PERFECT VOICE®

User Guide

User Guides

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What is Perfect Voice?

Perfect Voice, an automated attendant/voice messaging system, 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.

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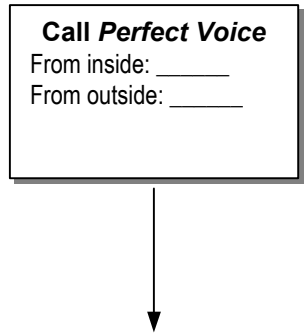
Accessing the System

As a User, you access the *Perfect Voice* system to listen to your messages, change your password, record your personal greeting or perform any other User functions. To access the system in this manner, you must ***log in to User Mode***.



Call *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 by dialing a 7- or 10-digit number (i.e. from your home telephone). Your System Administrator can also tell you what this telephone number is.

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* (request access to User features on the system).

Enter Your User ID

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 in your *message* box. Your System Administrator should have already reserved a *User ID* (User Identification number) for you. Your User ID is often the same number as your telephone extension number. If you are not sure, check with your System Administrator.

Enter Your Password

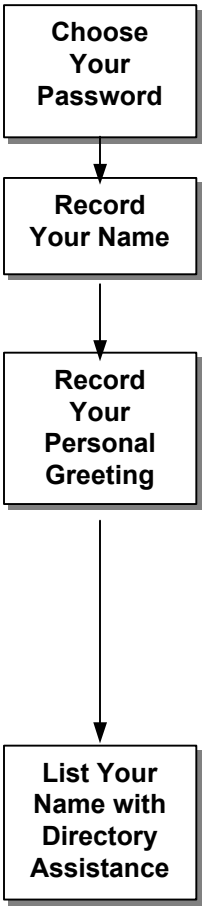
After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your message box. You are prompted for your password each time you access your message box. To keep your message box secure, you should change it 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 to the system, you are automatically placed into Quick Setup. Even if you are not familiar with voice messaging, it should take no more than a few minutes to complete Quick Setup. Quick Setup helps you to choose a password, record your name, record your personal greeting, and spell 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.

You must complete Quick Setup before you can receive message. 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.



Choose Your Password

Your password may be any one to eight digit number. To keep your message box secure, you should choose a password that only you know. Although your System Administrator can *change* your password, only you know what it is. You are responsible for remembering it.

Record Your Name

Your name recording should only contain your spoken name, so after the tone, speak only your name. For example, Fred Smith's name recording would be recorded simply as "Fred Smith". As soon as you are finished speaking your name, press the pound sign (#) on your telephone to terminate the recording.

Record Your Personal Greeting

Your personal greeting is heard by others if you are not available to answer their call. 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 (#). In addition to identifying who you are, your personal greeting may also tell the caller about other options. 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."*

To save time, write down your personal greeting before recording it. After you have finished recording your personal greeting, press the pound key (#) on your telephone.

List your Name with Directory Assistance

Directory Assistance offers callers who do not know your User ID the option of "spelling out" your name by pressing the telephone keys that correspond to your last name. For example, a caller wishing to reach Fred Smith from Directory Assistance would press 76484. In this step, you are asked to spell out your name, just as a caller would from Directory Assistance. If you wish to remain unlisted with Directory Assistance, simply the # key when prompted to spell out your name.

After completing Quick Setup, you hear the Main Menu options. You may also hear the Main Menu each time you log into User Mode, depending upon system integration and the menu the System Administrator specifies. From the Main Menu, you may access all of Perfect Voice's features (including Quick Setup).

User Mode Overview (Main Menu)

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.

1 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 6.

2 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.

3 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.

4 Notify Management

From Notify Management, you can enable or disable notification of new messages. See page 18.

5 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 19.

7 Quick Setup

Quick Setup allows you to go back through the new User setup tutorial. Quick Setup walks you through changing your password, recording your name and personal greeting and listing yourself in Directory Assistance. See page 3.

8 System Date And Time

This option plays the current system date and time

9 or 0 Log Out

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

User Mode Tips

Logging into the System:

- When logging into the system, it is normally not necessary to wait for each prompt before entering the information requested by that prompt.

Logging out of User Mode:

- From almost anywhere in User Mode, you may press 0 to log out of User Mode and return to the main greeting.

Returning to the Previous Menu:

- From any level, you may press 9 and return to the previous menu level. If you are in the Main Menu, pressing 9 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 # also 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.

Recording Messages and Greetings:

- If you are calling from a quiet environment, you may simply stop talking when you have finished recording a message. The silence marks the end of your message and will be trimmed from the final recording. If you are recording from a noisy environment, you should press # when you have finished. These rules apply to any recording, including your name file and personal greeting.

- 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 4 1 1). You will be prompted to spell out their name instead.

Message Management

1 Play Next Message

Play your next message with the time stamp.

ABC 2 Replay Current Message

Replay the current message, including the time stamp.

DEF 3 Advanced Options

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

1 Play Previous Message

Plays the previous message.

ABC 2 Fax Document Delivery

This option allows you to specify fax delivery options.

- **1** Same Call Delivery
  Choose this option if you are calling from a fax machine and you want to receive the document now. At the tone, start the fax machine for delivery.
- **ABC 2** Domestic Call Back Delivery
  The system will deliver the document to a domestic fax number.
- **DEF 3** International Call Back Delivery
  The system will deliver the document to an international fax number.
- **GHI 4** Set Default Fax Identification Extension
  This option allows you to specify the identifying extension that will appear at the top of your fax document when delivered.
- **JKL 5** Set Default Fax Machine Number (Domestic)
  This option allows you to set the domestic fax machine number you want to use as your default.
- **MNO 6** Set Default Fax Machine Number (International)
  This option allows you to set the international fax machine number you want to use as your default.
- **PRS 7** Enable/Disable Automatic Delivery
  This option enables or disables the automatic delivery option. If auto delivery is turned on, when your fax message arrives in your mailbox, it automatically prints at your default fax machine.

Message Management

DEF 3 Advanced Options (Continued)

DEF 3 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.

GHI 4 Erase All Messages

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

JKL 5 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.

MNO 6 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.

PRS 7 Play First Message

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

TUV 8 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.

GHI 4 Erase Current Message & Play Next Message

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

JKL 5 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.

MNO 6 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. Selecting option 3 takes you out of Power Play.

Note that this option is only available while listening to the Message Management menu. Pressing 8 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

Message Management Tips

Message Playback Order:

- 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.

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.

Sending Messages:

- To send a single message more than one User without re-recording the message, refer to "Sending a Single Message or Send a Message to Multiple Destinations", page 13.

The following options are available only while your message is playing:

PRS 7 Move Back Within a Message

This option works just like the rewind control on a tape player. 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.

TUV 8 Move Forward Within Message

This option works just like the fast-forward control on a tape player. 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.

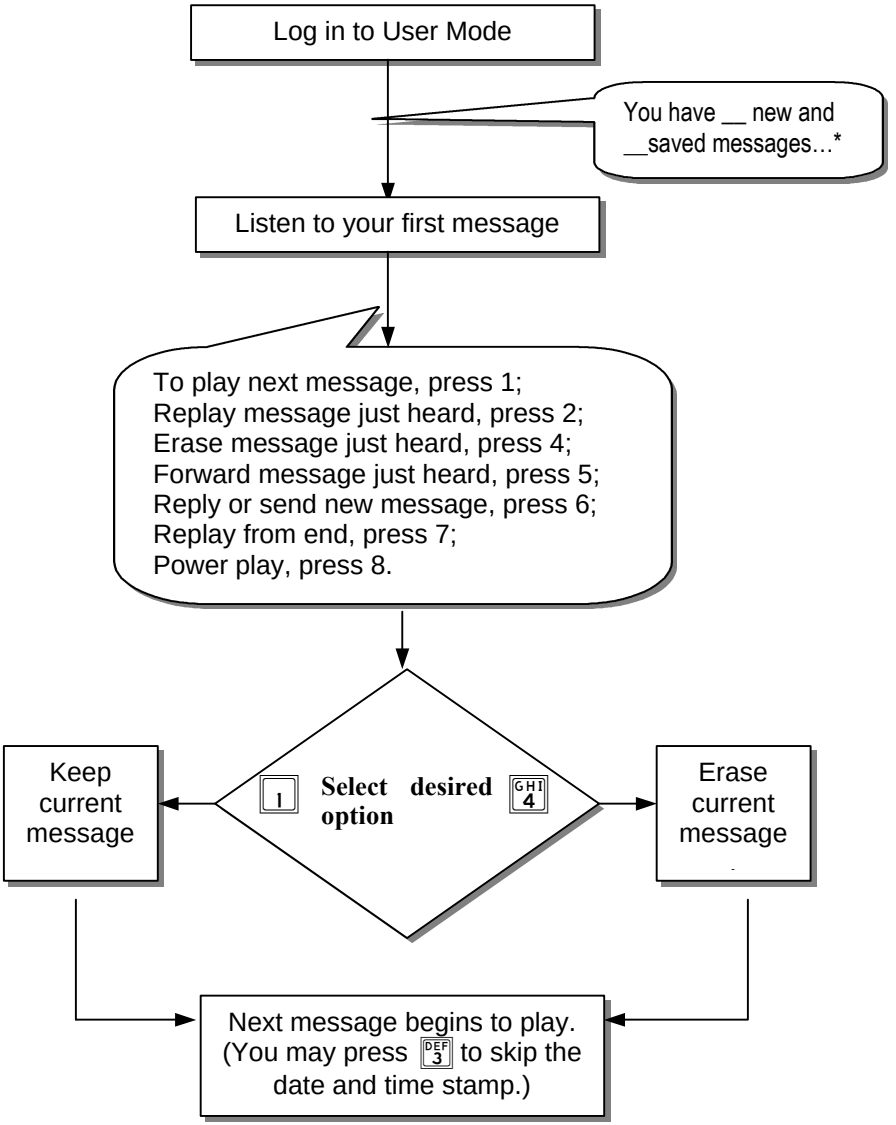
* Pause Message Playback

This option works just like the pause control on a tape player. After selecting this option, playback of the message is suspended 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.

Listening to Messages



Forward Menu (JKL 5 from Message Management)

1 Forward Message and Return to Message Menu

Deliver the forwarded message. This option may be used only after you have selected a forwarding destination. You are returned to the Message Menu.

ABC 2 Record Message Prefix

Record a separate message that will be heard by the destination User or Users 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

Replay 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 is not allowed to forward your message to any other Users.
- **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
  This option allows you to 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 prefix recording.

MNO 6 Select Personal List Number

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

PRS 7 Select User ID

Select the User to whom the message will be forwarded.

TUV 8 Select Network User ID

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

Send Menu (MNO 6 from Message Management)

1 Send a New Message

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

ABC 2 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.

DEF 3 Review Message

Replay the message you have recorded.

GHI 4 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.

- **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 Send menu where you may select another destination.
- **ABC 2 Set Private**
  The destination User is not allowed to forward your message to any other Users.
- **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**
  This option allows you to redefine the delivery options that you have selected.

JKL 5 Append to Message

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

MNO 6 Select Personal List Number

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

PRS 7 Select User ID

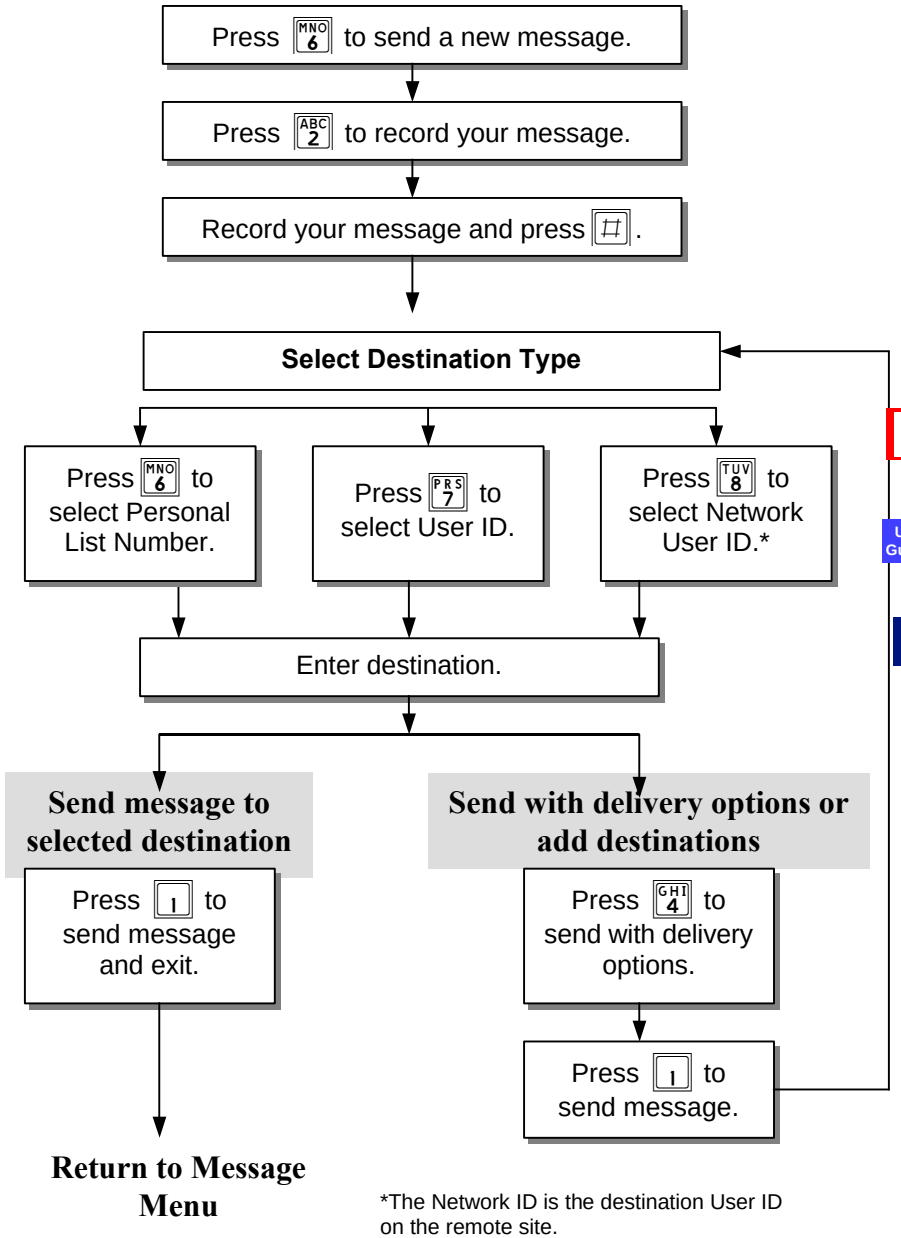
Select the User to whom the message will be sent.

TUV 8 Select Network User ID

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

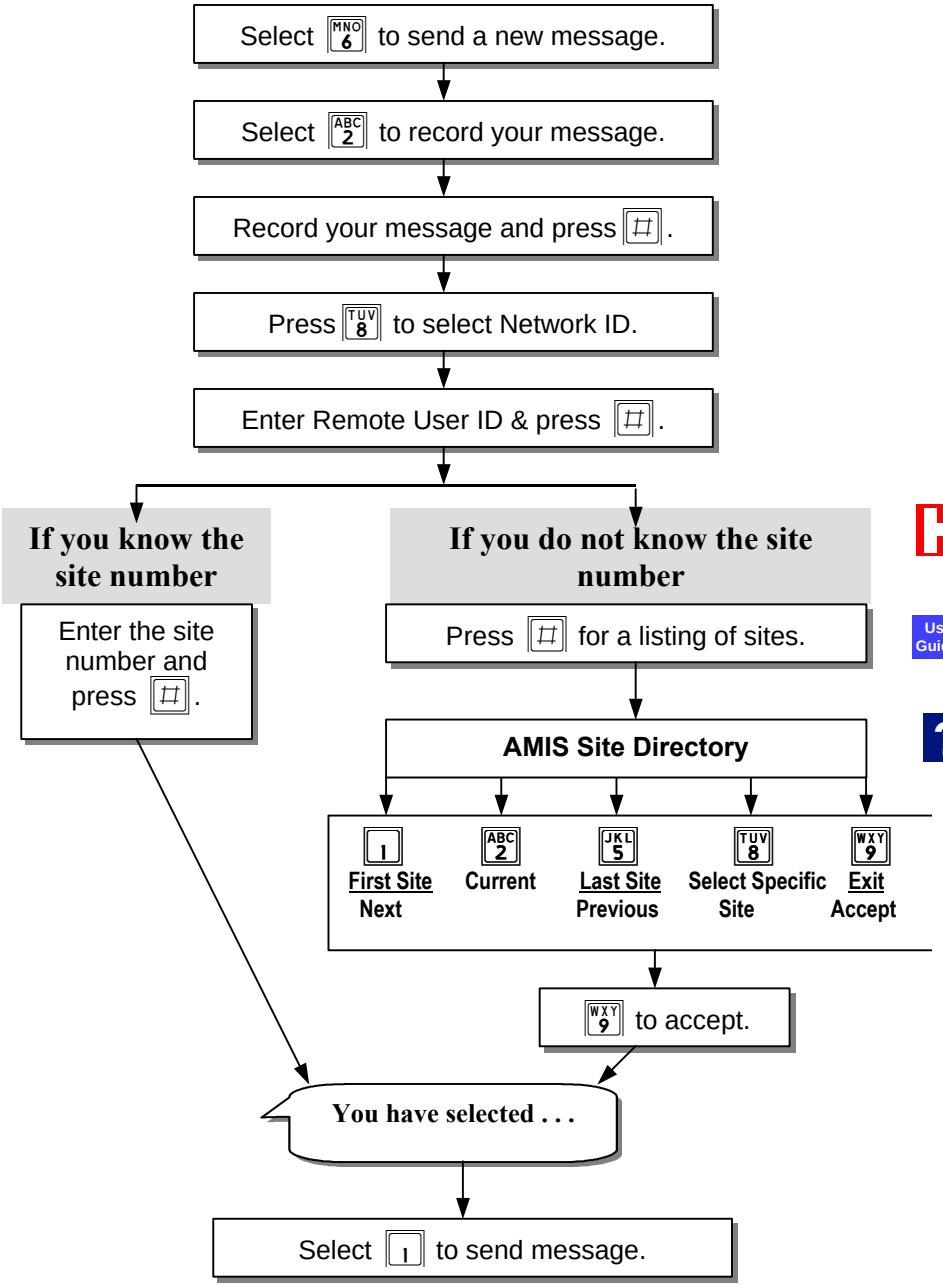
Sending a Single Message or Send a Message to Multiple Destinations

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



*The Network ID is the destination User ID on the remote site.

Sending a Message to an AMIS User



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

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

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

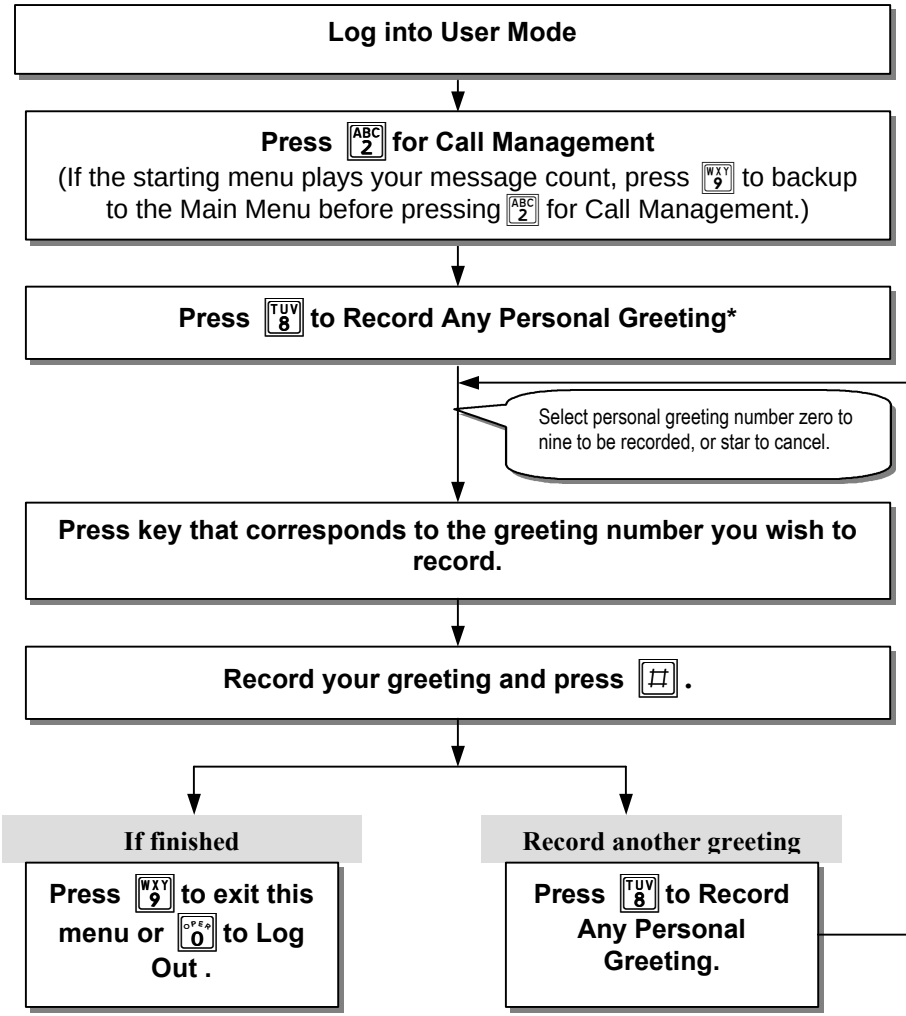
This option logs you out of User mode and returns you to the main system greeting.

Replay Menu Options

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

Record Additional Personal Greetings

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.



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User Guides
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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

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

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

What is a Personal Distribution List?

A distribution list is a group (or list) of Users to whom you commonly send or forward messages. *Perfect Voice* allows you to have up to ten personal distribution lists. There is no limit on the number of Users that any list can contain. You may send or forward a message to a list (Message Management Send or Forward menus).

Notify Managment

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

2 Enable all Notifications
Enable notification of new messages.

3 Disable all Notifications
Block notification of new messages.

4 Change Notification Number
This option enables you to change the outside telephone number for notification.

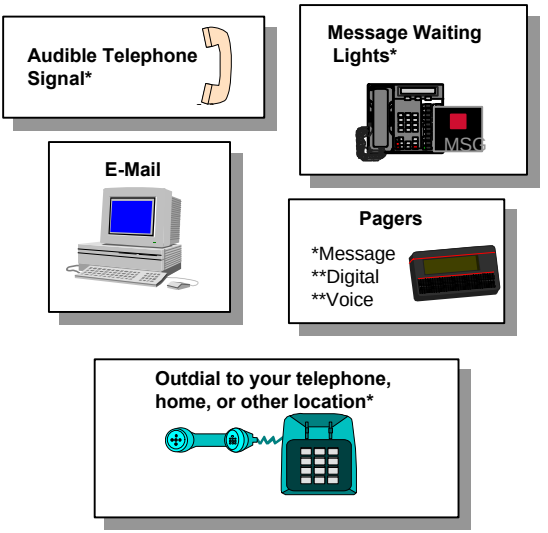
9 Return to Main Menu
This option returns you to the Main menu.

0 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.

How Can Perfect Voice Notify?



* Dependent on Phone System Capabilities

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 User ID, 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 to speed up the process. 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

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