

Multimessage Systems Ltd

USER GUIDE

FOR MODEL 310

MULTILINE ANNOUNCER

INTERACTIVE with TRANSFER VARIANT

Multimessage Systems Ltd.,
Unit 2/3, Furzewood House,
Cranborne Road Ind. Estate
Potters Bar
Herts. EN6 3JN

Tel: 01707 644480
Fax: 01707 646745

INTERACTIVE SOFTWARE Version 3.24

<u>WARNING- THIS APPARATUS MUST BE EARTHED.</u>	3
<u>APPROVED LINE CIRCUIT CONNECTIONS</u>	3
<u>RINGER EQUIVALENC NUMBER</u>	4
<u>GENERAL</u>	4
<u>FACILITIES</u>	4
<u>THE EXTERNAL INPUT SOCKET</u>	5
<u>FIRST TIME USER</u>	6
<u>INTERACTIVE ANNOUNCEMENT STRUCTURE FOR CALLERS USING PULSE DIAL PHONES -</u>	7
<u>MF TONE DIALING CONTROLS FROM LOCAL HANDSET -</u>	7
<u>INSTALLATION / POWER ON</u>	8
<u>SET THE TIME</u>	9
<u>SET THE DATE</u>	10
<u>RECORD ANNOUNCEMENT</u>	11
<u>RECORD MENU</u>	12
<u>RECORD OPENING INSTRUCTIONS</u>	12
<u>RECORD MF TONE DIAL INSTRUCTIONS</u>	13
<u>RECORD UPDATE</u>	13
<u>RECORD RESTART</u>	13
<u>RECORD REPEAT INFORMATION ANNOUNCEMENT</u>	14
<u>RECORD RELAY (USED WITH TRANSFER TO OFFICE)</u>	14
<u>RECORD TRANSFER TO OFFICE (USED WITH RELAY)</u>	15
<u>RECORD TRANSFER TO AGENT</u>	16
<u>EXAMPLE: AUTO-ATTENDANT SETUP</u>	17
<u>EXAMPLE: AUTO-ATTENDANT SETUP USING TAPE OR CD RECORDINGS</u>	18
<u>LOADING RECORDINGS & ADDING MF TRANSFER DIGITS.</u>	19
<u>OTHER DISPLAYS DURING RECORD</u>	20
<u>DELETING ANNOUNCEMENTS</u>	20

<u>ENABLE LINES TO ANSWER CALLS</u>	21
<u>INHIBIT LINES FROM ANSWERING</u>	22
<u>DROP CALLS IN PROGRESS</u>	22
<u>ZERO CALL COUNTERS FOR A RANGE OF LINES</u>	23
<u>PLAY ALL ANNOUNCEMENTS</u>	23
<u>OTHER DISPLAYS AFTER SELECTING PLAY</u>	24
<u>CONFIRMATION OF ANNOUNCEMENTS AND SETUP</u>	24
<u>INITIAL DISPLAY MENU</u>	24
<u>SECOND DISPLAY MENU</u>	25
<u>VERSION OF THE PROGRAM</u>	25
<u>RESET THE GLOBAL CALLS COUNTER</u>	25
<u>STATUS OF LINES, ALSO ENABLE, DISABLE OR DROP A LINE -</u>	26
<u>RE-ORDER ANNOUNCEMENTS</u>	27
<u>LAST ANNOUNCEMENT</u>	28
<u>EMERGENCY PASSIVE ANNOUNCEMENTS ANNOUNCEMENT 69</u>	28
<u>COUNT OF CALLERS SELECTION (INFORMATION ANNOUNCEMENT COUNTERS)</u> ..	29

WARNING- THIS APPARATUS MUST BE EARTHED.

Mains wiring:- The green & yellow wire must be connected to the plug terminal marked E or (earth symbol) or coloured green or green & yellow. Only connect the blue wire to the plug terminal marked N or coloured black. Only connected the brown wire to the plug terminal marked L or coloured red.

Only a simple telephone with tone dialing is to be connected to the control handset port. Any other connection may cause damage and make the equipment unsafe. For safety reasons external equipment connected to the external Audio input/output ports must not present voltages higher than 42.4 volts peak a.c., or 60 volts d.c. If you are in any doubt, you must obtain advice from a competent engineer.

APPROVED LINE CIRCUIT CONNECTIONS

The Model 310 and Model 311 are approved for connection to 2 or more exclusive lines from the Public Switch Telephone Network or extensions of approved call routing apparatus. These lines may have either loop disconnect or tone dialing.

The apparatus is not suitable as an extension to a payphone.

RINGER EQUIVALENCE NUMBER

The (REN) value of the Model 310 and Model 311 is 1.

The REN relates to the performance of the apparatus when used in combination with other items of apparatus. The REN is a customer guide indicating approximately the number of items of apparatus that should be connected simultaneously to the line.

To determine the maximum number of items of apparatus that should be connected simultaneously to an exclusive line, the total REN obtained by summing the REN values of each of the items of apparatus connected to the exclusive line, should not exceed the maximum REN value of 4. This value includes any BT provided instrument each of which is assumed to have a REN value of 1.0 unless otherwise marked.

GENERAL

The model 310 is fitted into a standard 3 unit high 19 inch case and may be equipped to answer up to 15 telephone lines. The model 311 is fitted into a 1 unit high 19 inch case and may only be equipped to answer up to 7 telephone lines. These instruction apply to both models.

FACILITIES

This apparatus has been approved for use with the following facilities:

Auto-answering.

Auto-clearing.

All callers hear the announcement from the beginning.

Call counters for each line, information announcement and system total.

Announcements can be modified while still answering calls.

Controlled from simple telephone with tone dialing.

Mains powered from 240V a.c., 100mA, 24W peak.

Battery Backup M310 running for 7 hours and 45 hours memory retention.

Battery Backup M311 running for 3.5 hours and 45 hours memory retention.

Solid-state storage of announcements.

Storage from 14 to 112 minutes Model 310.

Storage from 3.5 to 14 minutes Model 311.

2 to 15 lines for Model 310.

2 to 7 lines for Model 311.

Up to 68 Interactive information announcements.

Up to 68 Menu announcements (gives callers choice of information announcement).

1 Passive information announcement.

1 Repeat announcement (gives caller choice of repeating information or passive announcement).

1 Relay announcement (gives caller choice of transfer to office).

1 Transfer to office recording (transfers callers to office staff).

Any information announcement may end with a transfer recording to any extension of a PBX.

1 Restart announcement (marks the end and gives caller choice of restarting).

Tone dial or voice selection of information (voice is used for callers with pulse dial phones).

Time and date control.

Any line can be enabled, disabled or forced to drop the current call.

Input from external tape recorder.

Output to external tape recorder.

Any other usage will invalidate the approval of the apparatus if as a result it then ceases to comply with the standards against which approval was granted.

The External Input Socket

The external input socket may be used for recording speech or music. As an option it may be used to control the system by playing tone dialing (MF) control signal in between the required announcements.

If speech with background music is required then follow the section 'Record Announcements' until it displays '# to start'. Start the CD Player (or Tape), press # key to start the recording, say your announcement, then press the # key to end the recording.

If speech from the handset is not required then follow the section 'Record Announcements' until it displays '# to start'. Press secrecy button (*to mute the handset microphone*), start the CD Player (or Tape) when it reaches the section of music that you wish to record, press # key to start the recording, then press # key to end the recording.

To record a mixture of speech and music e.g. "You have been placed on hold, please wait. *+*+". Follow the section 'Record Announcements' until it displays '# to start'. Press # key to start recording, once you have finished recording your speech press * to pause, press the secrecy button then start the CD Player (or Tape), press * to continue recording. Once the section of music wanted to record has finished press # key to end the recording.

The level of music should be kept low to avoid the automatic gain control circuit from compressing the music. Replaying compressed music to the callers may cause the callers to be prematurely cut off where the port has dial tone clearing enabled.

FIRST TIME USER

Until you are familiar with the multi-announcer it is advisable to write out your announcements. The Opening announcement should start with the telephone number with either the exchange name or the national code followed by the information you wish to give to callers. You should make your recording in quiet surroundings. Background noises will not impress your callers.

Always confirm your announcements before enabling lines to answer calls. The speech must start within 3 seconds from the start of the recording. Don't worry about getting it wrong, you can record over the same announcement as many times as you like, until you get it right.

To accommodate payphone callers, you must record the restart announcement. This must be done before enabling answering on any line. The following words are appropriate, "You have come to the end, if you wish to restart from the beginning again, please say yes after the tone ". All lines are inhibited from answering when you first switch the system on so, don't worry about getting it wrong. Caller will automatically hear the restart announcement after all other announcements. If any speech is detected from the caller after the tone, the other announcements will be replayed. If there is no speech from the caller it is assumed that the caller has gone, the line is then cleared ready to take the next call.

The first time user can quickly learn to use the multi-announcer. The following sequence is a good way to get acquainted:

Read the INSTALLATION / POWER ON section,
switch the system on,
FIT BATTERY FUSE
PLUG IN LOCAL HANDSET IN FRONT

lift the local handset press # and then 8 to set the current time (not essential but gets the feeling),
now press # to enter it then press # again and set the current date in the same way,
if you make a mistake or want to quit, repeat pressing the star key until you are back to where you want to carry on again,

replace the local handset,

lift the local handset and press # once or twice, then 1 (record)

press 1, (Menu) (each information announcement must have one)

record menu number 01 (i.e. "zero one", followed by the title of the information)

press 2, (Ann) (i.e. information announcement)

record announcement number 01,

repeat the recording for Menu/Ann 02 ..03 or as required

press 3, (Open) record opening announcement (see *Record opening instructions*)

press 4, (MFInst) record MF tone dial instructions (see *Record MF tone dial instructions*)

press # twice,

press 5 (ReAnn) record the repeat announcement

press # twice,

press 6 (Rstrt) record the restart announcement

press * three times,

replace the local handset,

lift the local handset and listen, (see *Confirmation of announcements and setup*)

press #

press 5 (Ena), (Only if confirmation satisfactory)

press # twice

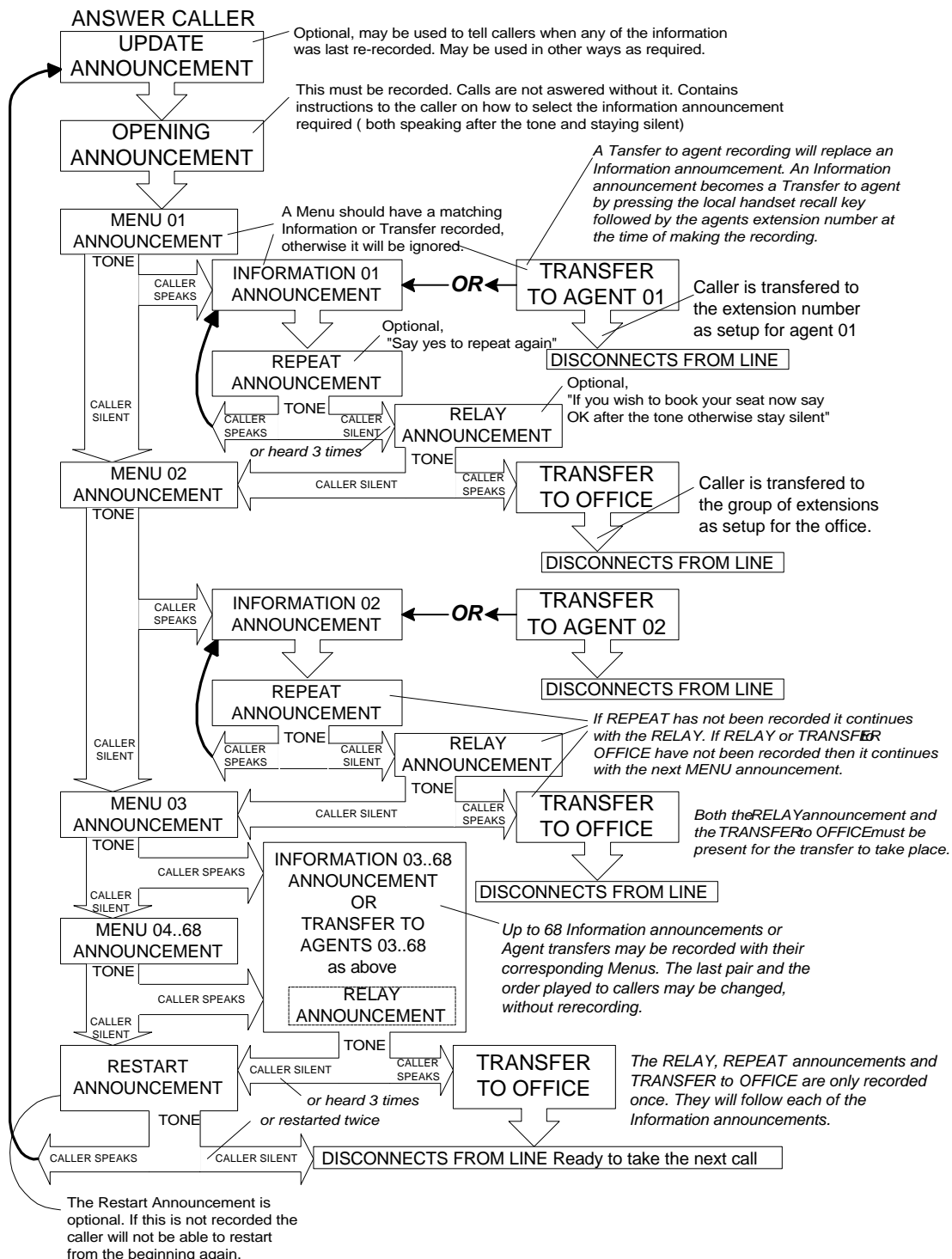
then press 1 to enable all lines.

replace the local handset,

ring the system on line 02 and listen to what the callers hear.

NOTE (first time users would be wise to delay reading following until they have followed the sequence recommended under first time user).

INTERACTIVE ANNOUNCEMENT STRUCTURE for callers using pulse dial phones -



MF TONE DIALING CONTROLS from local handset -

The multi-announcer accepts only appropriate button pushes at each step in a sequence. It ignores inappropriate button pushes where it is able to make such a decision. Where announcement numbers or line numbers need to be input - for instance to record an announcement - the multi-announcer

offers default values. You can alter these values if you wish. The currently alterable digit blinks - just key in the new digit. Alternatively you can accept the offered value by pressing the # button.

The # button - where a number is offered the # button accepts that number.

The * button - in many places the * button allows a correction to be made by backspacing to the previous digit, number or menu. These notes show which buttons are valid at each step e.g.

enter new time hh mm	[0 1 2 *]
shows that buttons 0, 1, 2, star are acceptable - in this case 0,1,2 as the first digit of the hour and star to return to the previous menu, all other buttons are ignored. The acceptable keys are sometimes dependent on stored data.	

If the handset is replaced before a sequence is followed through to its usual ending then wherever possible the multi-announcer reverts to its condition before the sequence began. If the sequence has gone too far then it finishes as if the whole sequence had been followed. For instance if the handset is replaced when setting the time and all the digits are displayed the clock is set to the new time as if the # button had been pressed. The exceptions to this are after Record or Play have been selected. This enables playing and recording from a cassette tape recorder without the local control handset being used. The tape recordings may contain the tone dialing controls as well as the announcements.

INSTALLATION / POWER ON

(Or power has failed and the battery has run down).

The multi-announcer checks the size of installed memory and displays the message -

Memory top 8800 Size 0800

(the hexadecimal numbers 8800 varies [8000..C0000] - the values on your machine reflects how much installed memory you have).

On lifting the local handset the display changes to -

There are no anns recorded

press # - select the initial menu -

1-Record 2-Play 5-Ena 8-Tm 9-Date #>

[1 2 5 8 9 #]

SET THE TIME

(e.g. to 15:23). If you press a wrong button by mistake then press * to correct it.
Lift the local handset - LED 1 lights - the display shows e.g.

```
There are no anns
recorded
```

press # - select the initial menu -

```
1-Record 2-Play
5-Ena 8-Tm 9-Date #>
```

[1 2 5 8 9 #]

press 8 - change time -

```
enter new time
hh mm
```

[0..2 *]

press 1 - tens of hours -

```
enter new time
1
```

[0..9 *]

press 5 - units of hours -

```
enter new time
15
```

[0..5 *]

press 1 - (by mistake) -

```
enter new time
151
```

[0..9 *]

press * - (to correct) -

```
enter new time
15
```

[0..5 *]

press 2 - tens of minutes -

```
enter new time
152
```

[0..9 *]

press 3 - units of minutes -

```
enter new time
1523
```

[# *]

press # - enter new time -

```
15:23 Wed 17 Mar
10759 calls
```

[any]

if no other function is required replace the local handset -

```
15:23 Wed 17 Mar
10759 calls
```

otherwise press key for next function -

- # - display initial menu
- 1 - record (record selection)
- 2 - play
- 5 - enable / inhibit / drop / zero
- 8 - time
- 9 - date

- next menu (1-Vr 2-RstC 3-Status 4-reord 5-AnnCt)

SET THE DATE

(for example to 26 11 92)

If you press a wrong button by mistake then press * to correct it.

Lift the local handset - LED 1 lights - the display shows e.g.

```
There are no anns
recorded
```

press # - select the initial menu -

```
1-Record 2-Play
5-Ena 8-Tm 9-Date #>
```

[1 2 5 8 9 #]

press 9 - change date -

```
enter new date
dd mm yy
```

[0..3 *]

press 2 - tens of date -

```
enter new date
2
```

[0..9 *]

press 7 - (by mistake) -

```
enter new date
27
```

[0..1 *]

press * - (to correct) -

```
enter new date
2
```

[0..9 *]

press 6 - units of date -

```
enter new date
26
```

[0..1 *]

press 1 - tens of month -

```
enter new date
26 1
```

[0..2 *]

press 1 - units of month -

```
enter new date
26 11
```

[0..9 *]

press 9 - tens of year -

```
enter new date
26 11 9
```

[0..9 *]

press 2 - units of year -

```
enter new date
26 11 92
```

[# *]

press # - enter new date -

```
15:23 Thu 26 Nov
10759 calls
```

[any]

if no other function is required replace the local handset -

15:23 Thu 26 Nov
10759 calls

otherwise press # key for next function -

RECORD ANNOUNCEMENT

e.g. information announcement number 01

Lift the local handset - LED 1 lights - the display shows e.g.

There are no anns
recorded

[any]

press # once or twice - select the initial display menu -

1-Record 2-Play
5-Ena 8-Tm 9-Date #>

[1 2 5 8 9 #]

press 1 - select record -
press 2 - Ann

blinking
Ann 01 record
0..6-? #start

[0..6 # *]

you want to record 01
press # - start recording -

after the beep tone you are being recorded - speak your announcement into the handset

Ann 01 recording
*-pause #-stop

[0..9 # *]

press * to pause (any button other than * ends the announcement) -

Recording paused
*-resume #-stop

[0..9 # *]

press * to resume (any button other than * ends the announcement) -

Ann 01 recording
*-pause #-stop

[0..9 # *]

press # to end -

Ann 01 record end
#>

[0..9 # *]

if no other function is required press *star twice then* replace the local handset -

15:23 Wed 17 Mar
10759 calls

otherwise press # key for next function -

RECORD MENU

e.g. menu number 01

- The menu lists contents of the associated information announcement so that callers may choose to hear that information if they wish.

Lift the local handset - LED 1 lights - the display shows e.g.

Ann 69 not recorded Play others ? #-yes	[any]
--	-------

press # once or twice - select the initial display menu -

1-Record 2-Play 5-Ena 8-Tm 9-Date #>	[1 2 5 8 9 # *]
---	-----------------

press 1 - select record -

press 1 - Menu

Menu 01 record 0..6-? #-start	[0..6 # *]
----------------------------------	------------

blinking

you could press the digits to change the number at this point but you want to record 01 so

press # - start recording -

after the beep tone you are being recorded - speak into the handset e.g. "Zero one. For times of trains from London Kingscross to Newcastle".

If you are always using less than 7 information announcements there is no need to record 'Zero one' just 'One' will do.

Menu 01 recording *-pause #-stop	[0..9 # *]
-------------------------------------	------------

press # to end (any button other than * ends the announcement) -

Menu 01 record end #>	0..9 # *]
--------------------------	-----------

if no other function is required press **star twice then** replace the local handset -

15:23 Wed 17 Mar 10759 calls

otherwise press # then the key for next function -

RECORD OPENING INSTRUCTIONS

The opening instructions must be recorded. (calls will not be answered without it).

e.g. " If you are using a tone dial phone dial 7 now." record silence for 2 seconds then continue with -

"With other phones you will hear a list of the available items of information followed by a tone.

Remain silent until after the tone of the item you want, then say stop! to select it"

Lift handset, press # (press once if this recording already exists or press twice if not),

press 1, record

press 3 (open record)

press #, record opening announcement

press # to stop

if no other function is required press **star twice then** replace the local handset -

RECORD MF TONE DIAL INSTRUCTIONS

This must be recorded if you invite callers to dial 7 in the opening instructions. Following these instructions, callers are presented with the menu announcements one after the other without a pause between them, thus making a list from which the caller may select by dialing the number which has been recorded with each menu recording. After dialing this number the caller will hear the corresponding information announcement.

e.g. " You may select information from the following list by dialing the given number. Dial 8 to advance on to the next item. Dial 9 to go back to the previous item. Dial 7 again to return to these instruction at any time". Add the following only after recording *transfer to office* - "Dial 00 when ever you wish to be transferred to a member of our office staff".

Lift handset, press #, press 1, record.
press #.
press 4 (MFInst)
press #, record MF tone dial instructions
press # to stop
if no other function is required press *star twice then* replace the local handset -

RECORD UPDATE

This facility is optional it can be used to tell your callers when the announcements were last updated.

Lift handset, press #, press 1, (Record),
press 5 (UpDate)
press #, record update, the time and date is displayed whilst you are in the recording mode.
press # to stop
if no other function is required press *star twice then* replace the local handset -

RECORD RESTART

This facility gives the caller the means of listening to all the announcements again, (a maximum of 3 times).

We suggest the following:

"You have come to the end, if you would like to restart from the beginning again, please speak after the tone".

lift handset, press #, press 1 (Record),
press 6 (Rstrt)
press # and record announcement.
press # to stop
if no other function is required press *star twice then* replace the local handset -

RECORD REPEAT information announcement

Only presented to callers with pulse dial phones.

This facility is used to let the caller listen to the same information announcement again, immediately after hearing it.

We suggest the following:

" If you would like to listen to that again, please speak after the tone ".

Lift handset, press #, press 1 (Record),

press #, press 5 (ReAnn),

press # and record announcement.

press # to stop

if no other function is required press *star twice then* replace the local handset -

RECORD RELAY (used with Transfer to Office)

Only presented to callers with pulse dial phones.

This facility is only to be used with the system connected to extension ports of a PBX. It gives callers the choice of being transferred to the general office phone extension of the PBX, or select another item of information. (The general office extension should be an attendant station or a general office group extension number)

We suggest the following:

“ If you would like to continue listening remain silent, or if you wish to be transferred to one of our office staff, please say yes please after the tone “.

If your system is set to answer calls, only record this after you have recorded the Transfer to Office

Lift handset, press #, press 1 (Record),

press #, press 7 (Relay),

press # and record announcement.

press # to stop

if no other function is required press *star twice then* replace the local handset -

RECORD TRANSFER TO OFFICE (used with relay)

This is a general transfer recording. Used for both tone dial and pulse phone callers. It is accessed by callers with tone dial phones by dialing 00. Check that the recording for MF tone dial instructions includes dialing 00 to obtain a transfer to office. For pulse dial phone callers it is made available after every information announcement via the relay announcement.

This facility is only to be used with the multi-announcer connected to extension ports of a PBX. It transfers callers to the general office phone extension of the PBX. The general office extension should be an attendant station or a general office group extension number.

Refer to your phone system users guide for instructions on how to transfer calls to other extension numbers. The multi-announcer will record your actions thus ensuring compatibility with most phone systems with tone dial phones on extension ports.

The following is the most common procedure:

“ You being transferred to one of our office staff please hold the line”, press Recall key then dial the extension number. (with some phone systems you may need to pause after pressing the Recall key).

Lift handset, press #, press 1 (Record),
press #, press 8 (TrnsOff),

Record transfer to Office #- start
--

press # and record announcement + Recall + extension number.

Recording digits 0..9# ? R-+++

press # to stop,

digits as you dial them

End Record transfer 0..9# ? R-+++

if no other function is required press *star twice then* replace the local handset -

RECORD TRANSFER TO AGENT

Any announcement recording may be converted to a transfer to an extension of the PBX. This facility is only to be used with the multi-announcer connected to extension ports of a PBX. It transfers calls to the extension number recorded by the following procedure. The PBX should be set-up so that in the case of this extension being busy or failing to answer, it will then transfer the caller to another phone extension which should be an attendant station or a general office group extension number.

Refer to your phone system users guide for instructions on how to transfer calls to other extension numbers. The multi-announcer will record your actions thus ensuring compatibility with most phone systems with tone dial phones on extension ports.

Lift handset press #. From the main menu press 1 for record
Press 2 for announcement.

Enter announcement number or
press # to accept the one offered.

Ann 04 record
0..2-? # -start

Assume you want to record 04
press # - start recording -

Ann 04 recording
* -pause # -stop

You are being now recorded - speak your announcement into the handset

The following is the most common procedure:

“ You being transferred to the reservations desk, please hold the line”, press the Recall key then dial the extension number. (With some phone systems you may need to pause after pressing the Recall key).

After your announcement, press
Recall then dial the extension
number.

Recording digits
0..9# ? R-123+

digits as you dial them

press # to stop,

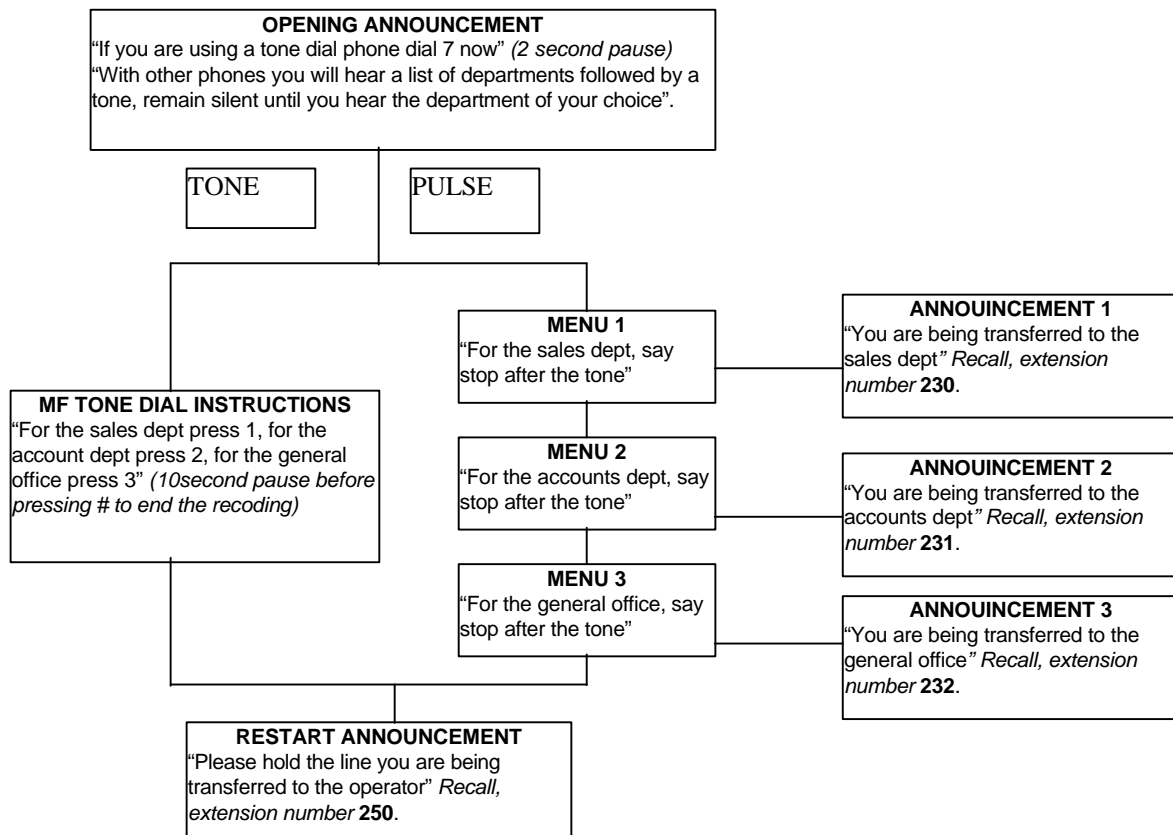
End Record transfer
0..9# R-123

With some phone systems you may need to extend the pause after the last digit before stopping the recording with the # key, particularly where callers may be diverted over other networks such as to a mobile phone. Where this pause is long, adding the words “please hold I have a call for you” 3 to.5 seconds after the last address digit before pressing the # key to end the recording. This will reassure the called party that the call will be connected after the delay).

If no other function is required press **star twice then** replace the local handset -

Example: Auto-attendant setup

This example is based on a company with three departments and 1 operator.



- 1 Record the opening announcement e.g "If you are using a tone dial phone dial 7 now". Record silence for two seconds then continue with - "With other phones you will hear a list of departments followed by a tone. Remain silent until you hear the department of your choice".
- 2 Record MF tone dial instructions e.g "For the sales department press 1". "For the accounts department press 2". "For the general office press 3", record 10 seconds of silence after the instructions. This instruction is for the use of **tone dial phones only**.
- 3 These are for the use of **pulse dial phones**:
- 4 Record menu 1 e.g "For the sales department, say stop after the tone".
- 5 Record announcement 1 e.g "Please hold the line, you are being transferred to the sales department", press **Recall** then enter the extension number of your choice.
- 6 Record menu 2 e.g "For the accounts department, say stop after the tone".
- 7 Record announcement 2 e.g "Please hold the line you are being transferred to the accounts department", press **Recall** then enter the extension number of your choice.
- 8 Record menu 3 e.g "For the general office, say stop after the tone".
- 9 Record announcement 3 e.g "Please hold the line, you are being transferred to the general office", press **Recall**, then enter the extension number of your choice.
- 10 This instruction is for both **tone** and **pulse** phones:
- 11 Record the restart announcement "Please hold the line, you are being transferred to the operator", press **Recall** then enter the extension number where your operator is situated.
- 12

Example: Auto-attendant setup using tape or CD recordings

Fully rewind the tape, zero recorder counter before starting.

For each recording enter the counter reading in the tables below

Start Count	Text for Opening Announcement	End Count
	<p>“Thank you for calling the Personnel & Training Call Centre. To select your choice of service dial 7 now”(4 sec pause)</p> <p>”You will now hear several options, each followed by a tone. say Yes Please after the option of your choice, otherwise remain silent.”</p>	

If no dialled digit received within the pause, the caller continues listening from this point.

Start Count	Text for Restart	End Count
	“Please hold you are being transferred”	

Start Count	Text for MF Instructions	End Count
	<p>“If you need assistance with a Personnel related matter, dial 11,” (4 sec pause)</p> <p>”alternatively, if you need assistance with a Training related matter, dial 22”(4 sec pause)</p>	

Ann Number	Start Count	Text for Announcements	End Count
11		<p>“Dial 12 For assistance with any Personnel matter”(4 sec pause)</p> <p>“Dial 13 For Staff Benefit enquiries”(4 sec pause)</p> <p>“Please hold you are being transferred”</p>	
12, 13, 23, 24		“Please hold you are being transferred”	
22		<p>“Dial 23 For Training Bookings & Administration” (4 sec pause)</p> <p>“Dial 24 For assistance with any other Training matter” (4 sec pause)</p> <p>“Please hold you are being transferred”</p>	

Menu Number	Start Count	Text for Menus	End Count
12		“For assistance with any Personnel matter, say Yes Please after the tone”	
13		“For Staff Benefit enquiries, say Yes Please after the tone”	
23		“For Training Bookings & Administration, say Yes Please after the tone”	
24		“For assistance with any other Training matter, say Yes Please after the tone”	

Loading Recordings & adding MF transfer digits.

Press Local control handset secrecy button see that the LED stays on during all recordings.

Start Count	for Opening Announcement	End Count
	Load without additions	

Start Count	add at end of Restart	End Count
	At end count, press star to pause. Stop tape recorder press star to resume press recall 12345(2 sec pause)#	

To ensure a good recording press and hold each digit for 0.5 sec or more with the pause at the end so that each digit can be displayed when replayed.

Start Count	add at end of MF Instructions	End Count
	At end count, press star to pause. Stop tape recorder press star to resume press recall 12345(2 sec pause)#	

Ann Number	Start Count	Add at end of Announcements	End Count
		At end count, press star to pause. Stop tape recorder press star to resume then press:	
11,12,22		recall 12345(2 sec pause)#	
13		recall 6789(2 sec pause)#	
23		recall 987654(2 sec pause)#	
24		recall 6789(2 sec pause)#	

Menu Number	Start Count	for Menus	End Count
12		Load without additions	
13		Load without additions	
23		Load without additions	
24		Load without additions	

OTHER DISPLAYS during RECORD

```
Opening delete?
*-no  #-yes
```

the announcement exists, only press # if you intend to delete it.
This is the same for all other announcements.

```
blinking
```

```
Ann 69 delete?
*-no  #-yes
```

all 69 announcements have been recorded - delete those no longer needed to make room for the new recording.

```
Memory end 54
#-menu
```

the full memory capacity has been used - delete unwanted announcements to make room for the new recording.

```
being recorded
on another line
```

You are trying to record an announcement that someone else is recording on another line - use a different announcement number.

DELETING ANNOUNCEMENTS

Use play to identify the announcements you wish to delete.
Go to record and select the same announcement.
Follow the record procedure until you see for example:

```
Opening delete?
*-no  #-yes
```

press # to delete it.
then press star
you can now select another announcement to delete or
press star again to quit recording.

ENABLE lines to answer calls

ENABLE lines to answer calls in the range from 02 to 04
Lift the local handset - LED 1 lights - the display shows e.g.

Opening ann #-menu 8-skip 9-back	[#]
-------------------------------------	-----

press # - access the initial menu -

1-Record 2-Play 5-Ena 8-Tm 9-Date #>	[1 2 5 8 9 * #]
---	-----------------

press 5 - select enable -

Ena/Inh/Drop/Zero lines Q2..16	[O..6 # *]
-----------------------------------	------------

blinking

press # - accept 02 as the beginning of the range -

Ena/Inh/Drop/Zero lines 02..16	[O..6 # *]
-----------------------------------	------------

blinking

press 0 - first digit of the end of the range -

Ena/Inh/Drop/Zero lines 02..02	[0..9 # *]
-----------------------------------	------------

blinking

press 4 - second digit of the end of the range -

Ena/Inh/Drop/Zero lines 02..Q4	[0..6 # *]
-----------------------------------	------------

blinking

press # - accept range 01..04 -

Lines 02..04 1-ena 2-inhb 3-drop 4-zero	[0..4 # *]
--	------------

press 1 - select enable -

02..04 enabled #>	[any]
----------------------	-------

if no other function is required replace the local handset -

10:03 Wed 17 Dec 10759 calls

otherwise press key for next function -

- 1 - record (record selection)
- 2 - play
- 5 - enable / inhibit / drop / zero
- 8 - time
- 9 - date
- # - next menu (1-Vr 2-RstC 3-Status 4-reord 5-AnnCt)

INHIBIT lines from answering

Stop answering calls. Any calls in progress continue until normal end.

INHIBIT lines 02 to 04

follow the **enable** sequence until -

press # - accept range 01..04 -

```
Lines 02..04 1-ena
2-inhb 3-drop 4-zero
```

[0..4 # *]

press 2 - select inhibit -

```
02..04 inhibited
#>
```

[any]

if no other function is required replace the local handset -

```
10:03 Wed 17 Dec
10759 calls
```

otherwise press key for next function -

DROP calls in progress

This operation not only drops the selected range of lines it also inhibits them from answering.

DROP lines 1 to 4 -

follow the enable sequence until -

press # - accept range 01..04 -

```
Lines 02..04 1-ena
2-inhb 3-drop 4-zero
```

[0..4 # *]

press 3 - select drop -

```
02..04 off-line
#>
```

[any]

if no other function is required replace the local handset -

```
10:03 Wed 17 Dec
10759 calls
```

otherwise press key for next function -

ZERO call counters for a range of lines

Resets the resettable call counters for the selected range of lines (all time counters are unchanged).

ZERO calls received for lines 2 to 4

follow the enable sequence until -

press # - accept range 01..04 -

Lines 02..04 1-ena 2-inhb 3-drop 4-zero	[0..4 # *]
--	------------

press 4 - select zero -

02..04 - 0 calls #>	[any]
------------------------	-------

if no other function is required replace the local handset -

10:03 Wed 17 Dec 10759 calls

PLAY all announcements

Plays all the announcements present on your system.

Lift the local handset - LED 1 lights - the display shows e.g.

Opening ann #-menu 8-skip 9-back	[#]
-------------------------------------	-----

press # - access the initial menu -

1-Record 2-Play 5-Ena 8-Tm 9-Date #>	[1 2 5 8 9 * #]
---	-----------------

press 2 - (Play)

Menu 01 in place 01 #-menu 8-skip 9-back	[0.. 9 * #]
---	-------------

Ann 01 count 0002 #-menu 8-skip 9-back	[0.. 9 * #]
---	-------------

The presentation order to callers is indicated by the place number. This may be changed by *reorder*, both the menu item and the information announcement move together. The count is the number of callers that have selected this information announcement.

xxxxxxxxxxxxxxxxxxxxxxxxxxxx #-menu 8-skip 9-back	[0.. 9 * #]
--	-------------

where xxxx means what ever other announcement you are listening to.

Press 8 to skip to play the next, press 9 to go back to the previous announcement. You may dial the two digit announcement number to select any of the information announcements.

if no other function is required press #, replace the local handset -

15:23 Wed 17 Mar 10759 calls

otherwise press # then the key for next function -

OTHER DISPLAYS after selecting play

If any of the announcements contain a recorded transfer the following will be displayed.

Transfer to extension 123	[none]
------------------------------	--------

Do not press any digits while this is being played. If any digits are pressed the wrong extension number will be displayed.

There are no anns recorded	[any]
-------------------------------	-------

there are no announcements recorded - so you can't play one

CONFIRMATION of announcements and setup

Lift the local handset - LED 1 lights - the display shows e.g.

Opening ann #-menu 8-skip 9-back	[#]
-------------------------------------	-----

The announcements are played to you in just the same way as outside callers. The display shows the announcement being played (see **Play all Announcements**). You can test your setup and confirm the announcements using the same tone dial numbers as the outside caller with the exception of the # key. If you want to check the selection of announcements by voice response, **do not press any dial keys**, if you do, you will need to replace and lift the local handset to start again.

INITIAL DISPLAY MENU

Lift the local handset - LED 1 lights - the display shows e.g.

Opening ann #-menu 8-skip 9-back	[#]
-------------------------------------	-----

press # once or twice - access the initial menu -

1-Record 2-Play 5-Ena 8-Tm 9-Date #>	[1 2 5 8 9 * #]
---	-----------------

This is the initial menu -

press 1 to record an announcement,
press 2 to play all announcements,
press 5 to enable / inhibit / drop a line or group of lines,
press 8 to set the time,
press 9 to set the date,
press # to enter the next menu (zero calls received etc.)
replace the handset to show time, date, calls received.

SECOND DISPLAY MENU

Lift the local handset - LED 1 lights - the display shows e.g.

Opening ann	[#]
#-menu 8-skip 9-back	

press # - access the initial menu -

1-Record 2-Play	[1 2 5 8 9 * #]
5-Ena 8-Tm 9-Date #>	

from the initial menu - press # -

1-Vr 2-RstC 3-Status	[1 2 3 4 5 * #]
4-ReOrd 5-AnnCt #>	

VERSION of the program

from the second menu -

1-Vr 2-RstC 3-Status	[1 2 3 4 5 * #]
4-ReOrd 5-AnnCt #>	

press 1 - for version and checksum of the software loaded at the factory -

Version 3.nn	[any]
17 September 1999 #>	

RESET the global calls counter

from the second menu -

1-Vr 2-RstC 3-Status	[1 2 3 4 5 * #]
4-ReOrd 5-AnnCt #>	

press 2 - select the global call counter -

Total calls = 105489	[any]
0-reset to zero	

press 0 - reset (press any other to escape) -

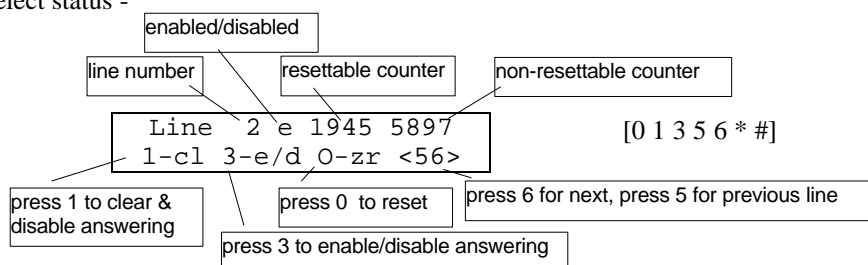
Calls = 000000	[any]
#>	

STATUS of lines, also ENABLE, DISABLE or DROP a line -

from the second menu -

```
1-Vr 2-RstC 3-Status          [1 2 3 4 5 * #]
4-ReOrd 5-AnnCt #>
```

press 3 - select status -



RE-ORDER announcements

Used to reposition announcements in an order where the most frequently accessed by callers is placed first making the system more convenient for your callers and improving phone line usage efficiency.

If you move announcement 03 to position 01, then the order will be 03,01,02,04 etc.

from the second menu -

1-Vr 2-RstC 3-Status 4-ReOrd 5-AnnCt #>	[1 2 3 4 5 * #]
--	-----------------

press 4 - select ReOrd -

Change Order/Last 1-Order 2-Last	[1 2 *]
-------------------------------------	---------

press 1 - select Order -

blinking	
Move Menu/Ann 01 to place 01 # -OK	[1 2 *]

press digits to select the Menu/Information Announcement pair -

Move Menu/Ann 03 to place 03 # -OK	[01..28 * #]
---------------------------------------	--------------

Note that the current place is updated as you press the digits. Use this to check your current order before making any changes.

press # to accept the selected the Menu/Information Announcement pair -

Move Menu/Ann 03 to place 09 # -OK	[01..28 * #]
blinking	

press digits to select the new place -

Move Menu/Ann 03 to place 01 # -OK	[01..28 * #]
blinking	

press * to go back if you make a mistake -

press # to accept the new place for the Menu/Information Announcement pair -

Menu/Ann 03 now in place 01 #>	[any]
-----------------------------------	-------

press # (or any other) -

blinking	
Move Menu/Ann 01 to place 01 # -OK	[1 2 *]

you may now select another Menu/Information Announcement pair -

or press star for other displays if another function is required -

if no other function is required then replace the local handset -

15:23 Wed 17 Mar 10759 calls

LAST announcement

This is used to restrict the range of announcements presented to callers in the normal way but callers with MF dial phones can access others by dialing the announcement number directly. When announcement 69 is made the last announcement then the system switches to a passive mode, all callers will receive only 1 announcement, i.e. the one made last.

from the second menu -

1-Vr 2-RstC 3-Status 4-ReOrd 5-AnnCt #>	[1 2 3 4 5 * #]
--	-----------------

press 4 - select ReOrd -

Change Order/Last 1-Order 2-Last	[1 2 *]
-------------------------------------	----------

press 2 - select Last -

Ann 20 the last at place 20 ? # -OK	[1 2 *]
--	----------

blinking

press digits to select the last Information Announcement to be the presented to callers -

Ann 10 the last at place 10 ? # -OK	[1 2 *]
--	----------

press # to accept the selected Menu/Information Announcement pair -

Ann 10 is last now at place 10 # -OK	[1 2 *]
---	----------

press star for other displays if another function is required -
if no other function is required then replace the local handset -

15:23 Wed 17 Mar 10759 calls

EMERGENCY PASSIVE ANNOUNCEMENTS announcement 69

This announcement if used will not be presented to callers with pulse dial phones unless assigned to be the main announcement when the system is set to work in the passive mode, but it can be made accessible to callers with MF dial phones. Check that the recording for MF tone dial instructions includes dialing this number if you want callers to hear it.
see **LAST announcement** to set up passive mode.

COUNT of callers selection (INFORMATION ANNOUNCEMENT COUNTERS)

from the second menu -

```
1-Vr 2-RstC 3-Status  
4-ReOrd 5-AnnCt #>
```

[1 2 3 4 5 * #]

press 5 - select AnnCt -

```
Ann 1 Count 1569  
0-zero 6-next 5-prev
```

number times callers have selected this
information announcement since last reset

[1 2 *]

Reset counter only for
this announcement

press 6 - select counter for the next information announcement -
press 5 - select counter for the previous information announcement -

END