aria@mail2

Compact II
User Guide
Version 2.0 – April 2005

aria@mail

Aria Technologies Pty Ltd
895 Wellington Road
Rowville, Victoria 3178
03 9213 9777
www.ariatech.com.au

The operations described in this publication
are used in conjunction with the Compact II Hardware,
a digital Voicemail, Auto Attendant and On-Hold machine,
developed and manufactured by M2 Technology Australia Pty Ltd

N14356

TABLE OF CONTENTS

INTRODUCTION

2.   INTRODUCTION

The Compact II provides small to medium sized businesses with all their call management requirements 24 hours a day, 7 days a week.

The Compact II incorporates state of the art digital technology, in one affordable unit, to provide the following key features:

- Voicemail
- Auto-Attendant or "virtual receptionist"
- Automatic call diversion (internal and external)
- After-hours and weekend messaging and
- Customised information-on-hold features

The operative system of the Compact II is stored on a section of a removable compact flash memory card, thereby reducing the likelihood of damage, as there are no moving parts.

All spoken prompts are delivered by a digitally recorded human voice (not computer synthesised) in order to provide a natural environment for the caller.

M2 Technology's Audio Production Studios can professionally produce your company's auto-attendant menus and information-on-hold messages complete with professional mixing, production, scriptwriting and voice-over talent. Please contact M2 Technology's Audio Production Studio on **1800 802 822.**

Once production is completed, the auto-attendant menus and information-on-hold messages can be remotely downloaded to the Compact II anywhere in Australia! It's that simple!

AUTO-ATTENDANT FEATURE

3. AUTO-ATTENDANT FEATURE

3.1 Auto-Attendant Feature - Overview

The Compact II enables your phone system to answer up to 4 incoming calls simultaneously. The Compact II can act as a "virtual receptionist" by automatically answering and transferring calls or, alternatively, as a back up to your receptionist during peak times.

In short, the auto-attendant features include:

* Automatic answering for 1 to 4 calls simultaneously

* Remote downloading auto-attendant menus to your system

* Eight menus with up to 8 options in each menu

* Incoming calls directed to any one of the 8 auto-attendant menus

* Incoming calls directed to any of the 8 information messages

* Incoming calls directed to up to 10 external phone numbers or up to 50 voicemail boxes (subject to ISDN or Centel Plus availability)

* Automatic switching between periods ensures callers are greeted with "Good Morning", "Good Afternoon" or "Good Evening" and

* Direct dial to any extension from any one of the 8 auto-attendant menus

3.2 How To Enable the Auto-Attendant

Once the Compact II has been installed and your telephone system (PABX or key telephone system) configured, the system is ready to receive incoming calls.

The Compact II is connected just like any other (analogue) extension(s) to your telephone system.

Option 1: **Re-direct** any incoming calls to the Compact II extension number(s). (This will depend upon the telephone system, please speak to your telephone technician).

Option 2: **Toggle** your telephone system into **"night"** mode. The Compact II will then receive and process all incoming calls.

[This method may vary for different telephone systems. For example, some systems may be configured to always redirect calls to the Compact II after a certain number of unanswered operator rings].

For internal users who wish to access the system to retrieve voicemail or perform supervisory functions, the system can be called by dialing the Compact II extension number(s) or your extension may support the programming of a dedicated button to call the voicemail system.

3.3 Programming and Updating the Auto-Attendant Menu & Information-on-Hold Messages

The Compact II can provide your business with up to 10 customised information-on-hold messages whilst your callers wait on-hold or are being transferred. Your business may wish to advertise its products and/or services or play any existing television or radio commercials.

M2 Technology's Audio Production Studios can professionally produce your auto-attendant menus or On Hold messages complete with professional mixing, production, scriptwriting and voice talent. Contact M2 Technology's Audio Production Studio on **1800 802 822** to discuss your audio production requirements.

VOICEMAIL FEATURE

4. VOICEMAIL

4.1 Voicemail Feature - Overview

The Compact II features 50 voicemail boxes with up to 4 voicemail extensions in each mailbox. The voicemail feature improves call handling and efficiency, as callers are able to leave more detailed and complete messages without taking up the receptionist's time or creating a "paper trail" of messages.

In short, the voicemail feature includes:

- 50 voicemail boxes with up to 4 extensions in each mailbox

- Voicemail message waiting lamp activation to all extensions in each mailbox (telephone system permitting)

- External notification of message waiting from the first 20 voicemail boxes to a mobile telephone or other external number

- Time and date stamping of messages

- Transfer options from the mailbox to either the operator, auto-attendant or after-hours number (including mobile telephone)

- Options to record personalised voicemail greeting message

- Ability to transfer from the mailbox to external number or mobile telephone (subject to ISDN or Centel Plus availability) and

- Archiving option available for messages

4.2 Accessing Voicemail Internally

Depending upon the make and model of telephone system, when a voicemail message has been received the message waiting light will be illuminated on your telephone or a message will appear on your telephone. Simply follow these steps to access your mailbox.

Step 1:   **Press** the key that has been automatically set to directly call your mailbox.

            Alternatively, **dial** extension '**[**   **]**' or '**[**   **]**' for 2 digit system or '**[**   **]**' or '**[**   **]**' for 3 digit system.

Step 2:   You will be connected to your mailbox and the spoken prompt will be played:

> **"WELCOME TO YOUR VOICEMAIL BOX. PLEASE ENTER YOUR SECURITY CODE"**

Step 3:   Your default security code is a '**9**' followed by your 3-digit extension number or '**99**' followed by your 2-digit extension number.

2 digit ext	'99' XY	Your ext 99[ ]
3 digit ext	'9' ABC	Your ext 9[ ]
4 digit ext	'WXYZ'	Your ext [ ]

            The default security code can be disabled from the special functions voicemail menu (see section 7.8 below).

Step 4:   The voicemail main menu message will be played. The spoken prompts will talk you through retrieving your message(s). For further information on retrieving your message(s), see section 4.4 below.

If you want to access your voicemail externally:

Step 1:   **Call** the direct number of the Compact II – once connected press '**#321**' (the external voicemail access code).

Step 2:   Alternatively, **call** your main number and ask the operator to transfer you through to your voicemail extension. When your greeting message is played, press '**#321**' (the external voicemail access code).

Step 3:   Alternatively, **call** your office number and at any time while the auto-attendant menu is playing, key in the voicemail access code '**#321**'.

Step 4:   The spoken prompt will be played:

> **"VOICEMAIL ACCESS: PLEASE ENTER YOUR EXTENSION NUMBER"**

Step 5:   **Press** your extension number to access your mailbox.

Step 6:   The spoken prompt will be played:

> **"WELCOME TO YOUR VOICEMAIL BOX. PLEASE ENTER YOUR SECURITY CODE"**

Step 7:   If your extension number is 2 digits, add two '**9's**' to the beginning of the extension number to complete a 4 digit default security code.

If your extension number is 3 digits, add one '**9**' to the beginning of the extension number to complete a 4 digit default security code. Once completed, the spoken prompts for the voicemail main menu will be played.

If your extension number is 4 digits, your security code is the same as your extension number.

EXAMPLE

2 digit ext	'99' AB	SECURITY CODE = 99 [ ]
3 digit ext	'9' XYZ	Security code: 9 [ ]
4 digit ext	'WXYZ'	Security Code = [your ext number]

COMPLETE THIS BOX FOR YOUR OWN RECORDS

2 DIGIT EXT	Your ext is:	Security Code = 99 [ ]
3 digit ext	Your ext is	Security Code = 9 [ ]
4 digit ext	Your ext is	Security Code = [your ext number]

4.4   Retrieving and Deleting Voicemail

To retrieve and delete your voicemail message(s), simply follow these steps:

Step 1:   **Access** your voicemail (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   The spoken prompt will be played:

> **"TO RETRIEVE VOICEMAIL – PRESS '1'**
> **TO SEND INTERNAL VOICEMAIL – PRESS '2'**
> **FOR SPECIAL FUNCTIONS – PRESS '9'**
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 3:   Press '**1'** to listen to your message(s).

Step 4:   The spoken prompt will be played:

> **"NEW MESSAGES – '1'**
> **TO LISTEN – PRESS '2'**
> **TO DELETE – PRESS '9'**
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 5:   To **listen** to the current message – press **'2'**.

Step 6:   After the message is played in full, the message will be archived and the spoken voicemail retrieval menu will be played. To play the message again, press **'2'**.

Step 7:   To **delete** the current message – press '**9'**.

Step 8:   To **delete** all messages – press '**0'**.

Step 9:   To **skip back** to the previous message – press **'1'**. This message will become the current message. Pressing '**1'** after each message will let you scroll backward through all the messages from the last archived message to the first new message.

Step 10:   To **skip forward** to the next message – press '**3'**.

4.5   Sending Internal Voicemail

The Compact II's internal voicemail feature allows the user to send a voicemail message to a co-worker. To send internal voicemail messages, simply follow these steps:

Step 1:   **Access** your voicemail (either internally or externally – see sections 5.2 and 5.3 above).

Step 2:   The spoken prompt will be played:

> **"TO RETRIEVE VOICEMAIL – PRESS '1'**
> **TO SEND INTERNAL VOICEMAIL – PRESS '2'**
> **FOR SPECIAL FUNCTIONS – PRESS '9'**
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 3:   Press **'2'** to send an internal voicemail.

Step 4:   The spoken prompt will be played:

> **"PLEASE ENTER EXTENSION NUMBER"**

Step 5:   Press in the destination extension number (one to four digits).

If the extension number is defined as having a mailbox owner, the spoken prompt will be played:

"LEAVE YOUR MESSAGE AFTER THE BEEP. **PRESS 'STAR' (*) TO STOP."**

Step 6:   After the beep the Compact II will start recording. Press the **star (*)** key to stop. Once the **star (*)** key is pressed, the Compact II will return to the main menu.

SPECIAL FUNCTIONS

5.   SPECIAL FUNCTIONS

A number of special functions can be programmed via your telephone handset including:

* Recording, altering and erasing your voicemail greeting message
* Setting your external phone number
* Enabling or disabling external transfers
* Enabling or disabling external voicemail notification and
* Changing or disabling passwords

5.1   Accessing Special Functions Menu

To enter the special functions menu simply follow these steps:

Step 1:   **Access** your voicemail (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   The spoken prompt will be played:

> **"TO RETRIEVE VOICEMAIL – PRESS '1'**
>
> **TO SEND INTERNAL VOICEMAIL – PRESS '2'**
>
> **FOR SPECIAL FUNCTIONS – PRESS '9'**
>
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 3:   To **access** the special functions menu press – **'9'**

Step 4:   The spoken prompt will be played:

> **"TO LISTEN TO YOUR VOICEMAIL GREETING MESSAGE - PRESS '1'**
>
> **TO RECORD YOUR VOICEMAIL GREETING MESSAGE - PRESS '2'**
>
> **TO ERASE YOUR VOICEMAIL GREETING MESSAGE - PRESS '3'**
>
> **TO SET YOUR EXTERNAL PHONE NUMBER – PRESS '5'**
>
> **TO ENABLE/DISABLE EXTERNAL TRANSFER – PRESS '6'**
>
> **TO ENABLE/DISABLE EXTERNAL VOICEMAIL NOTIFICATION – PRESS '7'**
>
> **TO EXIT – PRESS THE STAR KEY (*)"**

External transfer and notification is only available for the first 20 mailboxes. For mailboxes 21-50, the following spoken prompt will be played:

> **"TO LISTEN TO YOUR VOICEMAIL GREETING MESSAGE – PRESS '1'**
> **TO RECORD YOUR VOICEMAIL GREETING MESSAGE – PRESS '2'**
> **TO ERASE YOUR VOICEMAIL GREETING MESSAGE – PRESS '3'**
> **TO EXIT – PRESS THE STAR KEY (*)"**

5.2   Listening To and Recording Your Voicemail Greeting Message

Step 1:   **Access** your voicemail (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   **Access** the Special Functions Menu – see section 5.1 above.

aria mail

Step 3: To **listen** to your voicemail greeting message – press **'1'.** If you have not recorded your greeting message, a default message "please leave your message after the tone" will automatically be installed.

Step 4: To **record** your voicemail greeting message – press **'2'**. The spoken prompt will be played:

> **"PLEASE LEAVE YOUR MESSAGE AFTER THE BEEP. PRESS STAR (*) TO STOP RECORDING"(THE BEEP WILL FOLLOW)**

Step 5: To **stop recording** your voicemail greeting message – press the star key **'(*)'**. **[Pressing the star key is very important]**. To ensure that your callers have enough time to make a decision if they want to leave a message or be transferred to the operator or your mobile phone, leave a short space of time between voicing your message and pressing the star **(*)** key.

5.3   Voicemail Greeting Suggestions

It is important when you record your voicemail greeting message that you give your callers the option to speak to the operator, transfer to your mobile phone or transfer back to the main auto-attendant menu.

Therefore, it is imperative that the option to press a key and transfer is voiced well before the "beep" giving the caller enough time to make a choice.

A number of suggested voicemail greeting messages appear below.

GREETING FOR VOICEMAIL ONLY

"Hello, you've reached **[insert your name]**. I'm not available to take your call at the moment. Please leave your message after the tone and I will return your call as soon as I'm able. Thank you for calling. Goodbye."

GREETING FOR VOICEMAIL & TRANSFER TO OPERATOR

"Hello, you've reached **[insert your name]**. I'm not available to take your call at the moment. Please press **"0"** to speak to the operator or, alternatively, leave a message after the tone and I will return your call as soon as I'm able. Thank you for calling. Goodbye."

[IMPORTANT: Press the star key (*) to stop recording your greeting message].

GREETING FOR VOICEMAIL & TRANSFER TO MOBILE PHONE   (available for the first 20 voicemail boxes with ISDN or Centel Plus)

"Hello, you've reached **[insert your name]**. I'm not available to take your call at the moment. Please press **"7"** to transfer to my mobile phone or, alternatively, leave a message after the tone and I will return your call as soon as I'm able. Thank you for calling. Goodbye."

[IMPORTANT: Press the star key (*) to stop recording your greeting message. Ensure that you have input your mobile phone number via the special functions menu (see section 7.4 below)].

GREETING FOR VOICEMAIL & TRANSFER TO OPERATOR, MAIN MENU OR MOBILE PHONE

"Hello, you've reached **[insert your name]**. I'm not available to take your call at the moment. Please

Press **'0'** to transfer to the operator;

Press **'1'** to transfer to the main menu;

Press '**7'** to transfer to my mobile phone; or

Alternatively, please leave a message after the tone and I will return your call as soon as I'm able. Thank you for calling. Goodbye."

[IMPORTANT: Press the star key (*) to stop recording your greeting message. Ensure that you have input your mobile phone number via the special functions menu (see section 7.4 below)].

5.4   Setting Up Your External Phone Number

A caller can elect to transfer from your voicemail to your mobile phone or other external number (voicemail notification messages will also be sent to this number). To set up your voicemail box for this type of transfer simply follow these steps:

Step 1:   **Access** your voicemail and enter your security password (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   The spoken prompt will be played:

> **"TO RETRIEVE VOICEMAIL – PRESS '1'**
>
> **TO SEND INTERNAL VOICEMAIL – PRESS '2'**
>
> **FOR SPECIAL FUNCTIONS – PRESS '9'**
>
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 3:   **Access** the Special Functions Menu by pressing **'9'**

Step 4:   The spoken prompt will be played:

> **"TO LISTEN TO YOUR VOICEMAIL GREETING MESSAGE – PRESS '1'**
>
> **TO RECORD YOUR VOICEMAIL GREETING MESSAGE – PRESS '2'**
>
> **TO ERASE YOUR VOICEMAIL GREETINGMESSAGE – PRESS '3'**
>
> **TO SET YOUR EXTERNAL PHONE NUMBER – PRESS '5'**
>
> **TO ENABLE/DISABLE EXTERNAL TRANSFER – PRESS '6'**
>
> **TO ENABLE/DISABLE EXTERNAL VOICEMAIL NOTIFICATION – PRESS '7'**
>
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 5:   To **set** your external phone number – press **'5'**

Step 6:   The spoken prompt will be played:

> **"CURRENT NUMBER – NONE. PLEASE ENTER PHONE NUMBER DIGITS FOLLOWED BY THE HASH (#) KEY OR, IF NUMBER ALREADY PROGRAMMED, PRESS THE STAR KEY (*) TO RETAIN THE EXISTING NUMBER"**

Step 7:   **Enter** the phone number to which callers are to be transferred, followed by the hash **'(#)'** key.

Step 8:   The spoken prompt will be played:

> **CURRENT NUMBER "0400 000 000"**

Step 9:   If correct, to **keep** the number – press the star key **'(*)'**.

5.5   Deleting Your External Phone Number

To delete an external number to which callers to your voicemail are transferred, follow these simple steps:

Step 1:   **Access** your voicemail box and enter your security password (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   To **delete** your external number – press '**6'**.

Step 3:   The spoken prompt will be played:

CURRENT NUMBER "0400 000 000"

Step 4:   To **delete** the current number – press the hash '**(#)'** key. The spoken prompt will be played:

CURRENT NUMBER "NONE"

Step 5:   To **keep** the number - press the star key '**(*)'**.

5.6   Enabling or Disabling External Transfers

To enable or disable the external number to which callers to your voicemail are transferred (available for the first 20 voicemail boxes with ISDN or Centel Plus), follow these simple steps:

Step 1:   **Access** your voicemail box and enter your security password (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   To **enable/disable** the external number – press '**6'**.

Step 3:   The spoken prompt will be played:

"EXTERNAL TRANSFER – ENABLED
OR EXTERNAL TRANSFER – DISABLED"

5.7   Enabling or Disabling External Notification

To enable or disable the external notification feature, follow these simple steps:

Step 1:   **Access** your voicemail box and enter your security password (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   To **enable/disable** external notification – press '**7'**.

Step 3:   The spoken prompt will be played:

"EXTERNAL VOICEMAIL NOTIFICATION – ENABLED
EXTERNAL VOICEMAIL NOTIFICATION – DISABLED"

5.8   Voicemail Security Code

You may change your voicemail box security code by following these simple steps.

NOTE: **If you set your security code to 4 stars (****), the Compact II will not ask for your security code each time you access your voicemail.**

Step 1:   **Access** your voicemail box and enter your security password (either internally or externally – see sections 4.2 and 4.3 above).

Step 2:   The following spoken prompt will be played:

> **"TO RETRIEVE VOICEMAIL – PRESS'1'**
> **TO SEND INTERNAL VOICEMAIL – PRESS '2'**
> **FOR SPECIAL FUNCTIONS – PRESS '9'**
> **TO EXIT – PRESS THE STAR KEY (*)"**

Step 3:   Press '**9'** to access the Special Functions Menu and a spoken prompt will be played.

Step 4:   Press the **'hash'** (**#**) key at any time followed by your current password to initiate the option to change your security code.

Step 5:   If your password is correct, the following spoken prompt will be played:

> **"PLEASE ENTER NEW PERSONAL VOICEMAIL BOX PASSWORD"**

Step 6:   Enter your new '4' (four) digit password. The digits must be entered within 3 seconds of each other or the entry will time out and will be considered invalid.

Step 7:   After entering the new password, the following spoken prompt will be played:

> **"PLEASE RE-ENTER NEW PERSONAL VOICEMAIL BOX PASSWORD"**

Step 8:   Type in your new password for verification and, if correct, the following spoken prompt will be played:

> **"PASSWORD HAS BEEN UPDATED"**

Step 9:   If incorrect, the following spoken prompt will be played and you will need to repeat the above steps to change your security code:

> **"PASSWORD DID NOT VERIFY. PLEASE TRY AGAIN"**

SUPERVISOR ACCESS

6.   SUPERVISOR ACCESS

Supervisor access has been conceived as a quick and easy way for your company's telephone supervisor to change some of the Compact II's parameters.

6.1   Accessing Supervisor Menu

To gain access to the Supervisor Menu, simply follow these steps:

Step 1:   **Call** the extension to which the Compact II is connected via an internal extension (internal call);

OR

Call the extension to which the Compact II is connected via an incoming line (external call). The Compact II will answer the call and present the current auto-attendant menu.

Step 2:   **IF THE CALL IS INTERNAL**

If your phone system does not have in-band signaling the spoken prompt will be displayed.

> **"VOICEMAIL ACCESS. PLEASE ENTER**
> **EXTENSION NUMBER"**

Disregard the spoken prompt to enter your extension number and go to **Step 3**.

If your phone system does have in-band signaling the spoken prompt will be played:

> **"VOICEMAIL ACCESS. PLEASE ENTER**
> **SECURITY CODE" (ie. enter your voicemail security code)**

Press your 4-digit voicemail security code.

Step 3:   **Enter** the Supervisor Access Code (the manufacturer's default code is **#1234**).

Step 4:   **IF THE CALL IS EXTERNAL**

Enter the Supervisor Access Code (the manufacturer's default code is **#1234**) at any time whilst the auto-attendant menu is being played.

Step 5:   **For both internal and external**: If the Supervisor Access Code is correct, the spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II SOFTWARE VERSION**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE - PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
>
> **TO CHANGE LINE VOLUME - PRESS '6'**
>
> **TO CHANGE THE TIME - PRESS '9'**
>
> **TO CHANGE PASSWORDS - PRESS '0"**

6.2   Holiday Mode

If the Compact II has been programmed for holiday mode, all auto-attendant calls will be answered with the holiday menu. This mode is particularly useful during public or company holidays, as special holiday messages can be played automatically. (M2 Technology's Audio Production Studio can professionally produce your company's Christmas, New Year or other holiday messages: Call 1800 802 822 to organise your On Hold Messages).

TO ENABLE HOLIDAY MODE

To enable the holiday mode feature, simply follow these steps:

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The following spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
> **WELCOME TO COMPACT II**
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
> **TO MONITOR A MESSAGE - PRESS '1'**
> **TO RECORD A MESSAGE - PRESS '2'**
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
> **TO CHANGE LINE VOLUME - PRESS '6'**
> **TO CHANGE THE TIME - PRESS '9'**
> **TO CHANGE PASSWORDS - PRESS '0"**

Step 3:   Press the **hash ('#')** key at any time during the spoken prompt.

Step 4:   If holiday mode is currently **disabled**, the spoken menu will be played:

> **"TO FORCE HOLIDAY MODE – PRESS HASH (#)"**

Step 5:   Press the '**hash' (#)** to enable holiday mode. The spoken prompt will be played:

> **"HOLIDAY MODE ENABLED"**

You will now be returned to the Supervisor Main Menu.

TO DISABLE HOLIDAY MODE

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   Press '**hash' (#)** to access the holiday mode function when you hear the spoken prompt.

Step 3:   If the holiday mode is currently enabled, the spoken prompt will be played:

> **"HOLIDAY MODE ENABLED"**

You will now be returned to the Supervisor Main Menu and the following spoken prompt will be played:

> **"TO DISABLE HOLIDAY MODE, PRESS HASH (#)"**

Step 4:   Press '**hash' (#)** to disable the holiday mode.

Step 5:   The spoken prompt will be played:

> **"HOLIDAY MODE DISABLED"**

You will now be returned to the Supervisor Main Menu.

6.3   Monitoring an On-Hold Message, Information Message or Auto-Attendant Menu

The Compact II enables you to hear or monitor the information-on-hold, auto-attendant menus and information messages at any time by following these simple steps:

Step 1:   **Access** the Supervisor Menu by following the steps in paragraph 6.1 above.

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE - PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE – PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME – PRESS '5'**
>
> **TO CHANGE LINE VOLUME – PRESS '6'**
>
> **TO CHANGE THE TIME – PRESS '9'**
>
> **TO CHANGE PASSWORDS – PRESS '0"**

Step 3:   Press **'1'** to monitor (listen to) your information-on-hold, auto-attendant menus or information messages.

Step 4:   The spoken prompt will be played:

> **"PLEASE SELECT MESSAGE TYPE-**
>
> **FOR ON-HOLD MESSAGES – PRESS '1'**
>
> **FOR MENU MESSAGES – PRESS '2'**
>
> **FOR INFORMATION MESSAGES – PRESS '3'**

Step 5:   **Select** the type of message you wish to monitor by pressing the appropriate key.

Step 6:   The spoken prompt will be played:

> **"MONITORING. PLEASE ENTER MESSAGE NUMBER OR PRESS STAR (*) TO ABORT"**

Step 7:   For **information-on-hold messages**, press any number between **'1' – '9' and '0'**.

> For **auto-attendant menu** messages, press any number between '**1' – '8'**.
>
> For **information messages**, press any number between '**1' – '8'**.
>
> Press the **star (*)** key to return to the Supervisor Menu.

Step 8:   If the selected message or menu has not been recorded, the following spoken prompt will be played;

> **"MESSAGE NOT IMPLEMENTED"**

> and the Compact II will await a new number to be pressed. **Press** the appropriate key.

Step 9:   If the selected message or menu has been supplied, the spoken prompt will be played:

> **"PRESS ANY KEY TO STOP MONITOR"**

> and the requested message will be played.

Step 10:   If you press **any key** while the message is playing, the message will stop and revert to the message number input prompt.

> If **no key** is pressed, the message will loop a maximum of 3 times and then revert to the message number input prompt.

6.4   Recording an Information-on-Hold, Auto-Attendant Menu Message or Information Message

If you want to record your own information-on-hold messages, auto-attendant menu messages or information messages follow these steps:

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
> **WELCOME TO COMPACT II**
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
> **TO MONITOR A MESSAGE - PRESS '1'**
> **TO RECORD A MESSAGE - PRESS '2'**
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
> **TO CHANGE LINE VOLUME - PRESS '6'**
> **TO CHANGE THE TIME - PRESS '9'**
> **TO CHANGE PASSWORDS - PRESS '0"**

Step 3:   Press **'2'** to record a message.

Step 4:   The spoken prompt will be played:

> **"PLEASE SELECT MESSAGE TYPE –**
> **FOR ON-HOLD MESSAGES – PRESS '1'**
> **FOR MENU MESSAGES– PRESS '2'**
> **FOR INFORMATION MESSAGES – PRESS '3"**

Step 5:   **Select** the type of message you wish to record and press the appropriate key (either **'1', '2' or '3'**). Once a selection is made, the spoken prompt will be played:

> **"RECORDING. PLEASE ENTER MESSAGE NUMBER OR STAR ("*") TO ABORT"**

Step 6:   For **information-on-hold messages**, press any number between **"1" – "9" and "0"**.

For **auto-attendant menu** messages, press any number between **"1" – "8"**.

For **information messages**, press any number between **"1" – "8"**.

Press the **star ("*")** key to return to the Supervisor Menu.

Step 7:   Once a key has been pressed, the spoken prompt will be played:

> **"RECORDING. PLEASE ENTER MESSAGE NUMBER OR STAR (*) TO ABORT"**

Step 8:   You can over-write any of the existing messages or record an additional message. If adding a message, the next available message must be selected. i.e. if you already have three (3) information-on-hold messages currently programmed, then the next available message would be "4".

Step 9:   After a valid message number has been entered, the spoken prompt will be played:

> **"RECORDING (TYPE) MESSAGE NUMBER (NUMBER). PRESS '0' TO CONFIRM"**

Step 10:   If you press any key other than '**0'**, the system will revert to the Supervisor Menu.

Step 11:   If you press '**0**' the original message if any, will be deleted and the spoken prompt will
                    be played:

> **"LEAVE YOUR MESSAGE AFTER THE BEEP. PRESS ANY KEY TO STOP
> RECORDING"**

Step 12:   After the tone, commence talking.   Press **any key** to stop recording. (If **no key** is
                    pressed, the recording only stops when the whole available memory card space is
                    exhausted or the message exceeds 10 minutes).

Step 13:   When recording has finished, the newly recorded message will be played back (after a
                    short pause). Press **any key** to stop the playback and return to the Supervisor Menu.

6.5   Deleting an Information-on-Hold Message, Information Message or Auto-Attendant Menu

Do not use the deleting option, simply record over the existing messages

6.6   Changing Information-on-Hold Message Play Mode

The information-on-hold message 'play mode' refers to the sequence in which the information-on-hold
messages are played back through the on-hold output. There are 4 different modes:

+ Mode 1: plays all messages, except the 'night' message;

+ Mode 2: plays a single message;

+ Mode 3: plays all messages, including the "night" message;

+ Mode 4: plays timed messages.

NOTE: The 'night' message is only applicable if no auto-attendant menu(s) have been programmed. In
                    that case, the message played when Compact II receives a call is the 'night' message.

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE - PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
>
> **TO CHANGE LINE VOLUME - PRESS '6'**
>
> **TO CHANGE THE TIME - PRESS '9'**
>
> **TO CHANGE PASSWORDS - PRESS '0'"**

Step 3:   Press '**4**' to change the on-hold play mode.

Step 4:   The spoken prompt will be played:

> **"ON-HOLD PLAY MODE: 1, 2, 3, 4**
>
> **PLAY MODE DESCRIPTION**
>
> **PLEASE ENTER NEW ON-HOLD PLAY MODE OR STAR (*) TO ABORT"**

'Play mode' description can be any of the following options:

+ Mode 1:   plays all messages, except the 'night' message;

+ Mode 2:   plays a single message;

    • Mode 3:   plays all messages, including the 'night' message;

    • Mode 4:   plays timed messages.

If a value of '**1' – '4'** is pressed; the Compact II plays the same message using the new value (as a confirmation) and reverts to the Supervisor Menu.

NOTE: If you select 'timed' messages (Mode 4), you must have a timed setup already programmed on your Memory Card. Timed setup can only be programmed from a PC. Contact the recording studio if you want 'timed' messages. If no timed setup has been programmed and you select Mode 4, ALL messages will play (as in Mode 3).

Step 5:   If you select Mode 2 (selected message) the spoken prompt will be played:

> **"PLAYING A SELECTED MESSAGE. PLEASE ENTER MESSAGE NUMBER OR STAR (*) TO ABORT"**

Step 6:   **Press** the appropriate key. After a valid input has been supplied, the spoken prompt will be played:

> **"PLAYING A SELECTED MESSAGE. PLEASE ENTER MESSAGE NUMBER OR STAR (*) TO ABORT"**

and you will be returned to the Supervisor Menu.

Step 7:   The new play mode becomes effective once the current on-hold message has ended.

6.7   Changing On-Hold Output Volume

You may wish to adjust the volume of your information-on-hold messages if the messages are too loud or too faint.

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE - PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
>
> **TO CHANGE LINE VOLUME - PRESS '6'**
>
> **TO CHANGE THE TIME - PRESS '9'**
>
> **TO CHANGE PASSWORDS - PRESS '0"**

Step 3:   Press **'5'** change the on-hold volume and the spoken prompt will be played:

> **"CURRENT ON-HOLD VOLUME: (VALUE). PLEASE ENTER NEW VOLUME OR STAR (*) TO ABORT"**

Step 4:   Enter any value from **'1' – '9'** and **'0'** (=10) and the spoken prompt will be played:

> **"CURRENT ON-HOLD VOLUME: (VALUE)"**

and you will be returned to the Supervisor Menu.

Step 5:   The new volume level becomes effective immediately and each step changes the volume by 4dB.

6.8   Changing Line Output Volume

You may wish to adjust the volume of the line signal to an external caller if the auto-attendant messages are too loud or too faint.

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE – PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
>
> **TO CHANGE LINE VOLUME - PRESS '6'**
>
> **TO CHANGE THE TIME - PRESS '9'**
>
> **TO CHANGE PASSWORDS – PRESS '0"**

Step 3:   Press '**6**' to change the line volume and the spoken prompt will be played:

> **"CURRENT LINE VOLUME: (VALUE). PLEASE ENTER NEW VOLUME OR STAR (*)
> TO ABORT"**

Step 4:   Enter any value from '**1' – '9'** and '**0**' (=10) and the spoken prompt will be played:

> **"CURRENT LINE VOLUME: (VALUE)"**

and you will be returned to the Supervisor Menu.

Step 5:   The line volume will change immediately.

CAUTION: Be careful not to set the line volume too high. High level messages may prevent the Compact II from receiving DTMF tones while they are playing, or other messages played to line (especially if they contain classical music) may generate spurious DTMF tone detection.

6.9   Changing the Date and Time

If you wish to change or check the Compact II date and time, simply follow these steps:

Step 1:   **Access** the Supervisor Menu (see section 6.1 above).

Step 2:   The spoken prompt will be played:

> **"GOOD MORNING/AFTERNOON/EVENING**
>
> **WELCOME TO COMPACT II**
>
> **TO FORCE HOLIDAY MODE - PRESS HASH ('#')**
>
> **TO MONITOR A MESSAGE - PRESS '1'**
>
> **TO RECORD A MESSAGE - PRESS '2'**
>
> **TO CHANGE ON-HOLD PLAY MODE - PRESS '4'**
>
> **TO CHANGE ON-HOLD VOLUME - PRESS '5'**
>
> **TO CHANGE LINE VOLUME - PRESS '6'**
>
> **TO CHANGE THE TIME - PRESS '9'**
>
> **TO CHANGE PASSWORDS – PRESS '0"**

Step 3:   Press '**9'** to change the time or date and the spoken prompt will be played:

> **"CURRENT YEAR: (NUMBER) PLEASE ENTER**
> **NEW YEAR"**

Step 4:   **Enter** the <u>year</u> value in a 2 digit format (i.e. '**01'** for 2001, '**02'** for 2002) and the spoken prompt will be played:

> **"CURRENT MONTH: (NUMBER) PLEASE ENTER**
> **NEW MONTH"**

Pressing the **star ('*')** key at any point will abort the date and time setting without any changes.

Step 5:   **Enter** the <u>month</u> value in a 2 digit format (i.e. '02' for February, '09' for September, '12' for December).

A value of '**99'** keeps the current setting. The spoken prompt will be played:

> **"CURRENT DAY: (NUMBER) PLEASE ENTER**
> **NEW DAY"**

Pressing the **star ('*')** key at any point will abort the date and time setting without any changes.

Step 6:   **Enter** the <u>day</u> value in a 2 digit format (i.e. '02' for the 2nd, '09' for the 9th, '23' for the 23rd).

A value of '99' keeps the current setting. The spoken prompt will be played:

> **"CURRENT WEEKDAY: (NUMBER) PLEASE ENTER**
> **NEW WEEKDAY"**

Pressing the **star ('*')** key at any point will abort the date and time setting without any changes.

Step 7:   **Enter** a '1'-digit weekday value using the following options:

- ✦ Sunday: '**1'**
- ✦ Monday: **'2'**
- ✦ Tuesday: **'3'**

- Wednesday: '**4**'
- Thursday: **'5'**
- Friday: '**6**'
- Saturday: '**7**'

A value of '**9**' keeps the current setting

Step 8:   The spoken prompt will be played:

"CURRENT HOURS: (VALUE) PLEASE ENTER NEW HOURS"

Step 9:   **Enter** the <u>hour value</u> in a 2 digit, 24 hour format, (i.e. 7am = '07', midday = '12', 6pm = '18', midnight = '24').

A value of '**99**' keeps the current setting. The spoken prompt will be played:

"CURRENT MINUTES: (VALUE) PLEASE ENTER NEW MINUTES"

Step 10:   **Enter** the <u>minute value</u> in a 2 digit format (i.e. '07' for 7 minutes).

A value of '**99**' keeps the current setting.

Step 11:   The Compact II will then revert to the Supervisor Menu. To check the settings, from the Supervisor Menu you can press '**9**' again and listen to the announcements of the values. Input '**99**' or '**9**' when prompted to confirm the new values.

6.10   Changing the Passwords

If you want to change your supervisor password or the voicemail access code, simply follow these steps:

Step 1:   **Access** the Supervisor Menu (see section 6 .1 above).

Step 2:   The spoken prompt will be played:

"GOOD MORNING/AFTERNOON/EVENING WELCOME TO COMPACT II TO FORCE HOLIDAY MODE - PRESS HASH ('#') TO MONITOR A MESSAGE - PRESS '1' TO RECORD A MESSAGE - PRESS '2' TO CHANGE ON-HOLD PLAY MODE - PRESS '4' TO CHANGE ON-HOLD VOLUME - PRESS '5' TO CHANGE LINE VOLUME - PRESS '6' TO CHANGE THE TIME - PRESS '9' TO CHANGE PASSWORDS – PRESS '0""

Step 3:   Press '**0**' to change either the supervisor password or the voicemail access password and the spoken prompt will be played:

"TO CHANGE THE SUPERVISOR PASSWORD–PRESS '1' TO CHANGE THE VOICEMAIL ACCESS PASSWORD – PRESS '2""

Step 4:   Press the appropriate key (either '**1**' or '**2**') and the spoken prompt will be played:

"PLEASE ENTER NEW PASSWORD"

An invalid code will be ignored. If you press the **star (*)** key, you will be returned to the Supervisor Menu.

Step 5:   **Enter** your new password ensuring that each key is pressed within 2 seconds of each other.

SUPERVISOR CODE

A 4 digit value is required (i.e. '1234') for the supervisor code. The first digit cannot be '0' and the **hash ('#')** cannot be in a password.

VOICEMAIL ACCESS CODE

A 3 digit value is required (i.e. '123') for the voicemail access code. The first digit cannot be a '0' and the **hash ('#')** cannot be used in a password.

Step 6:   Once your new password has been entered, the spoken prompt will be played:

"PLEASE RE-ENTER NEW PASSWORD"

Step 7:   **Re-enter** your new password and, if correct, the spoken prompt will be played:

"PASSWORD HAS BEEN UPDATED"

and the new password is confirmed.

Step 8:   If incorrect, the following spoken prompt will be played:

"PASSWORD DID NOT VERIFY"

and no password change will be made and the Compact II will revert to the Supervisor Menu.

INSTALLATION

7.   INSTALLATION & MAINTENANCE

7.1   Installation & Maintenance Limitation

For safety reasons, the Compact II must be installed and maintained by authorised service personnel in accordance with **Australian Communications Authority Standard TS009**.

Installation and maintenance of the Compact II will only be performed by Aria Technologies, it's authorised dealers and authorised agents to ensure safety of service personnel as directed in AS/NZS 3260/Amendment 4.

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures (AS/NZS3548:1995: incl Amendments 1 & 2).

7.2   Installation - Overview

MOH channel: This output provides an isolated MOH audio output. The output impedance is switch selectable (600 ohms or 8 ohms).

Line channel: This input/output provides an interface to a PSTN line or to a 2 wire analogue extension line.

Software: The Compact II can be configured for a number of software options, for example, information-on-hold only, information-on-hold and auto-attendant or information-on-hold, auto-attendant and voicemail.

If the auto-attendant function is required, the software must be programmed for the particular PABX or Key Telephone System (KTS).

Some of the most common Compact II configurations are listed below:

* Remotely downloadable information-on-hold feature for up to 10 separate messages;

* Remotely downloadable information-on-hold feature for up to 10 messages with 2 channel auto-attendant; and

* Remotely downloadable information-on-hold feature, 4 channel auto-attendant and voicemail.

7.3   Site Preparation

The Compact II is designed to be wall mounted. Direct sunlight and excessive dusty or damp conditions must be avoided.

Before determining the wall mounting position, the installer should ensure the following:

Step 1:   The Compact II should be connected to a dedicated AC outlet and positioned to allow the power supply cable to reach the unit;

Step 2:   Allow adequate clearance on the right hand side of the unit for accessing the compact flash memory card;

Step 3:   Allow adequate clearance under the unit to allow access to the analogue port connections, the MOH connection and the power supply connector.

7.4   Wall Mounting

Wall mounting is accomplished by means of 2 screws that allow the unit to slide down and lock in position. A wall mounting template is supplied to enable the installer to correctly position the mounting screws.

Step 1:   Place template in desired position;

Step 2:   Center punch through holes on the template;

Step 3:   Remove the template;

Step 4:   Drill a pilot hole;

Step 5:   For brick – use a 6.00mm masonry drill bit and wall plugs, use No 9 x 25mm wood screw; and

Step 6:   For wood – drill hole 2.00mm use 9G x 25mm wood screw.

7.5   Connecting the Compact II

The following section describes all connections to the Compact II.

The connection order is not critical, but the recommended sequence is: MOH connection, Line connection(s) and finally power connection. The Compact II does not require a line isolation unit as there is an in-built LIU.

NOTE: Any connection involving telephone lines must be performed by authorised personnel only.

7.5.1   MOH Connection
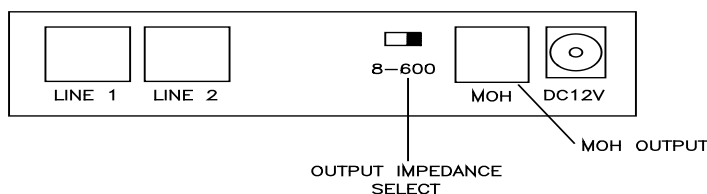
The MOH output signal is available at the **4-pin RJ connector** marked 'MOH'. The two centre pins carry the output MOH audio signal. This signal has been isolated to Austel specifications by an in-built Line Isolation Unit (LIU).

This output must be connected to the telephone system's 'External Music' or 'MOH input' connection. The location and termination for this connection will vary from system to system.

The output impedance can be switched from 8 ohms to 600 ohms to suit your PABX or KTS. Most telephone systems work on the 600-ohm setting, but some older models are wired for low impedance. If unsure, always try the 600-ohm position first. If the MOH volume is too low, switch to 8 ohms.

7.5.2   Line Connection
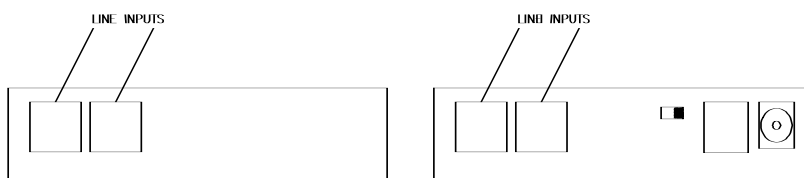
Each line (a normal telephone line or 2-wire analogue extension line) is connected to one of the **6-pin RJ connectors** marked LINE. (Ring/Tip to centre pins). The line channels comply with ACA specifications regarding isolation and protection.

7.5.3   Power Connection
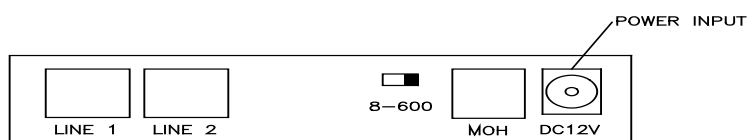
The power required by the machine is 12V DC, 400mA. An approved AC adaptor and signal cables are supplied with the unit.

In installations where the AC mains supply is subject to power spikes a Power Surge Protector should be fitted (eg: a Click Surgebuzzer cat No csz 101 manufactured by Click Pacific Dunlop).

Standard termination of the signal cables on the customer equipment side is 6 way RJ Connectors. The installer may be required to change the termination to suit different requirements.

Plug the adaptor into a power point and connect the low voltage lead to the Compact II's power jack, marked DC12V.

7.6   Testing the Compact II

7.6.1   Power Indication

Once the Compact II has been powered up, the light in the lower right corner of the unit should be lit constantly.

If the light is flashing at a medium rate, the memory card is either not inserted properly or not programmed. If the light is flashing very quickly, the main circuit board is faulty. If the light is not on at all, either the AC adaptor is faulty or not powered or there is a hardware fault.

NOTE: The light will flash slowly under normal operation each time the machine is recording a message (either voicemail, remote update or supervisor recorded)

7.6.2   MOH Output

Most telephone systems will require some kind of setup to enable the MOH facility. If the telephone allows a MOH message source selection, select "external".

In order to verify the MOH signal, some telephone systems allow the supply of a code from an extension in order to listen to the on-hold message. If the PABX or KTS does not have this facility, the MOH can be tested by calling a co-worker from the extension and asking to be put on hold or, alternatively, make an external call to one of the system's incoming numbers and ask to be put on hold.

If the message volume is too faint or too loud, the MOH volume can be altered by accessing Compact II in Supervisor Mode. (refer to section 8.7 above).

7.6.3   Line Operation

The operation of the line channels can be verified by checking the response to calls.

MOH ONLY

In this configuration, the line port is only used to remotely update the Compact II.

If the Compact II is connected to a telephone line, call the number, which will respond after a certain number of rings and play the "night message" (which can be the same as one of the MOH messages).

AUTO-ATTENDANT/VOICEMAIL

In this configuration, the line ports are used to service external calls and allow internal voicemail access and setup. Therefore, the Compact II can differentiate between external and internal calls (subject to telephone system compatibility).

Most telephone systems will require some kind of setup to enable the auto-attendant facility. You will need to program the PABX or KTS to re-direct incoming trunk calls to the Compact II extension number(s).

A suggested basic setup would be to program re-direction after a certain number of rings in "day" mode, and immediate re-direction in "night" mode. This will, however, depend on your particular telephone system.

If Compact II detects an "external" call (i.e. re-directed from one of the trunk lines), it will play the programmed menu. To test the menu functions, make an "external" call to one of the incoming trunk line numbers and try the announced options.

When Compact II detects an "internal" call (i.e. from an extension), it plays the voicemail menu. The user can then retrieve voicemail messages, send internal voicemail messages and set up greeting messages. To test the voicemail menu functions, make an internal call to the Compact II extension and try the options offered.