
User Guide



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Introduction

Think of Perfect Voice Pinnacle as your own personal receptionist – it simplifies the way you handle your messages. Perfect Voice Pinnacle gives you the power to:

- Save or delete messages
- Listen to message time and date and Caller ID (if applicable)
- Forward a copy of or send a new message to either 1 person, several people, or to a pre-set distribution list
- Reply to messages
- Block calls to your extension
- Forward calls and/or messages to other extensions
- Announce calls to your extension before they are transferred
- Have up to 10 different distribution lists
- Classify message as urgent or normal before sending
- Control message playback (pause, rewind, fast-forward, and skip messages)
- Be notified of messages through a message light, beeper, or other phone in your office, home, or car or email
- Record personal greetings for your mailbox, including a No-Answer, Busy, and Alternate Greeting
- Schedule when Call Blocking, Notification, and Call Forwarding is active for your mailbox
- Create Single Digit Menus inside your mailbox from which callers may access options
- Access voice and email messages through your unified messaging inbox
- Synchronize your voice and email box with optional Unified Messaging Synchronization. With Unified Messaging Synchronization, when the message is deleted in the voice mailbox, the corresponding message will be deleted in the email box. In addition, when the message is deleted from the email box, the corresponding voice mail message will be deleted. There are two methods for implementing Unified Messaging Synchronization - Polling (when email messages are stored on the server) and Read Receipts (when email messages are stored on the User's hard drive).
- Visually manage your messages with the optional Perfect View – Pinnacle's web-browser based interface or the Desktop interface. Perfect View requires Microsoft Internet Explorer version 5.5 or above. From Perfect View, you may move messages to other folders other than their current folder, such as new, saved, or

deleted. You may forward messages to distribution lists or other valid mailboxes. When you forward a message to another user, a prefix including your name prompt or mailbox number plays before the forwarded message.

- Perfect View allows you to manage Call Blocking, Call Forwarding, Alternate Greetings, Notification, Email Settings, Distribution Lists, Single Digit Menus, and general settings such as Pre-Paging, Directory Assistance, message playback order, and playing the time and date stamp of messages.
- To log into your mailbox using Perfect View:
 - Open “Internet Explorer” and type the correct url in the “Address” field (your System Administrator can give you this information).
 - Enter your mailbox number and password.

Getting Started

All Perfect Voice Pinnacle features are available with a telephone using the telephone keypad (☎ - ☎, ☎, and ☎). If you are already familiar with Perfect Voice Pinnacle, you may skip the voice prompts. If your system is enabled for Speech Recognition, you may also speak the appropriate speech command.

Before You Begin

To use the Perfect Voice Pinnacle system, you need the following information from your System Administrator:

- Internal extension to access the Perfect Voice Pinnacle system
- Telephone number to access Perfect Voice Pinnacle from outside of the office
- Your mailbox number (this is normally the same number as your extension)
- Your mailbox password (the initial, default password is the same as your mailbox number)
- A list of other system Users

Quick Setup - Tutorial for First-time Users

The first time you access your mailbox, you may be placed in Quick Setup. Quick Setup is a tutorial that guides you through the initialization of your mailbox. Dial the Perfect Voice Pinnacle system, press ☎ (or say “User Login”) and follow the instructions. The default password is the same number as your mailbox.

NOTE: Listen to the prompts carefully. Depending on the configuration of your system, you may not have to press # or enter your password to access Quick Setup.

What does Quick Setup do?

Depending on your system configuration, Quick Setup helps you initialize your mailbox by directing you through the set-up of the following:

- **The Password:** Quick Setup guides you through the password initialization process. The initial, default password is the same as your mailbox number and must be changed to ensure privacy. Your new password may be up to 8 digits.
- **Name Recording:** Quick Setup guides you through the recording of your name. Perfect Voice Pinnacle plays your name recording to callers when transferring them to your extension. Perfect Voice Pinnacle also plays your name recording over the intercom if Pre-Paging is enabled.
- **No Answer Greeting:** Quick Setup describes the no-answer greeting and when it is played. You are asked to record your no-answer greeting.
- **Busy Greeting:** The busy greeting is played to callers when you are on the telephone. You are asked to record your busy greeting.
- **List your name with Directory Assistance:** This part of Quick Setup helps you to create your listing with directory assistance.

You may also change your greetings at any time. Refer to “Changing Personal Greetings” in this User Guide. You may also record an alternate greeting to be played to callers when you activate it. See “Mailbox Options: Record Menu,” page 15.

Although Quick Setup is ideal for a first time User, you may use it at any time to quickly change your mailbox setup by pressing 8 from the Main Menu.

Accessing Your Mailbox

Many of the features in Perfect Voice Pinnacle require you to access your mailbox. Before you access your mailbox, you need the following information:

- **Telephone Number for Perfect Voice Pinnacle** - Your System Administrator can give you the extension or number to call from inside or outside your company.
- **Your Mailbox Number:** This is the number that others dial to reach you or leave you a message in your mailbox. Your System Administrator should have already reserved a mailbox number for you.
- **Your Password:** Until you change it, your password is the same as your mailbox number. The password controls access to your mailbox. To keep your mailbox secure, you should change it to a number that only you know.

Steps for Accessing Your Mailbox

Perform the following steps to access your mailbox.

Using DTMF:	Using Speech Recognition:
Dial Perfect Voice Pinnacle: From inside: From outside:	Dial Perfect Voice Pinnacle: From inside: From outside:
Press # when Pinnacle answers.*	Say “ <i>User Login</i> ” when Pinnacle answers.*
Enter your Mailbox Number	Say the digits of your Mailbox Number.
Enter your password.	Say the digits of your password.

Main Menu Options

When you first access your mailbox, you are placed in the Main Menu and you hear how many new and saved messages you have. From the Main Menu, you may access the messages menu, send a new message, access the Mailbox Options menu, activate your alternate greeting, undelete messages, or perform quick setup.

To perform these options, press the appropriate DTMF "key" on your telephone keypad. If your system is set up for Speech Recognition, you may also speak a phrase to perform the option. The following options are available from the Main Menu:

Main Menu Option	Speech Recognition	DTMF	Page
Listen to New Messages	<i>"Listen to/Play New Messages"</i>	1	6
Listen to Saved Messages	<i>"Listen to/Play Saved Messages"</i>	2	6
Send new Message	<i>"Send New Message"</i>	3	12
Mailbox Options Menu	<i>"Mailbox Options"</i>	4	15
Set Alternate Greeting	<i>"Set Alternate Greeting"</i>	5	7
Undelete Message	<i>"Undelete Message"</i>	7	7
Quick Setup	<i>"Quick Setup"</i>	8	7

1 Listen to New Messages

This option sends you to the Message Menu and plays your new messages. From the Message Menu, you may save or delete a message, forward a copy of a message to another User (or list of Users), reply to a message, listen to message time, date, and Caller ID, rewind, pause, fast-forward, or skip a message. See "[Listening to Messages](#)," page 8, for Message Menu options.

Speech Recognition: "Listen to/Play New Messages"

ABC 2 Listen to Saved Messages

This option sends you to the Message Menu and plays your saved messages. From the Message Menu, you may save or delete a message, forward a copy of a message to another User (or list of Users), reply to a message, listen to message time, date, and Caller ID, rewind, pause, fast-forward, or skip a message. See "[Listening to Messages](#)," page 8, for Message Menu options.

Speech Recognition: "Listen to/Play Saved Messages"



Send a New Message

This option allows you to send a message to a User (or list of Users). You may review and re-record or add to the message before sending it. You may also set the message urgent or certified before sending.

Speech Recognition: "Send New Message"



Mailbox Options

This option sends you to the Mailbox Options Menu. From the Mailbox Options Menu, you may record personal greetings, turn notification on or off, access the Call Transfer Menu (which allows you to set call blocking, pre-paging, and call forwarding), access distribution lists, and change your mailbox password.

Speech Recognition: "Mailbox Options"



Set Alternate Greeting

This option allows you to activate or de-activate your alternate personal greeting. If turned on, your alternate greeting recording plays.

Speech Recognition: "Set Alternate Greeting"



Undelete Message

This option allows you to un-delete a message that you previously erased. The un-deleted message will be placed in your saved messages.

Speech Recognition: "Undelete Message"



Quick Setup

This option allows you quickly set-up your mailbox, including recording your mailbox greetings, name recording, setting your password, and listing your name in directory assistance.

Speech Recognition: "Quick Setup"

Listening to Messages

When you press **1** to listen to new messages or **2** to listen to saved messages from the Main Menu, you are placed in the Message Menu. Perfect Voice Pinnacle will begin to play back your messages.

1

Save Message

Save the current message. The message will now be classified as saved. To hear it again, you will need to press 2 to listen to saved messages.

Speech Recognition: "Save Message"

ABC
2

Replay Message

Replay the current message.

Speech Recognition: "Replay Message"

DEF
3

Hear Time and Date Stamp/Caller ID

This option plays the caller ID, and time and date of the message.

Speech Recognition: "Time Stamp"

GHI
4

Erase Message

Erase the current message.

Speech Recognition: "Erase/Delete Message"

JKL
5

Forward Message

Forward a copy of the message to another User (or list of Users) with a prefix.

Speech Recognition: "Forward Message"

MNO
6

Respond to Caller

This option allows you to reply to the message if another Perfect Voice Pinnacle User sent the message.

Speech Recognition: "Respond to Caller"

PRS
7

Rewind Message

If you press **7** while the message is playing, it rewinds that message 5 seconds. If you press **7** again, it rewinds another 5 seconds. If you press **7** while in the saved messages and no message is playing you are backed into the previous message 5 seconds.

Speech Recognition: "Rewind Message"



Pause Message

This option works just like the pause control on a tape player. Selecting this option while the message is playing suspends playback until you press **8** again.

Not speech enabled.



Fast Forward Message

If you press **9** while the message is playing, it forwards that message 5 seconds. If you press **9** again, it forwards another 5 seconds.

Speech Recognition: "Fast Forward"



Skip to Next Message

Skip this message and play the next message.

Speech Recognition: "Next Message"



Return to the Previous Menu

Speech Recognition: "Previous Menu"



Return to the Automated Attendant

Speech Recognition: "Auto/Automated Attendant"

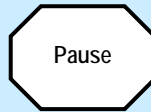
Playing Messages

While playing your messages, you may use the 7, 8, and 9 keys on the telephone keypad to rewind, fast-forward or pause your message. If your system is setup up for speech recognition, you may also speak the appropriate phrase.

While the message is playing:



"Rewind Message"



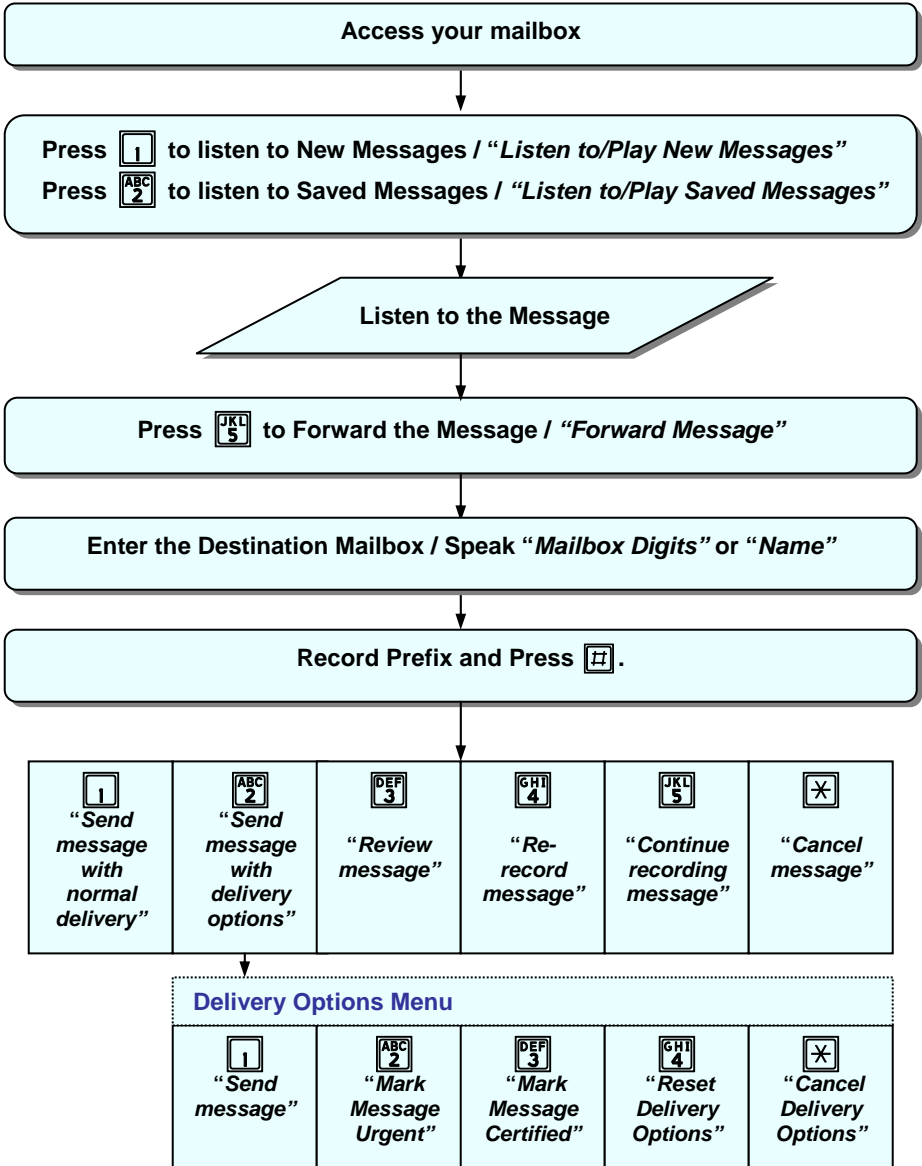
Not speech enabled



"Fast Forward"

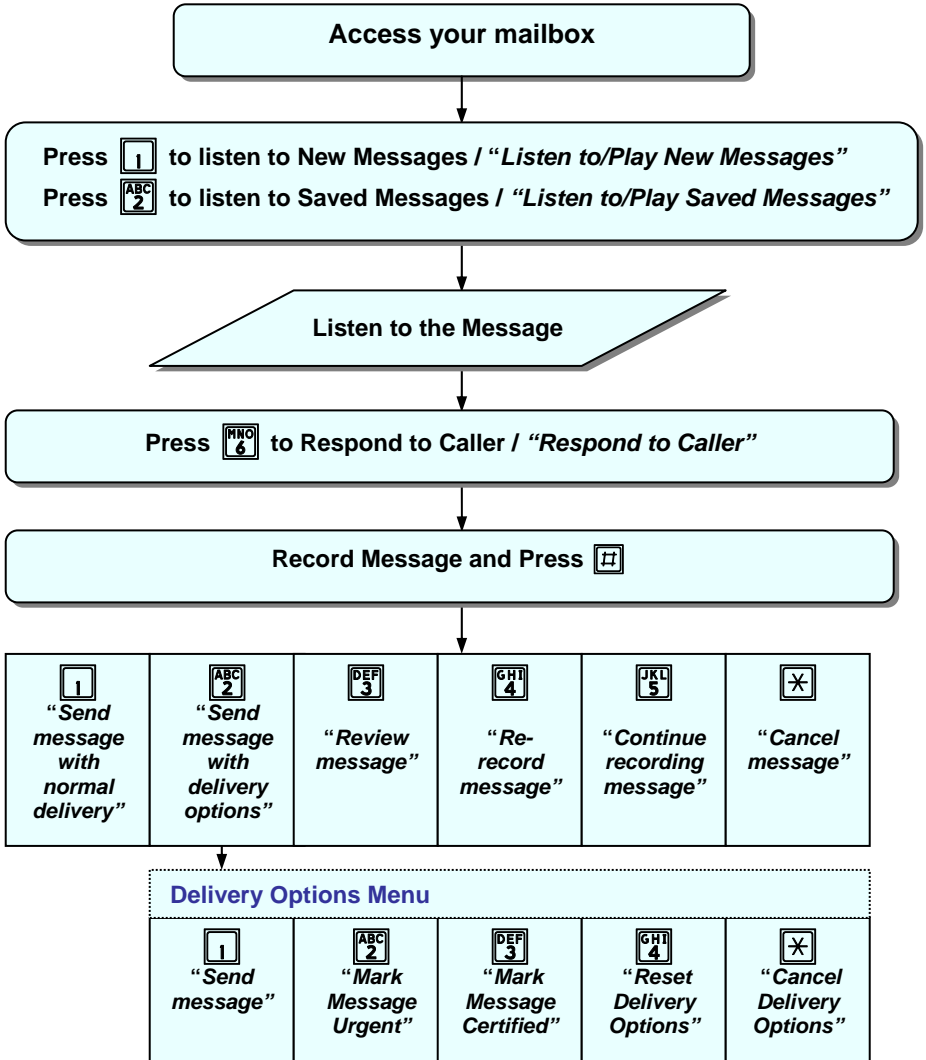
Forwarding a Message

A copy of a message may be forwarded to another User (or list of Users). You may record a separate message (message prefix) that plays just before the forwarded message.



Replying to a Message

You may reply to a message that was sent by someone who has a mailbox on the Perfect Voice Pinnacle system.



Send Message Menu

To send a new message, press **3** from the Main Menu. You are prompted to enter the destination mailbox and to record your message at the tone.



Normal Delivery

Set the message for normal delivery.

Speech Recognition: "Send message with normal delivery"



Send message with delivery options

Allows you to set delivery options for the message, including marking the message urgent or certified.

Speech Recognition: "Send message with delivery options"



Send Message

Sends the message.

Speech Recognition: "Send Message"



Mark Message Urgent

Set the message for urgent delivery. Sending a message as Urgent places your message in front of all other messages in the destination User's mailbox.

Speech Recognition: "Mark Message Urgent"



Mark Message Certified

Set the message certified. Setting a message certified

Speech Recognition: "Mark Message Certified"



Reset Delivery Options

Speech Recognition: "Reset Delivery Options"



Cancel Delivery Options

Speech Recognition: "Cancel Delivery Options"



Review Message

Replay the message you have recorded.

Speech Recognition: "Review Message"



Re-record Message

This option allows you to re-record the message.

Speech Recognition: "Re-record Message"



Continue Recording

Continue recording, adding to the end of the current recording.

Speech Recognition: "Continue Recording"



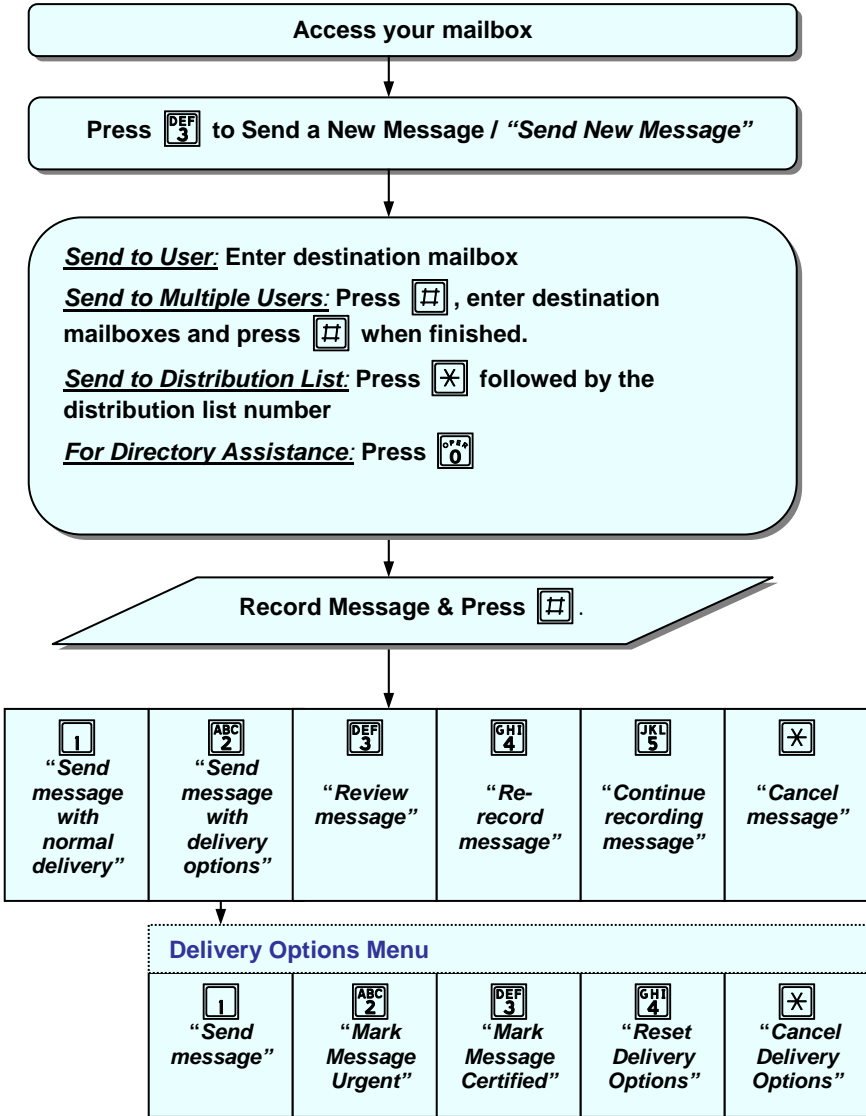
Cancel Message

Cancel the message that you recorded.

Speech Recognition: "Cancel Message"

Sending a New Message

Messages may be classified as normal or urgent. You may send a single message to multiple Users or to a distribution list.



Mailbox Options: Record Menu

When you press **4** from the Main Menu, you are placed in the Mailbox Options Menu. To access the Record Menu, press **1** to record greetings and / or toggle call blocking.

Record Greetings

This option allows you to record the greetings that callers hear when you are unavailable or out of the office. The following submenu is available:

Speech Recognition: "Record Greetings"

Create or Review No Answer Greeting

This is the greeting that callers hear when you do not answer the telephone. Example: "Hello, this is Fred Smith. I am in the office today but unable to answer your call right now. Please leave me a message and I will return your call as soon as I can. Thank you."

Speech Recognition: "No Answer Greeting"

Create or Review Busy Greeting

This is the greeting that callers hear when you are in the office but on the telephone. Example: "Hello, this is Fred Smith. I am on the telephone right now. Please leave me a message and I will return your call as soon as I can. Thank you."

Speech Recognition: "Busy Greeting"

Create/Review or Schedule Alternate Greeting

This is an alternate greeting that you may record. It may also be activated from the Main Menu (option 5).

Speech Recognition: "Alternate Greeting"

After accepting your recorded greeting, you are prompted to do the following:

- Enter the number of days to activate the alternate greeting. Press 1 to activate the greeting for today only, press 0 to cancel.
- Press 1 to accept the number of days you entered, press 2 to re-enter, or press * to cancel.
- Press 1 to enable Call Blocking while your alternate greeting is active, or press 2 to disable Call Blocking.



Create or Review Name Recording

Your name recording should only contain your spoken name, so after the tone, speak only your name.

Speech Recognition: "Name"



Change Call Blocking

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your extension go straight to your mailbox without ringing your extension.

Speech Recognition: "Change Call Blocking"



Return to the Previous Menu

This option returns you to the Mailbox Options Menu.

Speech Recognition: "Previous Menu"



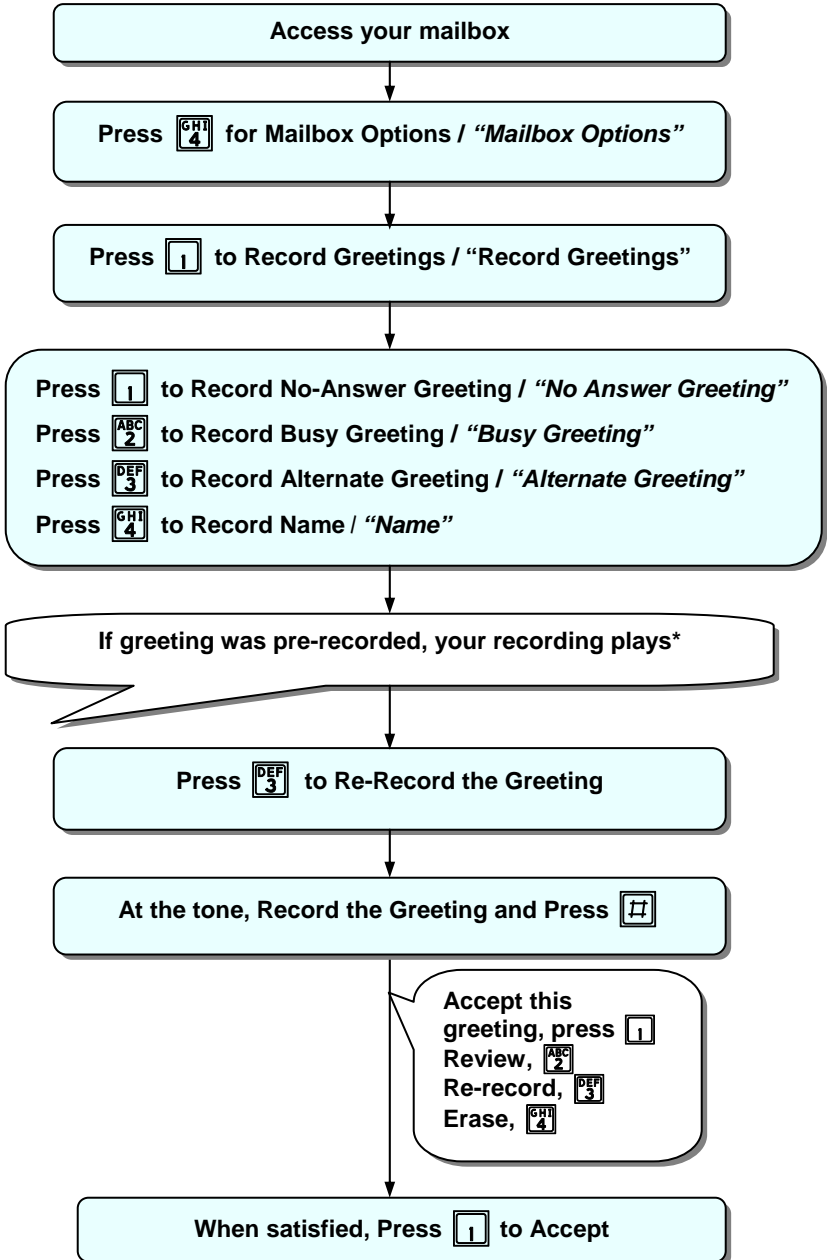
Return to the Automated Attendant

Speech Recognition: "Auto/Automated Attendant"

Changing Personal Greetings

These are the greetings that callers hear when you are unable to take a call or are out of the office. The "No Answer Greeting" is what callers hear when you are in the office but away from your desk. The "Busy Greeting" is what callers hear when you are in the office but on another line. The "Alternate" greeting is what callers hear when you activate the alternate greeting from the Record Menu or the Main Menu (option 5). Perfect Voice Pinnacle plays the "Name Recording" to callers before transferring them and over the intercom if you enable Pre-Paging.

Steps for Changing your Personal Greetings



**If this greeting was not pre-recorded, wait for the tone.*

Mailbox Options: Notification, Call Transfer and Distribution Lists

When you press **4** from the Main Menu, you are placed in the Mailbox Options Menu.



Change Notification

This option enables (or disables) notification for your mailbox. When you receive a new message, Perfect Voice Pinnacle can call you at your office extension, car phone, home, or activate a voice, pulse, or numeric pager. Your mailbox has 10 notification schedules.

Speech Recognition: "Change Notification"



Review All Notification Event Records



Change Status



Add, Edit or Delete Notification Event Record

You will be prompted to enter whether you want notification for all new or urgent-only messages, telephone number, delays, number of attempts, start and stop days, start and stop times.

- 1 – Add Outside Number Notification
- 2 – Pager With Pin Notification
- 3 – Standard Pager Notification
- 4 – Call at Extension Notification

NOTE: Cascade cannot be changed via telephone. If added via GUI, the TUI does not indicate cascade. There is currently no distinction between Alpha Numeric and Numeric pagers.



Call Transfer Options

Transfer options designate how the system operates when handling your calls.

Speech Recognition: "Call Transfer Options"



Change Call Blocking

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your extension go straight to your mailbox without ringing your extension.

Speech Recognition: "Change Call Blocking"



Change Pre-Paging

Change your Pre-Paging setting. If Pre-Paging is enabled, your name recording is announced over the office intercom before an incoming call is transferred to your extension.

Speech Recognition: "Change Pre-Paging"



Change Call Forwarding

Change your Call Forwarding setting. If enabled, you are prompted to enter the extension number or person to transfer calls to.

Speech Recognition: "Change Call Forwarding"



Return to the Previous Menu

Speech Recognition: "Previous Menu"



Return to the Automated Attendant

Speech Recognition: "Auto/Automated Attendant"



Distribution List

This option allows you to create and maintain up to 10 distribution lists. A distribution list is a group (or list) of Users to whom you commonly send or forward messages. Each list has its own number and name. If you send a message to a distribution list, each member of the list receives a copy of the message.

Speech Recognition: "Distribution List Maintenance"

The following submenu is available:



Add a New List

Create a new distribution list.

Speech Recognition: "Add List"

- You are prompted to enter the number of the list you wish to create. Valid list numbers are from 0 to 9.
- You are prompted to record the name of the list at the tone.
- Press 1 to accept the name or 2 to re-record the list name.
- Press 1 to add members to the list or 2 to continue. If you press 1, you may add mailbox extensions to the distribution list. You may continually enter mailbox numbers by leaving a short pause between entries.
- Press # when you are finished.



Review List Name

This option plays back the names you have recorded for your distribution lists.

Speech Recognition: "Review List Names"



Change an Existing List

After selecting this option, you are prompted to enter the number of the list you wish to modify.

Speech Recognition: "Edit/Change List"

You are asked to confirm your selection and are then placed in the following menu:



Add Members to your List

This option allows you to add members to the list.

Speech Recognition: "Add Members to List"



Listen to List Members

This option plays back the list members in numerical order of their extensions.

Speech Recognition: "Listen to List Members"



Change List Name

This option prompts you to record a new name for this distribution list.

Speech Recognition: "Change List Name"



Delete Members from your List

This option allows you to delete members from the list.

Speech Recognition: "Delete Members from List"



Return to the Previous Menu

Speech Recognition: "Previous Menu"



Delete an Existing List

You are prompted to enter the number of the distribution list you wish to delete.

Speech Recognition: "Delete List"



Change Password

This option allows you to change your mailbox password.

Speech Recognition: "Change Password"



Return to the Previous Menu

Speech Recognition: "Previous Menu"

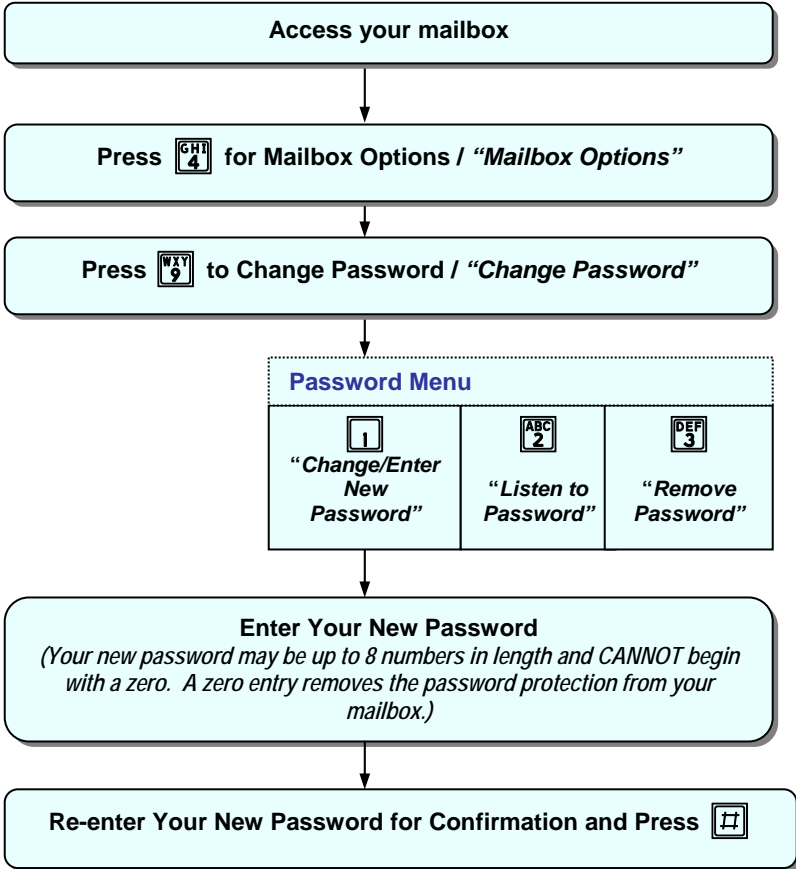


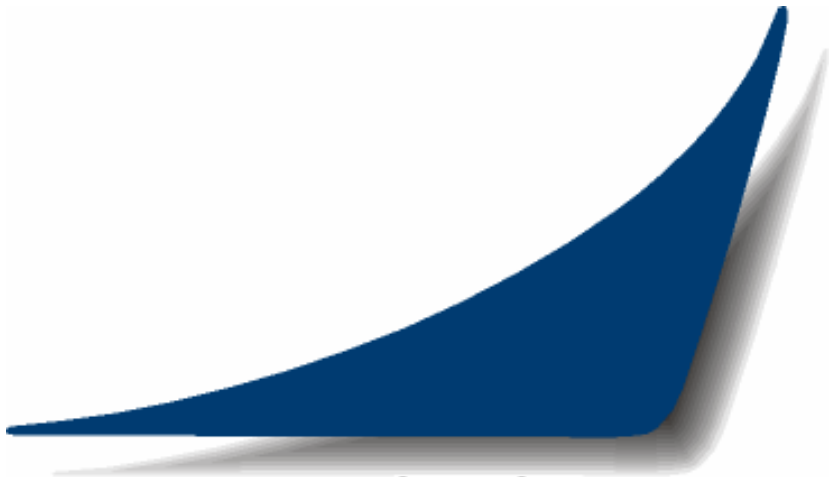
Return to the Automated Attendant

Speech Recognition: "Auto/Automated Attendant"

Changing Your Password

When you press 4 from the Main Menu, you are placed in the Mailbox Options Menu. To change your mailbox password, press 9.





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PVPINUG
Revision 1.6
May, 2006