# PERFECT VOICE PINNACLE

## General Product Description

**TELECO**®

More Than Just Talk®

# Contents

# Product Overview

Engineered by Teleco, Perfect Voice Pinnacle is designed to grow with your business, preparing you for the future and maximizing your investment. Perfect Voice Pinnacle works on either Windows® 2000 or XP operating systems, providing ease and efficiency for your business needs. Getting your business on a Perfect Voice Pinnacle development plan will allow you to stay at the peak of industry standards.

Perfect Voice Pinnacle is extraordinarily stable and reliable. The high fidelity 64-kilobit speech "Perfect Voice" used in the Perfect Voice Pinnacle product sets it apart from the competition. Also unique to the Perfect Voice Pinnacle is the ease with which operators may install and maintain the system.

Perfect Voice Pinnacle takes voice processing to a higher level with Unified Messaging Synchronization and Internet browser options. The Perfect Voice Pinnacle platform allows you to upgrade as your business needs grow and as new features are released.  The efficiencies of the system will increase your productivity and reliability along with providing you a high return on your investment.

# How it Works

## Connections

The voice mail server is a high-end PC running Microsoft® Windows 2000 or XP and supporting a standard LAN connection. Located in the voice mail server are Dialogic® voice processing cards equipped with digital signal processor (DSP) resources to capture and compress voice data as well as to detect DTMF input.

In addition, the voice mail server includes a special connection to the PBX, referred to as PBX integration. The PBX integration provides information about the calls as they are routed to the voice mail server. PBX integration interfaces are often developed by the PBX vendors and are unique to each PBX line, or even to each model within a PBX line. Since having a reliable, efficient and effective PBX integration is critical to the operation of a voice messaging system, Teleco has ensured that its support of PBX integration is flexible enough to accommodate almost any integration scenario.

Figure 1 depicts a basic, stand-alone voice mail system. It also provides a clearer understanding of the connection between the voice mail server and the PBX.
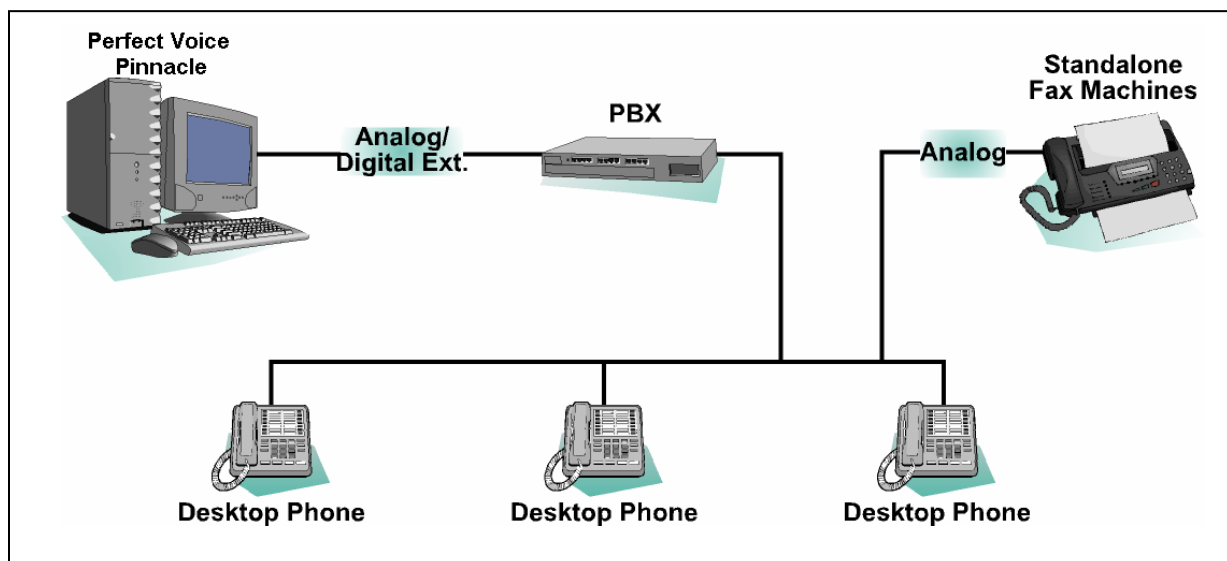


Figure 1: Connection between the Voice Mail Server and the PBX

The PBX is also connected to the desktop telephones and stand-alone fax machines, and, through a PSTN line, controls outside dialing to fax machines, remote phones, pagers and cellular phones based on information sent from the voice mail server. When you receive a new message, Perfect Voice Pinnacle will notify your telephone, cellular phone, e-mail or pager. For remote notification of messages, the voice mail server can tell the PBX to outcall to a defined telephone or cellular phone number. When you answer, a message plays and you may then log in to your mailbox and pick up your messages.

The telephone is considered an extension off of the PBX. Requiring no special connections or software, any telephone can be used to record and listen to voice messages. It also serves as an input device, allowing you to reply to, forward, save or delete messages. In turn, mobile Users can access their voice messages from anywhere on any telephone or cellular phone and have full access to their mailboxes to perform routine maintenance.

# Automated Attendant Functionality

The Automated Attendant speeds up call processing, answering calls promptly, courteously, and professionally without having to keep callers waiting. Callers can be directed through a series of menus to reach the individual that they need to speak with, or hear the information they require. The Receptionist and Users' time can now be spent on tasks that are more productive than answering calls and routing callers.

The Automated Attendant provides access to departments like Sales, Order Desk, Accounts Payable, Shipping, and/or other departments. The Automated Attendant can be used all the time or only as required, such as during peak calling periods, overflow situations, after hours, lunch breaks, holidays, etc.

Perfect Voice Pinnacle can connect callers to Users who are off site by giving callers options to access the User's cellular, home telephone, or branch office. Callers can have single-digit access to departments or individuals or be directed to a full-featured audiotext menu.

Sophisticated transfer options combined with advanced multi-tenanting capabilities and audiotext/voice menu functionality provide superior call processing. Some of the potential Automated Attendant applications are listed and described on the next few pages.

## Unlimited Call Handling

Perfect Voice Pinnacle offers powerful functionality for your company to manage virtually any call handling scenario that the customer may require. A major part of these capabilities can be credited to a superior Single Digit Menu utility.

These Single Digit Menus are used to design full-featured custom-designed call flow applications. Messages can be pre-recorded to provide important information to incoming callers. Using extended Single Digit Menu "trees", callers may then interact with the telephone system to obtain and/or leave information. Single Digit Menus ensure that callers get the information they need, at any time, without any assistance; the information is available to them 24 hours a day, 7 days a week.

## Adaptable Multi-Tenanting

Perfect Voice Pinnacle supports multiple companies. Companies may be differentiated by port assignment or via telephone system integration. A separate directory may be assigned to each company, as well as separate greetings, operators, holidays, and call routing options through Single Digit Menus. For more details, see "Tenant Services: One Shared Dial Plan vs. Multiple, Independent ", page 10.

## Global Acceptance – Advanced Multilingual Support

Business has no borders or official language. Perfect Voice Pinnacle offers a sophisticated multilingual feature that makes it the perfect product for today's global economy. The system speech and administration interface are available in many languages, providing customers with the corporate services traditionally only found in large corporations.

## Sophisticated Transfer Options

Callers can be transferred:

- To an extension to ring a telephone (and optionally announce the call through telephone system paging before transferring),
- To a mailbox where they bypass ringing the telephone and play a message,
- To a mailbox where just the User's name plays and they can leave a message, or
- To the beep tone where they do not hear any greetings and simply record a message.

Callers can:

- Enter an extension to be transferred to at any time that they are within the Auto Attendant,
- Review message before sending,
- Mark a message as urgent before sending,
- Be sent to a login mode where, if they are Users, they can enter their mailbox and password to be given remote access to their mailboxes and messages, or
- Be transferred offsite through the automated attendant to a pre-defined (off-premise) extension or specified telephone number using trunk-to-trunk or Centrex transferring capabilities.

## Information Mailboxes

Through automated call routing, callers requesting specific information can be routed to a mailbox that simply plays a message. Some of the potential applications include: playing company hours, giving directions, listing weather conditions, and listing schedules for such companies as bus terminals and airlines.

## Off Site Transfers

If the telephone system can perform trunk-to-trunk transfers (or by using Centrex lines), callers can be transferred, automatically or by request, to another location. When a call comes in, the voice mail puts the caller on hold and tells the telephone system the telephone number to dial. The telephone system dials the number, and then connects the caller to that number. This feature is useful for employees who work from home or travel and prefer that callers be transferred to their home number or cellular number.

## Port Selectable Greetings

Each Perfect Voice Pinnacle system port may be configured to begin a call process by playing a different greeting. These greetings may be scheduled to change at different times of day and on different days of the week. Port-specific greetings may be used to introduce the caller to the specific application for that port such as separate greetings for two organizations sharing the same system.

## Call Transfer

With Automated Attendant configured, Perfect Voice Pinnacle prompts callers to enter the extension number of the person they wish to reach. When the Perfect Voice Pinnacle receives the DTMF digits for

a User, the caller is placed on hold and the Perfect Voice Pinnacle dials the extension number associated with that User.  Available types of call transfers include: blind transfer and supervised transfer.  Calls may be transferred without playing the "Please Hold" prompt to the caller (silent transfer).

### *Blind Transfer*

When Perfect Voice Pinnacle is configured to perform blind transfers, the system transfers calls to extensions without supervising the call (blind transfer).  In this case, a caller being transferred to an extension is placed on hold while the Perfect Voice Pinnacle system dials the desired extension.  The caller is then released to the telephone system. From this point, the telephone system controls the call. Calls are forwarded to Perfect Voice Pinnacle only if the telephone system has the capability to forward calls on a Busy or a No-Answer condition.

### *Supervised Transfer*

When Perfect Voice Pinnacle is configured to perform supervised transfers, the system supervises the transfer of calls to the desired extension.  Perfect Voice Pinnacle checks for both the busy and the no-answer conditions and informs the caller of the options available to them when either situation arises. While performing a supervised transfer, the voice mail port being used is not able to receive any additional calls.  The number of seconds before the caller is forwarded to the mailbox may also be specified.

## Transfer Confirmation

The Perfect Voice Pinnacle system confirms the User selection to the caller before performing a call transfer.  For example, if a caller selects 123 to reach Fred Smith, he hears, "Transferring to Fred Smith" just prior to the transfer.

## Guest Mailboxes

Guest mailboxes may be created for individuals that do not have a telephone extension. This allows an individual to receive messages while visiting. The System Administrator may reset Guest Mailboxes.

## Pre-Paging / Pre-Paging Restriction

Pre-Paging is allowed/restricted in each Class of Service. The Perfect Voice Pinnacle Automated Attended may be programmed to "announce" (over the telephone speaker (phone system dependant) or overhead paging system) the recorded name of the caller-selected mailbox before completing a supervised transfer.    This can be useful if a User has more than one mailbox number ringing to the same extension. For example, this allows the answering party to distinguish whether the caller selected 123 for Sales or 124 for Engineering, even though both Sales and Engineering ring the same extension.  Pre-Paging also allows a User to pick up his/her calls from any telephone, assuming the telephone system allows call pick-up from any telephone. The System Administrator may enable or disable pre-paging for individual mailboxes (if Pre-paging is allowed in the Class of Service).

## Pre-Page with "Prompt"

 "Call For…" may be played prior to the recorded name during a Pre-Page transfer on a per Class of Service basis. The System Administrator may enable or disable each User's ability to use Pre-Paging (if Pre-paging is allowed in the Class of Service).

## Audiotext

Audiotext allows callers to access audio information from the Perfect Voice Pinnacle system by entering DTMF digits in response to audio prompts.  The audiotext messages may contain any information of interest to callers.

## Call Queuing and Messages On Hold

Call Queuing enables the system to intelligently process multiple callers to a single location. With queuing, enabled calls are delivered in the order in which they were received. While callers are in the queue they are occupying a voice channel. If allowed in Class of Service, Desktop Client Users may view and select callers who are holding in the queue.

Queuing and Messages on Hold are two different features. It is not possible to run both Queuing and Messages on Hold for the same mailbox at the same time.

- **Queuing:** Callers will be processed in the order in which they are received for this Mailbox. Callers listen to messages while in queue and are informed of their position in the queue. While in the queue the following options are available to caller:
    - o Be continually updated of their position in the queue
    - o Listen to Hold Messages
    - o Caller has full access to options available from personal greeting
- **Message on Hold:** Callers will be placed on hold for this Mailbox. Callers listen to hold messages while waiting to be re-transferred. Only one caller may be on hold at a given time.

# Voice Mail Capabilities

The voice mail functions that Perfect Voice Pinnacle offers are far superior to its competitors. This highly flexible and accommodating product is practical and designed to meet the needs of virtually any company's requirements. Some of Perfect Voice Pinnacle's voice mail features include Class of Service flexibility, Dial-by-Name Directory and Caller ID.

## Customized Classes of Service

A Class of Service defines features and functions for mailboxes assigned to that specific Class of Service. You may create up to 99 Classes of Service giving you the flexibility to configure specific functions for different personnel. Each mailbox is assigned to a Class of Service where any combination of options may be activated or deactivated. The system may be customized for a specific office or application. Different Class of Service configurations can even be created for executive mailboxes and offsite Users who aren't physically at the location.

Storage options include maximum number of messages, maximum message length and maximum greeting length, number of days to keep new and saved messages, and maximum number of deleted messages that are recoverable.

Notification includes the ability to receive notification via message lights and the ability to add customized light codes.

Web Client Settings include setting the Inactivity Timer, which specifies how long the web client can stay open with no activity. When the time is exceeded, the Web Client is logged out to make the connection available to another User.

Dial Settings includes setting the dial suffix to ensure a supervised transfer from the voice processing system to a station ring as opposed to going into hands-free mode. On many telephone systems an additional digit(s) must be dialed in order to change the phone from hands free to ring.

Transfer Options include Call Forwarding, Call Blocking, Single Digit Options, Pre-Paging, and Pre-Page prompt.

Mailbox Options Allowed controls the features allowed in the User's mailbox, including distribution list, directory options, tutorial options, message forwarding, message delivery options, queue/hold, queue view, and allow desktop client outside access.

Conference Type includes setting the type of conference (two trunk or trunk flash) to be used with the callback feature. It also indicates whether callbacks may be initiated (Callback Allowed) or received (Receive Callback).

Mailbox Creation Options specify default settings when adding new mailboxes to this Class of Service and include default message play order, whether to play the time/date stamp of messages, enable notification, allow the Administrator to reset the mailbox, enable Desktop Client, enable Web client, or allow speech recognition.

## Company Information

Single or multiple companies with multiple configurations may be set up on a single Perfect Voice Pinnacle system. Perfect Voice Pinnacle allows two or more independent company greetings so companies that share a telephone system can also share a voice mail system. Companies even have the option to integrate their systems for passing messages to members of the other company or can use their messaging systems independently of one another.

Each company may record and schedule up to four separate company greetings to play according to the company's business hours. In addition, an unlimited number of holiday greetings may also be pre-recorded and scheduled to play on the appropriate day.
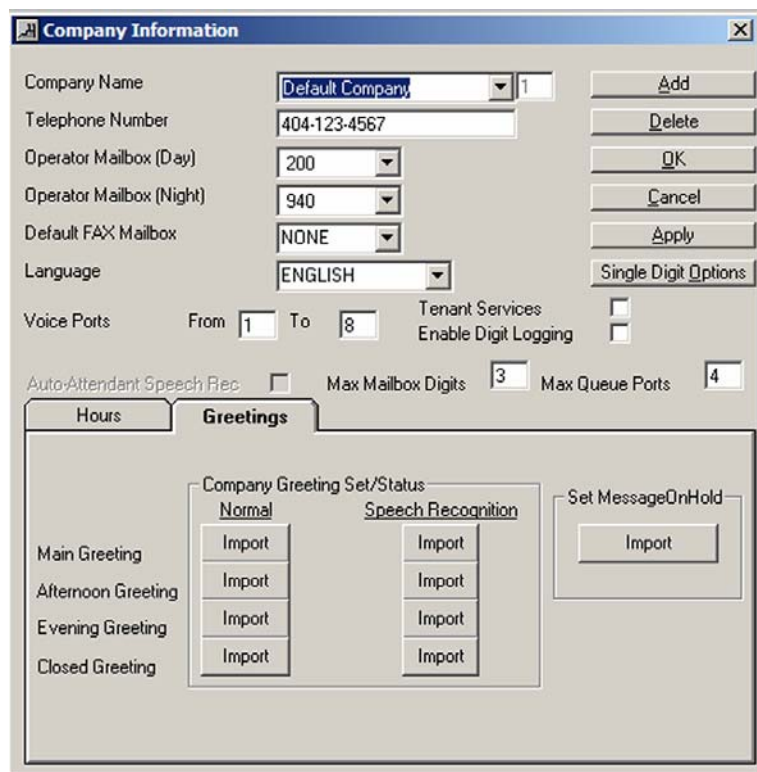
### Single Digit Options

"Single Digit Options" is used in conjunction with the Company Greetings to allow callers to transfer to a desired department or individual by dialing only a single digit (1 through 9). For example, the company greeting might say, "Good morning, you have reached ABC company...for the sales department press one (1)...for technical support press two (2)."
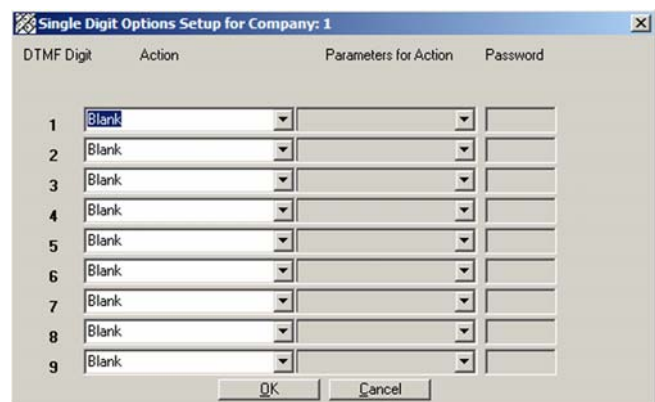
**Building the Menu**

To build the menu, select the desired action from the "Action" column drop-down list.  If the action requires additional information, the "Parameters for Action" column will turn white.  You may also assign a password to the Single Digit option.  To assign a password, click the box in the "Password Enable" column and enter the password in the "Password" column. When you assign a password, and the caller presses that particular DTMF, he or she is prompted to enter the password before continuing.   The available actions are listed below.

| Action | Description | Specify Parameters |
|---|---|---|
| **Blank or No Action** | This is the default action. Callers may dial mailboxes beginning with the lead digit for which this action is enabled.  This feature is the opposite of Block DTMF. | None required. |
| **Block DTMF** | This action restricts access to the dial plan.  Callers may not dial mailboxes beginning with the lead digit for which this action is enabled.  When selected, the digit is ignored and the current greeting is repeated.  Callers may not login to mailboxes beginning with a digit that is blocked. | None required. |
| **Direct Message** | This action plays the name file of the defined mailbox followed by the record tone. | Select the mailbox from the drop-down list. |
| **Hang Up** | This action disconnects callers from the system. The system plays the "Thank you for calling, good-bye" prompt and hangs up. | None required. |
| **Mailbox Greeting With Delay** | This action transfers the caller to the mailbox but pauses enough time so that the caller will hear the entire personal greeting of the mailbox. | |
| **Quick Messaging** | This action prompts the caller to enter the mailbox they wish to send a message to.  The caller is placed at the personal greeting of the selected mailbox.  The caller may listen to the entire greeting before leaving a message or press the [#] to skip the greeting and go directly to recording. | None required. |
| **Receive FAX** | This action sends the fax to the "Default Fax Mailbox". | None required. |
| **Send to Company Greeting** | This action transfers callers to the Main Greeting of the company specified. | Select the desired company from list. |
| **Send to Directory** | This action transfers the caller to directory assistance for the current company. | |
| **Send to Login** | This action transfers the caller to the mailbox login prompt. The caller is then prompted for the password. If the caller press [#] after the mailbox number, he or she is placed in messaging mode (quick messaging). Callers are not allowed to log in to mailboxes beginning with a lead digit that is blocked in the current Single Digit Menu. | None required. |

| Action | Description | Specify Parameters |
|---|---|---|
| **Send to Mailbox** | This action sends the caller to the defined mailbox and performs the function programmed within the defined mailbox. Select the desired mailbox number from the drop-down list. This action allows you to create multiple levels by linking mailboxes with Single Digit Menus. | Select the desired mailbox number from the drop-down list. |
| **Send to Operator** | This action routes the caller to the Default Operator of the current company. | None required. |
| **Send to Personal Greeting** | This action sends the caller to the personal greeting of the defined mailbox. | Select the mailbox number from the list. |
| **Silent Hang Up** | This action disconnects the caller from the system without playing a prompt. This is useful when using the mailbox in conjunction with ACD queue announcements. | None required. |
| **Transfer Call** | The caller is transferred to the defined extension. The transfer is not supervised. If the specified extension is not answered or is busy, the caller is sent to the transferred mailbox (not returned to the original mailbox.) | Select the desired mailbox number. |

### *Tenant Services: One Shared Dial Plan vs. Multiple, Independent Dial Plans*

When more than one company is using the Perfect Voice Pinnacle, the companies may either share a single dial plan or have multiple, independent dial plans. The basic differences between these dial plans are summarized in the table below.

| | **One Shared Dial Plan**<br>("Tenant Services" field unchecked) | **Multiple, Independent  Dial Plans**<br>("Tenant Services" field checked) |
|---|---|---|
| **Type of Dial Plan:** | Single dial plan shared between companies. | Multiple independent dial plans for each company. |
| **Messaging Between Companies:** | Messaging between companies allowed. | No messaging between companies. |
| **Duplicate mailboxes:** | Duplicate mailboxes are not allowed. | Duplicate mailboxes are allowed. |
| **Company Features at Department Level:** | Company style features at department level:<br>▪ Time of day departmental greetings.<br>▪ Day-Night Default Operator. | Limited company style features at department level:<br>▪ No time of day greeting changes.<br>▪ No Day-Night Default operator. |
| **Single Digit Options:** | Independent Single Digit Options. | Independent Single Digit Options. |

### *One Shared Dial Plan*

- Messaging between companies allowed
- Independent Single Digit Options
- Company style features at the department level
  - Time of day departmental greetings
  - Day – Night Default operator
- No ability for duplicate mailbox numbers

Below is an example of four separate companies using a shared dial plan. Notice that there are no duplicate mailbox numbers.

## Dial Plan 1

| Company 1<br>Mailboxes:<br>200-299 | Company 2<br>Mailboxes:<br>500-599 | Company 3<br>Mailboxes:<br>300-499 | Company 4<br>Mailboxes:<br>600-799 |
|---|---|---|---|
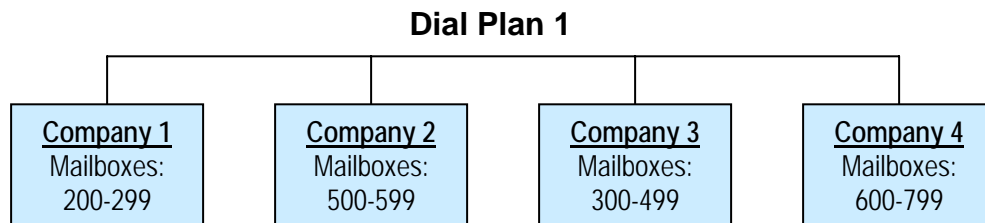
### Multiple, Independent Dial Plans

These are multiple independent dial plans where duplicate mailboxes may be created in their respective companies.

- Duplicate mailboxes allowed

- No dial plan conflicts between companies

- No Messaging between companies

- Independent Single Digit Options

- Limited Company style features at the department level

  o No time of day greetings for a department

  o No Day – Night Default operator for a department

Below is an example of seven companies using multiple, independent dial plans. Notice that there are duplicate mailbox numbers.

### Dial Plans 1-7

| Dial Plan 1 | Dial Plan 2 | Dial Plan 3 | Dial Plan 4 | Dial Plan 5 | Dial Plan 6 | Dial Plan 7 |
|---|---|---|---|---|---|---|
| Company 1 Mailboxes: 200-299 | Company 2 Mailboxes: 200-299 | Company 3 Mailboxes: 200-299 | Company 4 Mailboxes: 300-499 | Company 5 Mailboxes: 300-499 | Company 6 Mailboxes: 100-1499 | Company 7 Mailboxes: 2000-2499 |
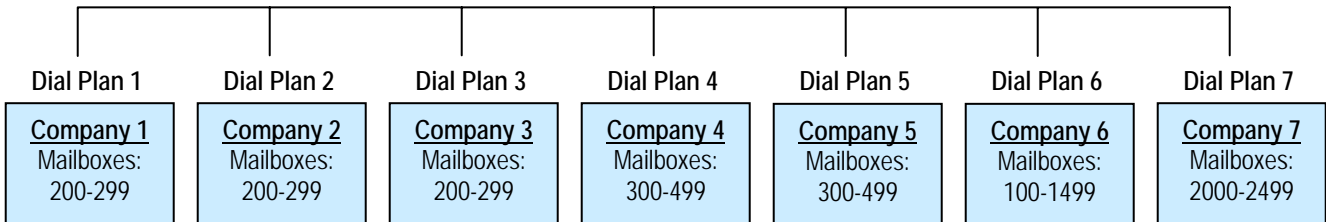
## Directory Assistance

Callers may access the company directory when they reach the auto attendant by pressing the ✳ key. The Caller will be prompted to spell out the first or last name of the User. Matching names will be played in alphabetic order with respect to the User's last name. Voice mail users may also access Directory Assistance whenever there is a request to enter a user or destination such as forwarding messages, sending messages, and creating distribution lists. With Speech Recognition, callers may also speak names during the Company Directory.

## Mailbox

Creating and maintaining user mailboxes has never been easier. From one screen, the System Administrator may create, delete, and configure user mailboxes. The System Administrator can enter information about the user (name, extension, fax, department, alternate name spellings), assign the user to a particular Class of Service, and set up and/or apply schedules to Call Blocking, Call Forwarding, Notification, Message Forwarding, Single Digit Menus, Distribution Lists, E-mail, and Queuing.
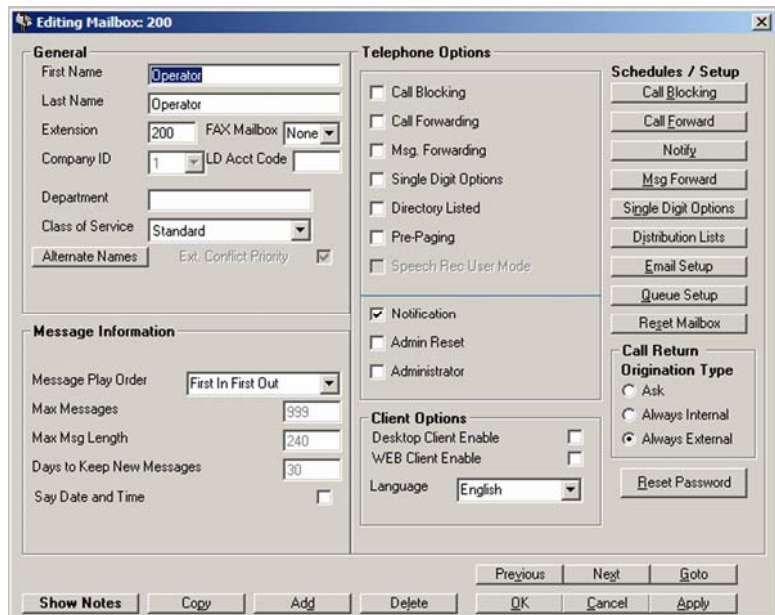
In the **"Message Information"** section, the System Administrator may select the message playback order and control whether the time and date stamp plays after every message. The settings for maximum number of messages, maximum message length, and days to keep new messages (all specified in the Class of Service) are also displayed.

The "**Telephone Options**" fields control and display the status of the options the User will have via the telephone interface. If checked, this feature is enabled for the User's mailbox.
The System Administrator may also enter comments about the mailbox by clicking "Show Notes". After entering comments, the notes field may be hidden by clicking "Hide Notes".

## Single Digit Options

The Single Digit Options Setup allows you to create menus inside a mailbox from which callers may access options to leave or obtain information. These options are 0-9, *, and #, as well as a time-out option that may be defined in the event the caller does not press a DTMF (or speak a Speech Recognition phrase). You may specify an alternate time-out action if Call Blocking is enabled for your mailbox. If Speech Recognition is enabled, callers may access an option by speaking the assigned phrase. These options must be recorded in the User's personal greeting. The System Administrator may enable or disable the User's ability to create Single Digit Menus.



### Building the Single Digit Menu
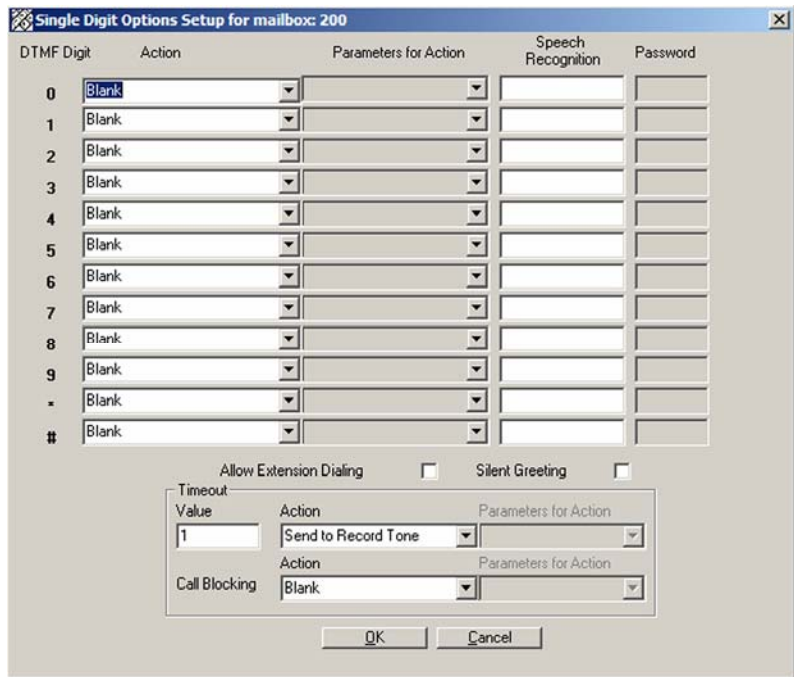To build the menu, select the desired action from the "Action" column drop-down list. If the action requires additional information, the "Parameters for Action" column will turn white. You may also assign a password to the Single Digit Option. When the caller presses that particular DTMF, he or she is prompted to enter the password before continuing. To assign a password, click the box in the "Password Enable" column and enter the password in the "Password" column.

## Silent Greeting

Silent Greeting disables the mailbox greeting. The Single Digit Options must be active for this feature to work. Silent Greeting is useful when trying to immediately send the call to the Single Digit Option Timeout Action with no caller input. For example, if the primary function for a mailbox is to receive inbound faxes, using Silent Greeting will not play the greeting, which improves the receipt of a fax polling tone.

| Action | Description | Specify Parameters |
|--------|-------------|--------------------|
| **Blank or No Action** | This is the default action. Callers may dial mailboxes beginning with the lead digit for which this action is enabled. This feature is the opposite of Block DTMF. | None required. |

| Action | Description | Specify Parameters |
|---|---|---|
| **Block DTMF** | This action restricts access to the dial plan. Callers may not dial mailboxes beginning with the lead digit for which this action is enabled. When selected, the digit is ignored and the current greeting is repeated. Callers may not login to mailboxes beginning with a digit that is blocked. | None required. |
| **Direct Message** | This action plays the name file of the defined mailbox followed by the record tone. | Select the mailbox from the drop-down list. |
| **Enable Queuing** | This action allows the caller to wait in a queue. | |
| **Hang Up** | This action disconnects callers from the system. The system plays the "Thank you for calling, good-bye" prompt and hangs up. | None required. |
| **Mailbox Greeting With Delay** | This action transfers the caller to the mailbox but pauses enough time so that the caller will hear the entire personal greeting of the mailbox. | |
| **Music On Hold** | This action plays 30 seconds of non-copyrighted music to the caller on hold. | |
| **Page Mailbox** | This action prompts the caller to enter his/her phone number using the telephone keypad. The DTMF digits that are entered are then sent to the User's Alphanumeric pager. **NOTE:** All incoming voice mail ports must be set up for conferencing. | Enter the pager number (including commas for pauses). Do not enter outside line access code (i.e., "9,"). |
| **Pre-Paging** | This action plays the User's name recording over the office intercom. | |
| **Quick Messaging** | This action prompts the caller to enter the mailbox they wish to send a message to. The caller is placed at the personal greeting of the selected mailbox. The caller may listen to the entire greeting before leaving a message or press the [#] to skip the greeting and go directly to recording. | None required. |
| **Receive FAX** | This action sends the fax to the extension entered in the "Fax Extension" field on the Mailbox screen. If the field is blank, the fax is sent to the User's e-mail address. | |
| **Send to Company Greeting** | This action transfers callers to the Main Greeting of the company specified. | Select the desired company from list. |
| **Send to Directory** | This action transfers the caller to directory assistance for the current company. | |

| Action | Description | Specify Parameters |
|---|---|---|
| **Send to Login** | This action transfers the caller to the mailbox login prompt. The caller is then prompted for the password. If the caller presses # after the mailbox number, he or she is placed in messaging mode (quick messaging). Callers are not allowed to log in to mailboxes beginning with a lead digit that is blocked in the current Single Digit Options Menu. | None required. |
| **Send to Mailbox** | This action sends the caller to the defined mailbox and performs the function programmed within the defined mailbox. Select the desired mailbox number from the drop-down list. This action allows you to create multiple levels by linking mailboxes with Single Digit Menus. | Select the desired mailbox number from the drop-down list. |
| **Send to Operator** | This action routes the caller to the Default Operator of the current company. | None required. |
| **Send to Personal Assistant** | This action transfers the caller to the specified extension. The transfer is supervised. This means that if the specified extension is not answered or is busy, the caller is returned to the current mailbox. | Select the desired mailbox number from the drop-down list in the second column. |
| **Send to Personal Greeting** | This action sends the caller to the personal greeting of the defined mailbox. | Select the mailbox number from the list. |
| **Send to Record Tone** | This action sends the caller directly to the record beep to begin recording a message in the current mailbox. | |
| **Silent Hang Up** | This action disconnects the caller from the system without playing a prompt. This is useful when using the mailbox in conjunction with ACD queue announcements. | None required. |
| **Transfer Call** | The caller is transferred to the defined extension. The transfer is not supervised. If the specified extension is not answered or is busy, the caller is sent to the transferred mailbox (not returned to the original mailbox.) | Select the desired mailbox number. |

# Playing and Sending Messages

Users may listen to messages, send a new message to another User (or a list of Users), forward a message, and erase messages.

## Playing Messages

### Message Playback Order Control
Messages may be played to Users in either last-in-first-out (LIFO) or first-in-first-out (FIFO) order. The System Administrator or the User (via Perfect View) may change the message playback order.

### New/Saved Message Classification
When retrieving messages, the User is notified of the number of new and saved messages.

### Urgent Message Classification
Urgent messages are played first during message playback. The prompt "urgent message" is heard during message playback.

### Message Playback Fast Forward and Rewind
Message playback works much like a tape recorder. During playback of a message, the User may fast-forward and rewind within a message by simply pressing a single DTMF digit.

### Message Playback Pause
The User may pause message playback by pressing a DTMF digit. Playback is suspended until the User signals playback to resume by pressing a DTMF digit.

### Time/Date and Caller ID Stamp
The User may press a DTMF digit to play the time and date the message was sent and Caller ID information (if available).

## Sending Messages

### Quick Message Send
From the main greeting, a caller may enter a Quick Message code to send a message to a User's mailbox without ringing the User's extension. After receiving this code, the Perfect Voice Pinnacle system prompts the caller to enter the User ID. Perfect Voice Pinnacle confirms the selection and prompts the caller to begin recording. The System Administrator may configure this code to be something other than the default.

### Single Digit Message Reply
While listening to a message sent or forwarded from another User, the User can press a single DTMF digit to send a reply. The destination address is automatically set to the User who sent the message.

### Message Review and Edit
After recording a message for another User, users may review what has been recorded before sending the message. The User may re-record the message or append to the existing recording.

### Message Append
During Message Review, Users are allowed to continue recording from the end of their current recording. This is useful, for example, if a User decides after reviewing his message that additional information is required.

### *Urgent Delivery of Messages*

Users can mark a message for urgent delivery. Messages marked as urgent are placed in front of all other messages in the destination User's mailbox.

### *Certified Messaging*

Certified messaging is an option that may be used on a per message basis while composing messages from message management. When marking a message for certified delivery, the sender is informed via a return receipt voice-mail that their message has been listened to. The sender is informed of when they originally sent the message and when it was listened to. A copy of the message is attached with the return receipt keeping the sender clear as to when each message was received.

## Outside Caller Messaging

### *Bypass Personal Greeting*

Upon hearing a User's personal greeting for their mailbox, a caller may "skip" listening to the entire greeting and immediately record a message for the User by simply pressing a DTMF digit.

### *Send Urgent*

When a caller sends a message, he or she may choose to mark the message as urgent.

### *Outside Caller Message Review*

Message Review enables outside callers to record a message for a User, and then review what has been recorded before sending the message. The caller may also re-record the message or append to the existing recording.

## Callback

Callback facilitates communication by connecting the person listening to a message with the person who left the message, all on the same call. While listening to messages, the User may press a key to place the voice messaging system on hold and call the party who left the message. To save time, when the conversation has completed, the user may go right back to where they left off listening to their messages. Conferencing must be available on the telephone system voice mail ports for the callback feature to operate correctly (not currently available on Toshiba CIX telephone systems).

# Notification of Messages

The flexibility of Perfect Voice Pinnacle's notification feature makes it compatible with almost any type of telephone system or service. The methods of notification include calling an extension, activating and deactivating message waiting lamps, via e-mail, calling external telephone numbers, activating stutter dial tone, and outdialing to digital and analog voice and tone pagers. Each User may have multiple types of notification. The notification setup for each User designates not only the types of notification but also the time of day, days of the week and frequency for performing the notification.



## Scheduled Message Notification

The Perfect Voice Pinnacle system allows each User to be notified of new messages. The notification setup for each User designates not only the types of notification but also the schedule for notification.

## Notify by Message Light

If the telephone system allows it, the Perfect Voice Pinnacle system can be easily configured to notify Users of new messages by activating and deactivating message lights on the User's telephones. The System Administrator configures message light notification in Class of Service.

## Notify by Pager

Perfect Voice Pinnacle may be easily configured to notify Users of new messages by activating digital or analog, tone and voice pagers. As is the case with any notification, the maximum attempts, frequency and valid schedule for notification may be easily configured.

## Notify at Desk with Message Pickup

The Perfect Voice Pinnacle system may notify a User of new messages by ringing the extension number of the User and, upon detecting an answer, request the password for the User's mailbox. If the correct password is entered, the User is logged into the system and messages may be retrieved.

## Notify Remotely with Message Pickup

The Perfect Voice Pinnacle system may notify a User of new messages by placing a call to an outside number that may be restricted to local or long distance. If the called number is answered, the answering party is prompted to enter the password for the mailbox. If a correct password is entered, the User is logged into the system and messages may be retrieved.

## Cascade Notification

Perfect Voice Pinnacle may be programmed for cascade notification to alert users of messages received by searching for their location. For example, the system may light a message-waiting lamp, and if the message is not heard within a pre-determined length of time, the system may signal a pager, etc. until the message is heard.
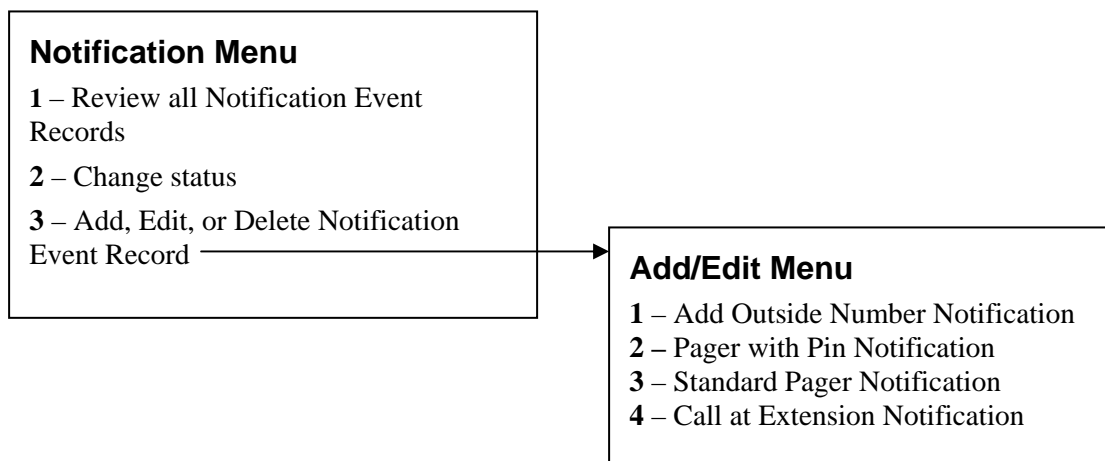
## Notify by E-Mail

The User can be set up to receive an e-mail notification when he or she receives a new voice message. The actual voice mail message may also be attached to the notification.

## Control Notification via Telephone

This feature allows the User to add and change notification event records via the Telephone User Interface (TUI). This eliminates a large amount of time-consuming data collection and entry by the System Administrator, thus shortening the system installation time. An additional benefit is the ability for the User to make changes to their notification instantly rather than placing a request and possibly waiting days for the changes to take effect.

 **TUI**

**Notification Menu**

**1** – Review all Notification Event Records

**2** – Change status

**3** – Add, Edit, or Delete Notification Event Record

**Add/Edit Menu**

**1** – Add Outside Number Notification
**2 –** Pager with Pin Notification
**3** – Standard Pager Notification
**4** – Call at Extension Notification

When adding or editing a Notification Event Record, the system prompts the User to enter the same information via the telephone that was previously entered by the System Administrator via the Admin GUI (all new or urgent only messages, telephone number, delays, number of attempts, start and stop days, start and stop times).

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

# Mailbox Options

## Quick User Setup (User Tutorial)

The first time a new User logs into the system, Perfect Voice Pinnacle prompts the User through a Quick Setup of their mailbox. The User is prompted to record his or her name and personal greeting, busy greeting (if necessary) and to set up their password and listing with Directory Assistance (if allowed by the System Administrator). The User is allowed to review and confirm the input for each step before proceeding to the next step. Although the ease of using Quick Setup is ideal for a first time User, it also

offers an efficient alternative for experienced Users to change their mailbox setup. The System Administrator may require that new users complete the tutorial by setting "Forced Tutorial" in Class of Service. In addition, the System Administrator may specify whether the tutorial prompts the user to set up his/her name in directory assistance and/or whether the user will be prompted to record his/her busy greeting.

## Mailbox Greetings

Mailbox greetings are the recordings that callers hear when you are unavailable or out of the office. They include the No-Answer Greeting (plays when you do not answer the telephone), Busy Greeting (plays when you are on the telephone), Alternate Greeting (plays when activated or scheduled), and the Name Recording. Mailbox greetings are initially recorded during Quick Setup. You may re-record greetings by logging into your mailbox and accessing the Record Menu.

### *Personal Greeting Length Control*

The System Administrator may set the maximum length of a User's personal greeting. The recording time is specified on a per User basis, allowing those Users who need to record a lengthy personal greeting to do so, while still limiting those Users who do not need a lot of time for their personal greeting.

### *Professionally-Recorded Names*

Perfect Voice Pinnacle is equipped with professionally-recorded name files. When a name is entered in the User's mailbox, the system searches the file listing for a match. If a match is found, the system plays these files wherever the name recording is used (transferring calls, overhead paging, etc.). If the User chooses to record his or her name via Quick Setup or the telephone interface, the personal recording is used instead.

## Call Blocking/Call Blocking Restriction

When a User activates the Call Blocking feature, Perfect Voice Pinnacle does not attempt to transfer calls to the User's extension. Instead, Perfect Voice Pinnacle processes the call as if the User's extension number was ring-no-answer. The caller hears the personal greeting for the User and is offered the choice of leaving a message or entering another extension number, including that of the main operator or a personal assistant. The System Administrator can restrict each User's ability to enable or disable the Call Blocking feature.

### *Scheduled Call Blocking*

You may schedule call blocking for a specified date range or for the same range of days every week (for example, Monday through Wednesday) independent of the date. You may also specify the valid times for call blocking.

## Pre-Paging/Pre-Paging Restriction

If Pre-Paging is activated, the User is paged <u>before</u> call transfer. When a caller transfers to an extension that is busy or is not answered the caller is forwarded to the User's mailbox. The System Administrator may enable or disable each User's ability to activate Pre-Paging.

### *Pre-Page with Prompt*

 "Call For…" may be played prior to the recorded name during a Pre-Page transfer on a per Class of Service basis.

## Call Forwarding/Call Forwarding Restriction

This feature allows a User to have all calls redirected to another extension. If the call is not answered by the forwarding extension, it is forwarded to the forwarded extension's mailbox. You enter the forwarding extension on the User's mailbox screen. The System Administrator may enable or disable each User's ability to forward calls.

### Scheduled Call Forwarding

You may schedule call forwarding for a specified date range or for the same range of days every week (for example, Monday through Wednesday) independent of the date. You may also specify the valid times for call forwarding.

## Message Forwarding/Message Forwarding Restriction

This feature allows a User to forward a message from his or her mailbox to another User's mailbox or distribution list. Messages may be forwarded from any mailbox, a specific mailbox, or a specific Caller ID. The User may forward only the messages marked as urgent. They also have the option to delete the message from their voice mailbox after it is forwarded. The System Administrator may enable or disable each User's ability to forward messages to other mailboxes.

### Manual Message Forwarding

Listening to messages manually forwarded from another mailbox is different from messages originally sent from a mailbox. The manually forwarded message plays the prefix "Forward From" then Mailbox Name (or number if no name), followed by the message. This indicates to the recipient that this message was not originally sent or left from an outside caller. This indicates to the recipient that the message was in the sender's mailbox for an undetermined amount of time before being forwarded. This is especially helpful if the person forwards the message from their desktop using Perfect View where there is no ability to record a prefix.

- The time/date stamp changes slightly from an originally recorded message. Rather than hearing "From…" the recipient hears "Forward From".
    - o The message is time/date stamped on delivery (when it was forwarded) to the recipient.
    - o Time/Stamp example: "Forward From / Fred Smith / November Twenty-Fourth / at / three fifteen P.M."

### Automatic Message Forwarding

Listening to messages automatically forwarded is different from messages manually forwarded. The auto forwarded message plays the pre-fix "Auto Forward From" then Mailbox Name (or number if no name), followed by the message. This indicates to the recipient that this message was not manually forwarded or left from an outside caller. This helps to categorize the message.

- The time/date stamp changes slightly from an originally recorded or manually forwarded message. Rather than hearing "From…", the recipient hears "Auto Forward From".
    - o The message is time/date stamped on delivery (when it was forwarded) to the recipient. This is consistent with manual forwarding.
    - o Time Stamp (envelope) example: Auto Forward From / Fred Smith / November Twenty Fourth / at / three fifteen P.M.

Only NEW messages are forwarded: For example, if you are set up to have messages forwarded after two hours and you save a message after one hour, the message is no longer queued for delivery. Saved messages are not forwarded.

***Message Pooling***

Message Pooling allows a User, who may be maintaining multiple mailboxes, to retrieve all messages from one mailbox. To implement Message Pooling, the User should be set up for Message Forwarding (either from Perfect View or the Administration interface) and the message should be deleted after it is forwarded.

***Message Carbon Copy***

With Message Carbon Copy, a copy of messages received by a User is automatically sent to another User. To set up Message Carbon Copy, the User should be set up for Automatic Message Forwarding (from Perfect View or the Administration interface) without deleting the message.

***Scheduled Message Forwarding***

When a new message is received that meets the criteria for forwarding, it may be set up to forward after a certain amount of time has elapsed.

## Distribution Lists

The Perfect Voice Pinnacle system allows you to create public and personal distribution lists that enable a User to send or forward messages to all Users on the list.  Users maintain their personal lists.  The System Administrator may maintain both public and personal distribution lists through the administration interface.

### Public Distribution Lists

The System Administrator may define public distribution lists to make it easy for Users to send or forward a message to a group of Users.  For example, a public or broadcast list may be set up to contain all Users in the Sales department.  The System Administrator creates a new mailbox, builds a distribution list (that includes all Users in the Sales department) and sets up the mailbox to automatically forward messages to that distribution list. Users may then send or forward a message to that mailbox, knowing that the message will be delivered to everyone in the Sales department.  The Systems Administrator maintains the list, tracking any personnel changes, making it unnecessary for individuals to track those changes.

### Personal Distribution Lists

Each User has up to ten private distribution lists containing other mailboxes.  These distribution lists allow a User to send or forward messages to all Users on the list.  There is no limit to the number of Users on a particular distribution list.  Each User maintains his or her lists through the telephone interface or optional Perfect View from which list members may be added, removed, and reviewed. The System Administrator may also access a User's personal distribution list.

### Unlimited Distribution List Members

The number of allowed list members for a private or public distribution list is only limited by the number of mailboxes on the Perfect Voice Pinnacle system.

# Mailbox Management via the Telephone Interface

The User has a number of options available to them through the handset (Figure 2).

### Handset Functionality

Some of the settings that can be controlled directly through the handset include:

- ☏ Playing of messages with options to:
    - Save the message
    - Play time and date of message just heard
    - Delete the message
    - Fast-forward
    - Reply to the message
    - Forward a copy of the message to either 1 person, several people, or to a pre-set distribution list.
- ☏ Classifying messages as normal or urgent before sending
- ☏ Listening to message time and date and Caller ID (if applicable)
- ☏ Controlling of message playback (rewind, pause, fast-forward, and skip the message).

Inside the mailbox, you also have the option of:

- ☏ Recording personal greetings; these greetings include a:
    - No-Answer greeting
    - Busy greeting
    - Alternate greeting
    - Name recording
- ☏ Maintaining up to 10 notification schedules to allow notification of messages through a pager or telephone in your office, home, or car
- ☏ Maintaining distribution lists

Transfer options such as Call Blocking, Pre-Paging, and Call Forwarding can be changed. Mailbox passwords can be changed.

### *Telephone Menu Options*

When you access your mailbox, voice prompts guide you through available options.  These options are categorized into different menus and submenus that may be accessed using the telephone keypad. Below are some of the available menus.  Refer to the "Perfect Voice Pinnacle User Guide" for a more detailed description of these menu options and additional submenus.

**Main Menu**

| 1 | Listen to New Messages |
| ABC 2 | Listen to Saved Messages |
| DEF 3 | Send a New Message |
| GHI 4 | Mailbox Options |
| JKL 5 | Set Alternate Greetings |
| PRS 7 | Undelete Message |
| TUV 8 | Quick Setup |
| OPER 0 | Return to Auto Attendant |

**Message Menu**

| 1 | Save Message |
| ABC 2 | Replay Message |
| DEF 3 | Hear Time/Date/Caller ID |
| GHI 4 | Erase Message |
| JKL 5 | Forward Message |
| MNO 6 | Reply to Message |
| * | Return to Main Menu |
| OPER 0 | Return to Auto Attendant |
| # | Skip to Next Message |

**Record Menu**

| 1 | Create/Review No-Answer Greeting |
| ABC 2 | Create/Review Busy Greeting |
| DEF 3 | Create/Review/Schedule Alternate Greeting |
| GHI 4 | Create/Review Name Recording |
| MNO 6 | Change Call Blocking |

**Call Transfer Menu**

| 1 | Change Call Blocking |
| DEF 3 | Change Pre-Paging |
| MNO 6 | Change Call Forwarding |

**Mailbox Options Menu**

| 1 | Record Greetings |
| ABC 2 | Change Notification |
| DEF 3 | Call Transfer Options |
| JKL 5 | Distribution List Maintenance |
| WXY 9 | Change Password |
| * | Return to Main Menu |
| OPER 0 | Return to Auto Attendant |

**Notification Menu**

| 1 | Review all Notification Event Records |
| ABC 2 | Change status |
| DEF 3 | Add, Edit, or Delete Notification Event Record |

**Figure 2: Voice Mail Processing Flowchart**

### *Tutorial*

When you first enter your mailbox, you are greeted with a tutorial. This tutorial welcomes you and assists you in recording the mailbox greetings. The tutorial also prompts you for a new password. Additionally, the system administrator may select an option that requires a User to complete the tutorial before being permitted to pick up messages. If completion of the tutorial is required, the system administrator may specify whether the User will be prompted to create his/her name for the company directory and/or record his/her busy greeting during the Quick Setup tutorial.

# Speech Recognition

The speech platform for Perfect Voice Pinnacle uses advanced speech recognition technology provided by Lumenvox®.

By reducing operating costs, increasing customer satisfaction, and improving employee productivity, speech recognition solves an organization's challenges and modernizes customer interactions.

### Speech-Enabled Automated Attendant and Directory for External Callers
Callers may speak a User's name and automatically be transferred without dialing an extension. With Perfect Voice Pinnacle's speech recognition, callers are routed quickly and efficiently to the appropriate destination, improving time efficiency and increasing overall customer satisfaction.

### Speech-Enabled Company Directory for Internal Users
Perfect Voice Pinnacle provides internal call routing to Users calling inside an organization. Users simply press a button on their telephone, speak the name and are routed directly to the correct extension. This is beneficial in large organizations where trying to remember a user's extension is next to impossible! No more published directories, no need to change and update lists with new and deleted users, staff can simply say the name and Perfect Voice Pinnacle finds the person using the Lumenvox® speech engine.

### Speech-Enabled Mailbox Controls for Internal and External Users
Cell phone use while driving has become a major automotive safety issue. Imagine driving down the road and using voice commands to control your voice mail system! You can log in, enter your password and manage messages without ever fumbling with the keypad – and keep your attention on the road.

### Enable/Disable Speech Recognition
Speech recognition is sensitive to background noise and noisy environments, so to make it more User friendly, speech recognition can be disabled on a per call basis. A User can simply dial "99" at the main automated attendant greeting, or upon entering their mailbox they can dial "99" at the Main Menu to disable speech-enabled mailbox controls; in both cases, the speech recognition is disabled. This allows the User to easily dial an extension or access their mailbox with the telephone keypad. Upon completion of the call, speech recognition will be active on the next call made by the User.

# Manage Calls, Messages, and Contacts with the Desktop Client

## Managing Your Messages

The Desktop Client allows you to visually manage your mailbox.  You may play, save, delete, forward, or e-mail messages from your desktop.  You may also use message information to create or update your Contacts.
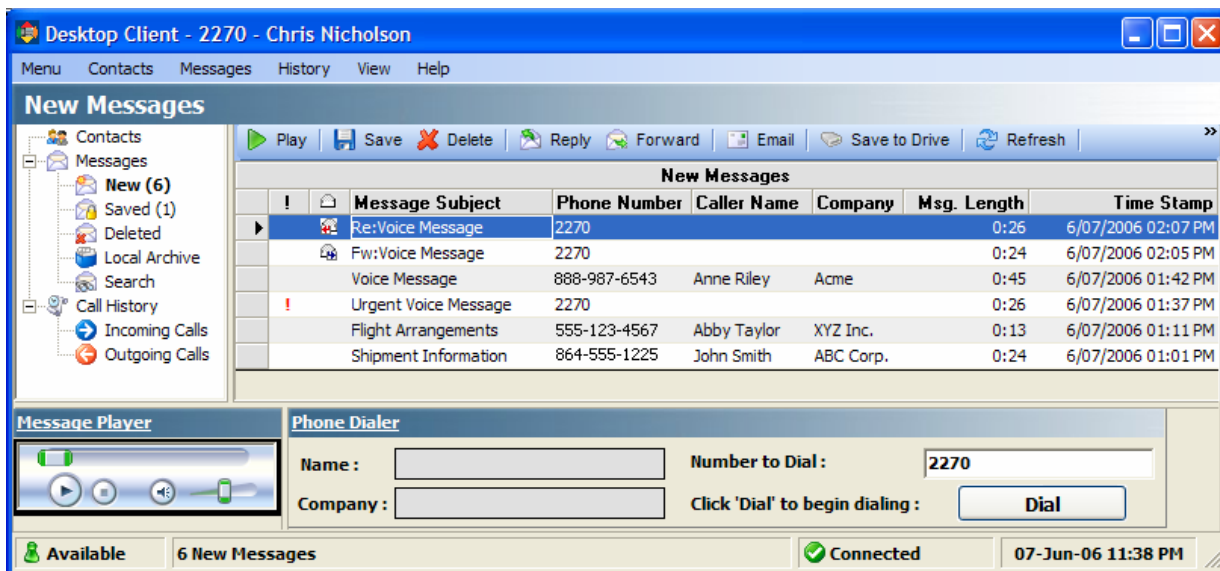


### Playing Messages
You may play new messages, saved messages, deleted messages, or local archived messages.

### Saving Messages
You may save messages in the Saved folder. **NOTE**: Saved messages remain in the saved folder for a length of time that is determined by your System Administrator.  If you wish to keep the message indefinitely, move it to the "Local Archive" folder.

### Deleting Messages
Deleted messages are moved to the Deleted Folder.  Deleted messages can still be accessed for a period of time after deletion, but will eventually be deleted permanently.

### Replying to Messages
You may reply to messages by clicking the "Reply" button (or right-click the message and select **Reply to Message**, or select **Messages – Reply to Message).**

### Forwarding Messages
Messages may be forwarded to another mailbox or distribution list. You may set the message urgent, certify the message, or record a prefix before forwarding.

### E-mailing Messages
Messages may be e-mailed.  When you e-mail a voice message, it will be attached to the e-mail as a .wav file.

### *Viewing/Adding Contact Information in Messages*

You may view contact information for each message, or create a new contact using the caller ID associated to each message.

### *Searching Messages*

You may search for particular messages (New, Saved and Deleted) based on Message Subject, Caller Name, Phone Number, Company or by entering a date range or duration of messages.

## Contacts

You may create and maintain a list of Contacts, including First Name, Last Name, Company, and several Phone Numbers (Desk, Home, Mobile, and Office).

### *Importing Contacts from Microsoft Outlook*

Contact information may be imported from Microsoft Outlook. (If you store your messages and contacts in "Personal Folders" on your hard drive, copy your contacts to the server Contact folder before continuing.)

### *Creating/Updating Contacts from Messages or Call History*

You may use a message, incoming call, or outgoing call to create a new Contact or update an existing Contact. In addition, Contact information may be imported from Microsoft Outlook.

## Managing Your Calls

When you are "logged in" to the Desktop Client, the Call Manager screen "pops up" on your PC screen, allowing you to effectively manage your calls. You can choose to enable/disable screen pops on incoming calls. Incoming calls must be answered by the main automated attendant to receive "pop ups".
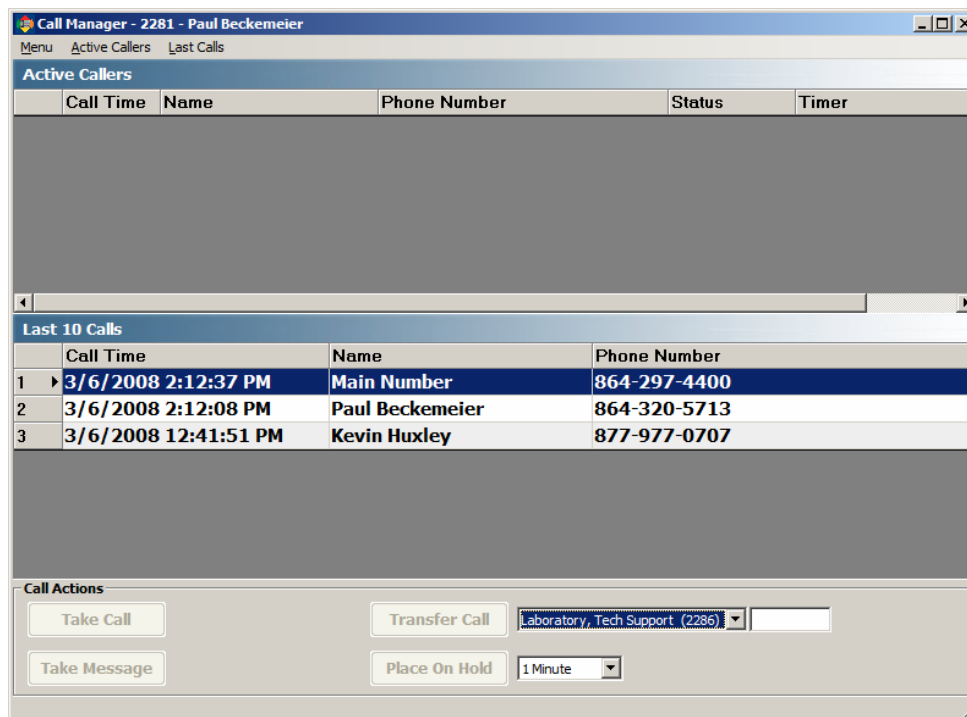
### Active Callers
The top portion of the screen displays the "active" caller(s).  You may select a Call Action button (Take Call, Take and Record Call, Transfer Call, Take Message, Place On Hold) for the caller.  If you do not select an action, the default action you specified in **Menu—Preferences—Call Management—Default Action** field will occur.

### Last 10 Calls
The middle portion of the screen displays the Call Time, Name (if known) and Number of the last 10 calls you received.

### Select Call Action

- **Take Call:** Take the call now before it performs the default action.

- **Take and Record Call:** Record the conversation by clicking the "Take and Record Call" button, which will send the call to your telephone and record the conversation.  The button must be pressed prior to the call transferring to your telephone in order to record the conversation.  **NOTE:** The telephone system must allow the voice mail system to establish a conference call and remain in the call.  Although Take and Record Call is not currently available on Toshiba CTX/CIX telephone systems, the Record and Pause keys on Toshiba telephones are supported. Using the Record key, a user can begin recording at any time during the call.

- **Transfer Call:** Transfer the caller to another extension.  Select an extension from the drop-down list or enter an extension in the field.

- **Take Message:** This option sends the caller to your mailbox.

- **Place On Hold:** Place the caller on hold for a specified time (30 seconds, 1, 3, 5, or 10 minutes).  The caller will hear "The party you are trying to reach has placed you on hold and will be with you momentarily."  The caller will be transferred to your telephone at the end of the specified time.  You may also select one of the other available Call Actions prior to the end of the specified time.

### Specify Default Call Action
From the Desktop Client Menu-Preferences menu, you may select the default action that will occur if you don't select a call action from the Call Management pop-up screen.  The default call action choices are Take Call, Take Message, Take and Record Call, or Send to Mailbox. You may also specify how long you have before the default action occurs.

### Control Screen Pops

- *Enable Call Pop-ups on incoming calls:* When selected, the Call Management screen will pop-up when you receive an incoming call.  You may select the desired action to perform for the call. (Take Call, Take and Record Call, Transfer Call, Take Message, Place On Hold).

- *Enable Outlook Pop-ups on incoming calls:* If selected, Outlook pop-ups are enabled for incoming calls.  If the Caller ID of the incoming call matches a telephone number entered in your Outlook contacts, the Outlook Contact screen pops up.

- *Auto-hide Call Management when inactive:* If selected, the Call Management screen pop-up is hidden if no action is taken.  If this field is not selected, the Call Management pop-up remains displayed on your monitor, even after the action delay field has been surpassed.

## Dialing Numbers from Your Desktop

You may dial numbers from the Desktop Client. Click on the Message, Contact, or any calls in the Call History. The available information (Name, Company, Number to Dial) is displayed at the bottom of the screen in the "Phone Dialer". Click **Dial** to call the number.

## Chat Manager

This allows you to send text messages to other users on the voice mail system that are logged into the Desktop Client. You may also save the chat as a text file on your hard drive.

## Log into the Web Client (Perfect View) via Desktop Client

This allows you to log into your mailbox via the Web Client interface.

## Set Recording and Playback Devices from Your Desktop

From the Desktop Client-Preferences menu, you may specify the default device(s) you want to use for recording and playback. You may record using the desktop extension or PC microphone. You may select the PC Speaker, Desktop Extension, or phone as the playback device. Note: "Phone" must be allowed in your Class of Service – if allowed, you may specify an outside telephone number or alternate extension to be used as your default play device.

## Specify Audio Sounds

From the Desktop Client Menu-Preferences menu, you may specify sounds that will play under certain conditions (receiving an incoming call, leaving a message, placing a caller on hold, recording a call, and receiving a new message). The following sounds are available: Bell Ring, Digital Ring 1, Digital Ring 2, Short Tone 1, Short Tone 2, Fast Tone, Doorbell, Ding, Beep. You may also select "None" if you wish no sound to play.

## Archive Messages

From the Desktop Client-Preferences menu, you may specify the default archive directory to store messages. The Desktop Client allows you to store messages in an archive directory (that you specify). Saved Messages are only kept for a certain number of days (set by the System Administrator). Archiving a message allows you to keep it as long as needed.

# Visual Mailbox Management with Perfect View Web Client

Perfect View gives you mailbox control at your desktop or mobile PC through a simple, easy-to-use, web browser interface. There is no need to load additional software to run Perfect View -- You only need Microsoft's Internet Explorer, version 5.5 or above. Perfect View is available as ten (10) concurrent connections, allowing many users to share ten (10) licenses (it is not restricted to specific mailboxes only). Perfect View facilitates the maintenance of real-time changes to your mailbox, as well as provides full message-handling capabilities, right from your Internet Explorer browser. When you save or delete messages using Perfect View, these changes will be active when you access the telephone user interface. For example, if you empty the new messages folder using Perfect View, your message waiting light will be turned off. You can listen to messages, save, delete, and forward messages, set up notification schedules, distribution lists, and Single Digit Menus, and much more without ever touching the telephone.

After you have successfully logged into your mailbox, the main menu appears. By default, the message menu is the active menu. Available menus are:

- **Messages Menu:** The messages menu allows you to listen to and manage your messages. You may move messages to other folders other than their current folder, such as new, saved, or deleted. You may forward messages to distribution lists or other valid mailboxes. When you forward a message to another user, a prefix including your name prompt or mailbox number plays before the forwarded message.

- **Mailbox Settings Menu:** The Mailbox Settings menu allows you to manage call blocking, call forwarding, alternate greetings, notification, e-mail settings, distribution lists, Single Digit Menus, and general settings such as transfer paging, directory assistance, message playback order, and playing the time and date stamp of messages.

- **Administrator Menu:** The Administrator menu is available only to users that have administrative rights. The administrator may reset mailboxes and/or mailbox passwords.

## Manage Messages from Perfect View

| Mailbox: 270 | Chris Nicholson | | | |
|---|---|---|---|---|
| **Menu** | **Messages** | | | |
| ▼ Mailbox Settings | ✉ New    🖳 Saved    🗑 Deleted | | | ◀◀ ◀ [1 / 1] ▶ ▶▶ |
| ▶ Messages | 🗑🖳↴! ☐ Message File | Caller ID | Time Stamp | Time (Sec.) |
| | 🗑🖳↴ ☐ 020516_013827_10_270.wav | 270 | 05/16/2002 01:38 | 9 |
| ▼ Administrator | 🗑🖳↴! ☐ 020516_013445_09_270.wav | 270 | 05/16/2002 01:34 | 6 |
| ❓ Help | | | | |
| ⬛ Log Out | | | | |

### Viewing Messages

Click on New, Saved, or Deleted to view the desired messages. Urgent messages appear red with an exclamation mark to the left of the checkbox. The "Message File" column lists the names of your message files. The filename is a link to the actual file. The "Caller ID" of the message is displayed in the next column. If the Caller ID is not available, then "Unknown" will appear under the Caller ID column. The date and time that the message was delivered to your mailbox appears in the "Time Stamp" column. The "Time (Sec.)" column displays the length of the message in seconds.

### *Playing Messages*
Click on a message to play it via the sound card in your PC. The message is played via your personal computer's default multimedia player (i.e. Windows Media Player, RealPlayer, etc.)

### *Saving or Deleting Messages*
**To save messages:**
- Click the "Save" icon (diskette) to the left of the message to move the message(s) to the Saved folder. To view saved messages, click the Saved button.

**To delete messages:**
- Click the "Delete" icon (trashcan) to the left of the message to move the message(s) to the Deleted folder. To view deleted messages, click the Deleted button.

When you save or delete messages using Perfect View, these changes will be active when you access the telephone user interface. For example, if you empty the new messages folder using Perfect View, your message waiting light will be turned off.

### *Forwarding Messages*
- Click the "Forward" icon (arrow) to the left of the message to forward the message to another mailbox or distribution list.
- Select Recipients (Mailboxes or Distribution List).  You may mark the message urgent before sending.
- Click **Send Message**.

## Manage Mailbox Settings from Perfect View

| Mailbox: 200 | Operator Operator | | |
|---|---|---|---|
| Menu | Mailbox Settings - Select a menu item... ▼ | | |
| ▶ Mailbox Settings | **General Information** | | |
| ▼ Messages | Max. Messages Allowed: | 999 | Max. Message Length (sec): 240 |
| | New Messages deleted after (days): 30 | | Saved Messages deleted after (days): 45 |
| ▼ Administrator | Max. Greeting Length (sec): | 240 | |
| 🔢 Help | | | |
| 🚪 Log Out | | | |

### *General Settings*
From the General Information menu, you may view settings for your mailbox including maximum messages allowed, number of days new messages stay in your mailbox before being deleted, maximum greeting length, maximum message length, and the number of days saved messages stay in your mailbox before being deleted.  These values are set in your Class of Service and cannot be changed from Perfect View.

### *Call Blocking*
Call Blocking allows you to send callers directly into your mailbox without ringing your extension. It is only available when calls are transferred from the auto attendant. You may also specify what time and what days or dates you want call blocking activated by setting up and enabling a schedule from Perfect View. You may schedule call blocking "by Date" (for a specified date range) or "by Day" (for the same range of days every week, independent of date).

### *Call Forwarding*

Call Forwarding allows you to redirect calls to another extension. If the call is not answered by the forwarding extension, it is forwarded to the forwarded extension's mailbox. You may specify when you want your calls forwarded by applying a schedule to call forwarding. You may schedule call forwarding "by Date" (for a specified date range) or "by Day" (for the same range of days every week, independent of date).

### *Message Forwarding*

Message Forwarding allows you to forward a message from your mailbox to another User's mailbox or distribution list. Messages may be forwarded from any mailbox, a specific mailbox, or a specific Caller ID. You may forward only the messages marked as urgent. You also have the option to delete the message from your voice mailbox after it is forwarded.

### *Alternate Greeting*

Perfect View allows you to schedule the dates and times you want your Alternate Greeting to play to callers. You may also enable Call Blocking during the time your Alternate Greeting is active. When the schedule is no longer valid, your regular mailbox greetings will automatically play to callers, and Call Blocking will be turned off. You may record the Alternate Greeting for your mailbox from the telephone interface.

### *Notification*

You may manage your own Notification records and schedules from Perfect View. When a message is left in your mailbox, *Perfect Voice Pinnacle* can call your pager, telephone, or extension to notify you of the new message. You may apply a schedule to specify the valid times for notification. You may also specify the number of times you want the system to call you before moving to the next notification record. You may create up to 10 notification schedules (0-9) for your mailbox.

### *E-mail*

Perfect Voice Pinnacle may be set up to notify you via e-mail when you receive a new voice mail message. It can send the e-mail with or without the voice-mail attached as a .wav file.

**From Perfect View, you may control your E-mail Notification:**
- Receive no e-mail notification
- Receive an e-mail that includes text only (no message file attached)
- Receive an e-mail that includes the actual voice message
- Receive an e-mail that includes the actual voice message and delete the corresponding message from your voice mailbox.

In addition, the optional Unified Messaging Synchronization feature allows you to synchronize one of your e-mail accounts. You may enter the e-mail addresses of up to four accounts, the POP3 server names for the accounts, and the login names and passwords of the accounts. The "Synchronize Type" option allows the use of Polling or Read Receipts. Once an e-mail is sent to the e-mail box a copy of the voice message exists in two places, the voice mailbox and the e-mail box. When you log into your voice mailbox and delete a message the corresponding message is also deleted from the e-mail box. When you log into your e-mail box and delete an e-mail with an attached voice message, the corresponding message is deleted from your voice mailbox.

### *Distribution List*

From Perfect View, you may view, create, and edit specific distribution lists. You may create up to 10 distribution lists (0-9).

### *Single Digit Menu*

The Single Digit Menu allows Users to create customized menus inside a mailbox from which callers may access options to leave or obtain information. These options are 0-9, and * as well as a time-out option that may be defined in the event the caller does not press a DTMF. You may also assign a password to the DTMF option. When you assign a password, and the caller presses that particular DTMF, he or she is prompted to enter the password before continuing. These options should be recorded in the User's personal greeting.

## Administrator Options

From Perfect View, the System Administrator may reset mailboxes and/or mailbox passwords. The Reset a Mailbox feature will reset the user's password, delete all greetings and messages, and put the mailbox back into a state of entering quick setup at the next login. The Administrator may also reset a mailbox password only.

# Unified Messaging

You can receive both your voice mail messages and e-mail messages in the same e-mail inbox. You may be set up to only receive an e-mail notification when you receive a new voice message if you do not wish to have the actual voice mail message attached to the e-mail message.

## E-Mail Notification/ E-Mail Notification with Voice Message File Attached

Perfect Voice Pinnacle may be set up to notify you via e-mail when you receive a new voice mail message. It can send the e-mail with or without the voice-mail attached as a .wav file.

### *Send and Delete*

The system may be set up to delete the message from the voice mailbox after successful transmission of the message to the e-mail box.

## Unified Messaging Synchronization Option

In addition, Perfect Voice Pinnacle provides optional synchronization of voice mail messages with your e-mail box. Once an e-mail is sent to the e-mail box a copy of the voice message exists in two places, the voice mailbox and the e-mail box. With Unified Messaging Synchronization, when the message is deleted in the voice mailbox, the corresponding message will be deleted in the e-mail box. In addition, when the message is deleted from the e-mail box, the corresponding voice mail message will be deleted. All synchronization applies only to new messages. It does not affect saved messages. There are two methods for implementing Unified Messaging Synchronization - Polling and Read Receipts.

### *Polling*

With the Polling method of Unified Messaging Synchronization, the voice mail system sends an e-mail message with the voice mail attached to the user's e-mail box. First the system checks (polls) to see that the message arrived in the e-mail box. After the e-mail is marked as received, the system will poll to see if the message is deleted from the e-mail box. If the message is deleted from the e-mail box, the corresponding voice mail will be deleted from the voice mailbox and the message waiting lights will be updated. From the Administration interface, the System Administrator sets how often the voice mail system polls for existence of the message and deletion of the message.

### *Read Receipts*

With the Read Receipts method of Unified Messaging Synchronization, the voice mail system sends out the e-mail with the voice message file attached. If enabled to send read receipts, the user's e-mail client will send an e-mail message back to the voice mail server instructing the server that the message has been

read.  The voice mail system receives this message in its POP3 mailbox.  The corresponding voice mail message is then deleted from the user's voice mailbox. The message remains in the user's e-mail box.

## Control E-Mail Settings from Perfect View

From Perfect View, Perfect Voice Pinnacle's desktop interface, you may control your e-mail notification, whether the message will send and delete, what method the system will use to synchronize, the e-mail addresses of up to four accounts, the POP3 server names for the accounts, and the login names and passwords of the accounts.  You may enable Unified Messaging Synchronization for only one account.

## Fax to E-mail

Fax to E-mail enables faxes to be delivered at the company level and to individual users.  All Faxes received by Pinnacle are immediately forwarded to pre-configured e-mail addresses where they may be stored, forwarded or printed.  The system license key controls whether fax is on or off.  Fax to E-mail is a system-wide feature covering all mailbox users.

### *Fax Delivery Location*

**Individual Mailbox:**  Any individual mailbox on the system may receive faxes in their e-mail inbox.

**General Delivery**:  A default Fax Mailbox is set up for each company during installation.  The default Fax Mailbox receives faxes sent from the main company greeting or from any mailbox not configured to receive faxes.  This mailbox is also used for Analog Fax Transfer when E-mail delivery is not available for individual mailboxes.

# System Administration

Perfect Voice Pinnacle provides simple system administration from a series of easy-to-follow menu listings; including visually setting up new users and changing or activating greetings as desired. The user-friendly system administration helps sets Perfect Voice Pinnacle apart from all other Unified Messaging systems.

## User-Friendly System Administration

System Administration duties may be easily performed through the use of simple screens and pull-down menu options.  Non-technical individuals may perform this role with comfort.

## Multi-Level Administration

Perfect Voice Pinnacle offers multiple levels of control and access to the Administration interface. Each access level has its own password. In general, lower numbered access levels offer less control and higher numbered access levels offer more control.

## Context Sensitive Help

When editing records in Perfect Voice Pinnacle's menu-driven administration interface, field-specific help is provided.

## Quick User Setup with Range Copy and Class of Service Settings

With Range Copy, the System Administrator may create additional database records on the Perfect Voice Pinnacle system with one simple command.  The system automatically copies from one template record to a range of additional records.  A Class of Service defines features and functions for mailboxes assigned to

a specific Class of Service.  Settings include recording limits, message expiration, notification, transfer options, mailbox options, speech recognition, and mailbox creation options. The System Administrator may also copy Classes of Service.

## Message Length Control

The System Administrator may limit the maximum length of recorded messages for a User.  Message length may be controlled on a per User basis for both outside caller messaging and internal User-to-User messaging.

## Remote Administration

Using the pcAnywhere® remote communications package included as standard equipment, Perfect Voice Pinnacle may be administered from remote locations via modem or IP connection.  Multi-site facilities often set up remote administration between the Perfect Voice Pinnacle system and the System Administrator's office.  This allows the System Administrator to perform administrative and maintenance tasks from his or her desk.

## Administration via the Telephone

Voice-mail systems are often installed in remote and/or hard to get to locations in a building.  In addition to the keyboard and administration interface, System Administration may be performed via the telephone. From the telephone, System Administrators may change the system time and date, record company greetings, reset mailboxes or mailbox passwords, and record and activate emergency greetings.

## Reports

Reports of user and system activity may be created on demand.

## Real-Time Display and Control with VM Console

VM Console is a separate application from the Admin, and offers real-time port information and control.
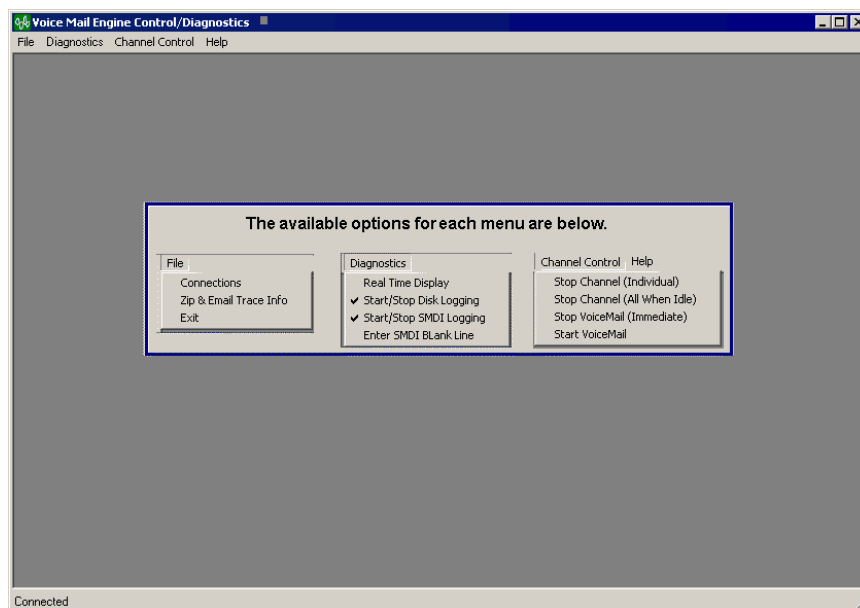
### *Real-Time Display of Port Activity*

Real-time display provides a quick and efficient way to see what is happening on the system and provide the information to troubleshoot a problem in one centralized location while it is happening.  This feature is widely used by technicians in the field as well as technical support, field sales engineers, and product managers. The real time display screen provides information as it happens such as the voice mail state, voice mail action, board event, and serial interface (SMDI) levels.  All channels are refreshed and the activity is visible to the user as it happens.
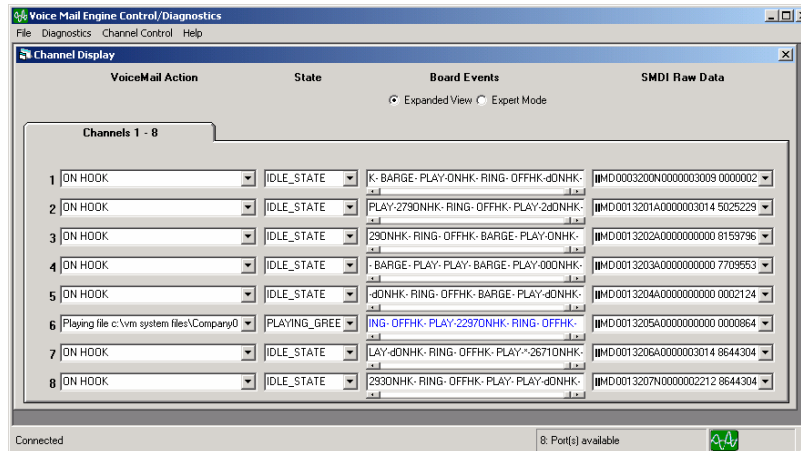


# Installation Setup Wizard

Perfect Voice Pinnacle is easy to install and easy to configure. When installing, the Setup Wizard walks the Installer through the following:

- Setting up Company Information
- Selecting Telephone System and specifying parameters
- Setting up Classes of Service
- Creating and editing mailboxes
- Setting up the E-mail server
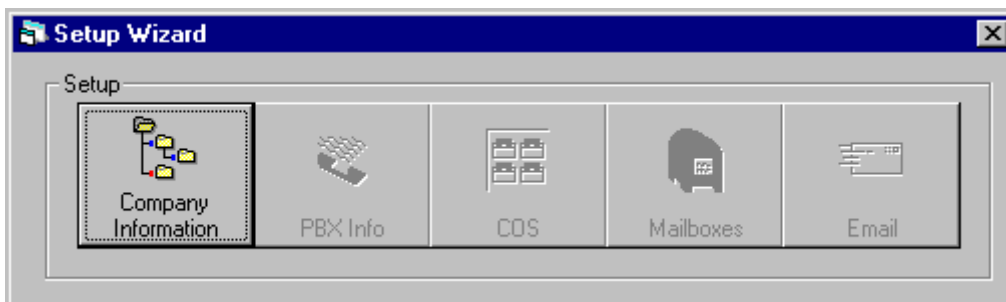


The Setup Wizard can be accessed at any time to make changes to any of the settings listed above. Using the Wizard ensures that changes are made accurately, quickly, and easily. If you exit the Setup Wizard before you complete all five steps, the system stores the last step you completed.  The next time you access the Wizard from the main menu, the next step is "active".  For example, if you complete steps one

through three and quit the Wizard, the next time you access the Wizard, the fourth step "Mailboxes" is active.

## Security

The capability of accessing voice messages is a powerful feature that extends the User's reach to information when they are away from the office or a desktop PC. This privilege is not without its responsibilities. Today's voice messaging systems provide security for voice messages in various ways.

- Mailboxes require a subscriber mailbox number and are protected by a numeric password. The increased complexity of the password allows for increased security.

- The e-mail User must have a computer, appropriate e-mail client software and access to the message store. Network and e-mail access is generally protected with alphanumeric usernames and passwords of comparable or greater length.

# Integration

Integration enhances the level of communication between Perfect Voice Pinnacle and the telephone system and results in more efficient use of both systems. Callers and Users of an integrated voice messaging system find it easier to use and more intuitive than non-integrated systems.

In an integrated configuration, the telephone system is programmed to be "aware" that a voice messaging system is connected to it.  As far as the telephone system is concerned, the Perfect Voice Pinnacle extensions are no longer single-line analog stations but voice processing ports.  Calls directed to Perfect Voice Pinnacle are accompanied by information from the telephone system about the source and status of the call. For example, this information may tell Perfect Voice Pinnacle that the call was forwarded from a ring-no-answer extension as well as from what extension it was forwarded. This allows Perfect Voice Pinnacle to play the appropriate prompt or personal greeting to the caller. Another advantage of voice messaging integration with some telephone systems is apparent when a User calls Perfect Voice Pinnacle from his or her desk. The telephone system provides Perfect Voice Pinnacle with information about the calling party's extension number and the fact that it is a direct call.  Typically, Perfect Voice Pinnacle is programmed to immediately prompt the User for his or her password since the caller most likely wants to enter User mode.

There are a variety of methods for integrating telephone systems with Perfect Voice Pinnacle. Some telephone systems offer no integration at all while others offer only minimal information.  The two most common methods of integration include in-band signaling (IBS) and out-of-band signaling (OBS). The most common format of OBS signaling is Simple Message Desk Interface (SMDI). Perfect Voice Pinnacle supports inband and serial integration. Inband integration is supported using Dialogic Voice Cards.

## Inband Signaling (IBS) Integration

Many telephone systems provide information to the Perfect Voice Pinnacle system through the use of Inband Signaling (IBS). Telephone systems configured for IBS provide information about the call by sending DTMF digits to the Perfect Voice Pinnacle system.  The DTMF digits may identify the source of the call (i.e., direct from a CO or internal extension, forwarded, etc.) as well as the circumstances under which the call was sent to the Perfect Voice Pinnacle system (i.e., forwarded busy, forwarded ring-no-answer, etc.).  Using this information, the Perfect Voice Pinnacle system processes the call in the appropriate manner.

## Station-Only IBS Integration

Station-Only IBS integration is similar to the more conventional IBS in that the call information comes in the form of sequences of DTMF digits. However, unlike conventional IBS, station-only IBS only offers the extension number of the station from which the call was forwarded. No information as to the state of the called party's extension is sent to Perfect Voice Pinnacle (i.e., busy, no-answer, etc.)

## Direct SMDI Integration for NEC and Toshiba

Perfect Voice Pinnacle supports a direct integration link providing enhanced functionality for the NEC and Toshiba telephone systems. NEC and Toshiba telephone systems do not require the use of a protocol converter for SMDI integration.

## Easily Update Telephone System Database

To update telephone system parameters, you only have to click an import button from the Administration interface.

# Expandability

Teleco's Perfect Voice Pinnacle is a great choice for any sized business wanting a Windows 2000 or XP-based voice processing system. It is available in 4 to 32 port turnkey systems. Perfect Voice Pinnacle has a minimum capacity of 2600 hours of storage, which may be increased depending on the size of the hard drive.

# Conclusion

Perfect Voice Pinnacle is an ideal solution for the call handling and voice messaging management challenge that companies today are facing. Make Perfect Voice Pinnacle your call control and voice messaging solution. The benefits are unsurpassed. Perfect Voice Pinnacle can be easily customized to meet the needs of any business.

… This page intentionally left blank …