

A C C E S S C O M M U N I C A T I O N S

## Hytel System – DigiMail Users Guide



**This Guide shows you how to use your DigiMail voice-mail system.**

**It provides instructions for mailbox owners, explains the administration menus and provides an overview of auto-attendant call-routing.**

Hytel Digital Key Systems  
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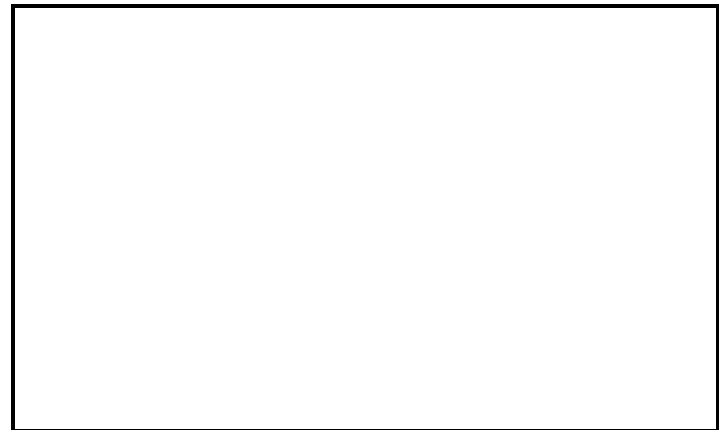


The purpose of this publication is to provide detailed instructions on how to use a DigiMail voicemail/auto-attendant that is connected to a Hytel Digital Telephone System.

It shows you how to use your individual mailbox and how to use the administration menus to change some system parameters. An overview of auto-attendant operation is also provided.

This publication is intended for both technical staff and end-users. It reflects the product status at the time of writing and therefore the contents are subject to change without notice. Whilst every effort has been made to avoid errors in compiling this publication, Access Communications Pty. Ltd. disclaims liabilities for any difficulties arising from the information or from the interpretation of the information contained herein.

For DigiMail support and service, please contact:



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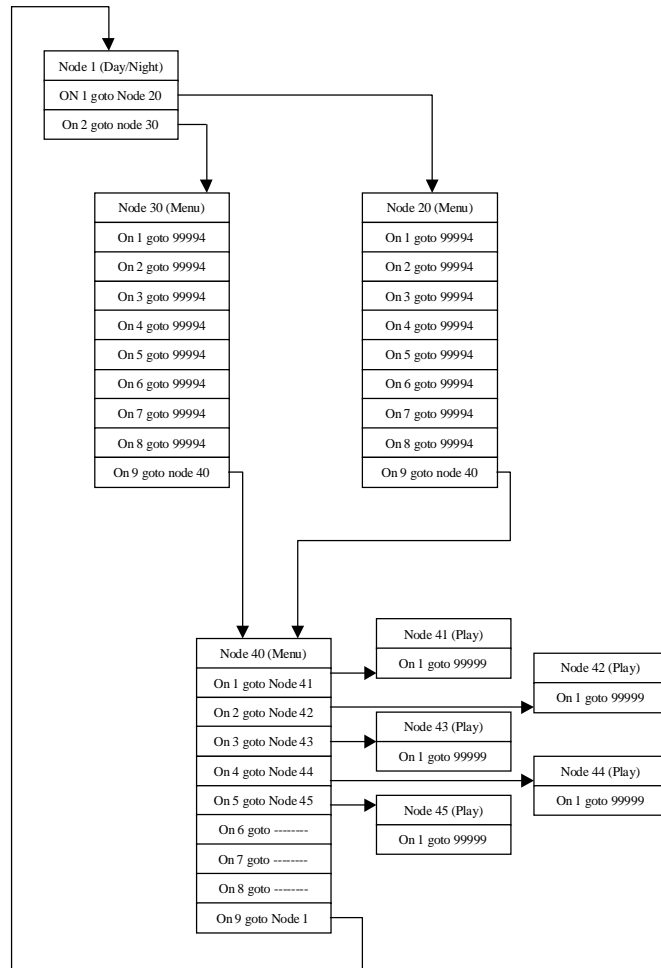
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**Appendix 5.**

**Default auto-attendant & audiotext node flowchart.**

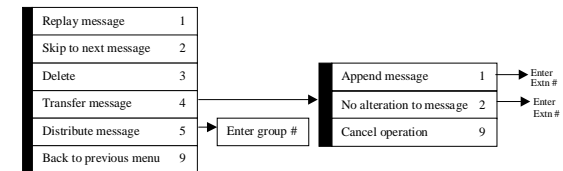


**Nomenclature used in this publication.**

The instructions in this publication may often ask you to “press” a specified key. The word “press” means “press and release”, not “press and hold”.

You may also be instructed to “dial”. The word “dial” means: “using the dial-pad of your keystation, press the nominated numbers and/or symbols in the sequence given”.

In using the voicemail system, you will often be navigating a series of voice-prompted menus and choosing one option from a list to proceed with the task. Menu options are chosen by simply dialing a digit corresponding to the menu choice you want to use. These menus are diagrammatically shown in this publication by using the following method;



The diagram above indicates that by dialing digit 4 from the left-hand menu, you will be offered three choices from the subsequent menu (shown on the right-hand side).

To transfer a message to another extension with no alteration to the message you would therefore first dial 4, followed by 2, followed by the destination extension number.



Notes, hints and additional explanation are indicated by use of the symbol shown adjacent to this paragraph.

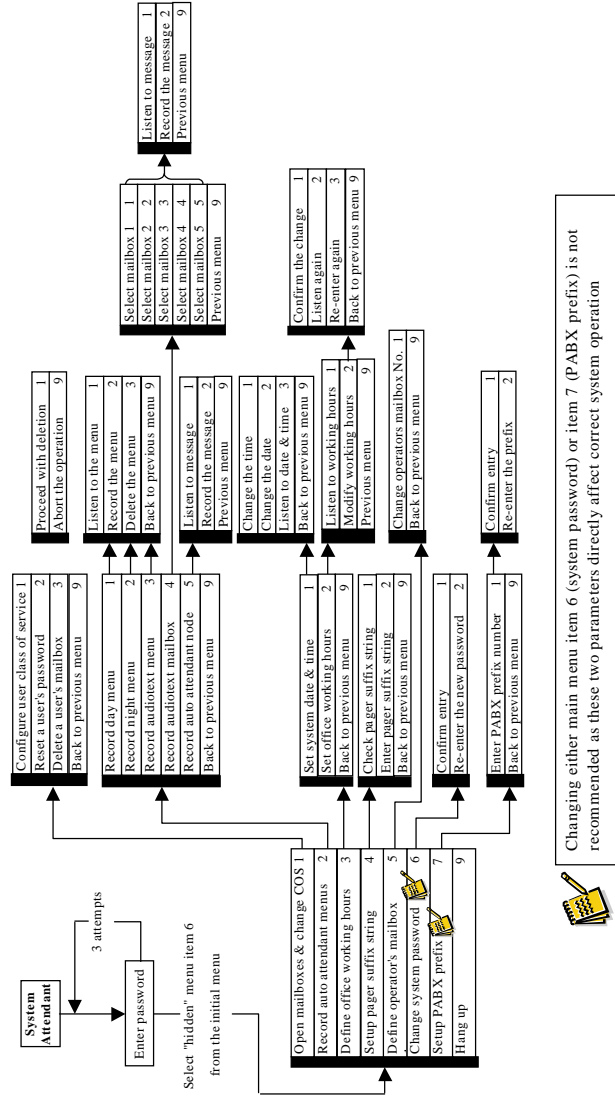
**APPENDIX 4. Mailbox Class of Service parameters.**

<b>Class of Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
<b>OGG time limit</b>	120	60	30	30	30	30	30	30	30
<b>ICM time limit</b>	60	60	60	45	45	45	45	30	30
<b>Days to keep ICMs</b>	60	21	21	14	14	7	7	7	7
<b>Message lamp active</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>Active OGG number</b>	1	1	1	1	1	1	1	1	1
<b>Internal notification</b>	N	N	N	N	Y	N	Y	N	Y
<b>Internal notification interval</b>	60	60	20	60	60	60	60	60	60
<b>Internal notification active times</b>	Every COS – Mon to Fri 0800 to 1800.								
<b>External notification</b>	N	N	N	N	N	N	N	N	N
<b>External notification interval</b>	60	10	30	60	60	60	60	60	60
<b>External notification active times</b>	Every COS – Sun to Sat 1800 to 2230.								
<b>Telephone (T) or pager (P)</b>	P	P	P	P	P	P	P	P	P

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**APPENDIX 3. System Attendant Flowchart**



Changing either main menu item 6 (system password) or item 7 (PABX prefix) is not recommended as these two parameters directly affect correct system operation

**How to find the information you need.**

In addition to the index at the rear of the publication, this page will help you quickly locate instructions for common tasks.

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Record your personal greeting	16
Set notification options	21
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Send a message to one user	18
Create a distribution list	23
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**Overview of the DigiMail Voice-mail System.**

DigiMail is a two- port solid state voice-mail and auto attendant system designed for small offices. It features embedded PC and digital signal processing (DSP) based voice compression utilising a solid state flash memory drive. It incorporates all the functionality, performance and features found in larger systems.

Features Total of 60 minutes of recording time.

Quality audio with True-speech technology.

DSP based voice compression.

Sampling bit rate of 4.8 KBPS.

Automatic time and date stamp.

Multi-level auto attendant with different system greetings and call routing for day and night operating modes.

Personalised greeting messages for each mailbox user.

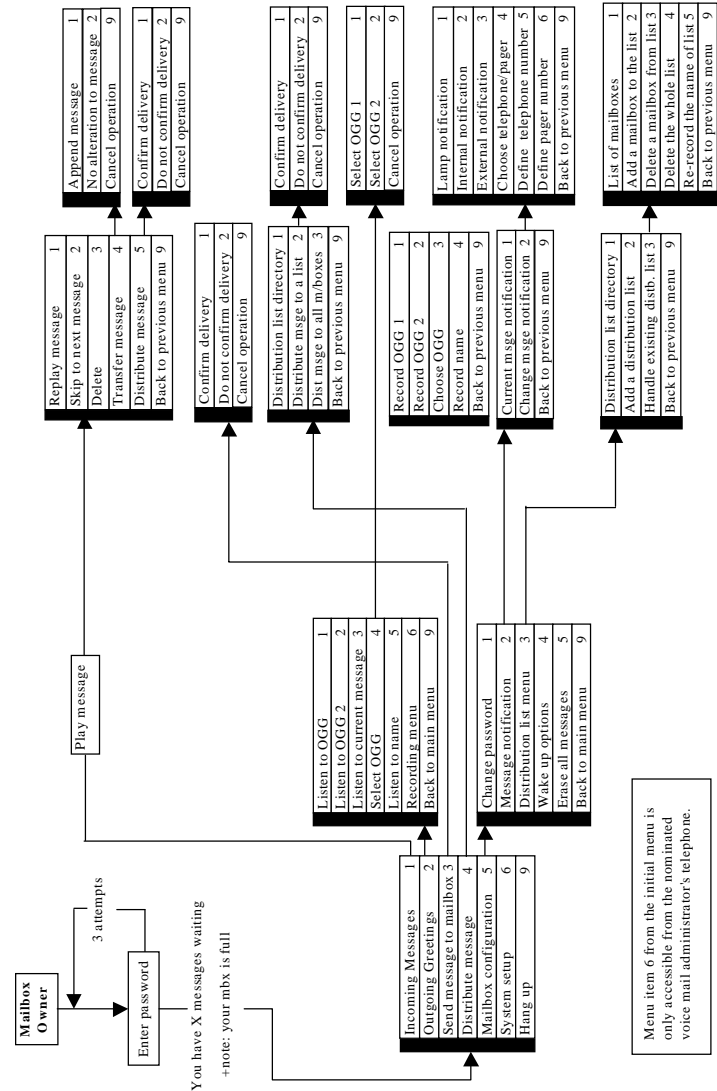
Provision for up to 999 individual mailboxes.

Voice-prompted system administration.

Mailbox owners can configure and control their mailboxes to suit their personal preferences. Passwords are used to ensure that messages are kept confidential. The default password is the same as the extension number.

Messages left in a mailbox can be retrieved on-site or via any

**APPENDIX 2. Mailbox Owner Flowchart**



**APPENDIX 1. Glossary of communication terms.****UCD**

Uniform Call Distribution. A group of (usually) extensions amongst which incoming calls are distributed (rang) in a pre-determined pattern. UCD calls are automatically queued with agents receiving periodic reminders.

**UCD supervisor**

An extension nominated as the supervisor of a UCD. They have the ability to act as the “agent help” contact and can also monitor UCD calls answered by individual agents.

**Un-announced transfer**

See *blind transfer*

**User**

Any person who uses the facilities or makes or receives calls from the Hytel system.

**Virtual number**

A system number without a physical presence. It can be used to park or hold calls.

Notification that a message has been left in a mailbox can be:

via a message waiting lamp on the associated extension telephone.

via a call to any nominated extension telephone. A voicemail prompt advises that a message has been left in the mailbox.

via a call to a nominated external telephone or pager. A voicemail prompt advises that a message has been left in the mailbox.

Owners have individual control to review, save, erase, replay and forward their own messages.

The system administrator can change some system and mailbox parameters and record system greetings and messages.

Auto attendant mode allows incoming callers to select an item from a single-digit menu and be directed to their chosen destination. This destination may be:

an extension telephone or a UCD group number

a nominated mailbox

a pre-recorded company message.

Different greetings and menus can be used for different time-of-day operating modes.

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## APPENDIX 1. Glossary of communication terms.

### **Prefix**

Digits placed in front of the number to be dialled (an STD code is a prefix).

### **Resource**

Something belonging to the system that users can access. Typical system resources are exchange lines, music sources, paging amplifiers, virtual numbers etc.

### **Screened transfer**

See *announced transfer*.

### **Service mode**

The mode in which the whole system is operating. Call processing options can vary depending on the chosen service mode. The two most common operating modes are “day 1” and “night switch”.

### **Speakerphone**

The microphone and speaker that are part of your telephone. Using the speakerphone eliminates the need to pickup the handset.

### **Station**

Another word for “extension”

### **Suffix**

Digits added to the end of the dialled digit-string. Usually used to initiate action at the receiving exchange or KSU.

### **System administrator**

See *attendant*. Although usually the same person, the role of “operator” can easily be split from the role of “administrator/attendant”.

### **System resource**

See *resource*.

### **Tenant group**

A self-contained sub-system which operates like an independent switching system with its own group of extensions and exchange lines. Most Hytel installations employ only a single tenant group.

### **Tone dialling**

A method of dialling using two voice-frequency tones to send a “dialled” digit. Most telephones used today employ this signalling method. (also see *decadic dialling*)

### **Trunk**

Another word for “exchange line”.

**APPENDIX 1. Glossary of communication terms.****LED**

Light Emitting Diode. A small solid-state light source used to indicate the change in status of a key on your telephone.

**Line key**

A feature key programmed to access or answer an exchange line.

**Node**

A symbol used in auto-attendant programming to represent a menu that is presented to callers. It also shows the call-routing that will occur in respect of each menu item.

**Off hook**

Physically lifting the handset or activating the speakerphone to make or receive a call.

**On hook**

Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speakerphone is not activated if using hands free mode).

**Operator**

See *attendant*.

**Outside call**

See *external call*.

**PABX**

**Private Automatic Branch Exchange.** The unit that provides facilities to and interconnections between extensions.

**PABX mode**

External calls are made by dialling prefix digit 0 or 9. Line keys are usually not provided on extension telephones, with auto-answer used to answer incoming external calls. (Also see *KSU mode*)

**Park**

Placing a call in a location where it is temporarily stored (i.e. held) .

**Party**

Any person using a system facility or resource or making or receiving a call.

**Accessing your mailbox.**

1. Dial the DigiMail UCD number  
OR  
Press the designated feature key.
2. Dial your password when requested (you get three attempts to enter the correct password). Your default password is the same as your extension number. If you can't remember your password, the system administrator can reset it to the default value.
3. Follow the voice prompts and dial the digit to select the menu item you want. A detailed description of each menu choice is provided on the following pages. Refer to appendix 2 on page 59 for a complete flowchart of all menu options.



A “voice mail” feature key (function 64) should have been programmed on your telephone to give you one-touch access to the voicemail system.



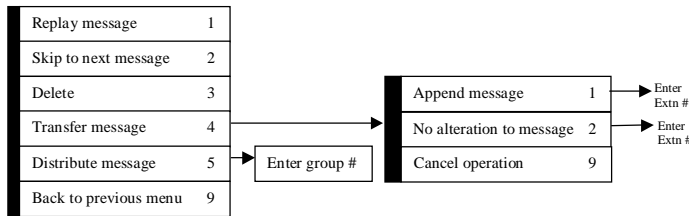
If you have a display telephone and a message has been left for you, you can leave the handset on-hook and access the DigiMail by pressing soft-key F2 below the word REPLY.



Because feature keys cannot be programmed on analog extension telephones, these users must always dial the DigiMail UCD number to access voicemail features. Your technician can tell you what the UCD number is.

**Listening to your messages.**

Select option 1 from the main menu to play new messages that have been left in your mailbox. The first message will be played back. During the message playback and after the message ends, the following options are available:



- To play the message again, dial 1
- To skip to the next message, dial 2
- To delete the message, dial 3
- To transfer the message to another extension, dial 4 and then do one of the following:

If you want to append to the message, dial 1 then record your message, press the hash key (#) and then dial the destination extension number.

If you do not want to append a message, dial 2 and then dial the destination extension number.

If you want to cancel the transfer, dial 9.

**APPENDIX 1. Glossary of communication terms.**

**Hang up**

Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speaker-phone is not activated if using hands free mode).

**Hook-switch**

The lever or buttons on your telephone that is/are pressed down when the handset is placed onto the body of the telephone.

**Hunt group**

Term commonly used to indicate a group of lines or extensions that are called in sequential order. (see *UCD*)

**Intercom**

An internal call between two Hytel extensions.

**Internal call**

A call between two Hytel extensions.

**Intrusion tone**

A short duration tone sent to all parties in conversation to alert them that another party is about to connect across the call.

**KSU**

Key Switching Unit. The unit that provides facilities to and interconnections between extensions.

**KSU mode**

Calls (particularly external calls). are typically answered or made by users having to first press a key to make or receive a call. Extension telephones therefore have a series of line keys. The Telecom commander is perhaps the best-known KSU-mode system. (Also see *PABX mode* )

**LCD**

Liquid Crystal Display. The display panel on your telephone that shows you information about your call, the system or your programming options/ status.

**Least cost routing (LCR)**

A system feature that (depending on the digits dialled by an extension) automatically alters the number dialled to force the call via a preferred supplier or trunk route.

**APPENDIX 1. Glossary of communication terms.**

**Decadic dialling**

Dialled information from the telephone is sent to line as a series of timed pulses. (Also see *tone dialling*)

**Dialpad**

The group of 12 keys commonly used to dial numbers. They include digits 0-9 plus \* and # keys.

**Display**

The part of your telephone that shows you information about your call, the system or your programming options/status. Hytel telephones have a two-line display.

**DSS key**

A “direct station select” key. A feature key programmed to call another extension (or any system resource). The extension (or resource) is called by simply pressing the key.

**External call**

A call that originated or terminated outside of the Hytel system (i.e. from or to a “normal” telephone service).

**Feedback squeal**

A howl or distortion in an amplified system caused by the input source being too close to the output source (i.e. the handset transmitter being too close to the telephone speaker).

**Flash**

A timed-loop-break (100 mS) signal sent from a telephone or KSU to initiate action at the telephone exchange (typically used with easycall features).

**Forced account code**

A number between 4 and 15 digits which is sent by an extension prior to making a call so that call details can be logged against a particular user.

**Hands free**

Using the speakerphone to converse with a caller.

**Handset**

The part of the telephone containing the transmitter and the receiver.

- To transfer a message to a group, dial 5 and then dial the group number to send the message to all group members.
- To go back to the main menu, dial 9.



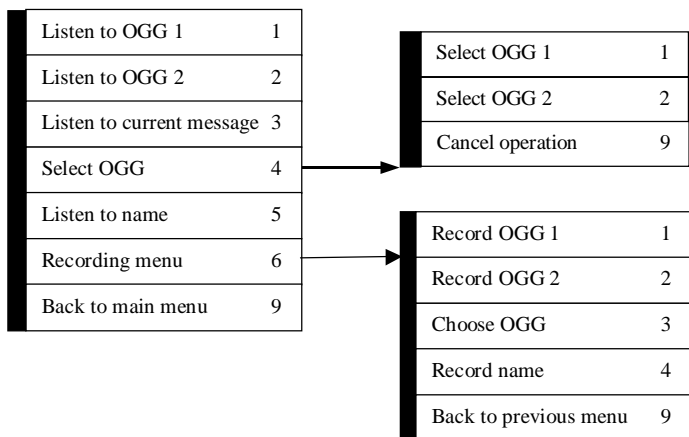
If no action is taken after hearing a message, the message will automatically be saved. After either saving or deleting a message you will hear the next message.



The voice-prompts will sometimes ask you to press the “pound” key. This is the “hash” key (#) located on the lower right-hand corner of your dial-pad.

**Outgoing greetings.**

After accessing your mailbox as described on page 13, select option 2 from the main menu. The following options are then available:



Two outgoing greetings (OGG) are available so that you can record different greetings to suit different situations. As an example, OGG 1 may say “I am not available at the moment, so please leave a message after the tone.” whereas OGG 2 may say “I am not available at the moment, so please leave a message after the tone, or if you call is urgent, please call my mobile on 0404 123 456.” You can easily select which message callers hear to suit your current work situation.

**APPENDIX 1. Glossary of communication terms.**

**Agent**

A member of a UCD group. Groups can have just a single agent or multiple members.

**Analog**

A non-digital device that transmits and/or receives continuously varying signals. A fax machine or an “ordinary” telephone are both examples of analog devices.

**Announced transfer**

A transfer where the transferring party stays on the line and tells the second party who is calling (ie announces the call).

**Attendant**

The person nominated to look after the telephone system and the users. Can be called by dialling the “operator” digit. Responsible for some system programme updating.

**Blind transfer**

A transfer where the transferring party hangs-up before the called extension answers. The caller is connected to the second extension without them being advised who is calling.

**Caller ID (CID)**

A service provided by telephone companies (usually at a fee per month per line) that sends information about the caller to the called party. With caller ID enabled, the calling parties telephone number will be displayed on your LCD (provided that the caller has not chosen to block their caller ID details).

**Class of service (COS)**

A number that is assigned to every extension. It is used to determine which system features are made available to that extension. It typically limits which external numbers the extension is allowed to call.

**Conferee**

A person who is taking part in a conference

**Conference**

A telephone conversation consisting of at least three members.



To listen to your first outgoing greeting , dial 1.

To listen to your second outgoing greeting, dial 2.

To listen to your current outgoing greeting, dial 3.

To listen to your mailbox name, dial 5.



The DigiMail will tell you if the second OGG or your name has not yet been recorded.

To choose which OGG callers will hear, dial 4 and then either dial 1 to select your first OGG or else dial 2 to select your second OGG. Dialling 9 will cancel the operation. You can check you have selected the correct message by dialling 9 to go back to the previous menu and then dialling 3 to listen to the message your callers will hear.

To record an outgoing greeting or to record a name for your mailbox, dial 6 and then

Dial 1 to record OGG 1

OR

Dial 2 to record OGG 2

OR

Dial 4 to record the name of your voice mail box.

Dialling 9 will take you back to the previous menu.

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**Sending a message to mailbox.**

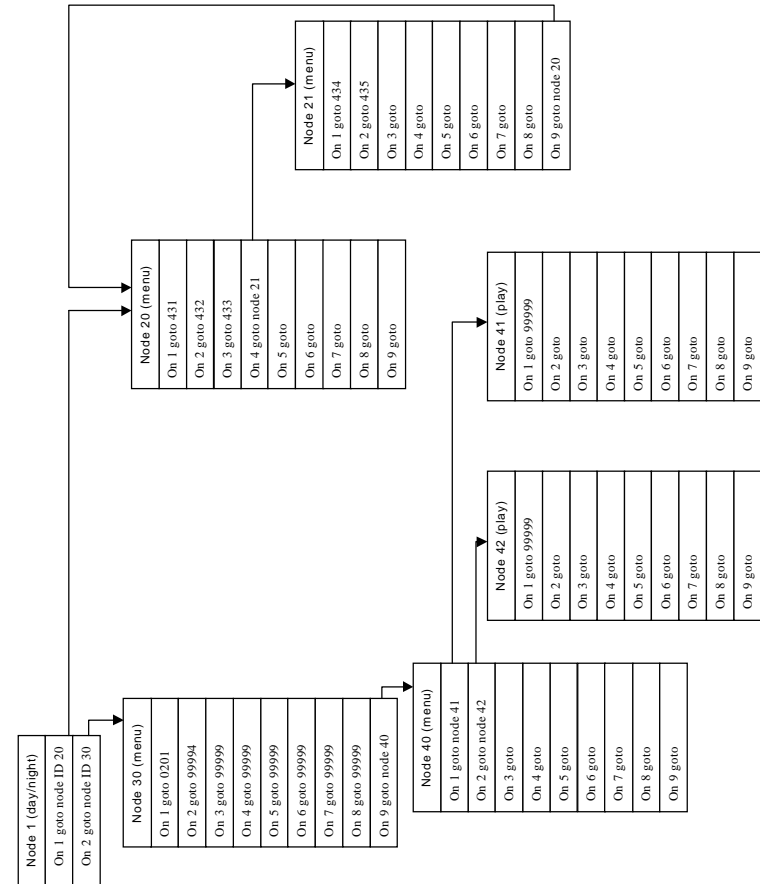
This feature allows you to send a message to an extension’s mailbox and gives you the option of receiving confirmation that the message has been delivered.

After accessing your mailbox as described on page 13, select option 3 from the main menu and dial the destination extension number when prompted to do so.

You will then be asked to dial

- 1 to confirm delivery of your message
- OR
- 2 for no confirmation that your message has been delivered
- OR
- 9 to cancel the operation.

**Auto-attendant flowchart for a computer company.**



You need to have your technician tell you what node numbers have been used in your auto-attendant programming so that you can record the node-menu messages.

Node 30.

This is the “night” node and callers hear the node 32 greeting whenever the time is “outside” the nominated office working hours period. The node 30 greeting is recorded using the procedure on page 35). Menu option 1 takes callers to the voice mail box of extension 201 (0201) so they can leave a message. Menu choice 2 is programmed as 99994 and this allows callers to direct-dial a known extension number. Note that this choice is not offered to the public as a menu option. Menu choice 9 takes callers to node 40 where they are presented with another menu. The other menu choices are programmed as 99999 which will terminate the line if a non-valid digit is dialled.

Refer to page 34 for a suggested greeting for this node, and to page 32 for the procedure used to record the greeting.

Node 40.

This is the audiotext menu node and can be recorded using the procedure on page 35 or alternatively, by using the procedure on page 37 (inputting node 40 as the required node). Refer to page 34 for a suggested greeting.

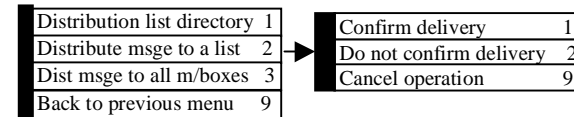
Nodes 41 and 42.

These are both audiotext mailbox “play” nodes. After hearing the message, the call proceeds unconditionally to menu choice 1. This has been programmed as 99999 which will terminate the connection. These greetings can be programmed using the procedure on page 36 (using audiotext mailboxes 1 and 2 respectively) or alternatively, by using the procedure on page 37 (inputting nodes 41 and 42 as the required nodes). Refer to page 34 for a suggested greeting.

**Distributing a message.**

This feature allows you to send a message to either a pre-defined group of extensions or to every mailbox.

After accessing your mailbox as described on page 13, select option 4 (by dialing 4) from the main menu. The following options are then available:



This menu gives you the options of distributing a message to all mailboxes or distributing a message to a previously-defined distribution list.

To distribute a message to all mailboxes.

Select menu option 3 (by dialling 3) and record your message when prompted. Follow the voice prompts to re-record or append to the message. If you do not dial 9 to confirm your message, no message is sent.

To distribute a message to a distribution list.

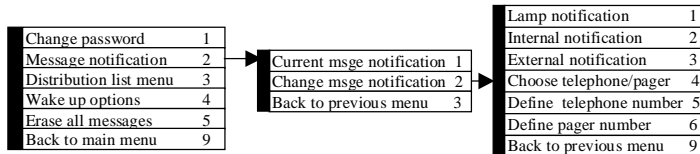
You can get a listing of valid pre-defined distribution list numbers by selecting menu item 1 (by dialling 1). See pages 23-24 for instructions on compiling a distribution list.

To send a message to a distribution list, select menu item 2 (by dialling 2) and dial a valid list number.

- You will then be asked to :
- dial 1 to confirm delivery of your message
  - OR dial 2 to send the message without confirmation
  - OR dial 9 to cancel the operation.

### Mailbox configuration

After accessing your mailbox as described on page 13, select option 5 (by dialling 5) from the main menu. The following options are then available:



#### Changing your password.

It is suggested that you change your password so that other people cannot listen to your voicemail messages. Your default password is the same as your extension number. If you cannot remember your password, the system administrator is able to restore it to the default value.

After selecting menu option 1 (by dialing 1) from the mailbox configuration menu, enter a new up-to-5-digit password. The DigiMail voicemail will tell you the password you have entered. Dial 1 to confirm the entry or dial 2 to re-enter the password. Dialling 9 will disconnect you from the DigiMail.



Your password can consist of digits 0 thru 9 plus (\*) and (#) characters.

#### Node 20.

This is the “day” node and callers hear the node 20 greeting whenever the time is within the nominated office working hours period. The node 20 greeting is recorded using the procedure on page 31. Menu options 1, 2 and 3 take callers to a respective UCD group for sales (431), accounts (432), distribution (433). The telephones of all agents of the UCD will ring. Calls for technical support are directed to another node (21) where callers are offered another menu. Because all other menu options are “blank”, if the caller does not dial a valid digit, they are presented with the node 20 greeting again.

The greeting for this node is;

*“Thank you for calling <<Our Company Name>>. If you want to speak to a sales consultant, please dial 1. If you have an account enquiry dial 2 or dial 3 for a warehouse or distribution enquiry. If you would like technical support, please dial 4.”*

#### Node 21.

This greeting is recorded using the procedure on page 37. Menu choices 1 and 2 take callers to respective UCDs for stand-alone (434) and networked PCs (435) respectively. Menu choice 9 gives callers the opportunity of going back to node 20 so they can hear the menu again. Because all other menu options are “blank”, if the caller does not dial a valid digit they are presented with the node 21 greeting again.

The greeting for this node is;

*“If you would like technical support for a stand-alone PC please dial 1 or otherwise dial 2 for technical support on a networked PC. If you would like to hear the menu choices again, please dial 9.”*



Whilst the system allows for virtually unlimited layering of menus, it is suggested that the number of menu choices and the number of layers is kept to a minimum. This prevents the problem of potential customers from getting so “fed-up” with having to make too many consecutive menu choices that they terminate they call before transacting any business with your company.

The main types of nodes used in constructing an auto-attendant tree are:

Day/night node – which provides separate branches for menu options 1 and 2 depending on the time-of-day. Node 1 is always this type of node.

Menu Node – Which allows callers to dial a digit to select one of several menu items. The call is routed to another destination depending on the caller’s choice. Node 20 (day) and node 30 (night) are “menu” nodes.

Play node – which plays the message recorded for that node number and then unconditionally goes to the first option specified in the node routing table.

#### An example of auto-attendant programming.

The next three pages explore the auto-attendant flowchart for the “computer company” that was previously discussed on page 34. A brief explanation of what each node-programme does is provided, along with an example of the associated node-menu recording script.

#### Programming Message Notification parameters.

There are several way you can be alerted when a message has been left in your voicemail box, primarily depending on the type of extension telephone you have:

If you have a Hytel display telephone, you will see a message displayed on the LCD panel at the top of your telephone and your voice-mail feature key LED will be flashing.

If you have a Hytel non-display telephone, your voice-mail feature key LED will flash.

If you have an analog telephone with a “message waiting” light, that light will flash when a message has been placed in your mailbox.

If you have an analog telephone with no “message waiting” light you will need to periodically dial the voicemail UCD number and check if any messages have been left for you (unless you have programmed either internal or external notification when the nominated destination will automatically be called by the DigiMail when a message has been left for you).



Irrespective of the type of telephone you have, you can programme internal or external notification parameters to have the system automatically periodically call your own extension and/or a pre-programmed external telephone number or a pager number to alert you that you have a message waiting. The message can then be replayed, deleted, forwarded or transferred.

Checking your current notification options.

After selecting menu option 2 (by dialing 2) from the mailbox configuration menu, dial 1 and the DigiMail system will tell you your current active notification options. You can go back to the previous menu by dialling 9.

Current msge notification	1	Lamp notification	1
Change msge notification	2	Internal notification	2
Back to previous menu	9	External notification	3
		Choose telephone/pager	4
		Define telephone number	5
		Define pager number	6
		Back to previous menu	9

Changing notification options.

After selecting menu option 2 (by dialing 2) from the mailbox configuration menu, dial 2 and then dial the appropriate menu digit shown on the right-hand-side menu above to change that parameter. You then

Dial 1 to change that parameter

OR

Dial 9 to go back to the previous menu.



DigiMail default notification parameters primarily depend on the class of service allocated to the individual mailbox. Your technician can change these default notification parameters (including nominating any extension for internally notified calls) on an individual-mailbox basis.

**Overview of auto-attendant operation.**

Auto-attendant programming enables you to configure the DigiMail voicemail system to act as an automatic receptionist, including the automatic presentation of menus to callers with subsequent automatic call-routing.

Auto-attendant programming is performed by your technician and consists of defining and interconnecting a series of nodes of different types that are then used to route calls according to either pre-defined conditions or as directed by user-choice of a menu item.

Node 1 is always a “day/night” node and is a conditional node used by the system to switch callers to either node 20 “day node” or node 30 “night node” depending on the time-of-day. Callers therefore initially hear the message you have recorded for either node 20 or node 30 depending on the time they call your business. The caller is then routed through the system depending on their response to your menu choices at either node 20 or node 30.

Typical menu choices can take your caller:

direct to a single extension (or to a group of extensions)

direct to a nominated voice mail box

direct to the nominated “operator/receptionist”

to an external telephone number via an externally-forwarded Hytel extension.

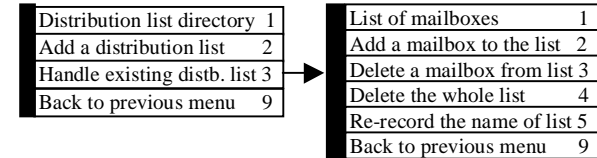
back to a previous menu

to an informational “play” node to hear a recorded message about a product or service.

Constructing or editing a Distribution List.

Distribution lists allow you to specify a number of voice mail boxes as a group. Sending a message to the group number automatically sends the message to all members of the group.

After selecting menu option 3 (by dialing 3) from the mailbox configuration menu, the following options will be available to you:



Select menu item 1 (by dialing 1) to hear a listing of existing distribution groups.

Constructing a new distribution list.

This is done in two stages.

The first stage involves only verbally naming the list. This is done by selecting menu item 2 (by dialing 2) and recording the name of the list when prompted to do so. The first distribution list you create is automatically “list 1”. Subsequent list numbers are automatically used each time you create a new list (you cannot over-ride this automatic allocation of list numbers).

The second stage involves editing your newly created list-number. To do this, select menu item 3 (by dialing 3), enter the distribution list number when you are prompted to do so and you will be offered the right-hand-side menu shown above.

Dialing 9 from this current (left-hand) menu will take you back to the previous mailbox-configuration menu.

This page intentionally left blank.

The menu on the right-hand-side of the flowchart on page 22 allows you to edit distribution list parameters.

To add mailboxes to your list, select menu item 2 (by dialing 2) and dial the extension number of the new mailbox when prompted to do so.

Selecting menu item 1 (by dialing 1) will give you a list of mailboxes already programmed on that list.

To delete mailboxes from your list, select menu item 2 (by dialing 2) and dial the extension number of the new mailbox when prompted to do so.

To delete the complete distribution list, select menu item 4 (by dialing 4).

If you would like to re-record the name of your list, select menu item 5 (by dialing 5) and record the name when prompted. Use the hash key (#) to stop recording.

Dialing 9 will take you back to the previous distribution list menu.

**Changing the system PABX prefix code.**



This prefix code is used by the DigiMail for external notification purposes. It should have been correctly set by your technician during system installation. Changing this value will directly affect the external notification feature.

Choosing option 7 (by dialling 7) from the main system setup menu allows you to change the system PABX prefix code.

After selecting menu option 7, you are told the existing prefix code and then presented with the following menu;

Enter PABX prefix number	1
Back to previous menu	9

Dial 9 to go back to the previous menu

OR

Dial 1 to change the prefix code number, entering the new prefix code number when prompted to do so. You will then be told the prefix code you have entered and presented with the following menu;

Confirm entry	1
Re-enter the prefix	2

Dial 1 to confirm your entry and update the system

OR

Dial 2 to re-enter the PABX prefix code.



**Changing the system password.**



This password is part of a 2-part password used by your technician to allow access to system programming. For this reason, it is suggested that you do not change this value from the default value of 123.

Choosing option 6 (by dialling 6) from the main system setup menu allows you to change the second half of the system password.

After selecting menu option 6, you are asked to enter the new password of up to 5 digits. The system will repeat the entered password back to you and then present you with the following menu;

Confirm entry	1
Re-enter the new password	2

Dial 1 to confirm your entry  
OR Dial 2 to re-enter the new password.

Setting the Wake-up feature.

Using this feature causes the DigiMail voice mail to send a wake-up call to your extension. This call will occur every day until the wake-up request is de-activated.

After selecting menu option 4 (by dialling 4) from the mailbox configuration menu, enter the wake-up time in 24 hour format (1630 for 4.30 PM).

Five minutes before the programmed time, you will receive a call from the DigiMail and on answering the call, be told the time.



To de-activate the wake-up call feature, do not enter any digits when prompted for the time (you will be prompted twice).

Erasing all messages.

This feature allows you to easily delete all messages stored in your mailbox.

After selecting menu option 5 (by dialing 5) from the mailbox configuration menu, you will hear a warning message advising that you are about to delete all messages stored in your mailbox. Dial 1 to proceed or dial 9 to retain all your stored messages and go back to the previous menu.

**Changing the system operator's mailbox number.**

Choosing option 5 (by dialling 5) from the main system setup menu allows you to change the system operator's mailbox number.

After selecting menu option 5, you are presented with the following menu;

Change operators mailbox No.	1
Back to previous menu	9

Dial 1 to change to mailbox number

OR

Dial 9 to go back to the previous menu.

If you dial 1, you will be asked to input the mailbox number. You will not be asked to confirm your entry. The system will automatically be updated as soon as you have finished entering the new number.

(2) No “lunch-break” period (i.e. callers hear the “day” menu from 0900 to 1700)

To achieve this, enter times as:

Office opening hour	0900
Office break hour	1700
Office starting from break hour	0000
Office closing hour.	0000

(3) No working hours on that day (i.e. Saturday and/or Sunday). Callers hear the “night” menu for the 24-hour period.

To achieve this, enter times as:

Office opening hour	0000
Office break hour	0000
Office starting from break hour	0000
Office closing hour.	0000



Changing the office-working-hours to cover public holidays etc ensures your callers always hear the correct menu.



Just a reminder to check that the DigiMail system YEAR has been correctly set (see pages 38-39) to ensure your Sunday (“our office is closed”) message is not heard by callers on a Monday!





Your technician can pre-programme holiday periods in advance on pre-defined menus (via computer programming) so you do not have to remember to change the “standard” office hours table for upcoming, different, holiday periods.

**Accessing the system programming menus.**

There is a hidden, non-announced “system setup” menu option (6) on the mailbox main menu that is only accessible from the designated voice-mail administrator’s telephone. This menu item allows the system administrator to change some system and mailbox parameters. A complete flowchart of the system administrator’s menus is shown in appendix 3 on page 60.

To access the system programming menus, the nominated system attendant first accesses their mailbox as described on page 13 of this publication. At the first menu, they then dial digit 6 to access the non-announced system setup menu. The initial system setup menu is shown below.

Open mailboxes & change COS 1	
Record auto attendant menus	2
Define office working hours	3
Setup pager suffix string	4
Define operator's mailbox	5
Change system password 	6
Setup PABX prefix 	7
Hang up	9



Changing either main menu item 6 (system password) or item 7 (PABX prefix) is not recommended as these two parameters directly affect correct system operation.

A detailed description of each menu choice is provided on the following pages.



It is suggested that the nominated system attendant changes their personal password from the default one (see page 20 ) to prevent unauthorised users accessing the system programming menus.

**Opening new mailboxes and changing Class of Service.**

Although not specified in the audio-menu, this option also allows you to reset a users password to the default value and to cancel a users mailbox. After selecting option 1 from the system setup main menu, you will be asked to dial the mailbox number you want to create or edit. After entering the number, the system will tell you if that mailbox already exists or does not yet exist. A menu with the following options will then be presented to you;

Configure user class of service	1
Reset a user's password	2
Delete a user's mailbox	3
Back to previous menu	9

Creating a new mailbox.

If you are creating a new mailbox, after entering the mailbox number as described at the top of this page, you must choose option 1 from the above menu.

You will then be asked to enter a class of service number for the mailbox. Select a digit 1 through 9 to nominate the COS you want to apply. Appendix 4 on page 61 shows the system default parameters that will be applied for each class of service. Your technician can re-programme any of these parameters (on a per-mailbox basis) to give you the exact operating conditions that you want.

Resetting a user's password.

After entering the mailbox number as described at the top of this page and choosing option 2 from the menu (by dialing 2), you will automatically reset the nominated mailbox's password to the default value (which is the same as the extension's telephone number).

You are then presented with the following menu;

Listen to working hours	1
Modify working hours	2
Previous menu	9

Dial 1 to listen to the current working hours  
 OR Dial 2 to modify the current working hours.

You can also go back to the previous menu by dialing 9.

After dialing 2 to modify office working hours, you will be first asked to dial a digit to represent the day of the week you want to modify;

Digit 1 represents Sunday,  
 Digit 2 represents Monday etc.

You will then be asked to input (in sequential order);

Office opening hour  
 Office break hour  
 Office starting from break hour  
 Office closing hour.

Four-digit 24-hour time is used to input each entry. There are three possibilities:

(1) A morning plus an afternoon work-period separated by a lunch-break (during which callers hear the "night" menu options).

To achieve this, enter times as:

Office opening hour	0900
Office break hour	1200
Office starting from break hour	1300
Office closing hour.	1700

**Set office working hours.**

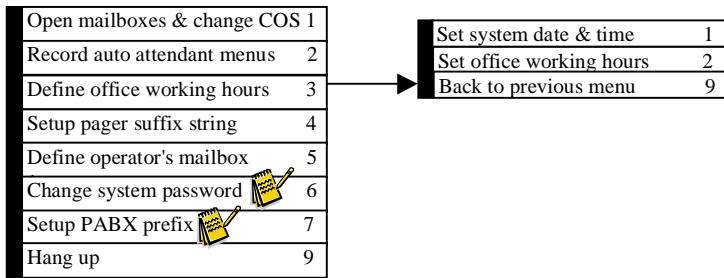
The office working hours table is used by the DigiMail to automatically switch callers between the day menu (node 20) and the night menu (node 30) when the system is being used in auto-attendant mode.

There are four time periods per day defined as the period between

- office opening hour
- office break hour
- office starting from break hour
- office closing hour.

This allows the “night” node to be used during a lunch break as well as for the period between office closing hour and office opening hour.

The office working hours can be checked and changed by first selecting menu item 3 (by dialing 3) from the main system setup menu, and then selecting menu item 2 (by dialing 2) from the subsequent menu as shown below;



Deleting a mailbox from the system.

This option deletes the mailbox from the system, including all stored messages.

To delete a mailbox from the system, first enter the mailbox number as described at the top of the previous page, and then choose option 3 from the menu (by dialing 3).

You will be presented with the following menu giving you two choices;

Proceed with deletion	1
Abort the operation	9

To proceed with the deletion, dial 1

OR

To abort the operation, dial 9

To return to the main system setup menu.

Dialing 9 from within the “mailbox menu” will take you back to the main system setup menu.

**Recording auto-attendant menus and audiotext messages.**

Choosing option 2 (by dialling 2) from the main system setup menu allows you to record:

- system menus for Day and Night operating modes
- audiotext messages
- auto-attendant node menus.

The Day and Night menus are typically used to direct callers to staff during Day mode and to tell callers the business operating hours (and let them leave a contact message) during Night mode. The message presented to incoming callers is determined by the times programmed in the “office working hours” table.

Audiotext messages are used to present callers with commonly requested information (such as product line information, service or freight charges, company contact details, etc).

Auto-attendant node menus are used to direct callers to different areas or people within your organisation by allowing them to choose menu items to automatically direct their call to the destination they want to reach. Your technician can tell you the node numbers he has used when he programmed your system.

To record system messages, select option 2 (by dialing 2) from the main system setup menu. You will then be presented with the following menu, allowing you to select the parameter you want to record.

Record day menu	1
Record night menu	2
Record audiotext menu	3
Record audiotext mailbox	4
Record auto attendant node	5
Back to previous menu	9

Daylight saving time-change synchronisation.

It is important to synchronise the DigiMail date and time with your Hytel telephone system after the telephone system time has been changed for daylight saving.

This is done by simply unplugging the DigiMail power lead for about 5 seconds and then replacing it. After waiting for about 1 minute, access DigiMail attendant programming and select menu items 3 and 1 (from subsequent menus) to check that the DigiMail time and date have been updated.



Before attempting to access the DigiMail after replacing the power plug, check that the red LED on the side of the DigiMail is flashing (it can take 30-50 seconds before it will start to flash). If it is not flashing, remove and replace the DigiMail power lead again.



It is essential to check the DigiMail date and time after the initial installation to make sure the date and time have been correctly set by your technician. In particular, an incorrect year setting can result in the wrong system menu message being heard by your customers. Use the procedure on the previous page to correct the date and time if necessary.

**Set the system date and time.**

The system date and time can be checked and changed by selecting option 3 (by dialing 3) from the main system setup menu.



Note that the voice-prompt for option 3 is to “define office working hours” and does not give you an indication that the system date and time menu is also part of this option.

After selecting option 3, you are presented with the following menu;

Set system date & time	1
Set office working hours	2
Back to previous menu	9

After selecting option 1 from this menu (by dialing 1), you will hear the current system date and time and be presented with the following menu;

Change the time	1
Change the date	2
Listen to date & time	3
Back to previous menu	9

You can use option 3 (by dialing 3) to re-check the DigiMail date and time or use option 9 (by dialing 9) to go back to the previous menu. Then use menu items 1 and/or 2 to edit the date and time if necessary.

The time is entered in 24-hour format (i.e. 0930, 1545 etc).

The date and month are entered in a 4-digit format with the day of the month (2 digits) preceding the month (2 digits).

The year is entered in a 4-digit format (i.e. 2000, 2001 etc).

Recording the Day menu.

This is the menu your callers will hear whenever they system is operating in Day mode. To record the Day menu, select option 1 (by dialing 1 ) from the previous menu. You are then presented with the following menu choices;

Listen to the menu	1
Record the menu	2
Delete the menu	3
Back to previous menu	9

Dial 1 to listen to the existing menu

OR

Dial 2 to record the menu

OR

Dial 3 to delete the menu.

To record a new menu, select option 2 (by dialing 2). You will be prompted to “begin recording after you hear a beep” and to “press the pound sign when you have finished recording”.

When you have finished recording, you can choose menu option 1 to listen to your recording, re-recording it again with option 2 if necessary.

If you choose option 3 (by dialing 3) to delete the menu recording, you will delete only your recording and the Day menu will return to the in-built default announcement.



The “pound key” is the “hash” key (#) located on the bottom right-hand corner of your dialpad.

Recording the Night menu.

This is the menu your callers will hear whenever they system is operating in Night mode. To record the Night menu, select option 2 (by dialing 2 ) from the previous menu. You are then presented with the following menu choices;

Listen to the menu	1
Record the menu	2
Delete the menu	3
Back to previous menu	9

Dial 1 to listen to the existing menu

OR

Dial 2 to record the menu

OR

Dial 3 to delete the menu.

To record a new menu, select option 2 (by dialing 2). You will be prompted to “begin recording after you hear a beep” and to “press the pound sign when you have finished recording”.

When you have finished recording, you can choose menu option 1 to listen to your recording, re-recording it again with option 2 if necessary.

If you choose option 3 (by dialing 3) to delete the menu recording, you will delete only your recording and the Day menu will return to the in-built default announcement.



The “pound key” is the “hash” key (#) located on the bottom right-hand corner of your dialpad.

Recording an auto-attendant node menu.

To record an auto-attendant node menu, you need to select a “hidden” non-announced option 5 (by dialing 5) from the previous menu.

Record day menu	1
Record night menu	2
Record audiotext menu	3
Record audiotext mailbox	4
Record auto attendant node	5
Back to previous menu	9

You will be prompted to dial the node number you want to record. Your technician can supply you with a list of the node numbers he used when programming your system. You can also dial 9 to go back to the previous menu.

After dialling the node number, you are presented with the following menu choices;

Listen to message	1
Record the message	2
Previous menu	9

To record a new message, select option 2 (by dialing 2). You will be prompted to “begin recording after you hear a beep” and to “press the pound sign when you have finished recording”.

When you have finished recording, you can choose menu option 1 to listen to your recording, re-recording it again with option 2 if necessary.

Dialing 9 will take you back to the previous menu.



Recording an audiotext mailbox message.

To record an audiotext mailbox message, select option 4 (by dialing 4) from the previous menu.

You will be prompted to dial a digit (1 through 5) to select which mailbox you want to record. or to dial 9 to go back to the previous menu.



Dial 1 to select the message for node 41 which callers select by choosing option 1 from the node 40 menu.

OR

Dial 2 to select the message for node 42 which callers select by choosing option 2 from the node 40 menu.

etc.

You are then presented with the following menu choices;

Listen to message	1
Record the message	2
Previous menu	9

To record a new message, select option 2 (by dialing 2). You will be prompted to “begin recording after you hear a beep” and to “press the pound sign when you have finished recording”.

When you have finished recording, you can choose menu option 1 to listen to your recording, re-recording it again with option 2 if necessary.

Dialing 9 will take you back to the previous menu.

Audiotext menu overview.

This is the menu your callers hear when they are directed to node 40. The default programming for node 40 directs callers to a series of “play” menus (by choosing menu options 1 to 5). The callers are also given the option of dialling 9 to be taken back to the main day or night menu;

- dialling 1 takes them to node 41 (audiotext mailbox 1)
- dialling 2 takes them to node 42 (audiotext mailbox 2)
- dialling 3 takes them to node 43 (audiotext mailbox 3)
- dialling 4 takes them to node 44 (audiotext mailbox 4)
- dialling 5 takes them to node 45 (audiotext mailbox 5)
- dialling 9 takes them to node 1 (day/night node).

A “play” menu plays the system message and proceeds unconditionally to the node entered in the first selection field (ie for digit 1).

In default programming, the node destination for digit 1 on all “play” menus is 99999. This instructs the system to hang-up the call.

If your caller selects an audiotext mailbox message, the caller hears the message recorded for the node (41 to 45) and at the completion of the message, has the call terminated.

A flowchart of the default audiotext node programming is shown in appendix 5 on page 62.

An example of setting up an audiotext message is given on the following page.



Your technician can change the default node 40 to 45 routing instructions to your requirements.

Assume you operate a computer company with two field technical staff available for emergency after hours call-out.

Your “night” message could be recorded as follows:

*Thank you for calling. Our office hours are from 9.00 am to 5.00 pm Monday to Friday. If you would like to leave a message please dial 1. If you would like information on our emergency after hour call-out service, please dial 9.*

Node 30 (night) option-1 would need to be changed (by your technician) from the default 99994 to mailbox 0201 to take callers to the attendants mailbox where they can leave a voicemail message.

The audiotext menu (node 40) could be recorded as follows:

*If you are inquiring about a stand-alone computer, please dial 1 or if your enquiry is about a networked computer, please dial 2.*

This menu takes callers to node 41 (audiotext mailbox 1) by dialling 1 and node 42 (audiotext mailbox 2) by dialling 2.

The audiotext mailbox 1 (node 41) message could say:

*Our standard call-out fee is 75 dollars which includes the first 15 minutes of on-site time. Additional time is charged at \$25 per half-hour or part thereof. If you would like our technician to attend to your problem, please call 0404 123 456.*

The audiotext mailbox 2 (node 42) would vary the call-out fee, the on-site cost and the mobile telephone number for your lan/wan technician.

Recording the audiotext menu.

This is the menu your callers will hear when they are directed to node 40. To record the node 40 menu, select option 2 (by dialing 2 ) from the previous menu. You are then presented with the following menu choices;

Listen to the menu	1
Record the menu	2
Delete the menu	3
Back to previous menu	9

Dial 1 to listen to the existing menu

OR

Dial 2 to record the menu

OR

Dial 3 to delete the menu.

To record a new menu, select option 2 (by dialing 2). You will be prompted to “begin recording after you hear a beep” and to “press the pound sign when you have finished recording”.

When you have finished recording, you can choose menu option 1 to listen to your recording, re-recording it again with option 2 if necessary.

You can choose option 3 (by dialing 3) to delete the node 40 menu recording.



The “pound key” is the “hash” key (#) located on the bottom right-hand corner of your dialpad.