

Perfect Voice User Guide

PERFECT VOICE
PROFESSIONAL



PERFECT VOICE
FLASH 8

PERFECT VOICE
OCTET

PERFECT VOICE
Tis16
SERIES 2

PERFECT VOICE
Tis16
SERIES 3

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What is Perfect Voice?

Perfect Voice is an automated attendant/voice messaging system and functions like your own personal receptionist. Depending on how your system is configured, Perfect Voice can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, and much more. Perfect Voice provides the best utilization of current technology and makes more productive use of the telephone.

The Perfect Voice Professional family includes Perfect Voice Professional, Perfect Voice Flash 8, Perfect Voice Octet, Perfect Voice Tis16 Series 2, and Perfect Voice Tis16 Series 3.



PERFECT VOICE
PROFESSIONAL

The logo features the words "PERFECT VOICE" in a smaller, blue, sans-serif font above the word "PROFESSIONAL" in a larger, grey, sans-serif font. The text is set against a blue and white swoosh that curves around the right side of the letters.

PERFECT VOICE
FLASH 8

The logo features the words "PERFECT VOICE" in a smaller, blue, sans-serif font above the words "FLASH 8" in a larger, grey, sans-serif font. The text is set against a blue and white swoosh that curves around the right side of the letters.

PERFECT VOICE
OCTET

The logo features the words "PERFECT VOICE" in a smaller, blue, sans-serif font above the word "OCTET" in a larger, grey, sans-serif font. The text is set against a blue and white swoosh that curves around the right side of the letters.

PERFECT VOICE
Tis16
SERIES 2

The logo features the words "PERFECT VOICE" in a smaller, blue, sans-serif font above the words "Tis16" in a large, bold, blue, sans-serif font, and "SERIES 2" in a smaller, grey, sans-serif font below it. The text is set against a blue and white swoosh that curves around the right side of the letters.

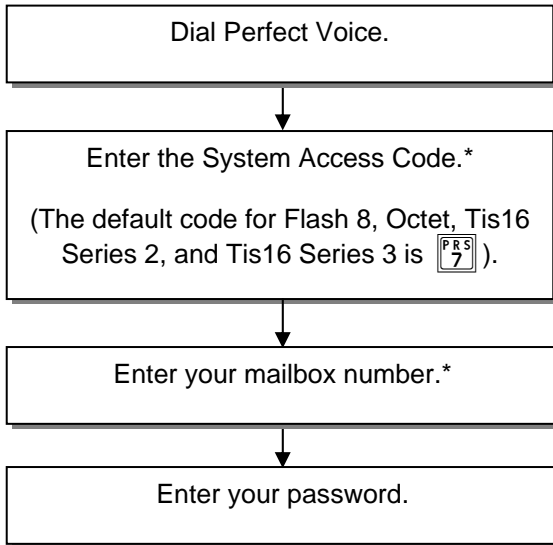
PERFECT VOICE
Tis16
SERIES 3

The logo features the words "PERFECT VOICE" in a smaller, blue, sans-serif font above the words "Tis16" in a large, bold, blue, sans-serif font, and "SERIES 3" in a smaller, grey, sans-serif font below it. The text is set against a blue and white swoosh that curves around the right side of the letters.

Logging into your mailbox

To listen to your messages, change your password, record your personal greeting or perform any other User functions, you must **log in**. The first time you log in, you will be placed in Quick Setup. **You must complete Quick Setup before you can receive messages.** See page 4.

Below are the steps for logging into your mailbox. More detailed information about each step is on the next page.



Step 1: Dial Perfect Voice.

To access Perfect Voice as a User, call it just as you would call anyone else in your company with a telephone extension number. Your System Administrator can tell you what the Perfect Voice extension number is. Dial this number when you want to call Perfect Voice from inside your company's facilities. You may also call Perfect Voice from outside your company's facilities (i.e. from your home telephone). Your System Administrator can also tell you what this telephone number is.

Step 2: Enter System Access Code .*

After Perfect Voice answers your call, you hear your company's greeting, also known as the main greeting. If you want to listen to your messages, change your password, record your personal greeting or perform any other User Mode functions, you first need to enter the System Access code. This is the number that you or anyone else in your company dials from the main greeting to log in to User Mode. (The default code for Flash 8, Octet, Tis16 Series 2, and Tis16 Series 3 is 7.)

Step 3: Enter Your User ID (Mailbox Number).*

After you enter the System Access Code, you are prompted to enter your User ID. The User ID is what others dial to reach you or leave you a message.

Step 4: Enter Your Password

After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your mailbox. You are prompted for your password each time you access your mailbox. To keep your mailbox secure, you should change your password to a number that only you know.

*You may not go through these steps if you call Perfect Voice from inside your company and your telephone system offers voice messaging integration.

Quick Setup

The first time you log in, you are automatically placed into Quick Setup. ***You must complete Quick Setup before you can receive messages.***

In just a few minutes, Quick Setup guides you through choosing a password, recording your name, recording your personal greeting, and spelling your name for Directory Assistance. Quick Setup asks you to confirm your input for each step before proceeding to the next step, so even if you get it wrong, you get a change to try again.

Following is a summary of the four steps of Quick Setup. It may help you to review this section before going through Quick Setup the first time.

Step 1: Choose Your Password

Your password may be one to eight digits. To keep your mailbox secure, you should choose a password that only you know. Although your System Administrator can *change* your password, only you know what it is.

Step 2: Record Your Name

Your name recording should only contain your spoken name. After the tone, speak only your name, then press the pound key (#) on your telephone.

Step 3: Record Your Personal Greeting

Your personal greeting plays to callers if you are not available to answer their call. You may wish to write down your personal greeting before recording it. After you have finished recording your personal greeting, press the pound key (#) on your telephone.

When formulating your personal greeting, keep in mind that it should identify who you are and specify other options that may be available to the caller. For example, Mary wants to make sure callers can call the operator and have her paged. Her personal greeting may be: *"Hi, this is Mary Smith. I'm sorry I missed your call. If you want to leave me a message, press pound or wait for the tone. Or, you may press 0 and have me paged."*

Perfect Voice

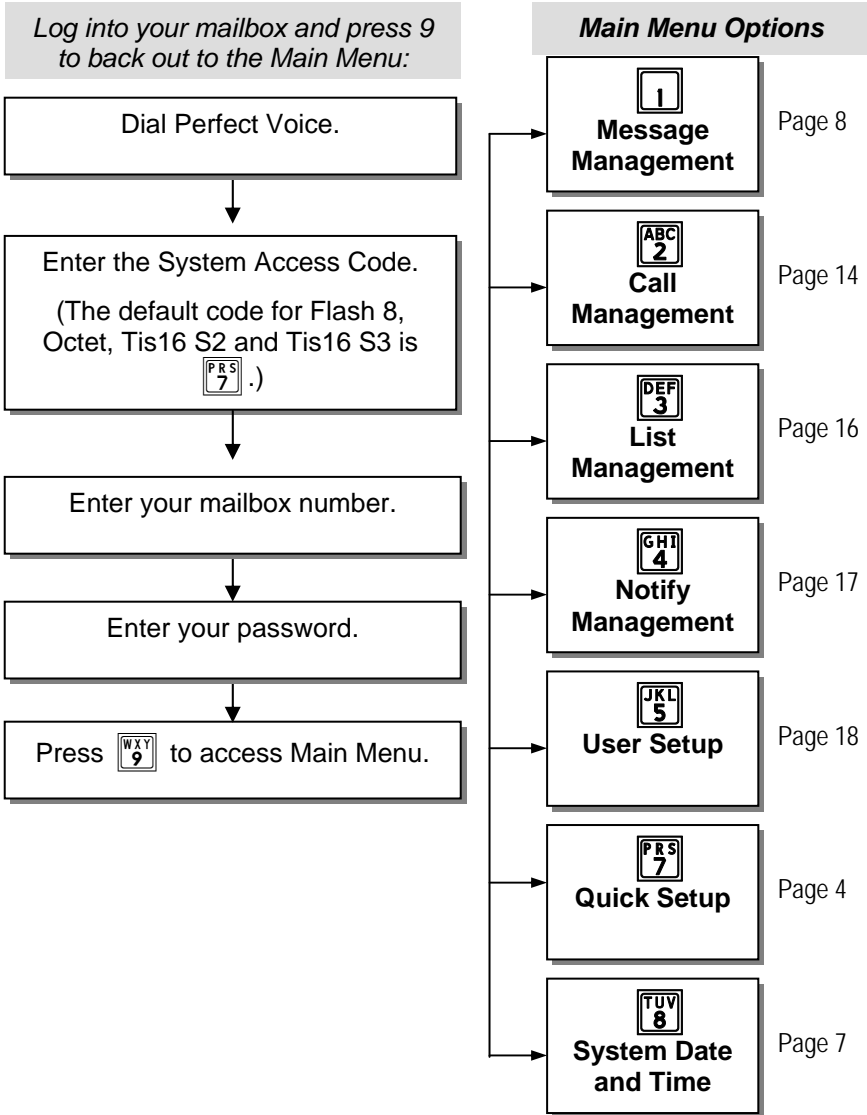
Step 4: List your Name with Directory Assistance

In this step, you are asked to spell out your name, just as a caller would from Directory Assistance. (Check with the System Administrator to see if the system is configured for last name only (default), first name only, or the first or last name.) If you wish to remain unlisted with Directory Assistance, simply press the # key when prompted to spell out your name.

After completing Quick Setup, you hear the Main Menu options. (By default, all subsequent logins to Flash 8, Octet, Tis16 Series 2 and Tis16 Series 3 place you in Message Management, where you may listen to messages. To access the Main Menu, you need to press 9 from the Message Management Menu.)

Main Menu Overview

From the Main Menu, you may select any of the following options. Most of these options, in turn, lead to other menus with their own sets of options.



Main Menu Options

From the Main menu, you may select any of the following options by pressing the appropriate key on your telephone keypad. Most of these options, in turn, lead to other menus with their own sets of options.

Message Management

From Message Management, you can listen to your messages, send a new message to another User (or a list of Users), forward a message, and erase messages. You also can review or erase a message that you sent to another user before it is listened to. See page 8.

Call Management

Call Management enables you to record your personal greeting, select an alternate personal greeting and change the Call Blocking or Call Screening setting of your message box. See page 14.

List Management

List Management, helps you define and manage up to ten *private distribution lists*. A distribution list is a list of other Users to whom you can easily send messages. See page 16.

Notify Management

From Notify Management, you can enable or disable notification of new messages. See page 17.

User Setup

From User Setup, you can change your password, record your name, change the order in which your messages are played, and define your name spelling with Directory Assistance. See page 18.

Quick Setup

Quick Setup allows you to go back through the new User setup tutorial. Quick Setup guides you through changing your password, recording your name and personal greeting and listing yourself in Directory Assistance. See page 4.

System Date And Time

This option plays the current system date and time.

or **Log Out**

These options log you out of User mode and return you to the main system greeting.

Message Management



Play Next Message

Play your next message with the time stamp.



Replay Current Message

Replay the current message, including the time stamp.



Advanced Options

After selecting this option, the following advanced options are available.



Play Next Message

Saves the current message and plays the next message.



Quick Messaging

Record and send a message to another User without ringing their telephone or hearing their personal greeting. It prompts you for the destination and then immediately begins recording your message. This method of sending a message requires a minimum amount of key strokes.



Erase All Messages

After selecting this option, all messages are marked to be erased and will be erased upon exit from User Mode.



Unerase All Messages

Selecting this option unmarks all messages that were marked for erasure. This allows you to exit User Mode without deleting any messages that were marked during that session.



Check Unheard Sent Messages

This option allows you to check the status of the messages that you have sent to other Users and listen to and delete the message if the recipient has not listened to it.



Play First Message

This option immediately plays back the first message in playback order.



Play Saved Messages

This option immediately goes to playback of the first saved message in playback order.



Erase All Messages

This option marks all messages for erasure and erases them when you exit from User Mode.

Message Management



Erase Current Message & Play Next Message

Erases the message currently being listened to and immediately begins playback of the next message in playback order.



Forward Current Message (See Forward Menu, page 10)

Forward the current message to another User or a list of Users. After selecting this option, you are placed into the Forward menu from which additional options are available.



Send a New Message (See Send Menu, page 12)

Send a new message to another User or a list of Users. After selecting this option, you are placed into the Send menu from which additional options are available.





Replay the Current Message

This option works just like the rewind control on a tape player. After selecting this option, playback of the message is resumed a few seconds before the current point.



Power Playback

Play all messages. This enables you to listen to all of your messages with a single button. Pressing  takes you out of Power Play.

Note that this option is only available while listening to the Message Management menu. Pressing  during message playback moves forward within the message (works like fast-forward on a tape player).



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

Forward Menu (**JKL 5** from Message Management)

1 Forward Message and Return to Message Menu

Deliver the forwarded message. (First you must select a forwarding destination.)

ABC 2 Record Message Prefix

Record a separate message that will be played just before the forwarded message. Although not required, it is recommended that you record a prefix when forwarding a message. If you re-select this option, your previous recording is overwritten.

DEF 3 Review Message Prefix

Reply the forwarding prefix if you have recorded it.

GHI 4 Forward With Special Delivery Options

After selecting this option, you are placed in the following menu, after which you are sent back to the "Forward Current Message" menu.

- **1** Send Message with Options: Send the message after selecting one or more of the special delivery options that follow. You are returned to the Forward menu where you may select another destination.
- **ABC 2** Set Private: The destination User may not forward your message.
- **DEF 3** Set Certified: You are sent a return message when the destination User listens to your message.
- **GHI 4** Set Urgent: Sending a message as Urgent places your message in front of non-urgent messages in the destination User's message box.
- **JKL 5** Set Future Delivery: You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.
- **TUV 8** Reset Delivery Options: You may redefine the delivery options that you have selected.

JKL 5 Append to Message Prefix

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

Forward Menu (from Message Management)



Select Personal List Number*

Select the list of Users to whom the message will be forwarded.



Select User ID*

Select the User to whom the message will be forwarded.



Select Network User ID*

Select the Network User to which to forward the message.

*You may override your selection if you re-select any of these options.

Send Menu (from Message Management)



Send a New Message and Return to the Message Menu

Deliver the recorded message. This option may be used only after you have selected a forwarding destination (options 6, 7, or 8).



Record Message

Record a message to be heard by the destination User or Users. If you re-select this option, your previous recording is overwritten.



Review Message

Replay the message you have recorded.



Send With Delivery Options

After selecting this option, you are placed in the following menu, after which you are returned to the "Send a New Message" menu.



Send Message with Options: Send the message after selecting one or more of the special delivery options that follow. You are returned to the Send menu where you may select another destination.



Set Private: The destination User may not forward your message.



Set Certified: You are sent a return message when the destination User listens to your message.



Set Urgent: Sending a message as Urgent places your message in front of non-urgent messages in the destination User's message box.



Set Future Delivery: You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.



Reset Delivery Options: You may redefine the delivery options that you have selected.

Send Menu (from Message Management)



Append to Message

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



Select Personal List Number*

Select the list of Users to whom the message will be sent.



Select User ID*

Select the User to whom the message will be sent.



Select Network User ID*

Select the Network User to whom the message will be sent.

*You may override your selection if you re-select any of these options.

Call Management



Play the Current Personal Greeting

Play back your current personal greeting.



Change Call Blocking

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your User ID will go straight to your personal greeting without trying your extension.



Change Call-Screening

Change your Call-Screening setting. If Call-Screening is enabled, callers who select your User ID are asked to state their name before they are transferred to your extension. After you answer the call, Perfect Voice tells you who the caller is by playing back their recording. You are then given the option of accepting the call, rejecting the call, sending the call to another extension or requesting a message. Check with your System Administrator about the availability of this option with your system.



Select Next Personal Greeting

Select which of your personal greetings will play when you are not available. For example, if you are allowed two personal greetings and your current personal greeting is number one, pressing 4 causes personal greeting number two to play when you are not available.



Record Current Personal Greeting

This option prompts you to record the personal greeting that is currently playing.



Delete A Personal Greeting

You are prompted to select the personal greeting you wish to delete.

Call Management



Choose Personal Greeting

This option prompts you to select the personal greeting you wish to play.



Record Any Personal Greeting

This option prompts you to select the personal greeting you wish to record.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.

List Management



Review Next or First Member

Play the name or User ID of the next member in the current list.




Re-Review Current Member

Replay the name or User ID of the current member in the current list.



Remove All Members From List

Remove all members from the current list. You are asked to press  to confirm your request.



Remove Current Member From List

Remove the current member from the current list.



Review Last Member

Play the name or User ID of the previous member in the current list.



Create New or Select Existing List Number

Use this option to select the personal list number (0-9) to work on. By default, when you first enter List Management, you are automatically working on list 0.



Add New User ID to List

This option allows you to add a User ID to the current list.



Add New Network ID to List

Add a Network User ID to the current list.



Return to Main Menu

This option returns you to the Main menu.



Log Out

Log out and return to the main system greeting.



Replay Menu Options

Notify Management



Notification Status

Review whether or not you will be notified of new messages.



Enable all Notifications

Enable pager notification of new messages.



Disable all Notifications

Block pager notification of new messages.



Change Notification Number

This option enables you to change the outside telephone number for notification.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.

User Setup



Change Password

Your password can be any number from one to eight digits in length. It cannot contain * or #. To speed up the entry process, press # when you have finished entering your new password. (Leading zeroes are ignored.)



Record Name

This recording should only contain your name. Press # when you have finished speaking your name to speed up the process.



Review Name

This option plays back your current name recording.



Change Message Playback Order

While in Message Management, messages may be played back in the order received (first-in-first-out), or they may be played back in the opposite order (last-in-first-out).



Change Directory Assistance Listing

This option allows you to specify your listing with Directory Assistance. Directory Assistance is a service available to callers and Users who do not know your extension, but know the spelling of your name. You are prompted to “spell out” up to sixteen letters of your name on the telephone keypad. Press # when you have finished spelling your name. If you wish to remain unlisted with Directory Assistance, press # without entering anything.



Review Directory Assistance Listing

This option plays back your listing with Directory Assistance.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

How to...

This section of the User Guide provides the steps for performing common actions such as the following.

Listening to Messages:

- Listen to your messages
- Rewind, Fast-forward and Pausing Messages
- Change the Order your Messages Play

Sending Messages:

- Send a message
- Send a Single Message or Send a Message to Multiple Destinations
- Send a Message to an AMIS User
- Send a Single Message or Send a Message to Multiple Destinations

Pager Notification:

- Determine pager notification status
- Activate Pager Notification
- Set or Change Pager Notification Number
- Deactivate Pager Notification

Personal Greetings:

- Record Additional Personal Greetings

Listen to your messages

- Log into your mailbox.
- You hear how many new and saved messages you have in your mailbox.
- Your first new message plays. After the message plays, you have the following options:
 - Press 1 to save the message and play the next message;
 - Press 2 to replay the message;
 - Press 4 to erase message and play the next message;
 - Press 5 to forward message;
 - Press 6 to reply to the message (if sent from another User)
 - Press 7 to rewind the message a few seconds from end;
 - Press 8 to “power play” all messages.

Rewind, Fast-forward and Pause Messages

While your message is playing, you have the following options:



Rewind: Pressing 7 one time rewinds the message five seconds from the current point. You may press 7 multiple times to rewind to an earlier point in the message.



Fast-Forward: Pressing 8 one time forwards the message five seconds past the current point. You may press 8 multiple times to fast-forward to a later point in the message.






Pause Message Playback: Pressing * suspends playback of the message for a few seconds or until you press * again.



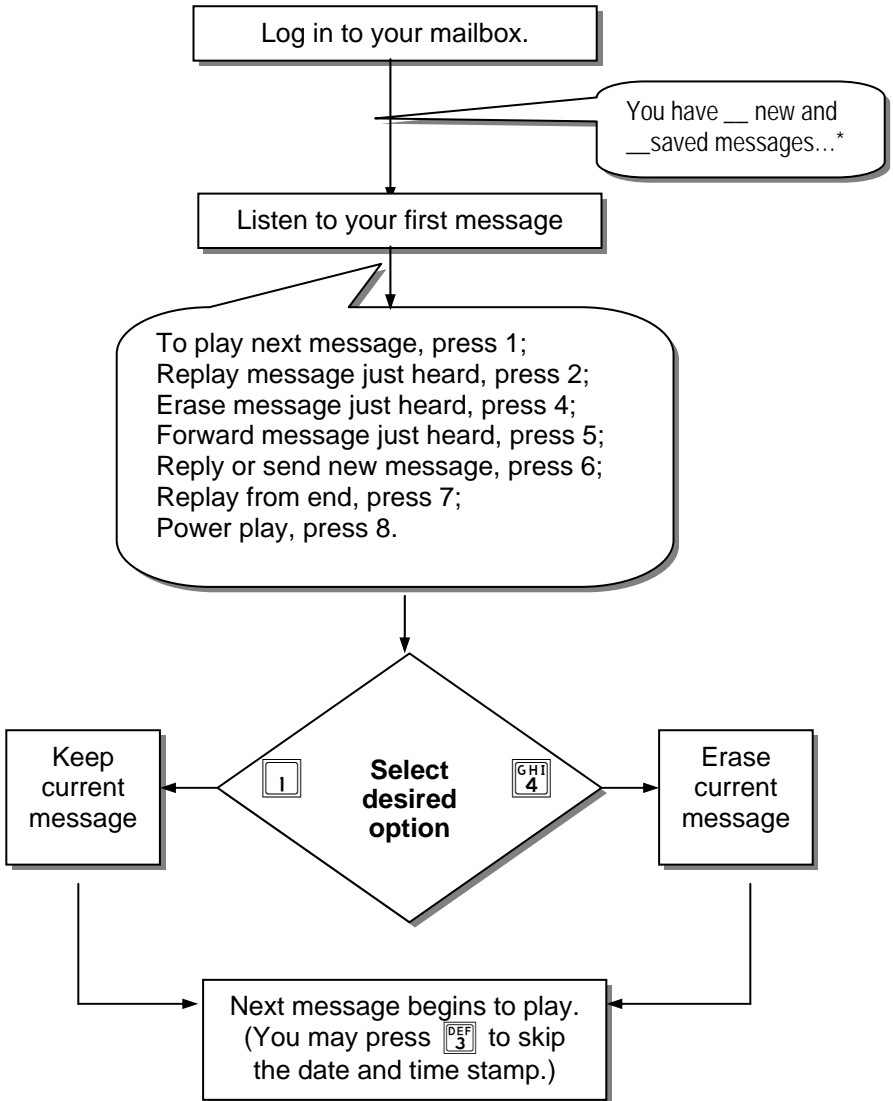
Skip to Next Message Component: This option allows you to skip to the end of a message component. For example, while listening to a message that was forwarded to you, press # during playback of the forwarding prefix to skip it and begin playback of the forwarded message itself.

Change the Order your Messages Play

You may configure the order in which your messages are played back to be the same as the order in which they were received (first-in-first-out), or in the opposite order (last-in-first-out). This is done from User Setup.

- Log into your mailbox.
- Press  to back out of Message Menu and play Main Menu.
- Press  for User Setup.
- Press  to change playback order. Messages may be played back in the order received (first-in-first-out), or they may be played back in the opposite order (last-in-first-out).




Listening to Messages






Pager Notification

Perfect Voice can activate your pager when you receive a new message. When you receive a new message, 9's will appear on the pager display.




Determine pager notification status

- Log into your mailbox.
- Press  to back out of Message Menu and play Main Menu.
- Press  for Notify Management.
- Press  to hear whether or not you will be notified of new messages.




Activate Pager Notification

- Log into your mailbox.
- Press  to back out of Message Menu and play Main Menu.
- Press  for Notify Management.
- Press  to activate your pager when you receive a new message.

Set or Change Pager Notification Number

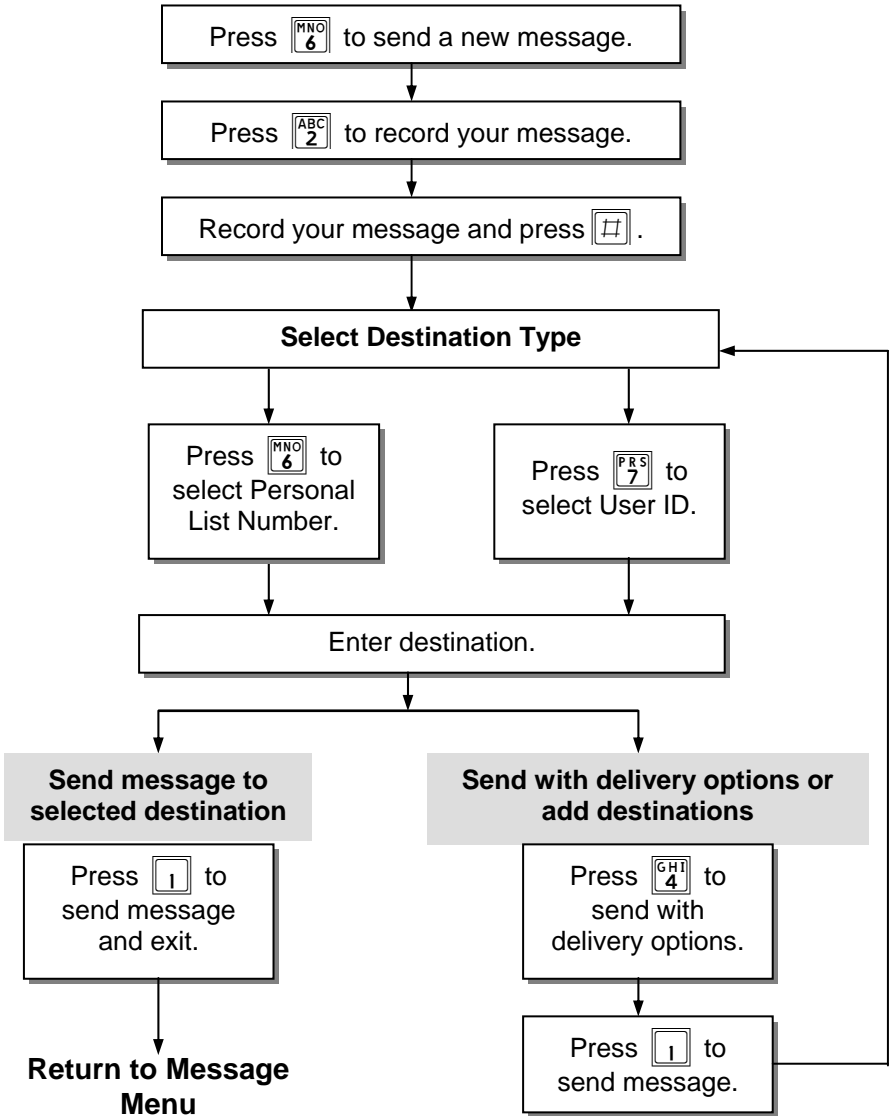
- Log into your mailbox.
- Press  to back out of Message Menu and play Main Menu.
- Press  for Notify Management.
- Press  to change notification number.
- Enter the 7 or 10-digit local number. The pager number must be local. (It is not necessary to enter a 9 before the dialstring.)

Deactivate Pager Notification

- Log into your mailbox.
- Press  to back out of Message Menu and play Main Menu.
- Press  for Notify Management.
- Press  to block pager notification. When blocked, your pager will no longer be activated when you receive a new message.

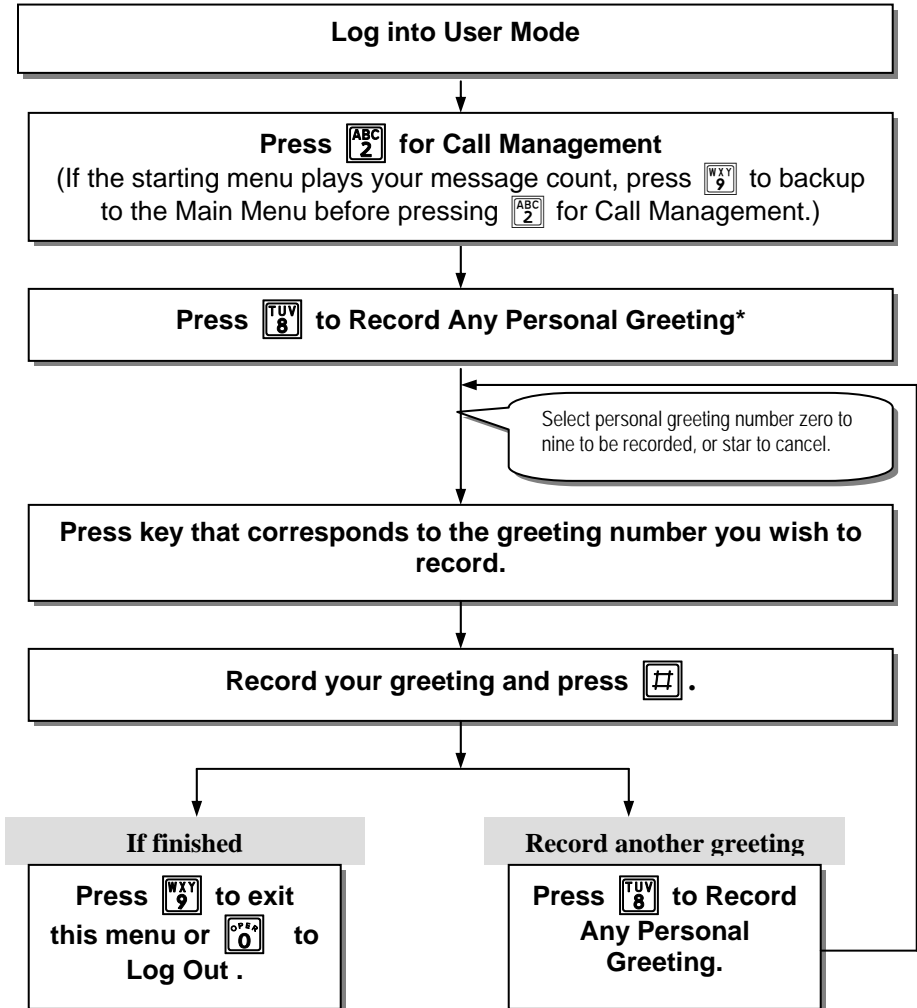
Send a Single Message or Send a Message to Multiple Destinations

To send a single message to more than one User or distribution list without re-recording the message:



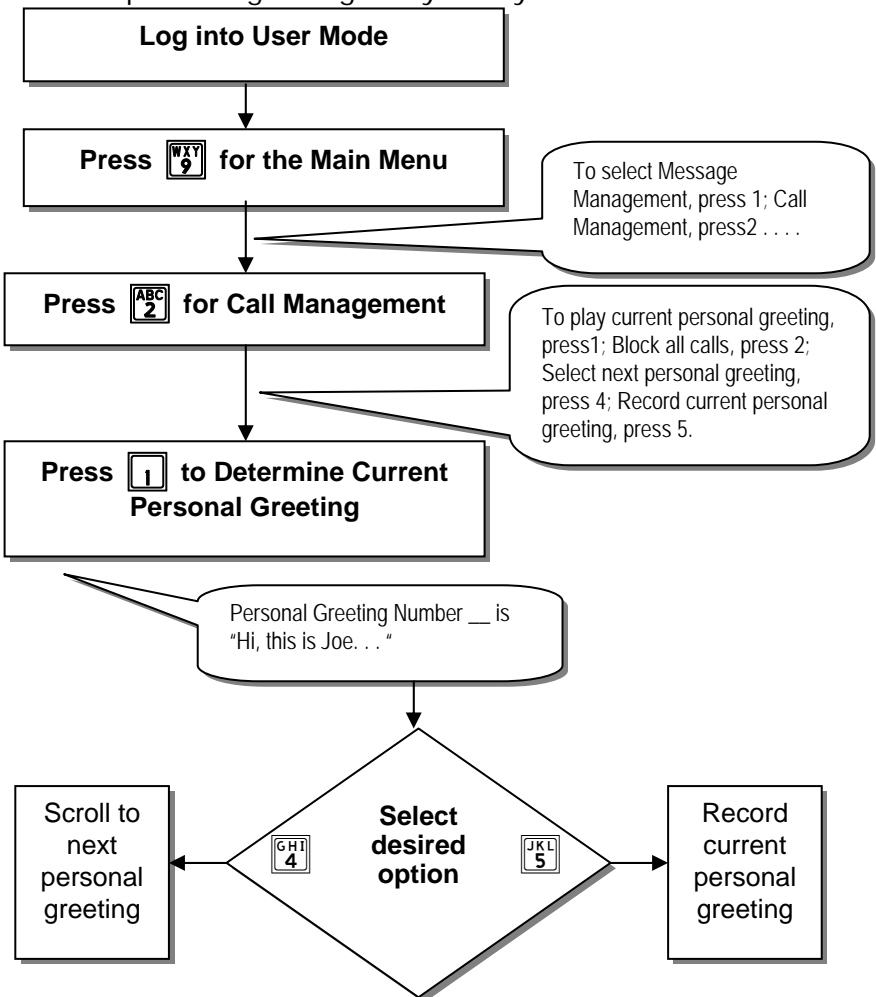
Record Additional Personal Greetings (Perfect Voice Professional)

For Flash 8, Octet, Tis16 S2 and Tis16 S3 systems, see the next page. If you have completed Quick Setup, you have already recorded personal greeting number one. It is good practice to record additional personal greetings to handle different situations. For example, a different personal greeting may play for the times you are out of the office for appointments versus the times you are in the office but away from your desk. You may pre-record the additional greetings and select them from the Call Management menu as needed. It is not necessary to re-record the same personal greeting every time you are out of the office.



Record Additional Personal Greetings (Flash 8, Octet, Tis16 Series 2 and Tis16 Series 3)

If you have completed Quick Setup, you have already recorded personal greeting number one. It is good practice to record additional personal greetings to handle different situations. For example, a different personal greeting may play for the times you are out of the office for appointments versus the times you are in the office but away from your desk. You may pre-record the additional greetings and select them from the Call Management menu as needed. It is not necessary to re-record the same personal greeting every time you are out of the office.







Tips

Personal Greetings

- While listening to your personal greeting, a caller may select any other extension by simply entering it. A caller may skip your personal greeting and begin recording a message by pressing the pound key (#).
- It is good practice to change your personal greeting to indicate that you are out of the office. Personal greetings may be pre-recorded to handle different situations.

Directory Assistance

- If you do not know someone's User ID, you may enter the directory assistance code (usually   ) to spell out their name. The code for Flash 8, Octet, Tis16S2, and Tis16 S3 is .


Forwarding Messages

- To forward a single message to more than one User or distribution list without re-recording the forward prefix, simply re-select the destination and forward the message.



Logging in

- When logging in, you don't have to wait for the prompt to finish before entering the information requested.


Logging out

- From almost anywhere in User Mode, you may press  to log out and return to the main greeting.



Returning to the Previous Menu

- From any level, you may press  and return to the previous menu level. If you are in the Main Menu, pressing  logs you out of User Mode and takes you back to the main greeting.

Replaying a Menu

- From any menu, you may press  to replay the menu.

Skipping Ahead to the Next Step

- Pressing  signals to the system that you want to skip ahead to the next step. For example, if you are listening to the prefix of a message that was forwarded to you, pressing  skips directly to the forwarded message itself.

Using Call Record

(Check with your System Administrator to see if Call Record is available for your telephone system.)

If using Automatic record mode:

- After the call is established, press RECORD on the telephone. The recordings will be placed into the default mailbox for the extension.

If using Manual record mode, recordings may be placed in the default mailbox or in an alternate mailbox specified by the User:

- After the call is established, press RECORD + “#” to place the recording in the default mailbox.
- After the call is established, press RECORD + <Mailbox Number> + # to record into alternate mailbox.

While recording, you may press the Pause/Resume button to temporarily stop the recording. Press the button again to continue recording.

Using Call Monitor

(Check with your System Administrator to see if Call Monitor is available for your telephone system.)

Perfect Voice allows Users to listen to messages over their telephone speaker AS the caller is recording it in voice mail. Users may intercept the call or allow it to remain in voice mail.

To enable call monitor:

- While the telephone is idle, press the Call Monitor button.
- Enter the mailbox password followed by the “#” key.
- The Call Monitor button LED will light steady red.

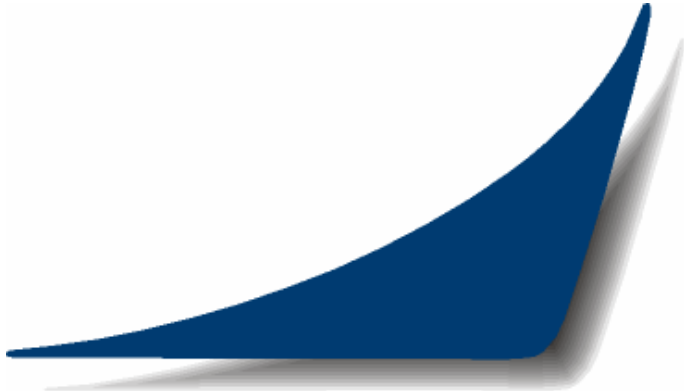
When call monitor is enabled and a caller is leaving a message, the Call Monitor button LED will flash red.

- Press the Call Monitor button once to monitor the caller.
- At this time, the message will play over the telephone speaker as the caller is recording it in voice mail.
- While the caller is being monitored, the User may:
 - Press Call Monitor to intercept the call.
 - Press RLS (hang-up) to end call monitoring of caller.

Using Call Transfer

You may transfer a call to another mailbox.

- Press the Call Transfer button.
- Dial the mailbox number.
- Press RLS.



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