeping the line off hook/busy for long periods of time. See program 39.
- **Hook flash timer.** The hook flash time to the central office line is now programmable. This is needed to access telephone company features. Example: Call Waiting & Three Way Calling. Some telephone companies or PBX systems require different hook flash times. Programmable range is from 100ms to 250ms. Consult technical support before making changing to the hook flash timer. See program 40.
- **Volume controls.** The system volume for both recorded greetings and voice mail messages are now programmable. In program mode the permanent volume gain may be adjusted separately for these settings. The volume of a message may be increased or decreased during the play by pressing 7 to decrease and 9 to increase. This temporary adjustment will stay in effect until you leave your mailbox or hang up. You may select a default setting between the ranges of 15-32. See program 41.
- **Extension Restriction.** Extensions may now be set to follow toll restriction and toll allow tables on a per extension setting. See program 42 & 43.
- **Toll Restriction.** Toll restriction may be set to disallow long distance calls. You may restrict any number or combination of numbers from being dialed. You may also program exceptions to these restrictions. For example: restrict 1 from being dialed as the first digit of an out dial call, but you may choose to allow 1-800 and 1-888. See program 42 & 43.
- **Dialed Digit(s) Assignment.** From auto attendant any digit dialed from 1-99 (with the exception of valid extension numbers, 10-21 on the VP-412) may be programmed to automatically transfer to a mailbox, extension or another greeting. These settings can give you "single digit dialing" or the appearance of a multiple level menu selection. A feature that is normally only found in much larger and much more expensive stand-alone voice mail systems.

The range of programmable numbers, 1-99 (with the exception of valid extension numbers, 10-21 on the VP-4 12) gives you the appearance of a multiple level menu, with the programming ease of a single level menu. See program 44.

- **Group Ringing.** In addition to the dialed digit assignment programming, it is possible to program multiple extensions to ring when a one or two digit number is dialed. This feature is commonly known as departmental or group dialing and is normally only found on larger key and PBX systems. See program 44
- **Mailbox Numbering.** The mailboxes now share the same numbering plan as the extensions. This adds ease of use for the caller and the user. When prompted for a mailbox number of a user, simply enter their “2” digit mailbox number (12 instead of 312). For direct mailbox access from the main greeting for user login, dial 300 from your extension. You will be prompted to enter your mailbox password followed by the #.
- **Direct Voice Mail Login.** Dialing “* 300” from your extension will take you directly to your voice mailbox. You will then be prompted for your mailbox password. If you are checking a different mailbox other than the one associated to the extension from which you are dialing, it will be necessary to dial 300 and then #. The system will then prompt for “your” mailbox number. Example: * 300#, 12 then your mailbox password, 4321, #.

The following is an updated list of programming numbers and their description. Please refer to the Voice Pro installation and user guide for instructions on entering programming mode and description of programming system settings. The highlighted Programming features below are the ones that have been added or modified. For these programs please follow programming steps provided in the following pages. For all other programming procedures and user features please refer to you’re Voice Pro programming manual.

Program Number	Program Name	Program Number	Program Name
1	System Password	22	Day Greeting Assign.
2	CO Lines Installed	23	Night Greeting Assign.
3	CO Line Access	24	Weekend Greeting Assign.
4	CO Line Ring Assignment	25	Record System Greetings
5	Door Ring Assignment	26	Reset Mailbox Password
6	Door Port Assignment	27	Enable/Disable Auto Attendant Mode
7	Fax Assignment	28	(Invalid Entry)
8	Hold Recall Time-out	29	Message Waiting Light Enhancement
9	Prime Line Select	30	Rings to Auto Attendant
10	Voice Message Length	31	Assign Fax CO Line

11	Greeting Length	32	Record Call Screening Greeting
12	Night Mode Time Set	33	Weekend Mode Time Set
13	<i>(Invalid entry)</i>	34	<i>(Invalid entry)</i>
14	Ring No Answer Time-out	35	Outstanding Messages
15	<i>(Invalid entry)</i>	36	<i>(Invalid entry)</i>
16	Call Forwarding	37	Call Forwarding Method
17	Remote Call Screen	38	<i>(Invalid entry)</i>
18	Extension Call Screen	39	Rotary Dial Support
19	Time Set	40	CO Hook Flash Time
20	Date Set	41	Volume Adjustment
21	Record Main Greeting	42	Toll restriction Stations
91	Hardware Version	43	Restriction and exception numbers
92	Software Version	44	Dialed Digit(s) Assignment
50	Monitor System Settings	**	Exit Programming Mode

New Programming Features And Changes

The following represents new and changed administrator programming procedures. Refer to the Voice Pro Installation programming for entering program mode and programming unchanged programming numbers and features.

Program 21: Record Mail Greeting.^M

Use this program to record the main greeting (greeting 0).

1. While in programming mode, and when prompted for the program number, enter 21.
2. Press #
3. When prompted begin recording new main greeting after the tone.
4. Press # to save your recoding.

Default: Greeting 0 is the main greeting for all lines in day, night and weekend mode of operation. Recording this greeting will change the default greeting of all 99 greetings to the new greeting you have recorded.

- *Note: Use program 25 to record greetings to be assigned on a per line basis, or for different greetings for day, night or weekend mode. (Greetings 1-99)*

Program 22: Assign greetings to lines for day Assignment^M

Use this program if you want to have a separate greeting for incoming lines in the day mode of operation. For example: two different companies using the VP unit.

1. While in programming mode, and when prompted for the program number, enter 22.
2. Press #
3. When prompted to enter the greeting number, enter the greeting number (1-99) and then press #. Example: 4 # greeting number 4 chosen.
4. When prompted to enter the line number, enter the line or lines to play the selected greeting. Example: "1,2" (for both lines 1 and 2).
5. Press #

o Example results: Line 1 and 2 will play greeting number 4 in day mode.

Default: Greeting 0 is assigned to all lines for day, night and weekend mode of operation.

• *Note: Use program 25 to record greetings to be assigned on a per line basis, or if you are using different greetings for day, night or weekend mode. Use program 30 to set the number of rings to the assigned telephones before the day greeting is played to the incoming caller. A setting of 0 ring will result in the auto attendant answering immediately in day mode of operation. Use program number 4 to assign which extensions will ring before auto attendant answers the call. Number of rings before auto attendant (program 30) only applies to day mode of operation.*

Program 23: Assign greetings to lines for night Assignment^M

Use this program if you want to have a separate greeting for incoming lines in the night mode of operation. For example: two different companies using the VP unit or if you want a greeting different than the day greeting to be played at night.

1. While in programming mode, and when prompted for the program number, enter 23.
2. Press #
3. When prompted to specify the greeting, enter the greeting number (1-99) and then press #
Example: 5 #
4. When prompted to enter the line number, enter the line or lines to play the selected greeting.
Example: "1,2" (for both lines 1 and 2).
5. Press #

o Example results: Line 1 and 2 will play greeting number 5 in night mode.

Default: Greeting 0 is assigned to all lines for day, night and weekend mode of operation.

• *Note: Night mode of operation overrides day mode. When system is in night mode the Auto Attendant answers immediately and plays the specified night greeting assigned. Use program 25 to record greetings to be assigned. Greetings may be assigned on a per line basis, and on a, per mode of operation basis (day, night or weekend mode). Also, see program 12-night mode time set.*

Program 24: Assign greetings to lines for weekend Assignment^M

Use this program if you want to have a separate greeting for incoming lines in the weekend mode of operation. For example: two different companies using the VP unit, or if you want a greeting different than the day greeting to be played during the weekend mode.

1. While in programming mode, and when prompted for the program number, enter 24.
2. Press #
3. When prompted to specify the greeting, enter the greeting number (1-99) and then press II.
Example: 6 #
4. When prompted to enter the line number, enter the line or lines to play the selected greeting.
Example: "3,4" (for both lines 3 and 4).
5. Press #

o Example results: Line 3 and 4 will play greeting number 6 in weekend mode.

Default: Greeting 0 is assigned to all lines for day, night and weekend mode of operation.

• *Note: Weekend mode of operation overrides day and night mode. When system is in weekend mode the Auto Attendant answers immediately and plays the specified weekend greeting assigned. Use program 25 to record greetings to be assigned. Greetings may be assigned on a per line basis, and on a, per mode of operation basis (day, night or weekend mode). Also see program 33, Weekend mode time set.*

Program 25: Record system greetings^M

This program is used to record all system greetings with the exception of the system main greeting, which can only be recorded using program number 21 (greeting 0).

1. While in programming mode, and when prompted for the program number, enter 25.
2. Press #
3. When prompted, enter the greeting number (1-99) and then press #. Example: 1#
4. Begin recording your new greeting after the tone.
5. When finished recording, press #.

o Example Results: Greeting number 1 has now been recorded.

Default: All greetings play main greeting 0 until recorded differently.

Note: Greeting number 9 is the default greeting for the company directory. Recording greeting #9 will result in successfully setting up the company directory.

Program 29: Message-waiting light enhancement^M

The message-waiting light, when disabled, will give the extension user a stutter tone before giving dial tone in the event of new messages in the user's mailbox when user lifts the receiver. This is especially useful if the extension in question does not have a *message waiting light.

1. While in programming mode, and when prompted for the program number, enter 29.
2. Press #
3. When prompted, consecutively dial the station numbers that are to have a message-waiting light, and then press ft. Example: For stations 10,1 land 12 to light the message-waiting light, press l0, 11, 12# or dial 99 for all extensions, and then press #.
4. If there are no extensions that have a message-waiting light, dial # when prompted to enter the extension number and all message-waiting lights will be disabled.

Default: All extensions have message-waiting light enabled.

• *Note: Telephone sets must be equipped with a 90V neon message-waiting lamp for this feature to operate.*

Program 36: Install “greeting only” mailboxes^M

This Program has been disabled, as all mailboxes that are not associated with a valid extension number are set as greeting only mailboxes. Greeting only mailboxes differ from normal mailboxes in the fact that they do not allow a caller to leave a voicemail message. After the personal greeting of a mailbox of this type is played, the caller is returned to the systems main greeting if there is nothing dialed by the caller. The key element that makes the mailbox a “greeting only mailbox” is the password. The password for a greeting only mailbox starts with a “*”. The default password for all greeting only mailboxes is “**99” By changing the password to any other number, as long as it does not start with a “*”, will result in turning the mailbox into a normal mailbox that can accept a voicemail message. The password for either type of mailbox, must be 4 to 6 digits long, including the “*” if it is to be a greeting only mailbox.

Default: All mailboxes that do not have a valid extension number associated with it, is assigned as a greeting only mailbox.

- o Example: VP206 mailboxes that can receive messages are: 10-15.
- VP408 mailboxes that can receive messages are: 10-17.
- VP412 mailboxes that can receive messages are: 10-21.

Program 39: Rotary dial telephone support^M

Calls from a rotary (pulse) telephone, or in some cases from overseas, are unable to dial any digits during the auto attendant, as voicemail can only respond to DTMF (Dial Tone Multi Frequency) dialed digits. This feature allows the caller to automatically be transferred to the operator (extension 10 by default) in the case of no DTMF digits received, as apposed to being disconnected after the main greeting for no DTMF digit(s) dialed. The reason you may want to choose to disconnect the caller if there is no DTMF digit(s) detected, is to prevent callers who hang up during the main greeting from ever ringing through to the operator, (extension 10) causing false ringing at the operator station. Another case may be if your telephone company does not provide positive disconnect signal or your telephone lines are part of a buildings PBX (Public Branch Exchange) system that are slow in sending positive disconnect, thus tying up your telephone lines for a period of time longer than necessary.

1. While in programming mode and when prompted for the program number, enter 39.
2. Press #
3. When prompted, press 1 to enable or 2 to disable.
4. Press #

Default: Rotary dial telephone support is enabled, (1) (calls will transfer to the operator if no DTMF is received).

Program 40: Telephone line Central Office (CC) hook flash time^M

The hook flash time, (or flash time) that is sent over the CO line (flash 52) can be changed to accommodate different countries flash times to better utilize telephone company or PBX provider features. Telephone company features such as three-way calling, call waiting, and call transfer to another telephone number all require issuing a flash on the CO line. The flash time may be adjusted from, 100ms to 250ms. Do not confuse this setting with the flash time needed to access Voice Pro system features, which is the flash sent from your telephone to the Voice Pro system.

Default: 5, which are equivalent to 500ms.

Caution: Do not change this setting without first consulting TWAcmm.com. Inc. Technical Support!

Program 41: Volume adjustment^M

The volume of voice prompts, greetings and messages may be changed to better suite the caller volume preferences. The first part of this program controls the Voice Pro recorded prompts. The second part of this program controls the playback volume of voicemail messages and recorded greetings. It is also possible to increase or decrease the volume while listening to a voicemail message from your mailbox by pressing 7 repetitively to decrease the playback volume, and 9 repetitively to increase the playback volume.

1. While in programming mode, and when prompted for the program number, enter 41.
2. Press #
3. When prompted, enter 1 for system prompt volume level or 2 for recorded messages volume level.
4. Enter new volume setting. (15-3 1)
5. Press #
6. Repeat this program from the beginning if you desire to change both settings, selecting the volume adjustment not selected the first time.

Default: The system prompt volume level is 23. The recorded greetings and messages volume level is 21.

Program 42: Assign toll restriction extensions^M

This program assigns entered extensions to follow toll restriction for long distance or toll dialing. When the extension number is entered on this program number, it will not be allowed to dial any of the numbers as set forth in program number 43. If a number is dialed by any extensions, which have been assigned to toll restriction, the outside line will be dropped and the extension user will hear an error/busy tone. Toll restricting an extension only affects the extensions ability to call out on the telephone CO line.

1. While in programming mode, and when prompted for the program number, enter 42.
2. Press#
3. When prompted, enter the extension(s) to follow toll restriction. Example: 10111415, for extensions 10, 11, 12, 14 and 15
4. Press #

Default: No extensions are assigned to be toll restricted

Note: Related programming: See program number 43 to set toll restriction and exception numbers.

Program 43: Toll restriction and exception numbers^M

Toll restriction numbers are the numbers to be restricted when an assigned extension attempts to dial that particular number or numbers. For example: If (1) were entered as the restriction number, any extension assigned to follow toll restriction in program number 43, would not be allowed to connect, and would result in the line being dropped and error/busy tone issued to that extension. This will still allow the extension to dial local numbers and any combination of numbers as long as the first digit is not a (1). The most common restriction numbers are: 1 and 0. The exceptions programming will be the allowances that over ride the restrictions. For example: If (1) were the restriction number, you may want to allow the exception of 1-800 and 1-888 which do start with a (1) but are toll free. If 1-800 is entered as the exception then any digits following 1-800-(XXX-XXXX) would not follow as a restriction, thus allowing all 1-800 calls.

1. While in programming mode, and when prompted for the program number, enter 43.
2. Press #
3. When prompted, enter the numbers to be restricted, entering a # between each number(s).
4. Example: 1 # 0 # 411
5. Press ##
6. When prompted enter the exceptions to the toll restricted numbers.
7. Example: 1800# 1888# 1214
8. Press ##

o Example results: In this example restriction is set for no long distance (1) or operator assistance (0). With the exception of 1-800 & 1-888 toll free calls and long distance calls to Dallas Texas (1-214)

Default: No toll restricted or exceptions assigned.

Note: Related programming: See program number 42 to set toll restriction and exception numbers to extensions. If you restrict 9 from being dialed in restriction programming, be sure to make the exception entry of 911.

Program 44: Dialed digit(s) assignment^M

Dialed digit(s) assignment is also referred to as single digit dialing. As the Voice Pro digits 1-99 (with the exception of valid extension numbers, 10-21 on the VP-412, 10-17 on the VP-408 and 10-15 on the VP-206) can be programmed, we call it dialed digit(s) assignment. This program allows you to pre-determine the assigned digits functionality. For Example: From the Auto Attendant main greeting you may want to have the caller dial (1) for sales and (2) for customer support. Use this program to assign the action of pressing (1) or (2).

Your choices are:

- A. Transfer the caller to an extension or extensions.
- B. Send caller directly to a mailbox to hear a personal greeting and then leave a voicemail message or be returned to the main greeting after the personal greeting, if the mailbox is a greeting only mailbox.
- C. Send caller to another greeting to select additional options.

It is a good ideal to write down what you your main greeting is to be. The term “Auto Attendant” refers to the total process of the main greeting answering the incoming caller and the caller entering digit(s) to be transferred to the extension(s), mailbox or other greetings of their choice. Auto Attendant does not have to answer the call immediately. You may choose to have the calls ring to extension(s) prior to the caller being answered by the Auto Attendant. Refer to Program 4: CO line ringing assignment and Program 30: Rings to Auto Attendant.

1. While in programming mode, and when prompted for the program number, enter 44.
2. Press #
3. When prompted to enter the menu number, enter the dialed digit(s) to be programmed.
4. Example: 1
5. When prompted, enter 1 for a mailbox, 2 for an extension(s), 3 for a greeting or 0 to delete the dialed digit(s) previous setting.
Example: 2, (for an extension(s) When prompted enter the extension number(s).
Example: 15101112 (for extensions 15,10,11, and12)
6. Press #

o Example results: If caller dials 1 from the main greeting of Auto attendant, or from any greeting, the caller will be placed on hold and extensions 10, 11, 12 and 15 will begin to ring. If any one of the ringing extensions pick-up they will be connected to the caller. If no one picks-up, the caller will be transferred to extension 15’s voicemail box, as it is the first extension assigned to ring.

Default: 0 is assigned to extension 10, 9 is assigned to greeting number 9, all valid extension numbers are assigned to transfer to their prospective extensions.

Note: You must re-enter program 44 for each digit(s) to be assigned. These assignments remain valid dialed digit(s) from any greeting (1-99). This means that a digit(s) dialed from greeting 1 will have the same functionality as the same digit(s) dialed from greeting 2.

The ^M symbol means that using program 50, this program can be monitored without changing the programmed settings.

* The message waiting light is a 90 volt neon message lamp.

Use the following chart/sheet to keep track of any and all programming changes.

Program Number	Program Name	Default Setting	Programmed Setting
1	System Password	1234 followed by the #	
2	CO Lines Installed	1 2 3 4	
3	CO Line Access	All lines all Ext.	
4	CO Line Ringing Assignment	Ext. 10 L-1 Ext. 11 L-2 etc.	
5	Door Ringing Assignment	None	
6	Door Port Assignment	None	
7	Fax Ext. Assignment	None	
8	Hold/Park Recall Time-out	180 seconds	
9	Prime Line Select	Ext. 10 L-1 Ext. 11 L-2 etc.	
10	Voice Message Length	120 seconds	
11	Greeting Length	120 seconds	
12	Night Mode Time Set	3:01am-3:02am	
14	Ring No Answer Time-out	6 Rings	
16	Call Forwarding	None	
17	Remote Call Screening	None	
18	Extension Call Screening	None	
19	Time Set	12:01am	
20	Date Set	Jan. 1	
21	Record Main greeting (See Program 25 for instructions on recording greeting).	<u>0 - All Lines:</u> <u>0 - Night:</u> <u>0 - Day:</u> <u>0 - Weekend:</u>	
22	Day Greeting Assign.	Greeting 0	
23	Night Greeting Assign.	Greeting 0	
24	Weekend Greeting Assign.	Greeting 0	
25	Record System Greetings	Greeting 0	
26	Reset Mailbox Password	4 3 2 1 #	"*" plus the password will set the mailbox as an announce only mailbox.
27	Enable/Disable Auto Attend.	Enabled	
28	Invalid Entry	None	Use Program 25 for the Names Directory; Example 25#, 9#
29	Message Waiting Light Enhancement	All Enabled	
30	Rings To Auto Attendant	3 for each line	
31	Assign Fax CO Line	None	
32	Record Call Screening Greeting	Default Screening Greeting	
33	Weekend Mode Time Set	Sat. 3:01am Sat. 3:02am	
35	Outstanding Messages	None	
36	Greeting Only Mailboxes	All *	*All the mailboxes except extension mailboxes are set to announce only
37	Call Forwarding Method	0 - System Wide	0 = 2 line conf. Method, supervised transfer 1 = 3 way calling 2 = Centrex or Central Office call transfer 3 = 2 line conf. Method, blind transfer
39	Rotary Telephone Support	Enabled/Operator	
40	CO Hook Flash Time	0.5 seconds (500ms)	
41	Volume Adjustment	System Grts. 23 Recorded Grts. 21	
42	Toll Restriction Stations	None	

43	Restriction Numbers Exception Numbers	None	
44	Dialed Digits Assignment Any digit(s) from 1-99 (with the exception of valid extension numbers, 10-21 on the VP-412, 10-17 on the VP-408 and 10-15 on the VP-206) may be assigned to an, extension(s) (10-21) mailbox (10-99) or to play a greeting (0-99)	0= Operator/Ext. 10 1 = not assigned 2 = not assigned 3 = not assigned 4 = not assigned 5 = not assigned 6 = not assigned 7 = not assigned 8 = not assigned 9 = greeting no. 9	
	Additional Dialing Assignments		
50	Monitor System Settings	N/A	
91	Hardware Version	N/A	
92	Software Version	N/A	
99	System Reset	Default System	
**	Exit Program Mode		When finished doing administrative programming.