



AltiServ™ User Guide

for AltiWare Classic Edition (CE) and
AltiWare Open Edition (OE)

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AltiGen Communications, Inc.
47427 Fremont Blvd.
Fremont, CA 94538
Telephone: 510-252-9712
Fax: 510-252-9738
E-mail: info@altigen.com
Web site: www.altigen.com

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Telephone Functions

Altiserv enables you to do much more than simply place and answer calls, regardless of what type of telephone your organization uses. Picking up calls ringing at another extension, overhead paging and establishing conference calls are but a few of the many features available to you as a user.

Note: In addition to the standard hook-flash, some telephones may provide a separate **LINK**, **TAP** or **FLASH** button.

Making Calls

- To make an **internal** call to another extension, lift the handset off-hook, wait for dial tone and dial the extension number.
- To make an **external** call, lift the handset off-hook, wait for dial tone, dial the designated outside line access digit (provided by your administrator) and dial the phone number.

Answering Calls

When the phone rings, lift the handset off-hook and speak into the receiver. When **Distinctive Ringing** is enabled (by the System Administrator), three different ringing cadences are used to distinguish between 1) internal calls, 2) external calls and 3) calls to the Operator.

- Internal Call = short double rings
- External Call = long single rings between long pauses
- Operator Call = long single rings between short pauses

Putting a Call on Hold

While connected to a call, you may either

1. Press the **FLASH** button to play music on hold (the system must be set up to play music on hold), and **DO NOT HANG UP** (hanging up will disconnect the call), or
2. Press the **HOLD** button (if your phone has one). Nothing is heard while placed on hold this way. Hanging up here will not disconnect the call. To reconnect to the call, press the **HOLD** button again.
3. Press the **FLASH** or **HOLD** button again to re-connect to the call.

Transferring Calls

While connected to a call:

1. Press the **FLASH** button.
2. At the dial tone, dial the third party's extension number (or if permitted, a trunk-line access prefix and an external phone number).
3. Wait for the third party to answer and announce the call or simply hang up. (When hanging up, use the **Release** button if available or keep the hook-flash down for a couple of seconds to make sure the call is transferred. To abort the transfer and reconnect to the original caller, press **FLASH** again.)

Transferring Calls into AltMail

Anyone in the office is able to send an outside user into the AltMail system by pressing **FLASH # 4 0**.

Transferring Calls to an Auto Attendant

While connected to the call, press **FLASH # 1 5** and the two digit Auto Attendant number (i.e. **01** for Auto Attendant 1).

Transferring Calls Directly Into a User's Voice Mail

Transfer a call directly into any user's voice mail without having to set the user's station on Do-Not-Disturb or wait for the phone to finish ringing. To transfer a call directly into a user's voice mail, press **FLASH # #** and the user's extension number.

Conference Calls

Conference calling is supported for up to six (6) parties. Users can speak privately to each party before adding them to the conference call. Any internal user is able to add parties to the conference call. The quality of the conference call, however, depends on the quality of service available with the local telephone company.

To initiate a conference call, while connected to the first party:

1. Press **FLASH**.
2. At the dial tone, dial the next party's phone number.

3. Wait for the third party to answer and announce the conference call.
4. Press **#** to put all three parties on the conference bridge (user-initiated conference call).
5. During conferencing, any internal conference participant may press **FLASH**, dial the next party's number and press **#** to bring the next party into the conferencing session. Repeat to include up to six parties.

Note: The following restrictions apply for conference calls:

On every Quantum board, the extensions assigned to the board can be involved in a maximum of three (3) different conferences.

For example, Station A and Station B are involved in Conference #1, Station C and Station D are involved in Conference #2 and Station E is involved in Conference #3.

Of these three conferences, the system allows a total of four (4) extensions from any of other boards, in any combination, at any one time.

For example, Conference #1 can include four (4) extensions from other boards, while Conference #2 and #3 cannot have any. Or Conference #2 can include two (2) extensions from other boards, while Conference #1 and #3 can include one (1) extension each from other boards.

There are no restrictions for conferencing extensions from the *same* board. If these limits are reached, the system will reject attempts to conference additional parties to the call.

Consultation

Use this feature to speak with someone at another extension while the caller is "on hold". While connected to the call:

1. Press **FLASH** and dial the extension number of the person you wish to speak with.
2. When you are finished, press **FLASH** again to disconnect with the consulted party and return to the original caller.

Call Park

Calls may be parked at a station to be picked up from another station.

While connected to the call

1. To park the call at the extension where the call was answered, press **FLASH # 3 1** and hang up. To park the call at another extension, press **FLASH # 3 1** and the extension number.
2. To pickup the parked call, press **# 3 1** and the extension number of the station where the call is parked.

Calls parked at an extension will ring that extension upon time-out at two (2) minutes. See “Answering Calls” on page 10 for more information on the Call Park features.

Call Waiting

During a call, you may hear a tone indicating that you have another call waiting. (The system will beep up to three times over a 24 second period before the call goes into voice mail.) To answer the call,

1. Press **FLASH**. This will put the first call on hold and simultaneously connect you to the waiting call.
2. When you are finished, press **FLASH** again to return to the first call. (Continue to press **FLASH** to go back and forth from call to call.)

Note: **Call Waiting** must be enabled before it can be used. It can be enabled by the system administrator **or** by the user on the **Call Managements Setup** screen of **AltiReach**. See “Call Management Setup” on page 46 for more information.

Distinctive Call Waiting Tone

This feature allows three different call waiting tone cadences to distinguish between internal, external, and operator calls. Distinctive Call Waiting Tone is very similar to Distinctive Ringing described under “Answering Calls” on page 1. The tone cadences for Distinctive Call Waiting are as follows:

- Internal Call = two tones
- External Call = one tone
- Operator Call = three tones

Note: **Distinctive Call Waiting Tone** must be enabled by the system administrator before it can be used.

Multiple Call Waiting

This feature enables a “personal” queue that allows you to handle multiple incoming calls by letting callers wait in queue until you answer the call. This allows you to transfer or park calls before answering the next call in queue.

Note: **Multiple Call Waiting** must be enabled for your extension by the system administrator before it can be used.

- During a call, you will hear an alert tone (audio beep) for each new call that is added to the queue.
- If **you** hang up, the phone will ring with the next caller in queue.
- If the **caller** hangs up, you will hear a fast busy dial tone which indicates that there is a call in queue. To pickup the call, press the **Link** or **Flash** key.
- To park or transfer a call before answering the next call:
 1. Press the **Link** or **Flash** key and
 - a) To transfer the call, enter the extension or phone number and hang up.
 - b) To park the call using **Personal Call Park**, press **#31**, enter an extension number **only** if you want to park the call at an extension other than your own, and then hang up.
 - c) To park the call using **System Call Park**, press **#41**, note the parked call “location” number, and then hang up.
 2. Answer the next call in queue which will ring after you disconnect with the previous call.
- The caller hears an **Initial Greeting** before being placed in queue.
- While in queue, the caller hears a **Subsequent Greeting** every 30 seconds.
- The **Initial** and **Subsequent Greetings** can be changed or customized in AltiMail at the **Personal Options** menu. See “Recording Greetings” on page 26 for more instructions on personalizing these greetings.
- When recording your customized greetings, remind your callers that they may press pound (#) at any time to exit the queue and leave a voice mail message or (if your organization has an operator) press **0** for the operator.

Centrex Transfer

Centrex Transfer is used to transfer an external call to an outside number without having to “tie up” two trunk lines. Once the transfer is complete, the external caller’s line is directly connected to the outside number and internal trunk lines are dropped since there are no longer any connections to internal users. This frees up system trunk line resources for other calls.

While connected to the first party,

1. Press **FLASH**, then *****.
2. Dial the second party’s phone number (no need to dial the prefix for trunk-line access such as **9**) and either hang up or announce the call.
3. Once you place the handset back on-hook, the trunk line also drops and Centrex completes the transfer.

Note: You must have a Centrex line to use this feature.

System Callback

You can have Altiserv call you at a remote location. This is useful for traveling users who don’t want to accrue expensive toll charges while traveling, especially from international locations where there is no access to toll-free numbers.

Note: In order to access this feature, System Callback must be configured in the Auto Attendant by the system administrator.

To use the System Callback feature from a remote location,

1. Call the Altiserv system.
2. At the Auto Attendant, select the System Callback option.
3. When prompted, enter your extension number and password.
4. Enter the number where Altiserv should call you back and press **#** at the end of the number. Enter a **1** and the area code if it is a long distance number or **011** and the country code if it is an international number. You do not need to enter an outside line access digit (e.g. **9**).
5. Hang up. Altiserv will call you back at the number you’ve specified above.
6. When prompted, enter your password. At successful login, you are connected to the Auto Attendant.

Using Feature Codes

The following sections describe additional telephone features used for call handling and management. To use any of these features,

1. Lift the handset off-hook and wait for the dial tone.
2. Dial the keys indicated in the “DIAL” column.
3. Follow the instructions in the “INSTRUCTIONS” column.

AltiMail Quick Features

The following voice messaging features are accessible in the same way as telephone features, *without having to login to AltiMail*. Using these feature codes will take you directly to the feature menu.

FEATURE	DIAL	INSTRUCTION
Greeting Menu	#11	Enter password. Follow the system prompts to change your greeting.
Password Menu	#28	Follow the system prompts to change your password.

Making Calls

FEATURE	DIAL	INSTRUCTION
Dial by Name	#34	Enter letters of the name beginning with last name followed by the first name and #. Use 1 for Q and Z. The system will search until a unique name is found and will call the extension associated with the name.
Station Privilege Override	#35	From any phone set, enter your extension and password. You now have your own calling privileges at that phone set <u>for the next call</u> . This feature is useful when you are at a phone set other than your own (i.e. in a conference room) that has limited calling privileges (toll restrictions), where you may be unable to make outside or long distance calls. Using Station Privilege Override will enable you to use your calling privileges at the local phone set for one call only. After your call, the phone set automatically returns to the original toll restrictions.
Dial Last Caller	#69	Allows you to dial the last caller by pressing #69 .
Station Speed Dial	#77	Enter a 2-digit Station Speed Dial number and the system will dial the pre-programmed number for you. Refer to “Station Speed Dial Setup” on page 17 to program speed dial numbers.

System Speed Dial	#88	Enter a 2-digit System Speed Dial number and the system will dial the preprogrammed number for you. System Speed Dial numbers are preprogrammed and provided by the System Administrator.
Last Number Redial	#99	The system saves and redials the last number dialed.

Note: If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension which restricts your access to long distance area codes and dialing prefixes.

Answering Calls

FEATURE	DIAL	INSTRUCTION
Individual Call Pickup (specific ringing phone)	#29 <ext>	Enter extension number of the ringing phone. The call will be connected to the local set.
System Call Pickup (any ringing phone)	#30	System will connect the call of <i>any</i> ringing phone to the local set.
Personal Call Park	FLASH#31	Calls may be parked at a station to be picked up from another station. While connected to the call, press FLASH #31 and hang up. You may also park the call at <i>another</i> station by pressing FLASH #31 and the extension number of the other station. You may have up to 50 calls parked per station simultaneously. Calls parked at an extension will ring that extension upon time-out after two (2) minutes.
Personal Call Park Pickup	#31 <ext>	A personal-parked call can be picked up at any station on the system by pressing # 3 1 and the extension number of the station where the call is parked.
System Call Park	FLASH#41	Allows you to park a call at a public "location" by entering FLASH #41 . The system announces where the call is parked (a location number). Calls parked by a user will ring that user's extension upon time-out after two (2) minutes.

System Call Park Pickup	#41 <loc.>	A system-parked call can be picked up at another station by pressing #41 and the “location” number where the call is parked.
Silence System Call Park	#73	This feature is used to disable the system from announcing the “location” of a call when using the System Call Park feature. This announcement is not necessary and sometimes confusing when using third party applications (e.g. AltiConsole) that allow you to park and pickup calls using the graphical user interface rather than using the telephone. It also eliminates having to wait for the location number to be announced before moving on to the next task.
Hands Free Mode	#81	Allows you to receive internal calls through the intercom without having to pickup the handset to answer. Press # 8 1 to activate the Hands Free Mode. This is a toggle feature; press # 8 1 again to deactivate the feature. You must use a speaker phone which must be turned on to use this feature. If you receive a call from an outside caller, you will hear a ringing tone from the speakers. Press FLASH to answer the call. If the speaker phone is not turned on while this feature is activated, the phone will still ring on an incoming call but you must pickup the handset to answer the call.

Call Management

FEATURE	DIAL	INSTRUCTION
Station Log Out	#26	Enter your password. Your extension is now deactivated. This feature is useful when you want to “shut off” your extension while you are away for an extended period of time. All calls will be forwarded to voice mail. This feature is also used to physically and completely move your extension from your phone set to another phone set in the office.
Station Log In	#27	To reactivate your extension, at your original phone set or at a different phone set, enter your extension number and password. To activate your extension at a different phone set, that set must be deactivated of any other extension associated with it. This feature can also be used to hear the extension number that is currently activated at the phone set.

Account Code (before calling)	#32	Enter account code (10 digits maximum) followed by #. Make the call when you hear the dial tone. This feature is used for client billing purposes. The System Administrator should assign all account codes in order to prevent duplication of codes by different users.
Account Code (during a call)	#32 <acct>	While connected with the called party, press FLASH and wait for dial tone. Enter # 3 2 and the account code (10 digits maximum) followed by #. You will then be reconnected to the call. The System Administrator should assign all account codes in order to prevent duplication of codes by different users.
Do Not Disturb	#33	Pressing #33 turns the Do Not Disturb feature on. Dial #33 again to deactivate. This is a toggle feature that activates when in deactivated mode and deactivates when in activated mode. While activated, all calls will be forwarded to voice mail.

Call Forwarding	#36	<p>At your phone set, enter your password. Enter the forward destination number (internal extension or external phone number) followed by #. Your calls will now be forwarded to the destination number you have specified. This is a toggle feature; you may deactivate it by pressing #36 again. You may also activate this feature from within AltMail. See “Call Forwarding” on page 29 for more information.</p> <p>Use this feature from your phone set to redirect calls to another phone (i.e. your home or cellular phone). Multiple users may route calls to the same destination number but there is a “2-hop” limit to forwarding. For example, you have your calls forwarded to another extension which has calls forwarded to a third extension. If that third extension also has calls forwarded, your call will go into your voice mail.</p>
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Remote Call Forwarding	#37	At a phone set other than your own, enter the extension number of the source phone set (your extension). Also enter your password when prompted. Your calls will now be forwarded to the local phone set where you are. Use this feature from the phone set you wish to redirect your calls to. Multiple users may route calls to the same extension. This is a toggle feature; you may deactivate it by pressing #37 again from the remote phone set.
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Workgroup Features

FEATURE	DIAL	INSTRUCTION
Workgroup Call Pickup	#29 <wkgp ext>	Calls to a specific workgroup may be picked up by pressing # 2 9 and the workgroup pilot or extension number. This allows workgroup members to pickup calls coming into the specified workgroup only rather than all calls into the system.

Workgroup Log In	#54 <wkgp ext>	Workgroup members can login to a workgroup by pressing #54 and the workgroup pilot/extension number. You must be a member of the workgroup to login.
Workgroup Log Out	#56 <wkgp ext>	Workgroup members can log out of a workgroup by pressing #56 and the workgroup pilot/extension number. This allows workgroup members to block only workgroup calls but continue to receive other calls directly to their extension.

Other Features

FEATURE	DIAL	INSTRUCTION
Feature Status Check	#22	System will announce any telephone features that are currently activated. In addition, the <i>dial tone</i> will change also when the following features are activated: Do Not Disturb, Call Forwarding, Remote Call Forwarding, Hands-Free Mode, Dial Tone Mute Mode, Outside Call Blocking (System Administrator only) and Operator Off-line (Operator only).
Station Speed Dial Setup	#25	You may program up to 20 speed dial numbers. Enter a 2-digit speed dial number (00-19). Enter the speed dial phone number up to 20 digits. Include all necessary digits such as outside line access digit, 1 for out of area numbers and the area code. When you have finished, press # . System will play "Speed dial number saved. To set up another speed dial number, press # ". Simply hang up when finished or press # to continue.

Overhead Paging	#44	The phone set will be connected to the overhead broadcast device. Speak into the handset and hang up when finished. <u>The internal public address system must be in place in order to use overhead paging.</u>
Feature Tips	#55	Plays helpful tips and reminders for optimal use of Altiserv. You can listen to just one tip at a time or listen to all the tips at once. There are eleven tips total and a different one is played each time you access Feature Tips. See “Feature Tips” on page 30 for more information.
Silent System Call Park	#73	This feature is used to <i>disable</i> the system from announcing the “location” of a call when using the System Call Park feature. This announcement is not necessary and sometimes confusing when using third party applications that allow you to park and pickup calls using the graphical user interface rather than using the telephone. It also eliminates having to wait for the location number to be announced before moving on to the

Dial Tone Mute Mode	#82	Allows third party (e.g. TAPI or AltConsole) application users to leave handset off-hook without having to listen to the dial tone. Press #82 to enable Dial Tone Mute Mode. This is a toggle feature; to disable it, press #82 again. You must use a speakerphone which must be turned on to use this feature. If the speakerphone is not turned on while this feature is activated, the phone will still ring on an incoming call but you must pickup the handset
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Operator Features

This section is provided specifically for the designated Operator. Depending on your organization, this may be a single person or a number of people. See your System Administrator to understand the customized call processing procedures for your organization.

Auto Attendant

If your system is setup with Auto Attendant(s), the system will handle incoming calls much like a receptionist. After it answers a call and plays a greeting recorded by the System Administrator, it will give further instructions to the caller depending on the Auto Attendant configuration.

Call Handling with Auto Attendant

Most of the incoming calls will never get to the Operator since the Auto Attendant can answer and transfer calls to extensions or to voice mail. The call will ring at the Operator's desk if the caller dials **0** while listening to options given by the Auto Attendant. Follow instructions in the *Basics*

section of this Guide to answer, hold and transfer calls.

Call Handling without Auto Attendant

If Auto Attendant is not configured to answer incoming calls, all calls will ring at the Operator's desk. Follow instructions in the *Basics* section of this Guide to answer, hold and transfer calls.

General Mailbox

The System Administrator may set up a General Mailbox where callers may leave a message in case they do not know who to speak with or when the Operator is unavailable. This mailbox works like any other voice mailbox and has an extension number and password. Be sure to check this mailbox frequently and forward messages to the appropriate person as soon as possible.

Calls on Hold

To place a call on hold, you may either

1. Press the **FLASH** button to play music on hold, or
2. Press the **HOLD** button. Nothing is heard while placed on hold this way.

If a call is placed on hold at the Operator's desk, all subsequent calls to the Operator will be routed to the next extension in queue (if a workgroup is setup) or sent into voice mail (the General Mailbox). Be sure to fully understand your organization's customized call processing procedures.

Operator Off-line

When the Operator Off-line feature is activated, all calls are directed to the Auto Attendant. To activate this feature,

1. Press **# 3 9**.
2. To deactivate, press **# 3 9**.

When callers dial **0**, the system transfers the call to the next extension in the workgroup if one is configured or informs the caller that the Operator is not available and to leave a message in the Operator's mailbox.

Outside Call Blocking

When activated, access to all outside lines is temporarily disallowed for all users.

1. Press **# 3 8**.
2. Press **# 3 8** to deactivate.
(When deactivated, access to outside lines is restored.)

AltiMail Voice Messaging

This section covers the voice messaging functions of AltiServ, from a simple first time login to sophisticated Dynamic Messaging™.

AltiMail voice prompts will guide you through step-by-step instructions for any function you want to use. From any menu, press **0** to repeat your options and ***** to return to the previous menu. The following pages will also explain in detail how to use every feature and function available in AltiMail.

The flowchart at the end of this Guide will help you better understand where you are at each step.

Feature Tips

Each time you login to AltiMail, you will hear a **Feature Tip**, helpful tips and reminders of the most useful features for optimal use of AltiServ. See “Feature Tips” on page 30 for more information on this feature as well as instructions on how to enable/disable this feature.

Accessing AltiMail

For first time access (from your station), press

- **# #**
- **initial password (your extension number)**

Note: Your default password is the same number as your extension number. To change your password, see “Changing Password” on page 27. For maximum security, be sure to change your initial password as soon as possible.

For station login (from your station), press

- # #
- your 2-12 digit password

To login from another station and for virtual extensions, press

- # #
- # (to login as your extension)
- your extension
- your 2-12 digit password

Remote Login

For remote login from outside of the office, dial your company phone number and during the Auto Attendant greeting, press

- #
- your 3 digit extension
- your 2-12 digit password

For standard remote login, Auto Attendant must be configured. If Auto Attendant is not used in your office, someone in the office (such as the operator) must transfer you into AltMail. Please see “Transfer to AltMail Feature” on page 22.

Transfer to AltMail Feature

If the Auto Attendant is not activated when you call in to login to voice mail, you must have the operator (or any other internal user) transfer you into AltMail. There are two ways to transfer users into AltMail:

1. Anyone in the office is able to send an outside user into AltMail by pressing **FLASH #40** while connected to the user.
2. You can also login to AltMail by pressing * during the voice mail greeting of any extension. (This method of logging into voice mail is necessary if the operator or user is using TAPI or any third party application that does not support **FLASH** and therefore cannot use **FLASH #40** to transfer you into voice mail.) After pressing *, you are prompted to enter your password or to press # to enter your extension (if you are at the voice mail greeting of an extension other than your own).

Returning to Auto Attendant from AltMail

After a remote login, AltMail provides an extra option. Dialing **9** from the Main Menu will return you to the Auto Attendant, provided the Auto Attendant is configured and activated. This allows you to access voice mail and speak with co-workers in the office with just one phone call. (Use the *Transfer to AltMail* feature above to return to voice mail after speaking with someone in the office.)

After you have successfully logged in, you will be at the Main Menu, the first menu in AltMail.

AltMail Main Menu Options

Once you've successfully logged into AltMail, you are presented with the following options at the **Main Menu**:

1. Listen to New Messages
2. Review Saved Messages
3. Send a Message
4. Access Personal Options
5. Access Private Messaging Options
6. Phrase Management (available for system manager extension only)
8. Review Mixed-Media Messages
9. Transfer Out of Voice Mail (available only when accessing AltMail remotely)
- #. Make a Call

Listening to Messages

If there are new messages in your voice mail box, the dial tone changes from a constant tone to a broken tone.

At the Main Menu, AltMail will announce all new and saved messages.

To check voice mail messages, press

- **1** for new messages
- **2** for saved messages

To listen to Mixed-Media messages, press **8** and then

- **1** for new messages
- **2** for saved messages

Note: Options 1, 2 and 8 in the Main Menu will not be voiced if there are no new or saved messages.

After or while listening to a new or saved message, press

- **1** to delete
- **2** to replay
- **3** to save
- **4** to forward a copy of the message with an introduction
- **5** to call the sender. This is the **Zoomerang** feature. **Press *** to disconnect from the call and return to AltMail.** (See “Zoomerang” on page 31 for more information on the Zoomerang feature.)

Note: The sender’s caller ID information is automatically captured by the Altiserv if the caller is an internal user or an outside caller who has either a publicly listed number or has entered their callback number in the delivery options menu after leaving the message. In this case, Altiserv dials this number when you use Zoomerang. But even if the caller ID is not available, you can manually enter the number to dial so that you can still use the Zoomerang feature.

- **6** to reply to the message
- **7** to rewind (during message playback)
- **9** to fast forward (during message playback)
- **#** to skip
- (To listen to a skipped message, press **1** again at the Main Menu.)

Note: See your System Administrator to activate or deactivate the time stamp which records and states the time and date of each message before playback. The time stamp portion of the message may be skipped by pressing **9** during playback.

Sending Messages

At the Main Menu, press

- 3
- Record message and press # when finished
- Enter destination extension or
 - # to enter destination by name
(Enter last name followed by the first name and press # when finished.
Use 1 for “Q” and “Z”.)
 - 9 to broadcast the message to all users
 - * to re-record the message

Then press

- # to send
- 1 for delivery options
 - 1 for urgent delivery
 - 2 for future delivery
- 2 to re-enter destination extension.

Note: Be precise and brief when leaving messages, speaking clearly. Mark messages urgent only when necessary. Urgent messages are placed at the beginning of the line, so they will be heard before other non-urgent messages.

Making a Call from AltiMail

You can make a call, either to another user’s extension number or to an external phone number, without having to leave AltiMail. This is especially useful while traveling where you can respond to messages and make other calls not associated with a message, all with one call into AltiMail. Since businesses usually receive better rates and with the use of Least Cost Routing, this can result in significant savings.

Note: The use of this privilege is configurable on a per-user basis so check with your AltiServ system administrator to ensure that you have this privilege before using this feature.

To make a call from within AltiMail

1. Press # at the Main Menu
2. Dial the extension or external phone number to call. If it is an external number, be sure to dial the outside line access digit and any long dis-

tance prefix digits such as 1 and area code.

3. Press ******* to disconnect from the call and return to AltMail.

Personal Options

Personalize your AltMail by creating unique greetings and customizing the system to notify you of important calls or remind you of meetings and action items.

At the Main Menu, press **4** for the following Personal Options:

- Personal Greetings
- Password
- Message Notification
- Reminder Call
- Call Forwarding
- Feature Tips

Recording Greetings

At the **Personal Options** menu, press **1** to record greetings and then press:

- **1** to record your **Personal Greeting**.
 - Record your greeting and press **#** when finished. Example: “Hi, this is Mary Smith. I am unable to answer your call at this time. Please leave a detailed message and I will return your call promptly.”
- **2** to record your **Directory Name**.
 - Record your full name and press **#** when finished. Example: “Mary Smith”.
- **3** to **select which greeting to use** (personal or system greeting).
 - Even if you have recorded your personal greeting, the default system greeting is used until you select (and in effect *activate*) your personal greeting. This also applies to the **Initial** and **Subsequent** greetings described below.
- **4** to record the **Initial Greeting**
 - Callers will hear the **Initial Greeting** when placed in your personal queue. Example: “Hi, this is Mary Smith. I’m on the other line at

the moment. If you would like to hold, please stay on the line. To leave a message, press pound (#) at any time. Press **0** for the operator.”

— The system default **Initial Greeting** is “<directory name> is on the phone and will be with you as soon as possible. You may hold or press the # key to leave a message”.

- **5** to record the **Subsequent Greeting**

— Callers in your personal queue will hear the **Subsequent Greeting** every 30 seconds. Example: “Hi, I’m still on the other line. Please continue to hold or press pound (#) to leave a message. Press **0** for the operator.”

— The system default **Subsequent Greeting** is “<directory name> is still on the phone. You may continue holding or press # to leave a message”.

Note: Options **4** and **5** are available **only** when **Multiple Call Waiting** is enabled for your extension. Also, the **default** Initial and Subsequent Greetings are used until you record **and activate** your customized greetings. See “Multiple Call Waiting” on page 5 for more details on this feature.

Changing Password

At the Personal Options Menu, press **2** and

- **1** to change the password
(The password must be 2 to 12 digits long.)

Note: To maximize security, memorize your password. Do not write your password on this guide. Be sure to change your password if you suspect that someone else knows your password.

Message Notification

Message Notification is designed to alert you of messages when you are away from your desk. When a caller leaves a message on your extension, AltMail will notify you by calling the extension, phone number or pager that you designate (delivery phone number). AltMail will prompt you for your password and place you at the Main Menu after a successful login.

At the Personal Options Menu, press **3** and

- **1** to enable notification for **urgent** messages only
- **2** to enable notification for **all** messages
- **3** to **disable** message notification
- **4** to **change notification phone number, pager number or extension**. When designating this delivery phone number, AltMail will ask you to enter the digits (up to a maximum of **80** digits) and identify the *type* of number...specifically whether it is an extension, a phone number or a pager number. You must enter a **1** for out of area phone numbers.

Note: Message Notification **cannot** be sent to virtual or workgroup pilot extensions. For example, you cannot configure Message Notification to notify you of new messages by calling a virtual or workgroup pilot extension, although you could configure it to call a workgroup *member* since it is a physical extension.

- **5** to set notification schedule. After pressing **5** to schedule notification, press
 - **1** to activate notification at all times
 - **2** to activate notification during off hours
 - **3** to setup your own notification schedule. When customizing the notification schedule, AltMail will prompt you for the activate and deactivate times. If the hour digit is “1” in the case of one o’clock for example, press # after the entry. Always enter two digits for minutes. AltMail will only accept 10 minute intervals such as 10:10 or 10:20 and not 10:15.

Note: If the system is unable to reach you for Message Notification or Reminder Calls, it will play “Attempts to reach you earlier were unsuccessful” the next time you login to AltMail. Also, the system will not be able to reach you at an outside location if there are no trunk lines available when the system attempts to make the call.

Outcall to Cellular or PCS Phone Numbers

When an outcall is made by the system (for One-Number-Access, Message Notification, Zoomerang, Call Forwarding, etc.), to a cellular or PCS phone, it may ring the phone once but not necessarily present the call and make a connection. This will happen if the ringback tone played by the cellular service provider does not confirm to standard ringback tones. To work around this problem, instruct users to append a few commas (,) to the outcall (cellular) number when entering it. One comma provides a one

second pause.

Reminder Calls

Remind yourself of important meetings, things to do or people to call by setting up a Reminder Call. AltiMail not only acts as an alarm clock, but can also play back your pre-recorded message at a specified time and date, to a specified delivery phone number. For example, you can have AltiMail call you at home tonight to remind you to bring a file to work the next morning!

At the Personal Options menu, press **4** and

- **2**
- set the future time and date of the call
(If the hour digit is “1”, press # after the entry. Always enter two digits for minutes. AltiMail will only accept 10 minute intervals such as 10:10 or 10:20 and not 10:15.)
- record message followed by #

Note: Option 1 (not shown above) is voiced only if a scheduled reminder call has not been delivered. This option allows you to review scheduled reminder calls.

Then press

- **1** to deliver to your extension
- **2** to deliver to the outcall number (or delivery phone number designated in Message Notification)

Press # to confirm the message delivery.

Note: The delivery phone number (up to a maximum of 80 digits) for Reminder Calls is the same as the Message Notification delivery phone number. To change the delivery phone number, press **3** at the Personal Options Menu and press **4** to designate the new delivery phone number. This delivery phone number **cannot** be a virtual or workgroup pilot extension number. Also, please see “Outcall to Cellular or PCS Phone Numbers” on page 28.

Call Forwarding

You can configure Call Forwarding remotely by just dialing into AltiMail

and selecting option **5** from the Personal Options menu. To setup Call Forwarding in AltMail:

At the Personal Options menu, press 5 and

1. Enter the destination number. If it is an external number, begin with the outside line access digit and any long distance prefix digits such as **1** and area code. Also, please see “Outcall to Cellular or PCS Phone Numbers” on page 28.
2. Press **#** at the end of the destination number.

All calls will now be forwarded to the destination number.

Feature Tips

Each time you login to AltMail, you will hear a **Feature Tip**, helpful tips and reminders of the most useful features for optimal use of AltServ. There are a total of eleven tips and a different tip is played each time you access AltMail.

Another way to listen to Feature Tips is by pressing **#55** on your telephone. You can listen to just one tip at a time or listen to all the tips at once.

To turn this feature off, press **6** at the Personal Options menu. This is a toggle feature so pressing **6** at the Personal Options menu will turn it back on if it is off.

Dynamic Messaging™

AltServ provides special Dynamic Messaging features to enhance voice communications for business travelers who are always on the go.

Because of the importance of voice messaging to this group of users, AltServ provides extra features to offer advanced voice communications capability. The **Zoomerang** feature enables you to return a call with the push of one button, while you are still in AltMail. **Private Messaging** provides a way to leave a private message for callers who are hard to get a hold of.

The following pages describe these Dynamic Messaging features in detail

and provide instructions on how to use them.

Zoomerang

The Zoomerang feature is designed to make the job of returning calls easier and faster. Much like an actual boomerang, this feature enables you to listen to messages in AltMail, make calls to the party who left the message and **return** to AltMail to continue checking messages. This feature is particularly advantageous for the cellular or car phone user who, with just one call into AltMail, is able to return a call for every message.

Note: The use of this privilege is configurable on a per-user basis so check with your AltServ system administrator to ensure that you have this privilege before using this feature.

To use Zoomerang:

1. After or while listening to a new or saved message, press **5** to call the sender of the message.

Note: If the sender's caller ID information is available, AltServ automatically makes the call once option **5** is selected. This caller ID information is automatically captured by the AltServ if the caller is an internal user or is an external caller who has either a publicly listed number or has entered their callback number in the delivery options menu after leaving the message (see "The Caller's Options" on page 31).

2. **If the caller ID was not captured, you may manually enter the number to dial.** If it is an external number, be sure to dial the outside line access digit and any long distance prefix digits such as **1** and area code. Also, please see "Outcall to Cellular or PCS Phone Numbers" on page 28.
3. **Press *** to disconnect from the call and return to AltMail.**

The Caller's Options

After leaving a message, the **caller** may simply hang up or press **#** for special delivery options. If **#** is pressed, they have the option to press

- ***** to re-record the message
- **1** to specify delivery options
- **2** to attach a call back number
(If the callback number is outside of your outcall accessibility, the

system cannot return the call. Please check with your System Administrator for your toll restrictions.)

- # to send the message

After pressing **2**, they will be asked to leave a call back number beginning with the area code. To notify your callers of this option, you may want to mention the option to leave a call back number in your personal greeting. If the caller's number is a publicly listed number, there is no need to enter their callback number since Altiserv automatically captures their caller ID information.

Private Messaging

To minimize telephone tag, you have the ability to leave a private, detailed message in AltMail for a caller in case you are not at your desk or in the office when he or she calls. This feature is perfect for those callers who do not have voice mail themselves or are difficult to reach. Private Messaging allows callers to access information intended for them when they try to contact you while you are unavailable. When you leave a Private Message, the system asks callers to enter the letters of their names (last name followed by first name) to check if they have a Private Message.

To Leave A Message

At the Main Menu, press **5** and

- **2** to record a new message
- At the tone, record message and press #
- Using the number pad, enter recipient's last name followed by the first name. Use **1** for "Q" and "Z".
- When you have finished, press #.

To Check Message Status

To check the status of private messages that have been recorded, press **1** at the Private Messaging Menu. AltMail will then

- Give the time and date of the message recorded
- Identify the recipient that the message is for
- Inform whether or not the message has been heard
- Replay the message

- Ask you to press **1** to keep the message or **2** to delete the message

Note: Delete messages that have been heard. Up to five private messages are allowed at one time.

AltiMail Mixed-Media Messaging

Not only does AltiMail send and receive multiple forms of communication such as voice mail and e-mail, it is able to combine different forms of messages into a “package” called a Mixed Media message. You can save time and money by sending Mixed Media messages over the Internet to anyone throughout the world with an Internet address, toll free.

Since all messages (voice mail, e-mail or Mixed Media messages) go into the same AltiMail Post Office box and into your mailbox, you need only to check one location for all messages with your multimedia computer.

When away from the office, access Mixed Media messaging from anywhere (at home or while traveling) using an access line from an Internet provider to download all unretrieved Mixed Media messages from the AltiMail Post Office box.

Accessing Mixed-Media Messaging in the Office and Remotely

In order to access your AltiMail either in the office or remotely via the Internet, you must configure your e-mail client application (e.g. Netscape Navigator 2.0 and beyond, Eudora, etc.) to properly recognize your AltiWare server. Please consult the configuration manual that comes with your e-mail client application.

1. Go to the mail server configuration section and enter your AltiWare server's name or IP address in both SMTP and POP3 server fields (in some cases, this may be the same field).
2. Go to the user configuration section and enter your name, user name, e-mail address, and the reply-to address (usually the same as your e-mail address). The e-mail address is usually your name appended with “@your.domain.name”. Please see your System Administrator for your organization's domain name.
3. Click or select the **Get Mail** option. Some e-mail client applications

may provide a field to cache your e-mail password for the current session so that you don't have to enter your password every time you click **Get Mail**. Be sure to enter your e-mail password when prompted.

Retrieving Messages

To retrieve messages using your multimedia computer,

1. Configure your e-mail application (see "Accessing AltiMail" above).
2. Click on the "Get Mail" icon.
3. All new messages, whether read or unread, are stored in the **Inbox** folder. Click on the **Inbox** folder.
4. Individual messages should appear on the right side of the window. Click on a message to read/listen to it.
5. To listen to an audio attachment in an e-mail, click on the attachment to hear the message through the computer speaker. If you do not want others around you to hear the message from your computer, you may listen to the audio portion of the message over the handset of your telephone by pressing **8** at the Main Menu of AltiWare. Refer to page 21 for more detailed instructions on listening to messages over the phone.

Note: Voice mail messages also appear as Mixed Media messages in the "Inbox" folder. Open it and click on the audio attachment to listen to the message.

Composing and Sending Messages

To compose a new message,

1. Click or select the "To: Mail" option and enter your recipient's e-mail address.
2. Type the text portion of the message (optional).
3. Send an audio attachment with or without a text message by lifting the handset off-hook and dialing **# 0**.
4. As instructed by AltiMail, press **2** to record a new audio attachment.
5. After you have finished, press **#** and either hang up or press **1** to listen to, **2** to re-record or **3** to delete the audio attachment.
6. Click the "Send" icon when finished. AltiMail will attach the voice

annotation to the e-mail when it is sent.

Note: An audio attachment is seen only at the receiving end and does not appear as an attachment on the e-mail message composed by the sender. You may carbon copy (CC:) the message to yourself to verify that the audio attachment has been attached and sent successfully.

AltiReach

AltiReach is a Web-based management tool that provides a way for you to manage your call handling options such as One Number Access, Call-View, Message Notification and other personal phone settings using a standard Web browser. It not only provides an easy to use GUI, AltiReach is accessible from any location that has an Internet connection.

Accessing AltiReach

You may access AltiReach Call Management by using any popular Web browser. To use the CallView part of AltiReach, the browser must be Java capable. The system administrator should provide the address (e.g. <http://www.CTI.com/altireach>) of the system where AltiWare and the Web server are installed.

The following describes each of the AltiReach Call Management screens:

Login

The AltiReach login screen, shown in Figure 1, prompts you to login by entering the following:

- First name
- Last name
- Extension
- Password

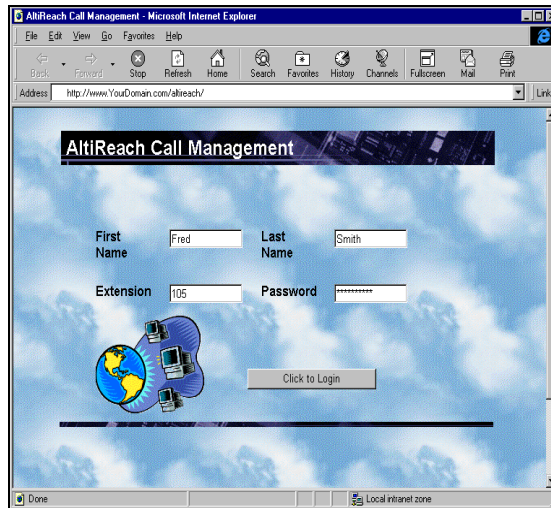


Figure 1. Altireach Login screen

After successful login, Altireach displays the Main Menu, shown in Figure 2.

Main Menu

The first Altireach screen after you login is the Main Menu that allows you to access any of the following screens:

- Call Management
- Station Speed
- CallView
- One Number Access
- Message Notification

These screens are described in detail in the following sections.

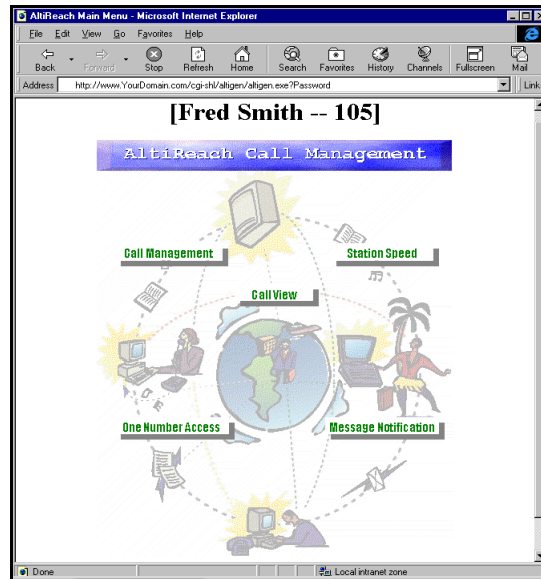
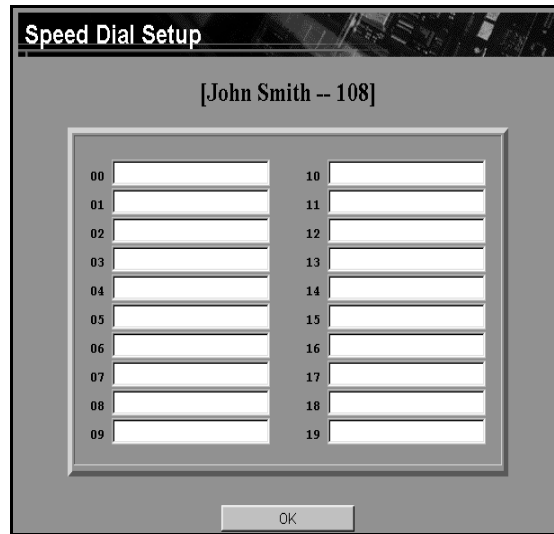


Figure 2. AltiReach Main Menu

Speed Dial Setup

The Speed Dial Setup screen, shown in Figure 3, allows you to program up to 20 station speed dial numbers. All relevant prefix digits such as trunk access number (e.g. **9**), **1** and area codes must precede an outside phone number. Station speed dial numbers are also set up by using the **#25** feature code on your telephone set. Refer to “Station Speed Dial Setup” on page 17 for more information on setting up speed dial numbers using the telephone.



The image shows a web-based interface titled "Speed Dial Setup". At the top, there is a header bar with the title. Below the header, the user's name and extension "[John Smith -- 108]" are displayed. The main area contains a grid of 20 speed dial slots, arranged in two columns of ten. Each slot consists of a small label (e.g., "00", "01", ..., "09" in the left column and "10", "11", ..., "19" in the right column) followed by a text input field. At the bottom of the interface is an "OK" button.

00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19

Figure 3. Speed Dial Setup screen

CallView

CallView is a graphical user interface (GUI) that displays the status of all Altiserv users' extensions and provides the functionality of a "personal console" without having to install or use TAPI.

Note: You must use a Java-capable Web browser to use CallView. Also, you must have the system administrator enable **Multiple Call Waiting** for your extension to be able to handle more than one call at a time.

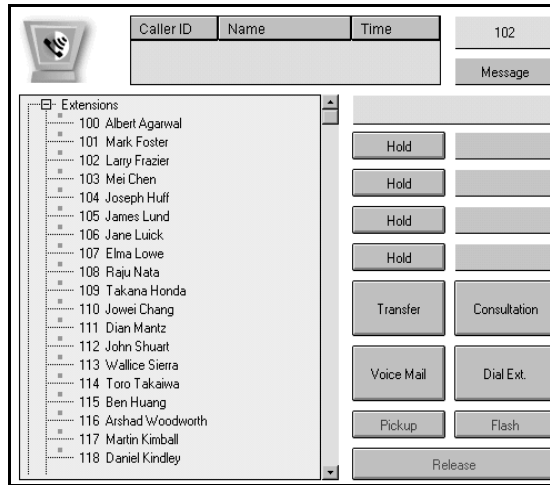


Figure 4. AltiReach CallView screen

- The large window on the left-hand side displays all the extensions and trunks installed and configured on the AltiServ. It also shows whether an extension or trunk is connected with a call by changing the busy lamp field to red while idle extensions/trunks remain green.
- The **Call Log** window (at the top of the screen) shows the extension or phone number (**Caller ID**) of incoming calls, their name (**Name**) if available, and the time and date (**Time**) of each call. Up to 30 call entries are displayed. This “call log” information is cleared when AltiReach is closed.
- The **Message** indicator turns red when there are messages in your mailbox.

Using the CallView to Make or Receive Calls

- **Answering a Call** - simply pickup the handset **or** click on **Flash** if your phone is on **Dial Tone Mute Mode (#82)** with the speaker phone turned on.
- **Dialing an Extension** - with the handset off-hook, click on any extension number in the window and click on **Dial Ext.** to automatically dial that extension.
- **Placing a Call on Hold:**

1. Click on one of the four **Hold** buttons to place the active call on hold. The **Hold** button becomes the **Retrieve** button.
 2. Click on the **Retrieve** button to be reconnected with the call. The **Retrieve** button changes back to the **Hold** button again.
 3. Up to four calls can be placed on hold simultaneously.
- **Transferring a Call** - while connected to a call, select the extension where the call should be transferred to and click on **Transfer**.
 - **Transferring a Call to Voice Mail** - while connected to a call, select the extension of the voice mail box where the call should be sent and then click on **Voice Mail**. The caller is sent directly to the voice mail box of the selected extension.
 - **Setting up Consultation Transfer:**
 1. While connected to a call, select the extension of the person you wish to consult with.
 2. Click on **Consultation** to connect to the extension.
 3. Click on **Flash** to re-connect to the caller.
 - **Call Pickup** - with the handset off-hook, click on an extension that has a ringing call. Then click on the **Pickup** button to pick up that ringing call at that extension. This is the same as dialing **#29 <extension>** on the handset to pick up a call.
 - **Using the Release button** - click on the **Release** button to disconnect an active call.

WorkgroupView

If you login to Altireach as a workgroup pilot extension number, the CallView screen changes into a **WorkgroupView** which can be used to monitor a workgroup in ways that are not possible without Altireach. Unlike the CallView screen, however, the WorkgroupView screen is not an interactive GUI that is used to control anything. It is simply used to view calls, monitor workgroup member activities and act as a message waiting indicator.

Note: You must use a Java-capable Web browser to use WorkgroupView. Users have reported that Netscape Communicator may have problems refreshing the workgroup member's status. If you experience any problems using Netscape Communicator to access WorkgroupView, clicking on **Reload** a few times should resolve this problem.

The WorkgroupView screen shown in Figure 5 contains the following:

- **Message Waiting Indicators** - the first three rows below the screen heading are used to indicate the number and type of messages contained in the workgroup's mailbox. The first row shows two buttons that "light up in red" when there are **New** or **Archived** (saved) messages. The second and third lines show what type, **Voice** or **Mixed-Media** (E-mail), and how many messages there are under each category.
- **Callers in Queue** - shows the number of calls in queue.
- **Caller ID** - shows the caller's phone number if available.
- **Calls Abandoned** - shows the number of calls that have left the queue.

AltReach Workgroup View: 300			
New		Archived	
voice	mixed-media	voice	mixed-media
8	6	1	5
Callers in Queue	Caller ID	Calls Abandoned	
5	117 5102526362 5102526360	2	
member	status	num of calls	avg. call length
130	in use	9	00:00:31
104	in use	4	00:00:35

Figure 5. AltReach WorkgroupView screen

- **Member Information** - shows a list of workgroup members and the

following information about each member:

- **Member** - shows the extension number of the workgroup member.
If a member has logged out of the workgroup, it indicates this by showing “(out)” next to the member extension number.
- **Status** - shows whether the member is on the phone (**in-use**) or not (**idle**).
- **Num of Calls** - shows the number of calls the member has taken
- **Ave Call Length** - shows the average length of calls that come in through the workgroup and are taken by a workgroup member.

Note: This screen is automatically reset (except for Message Waiting Indicators) every 24 hours, specifically at 3:00 AM.

Message Notification Setup

Figure 6 illustrates the Message Notification screen, which enables the system to alert users of new messages when they are away from their desk. Users can setup Message Notification through the AltiMail Voice Messaging System or through this Message Notification screen in AltiReach. See “Message Notification” on page 27 for more information on this feature.

Message Notification

[John Smith -- Extension 108]

Message Notification

☐ None ☒ Urgent messages only ☐ All messages

Message Notification by Calling a

☐ Phone ☒ Pager ☐ Extension

Answer Detection

☐ Wink ☒ Speech ☐ Delay in Seconds

☐ Page Tone Duration in 10 ms

Delay after the tone detection in 10 ms

Schedule

☐ Non-Business Hours ☒ From To

☐ Any Time

Figure 6. Message Notification Setup screen

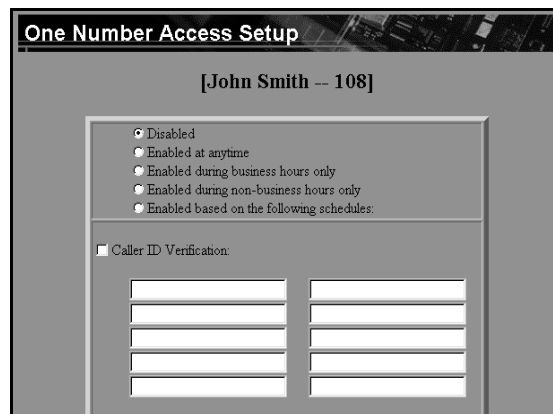
One Number Access

Voice mail is sufficient for most calls that are not answered by the user. For important or urgent calls, however, you may want to have the system send the call to you by dialing pre-determined numbers based on a pre-determined schedule. Refer to Figure 7 for the top portion of the One Number Access setup screen.

One Number Access (ONA) allows important callers to be connected to the user *without having to dial more than one number*. The system does the search for the caller and connects the caller when the user is found. If the system is unable to connect the call, the caller is sent into the user's voice mail.

To Setup One Number Access

1. To use One Number Access (ONA), you must first enable it on the **Call Management** screen of Altireach by selecting the **Enable One Number Access** box.
2. Also select and configure the **No Answer Handling** on the **Call Management** screen of Altireach. ONA is invoked by Altiserv only during a “ring no answer” situation because it assumes that you are out of the office or away from your desk. If the line is *busy*, the call will be handled according to the extension’s **Busy Call Handling** configuration. If the extension has **Do Not Disturb** enabled, the call will go into voice mail. All system and extension call restrictions apply for One Number Access.



One Number Access Setup

[John Smith -- 108]

☐ Disabled
☐ Enabled at anytime
☐ Enabled during business hours only
☐ Enabled during non-business hours only
☐ Enabled based on the following schedules:

☐ Caller ID Verification:

Figure 7. One Number Access Setup Screen I

3. Determine the schedule when you want ONA available to callers. You can disable ONA or enable it:
 - At all times
 - During business hours
 - During non-business hours
 - Based on the predetermined schedule
4. Select the **Caller ID Verification** checkbox to specify which callers can access ONA.
 - You can enter up to ten (10) phone numbers in the **Caller ID Verification** fields. Whenever the system detects a call from one of

the numbers entered here during any of the selected schedules, the system begins to search for you by dialing the numbers configured in the **Forwarding Number** fields.

CAUTION!

If no numbers are entered in the Caller ID Verification fields and ONA is enabled, it is made available to every caller.

- Examples of international, domestic long distance, and local telephone numbers are:
 - **International** numbers (01181118102146) comprise of, 011 (international code), 81 (country code), and finally the area code and telephone number.
 - **Domestic long distance** numbers (15102522332) comprises of 1 (long distance prefix), followed by 510 (area code), and finally the seven digit telephone number.
 - For **local** numbers, the long distance prefix (1) and the area code (510) should not be entered. Only the seven digit number is required.
- You can also enter a random “password” number such as “5555” so that **any caller who knows this password can use ONA to find you, regardless of where they are calling from.** Once you’ve set this up, you need to instruct the caller to dial **1** during your personal greeting and then to enter the “password” to use ONA.

<input checked="" type="checkbox"/> Schedule0 From: 08:00 AM To: 12:00 PM	<input checked="" type="checkbox"/> Schedule1 From: 12:00 PM To: 07:00 PM
<input type="checkbox"/> Schedule2 From: 12:00 PM To: 12:00 PM	<input type="checkbox"/> Schedule3 From: 12:00 PM To: 12:00 PM

<input checked="" type="checkbox"/> Forwarding Number 1 <input type="radio"/> extension <input checked="" type="radio"/> outside number 14082635662
<input checked="" type="checkbox"/> Forwarding Number 2 <input type="radio"/> extension <input checked="" type="radio"/> outside number 14154536582
<input type="checkbox"/> Forwarding Number 3 <input type="radio"/> extension <input checked="" type="radio"/> outside number
<input type="checkbox"/> Forwarding Number 4 <input type="radio"/> extension <input checked="" type="radio"/> outside number

Figure 8. One Number Access Setup Screen II

5. In the **Schedule** section, enter a customized schedule of four different time slots during which ONA is to be enabled. The **Enabled based on the following schedule** option in Figure 7 must be selected at the top of the screen, as shown.
6. In the **Forwarding Number** section, configure four different numbers (extension or outside number) the system is to dial to search for you. Also, please see “Outcall to Cellular or PCS Phone Numbers” on page 28.

Note: During any of the specified schedules above, the system dials the Forwarding Number(s) in the order from Forwarding Number 1 to Forwarding Number 4, rather than dialing a specific Forwarding Number for a specific Schedule number.

Call Management Setup

The Call Management Setup screen, shown in Figure 9, allows you to manage how the system handles incoming calls.

Call Management

[John Smith -- Extension 108]

Forward All Calls

☐ Enable Forward to

Do Not Disturb

☐ Enable Do Not Disturb

Busy Call Handling

☒ Enable Busy Call Handling

☐ Forward to Extension

100

☐ Forward to Voice Mail

No Answer Handling

☒ Enable No Answer Handling

☐ Forward to Extension

100

☐ Forward to Voice Mail

☐ Enable Call Waiting

☐ Enable one number access

Number of Rings Before Forwarding

4

Apply

Cancel

Figure 9. Call Management Setup Screen

Note: There is a “2-hop” limit to forwarding calls. For example, you have your calls forwarded to another extension which has calls forwarded to a third extension. If that third extension also has calls forwarded, your call will go into your voice mail.

Glossary

AltiMail - the messaging system within AltiServ that includes voice and electronic mail.

audio attachment - a voice message recorded and attached to a Mixed Media message.

Auto Attendant - automated call processing system.

cadence - balanced, rhythmic flow or movement.

delivery phone number - the designated extension, phone or pager number that the system calls to notify you of a new message or scheduled reminder call.

flash - a sudden brief signal activated by depressing the flash button on the telephone and used to place the call on hold to perform another function. For telephone sets that do not have a flash button, a quick press and release of the receiver button may be used instead.

general mailbox - voicemail box where callers leave messages when they are unable to reach the Operator and do not know who to speak with.

main menu - the first menu of options in the AltiMail Voice Messaging system after login.

Mixed-Media Message - a single message consisting of any combination of voice annotation, voicemail, FAX, e-mail, audio files, data files or anything in file format.

Operator - designated person responsible for all incoming call processing.

station - any location wired to accept a telephone. Also another name for a place where a call can be answered.

System Administrator - the person designated to configure and manage all AltiServ functions.

toggle - to move back and forth from one state to another, such as a feature that activates when in deactivated mode and deactivates when in activated mode.

toll restriction - a feature that restricts certain station users from placing toll calls, long distance calls or other non-business related calls.

trunk access code or prefix - a single digit pre-configured on the system (usually 9) dialed to access an outgoing trunk line.

user - person accessing the features and functions of the AltiServ product.

virtual extension - voicemail boxes that do not have a physical station and can be used at any station once login is successful.

workgroup - a group of extensions configured to receive calls in queue.

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