

THE OFFICE OF THE FIRST LADY

REVISED
07/12/93

GUIDELINES FOR ANSWERING THE TELEPHONES

TELEPHONES SHOULD BE ANSWERED "[GOOD MORNING, AFTERNOON OR EVENING], OFFICE OF THE FIRST LADY"

IT IS VERY, VERY IMPORTANT TO ANSWER ALL INCOMING CALLS, THEREFORE YOU MAY FIND YOURSELF ANSWERING "OFFICE OF THE FIRST LADY, CAN YOU HOLD PLEASE?", "OFFICE OF THE FIRST LADY, CAN YOU HOLD PLEASE?", ETC -- DO THIS UNTIL ALL INCOMING CALLS ARE AT LEAST ANSWERED. THEN GO BACK AND HANDLE THE CALL APPROPRIATELY. IF YOU HAVE TO TAKE A MESSAGE, MAKE SURE THE MESSAGE IS DETAILED AND THOROUGH. PLEASE MAKE SURE YOUR INITIALS, THE DATE AND THE TIME ARE ON EACH MESSAGE.

IF YOU ARE ON ANOTHER LINE AND YOU HEAR PHONES RINGING, POLITELY PUT THE PERSON YOU ARE SPEAKING WITH "ON HOLD" AND ANSWER THE RINGING PHONES -- THIS CANNOT BE STRESSED ENOUGH.

PLEASE PUT ALL MESSAGES IN THE APPROPRIATE SLOT OF THE MESSAGE CENTER ON THE DESK YOU ARE SITTING AT. DO NOT HAND-DELIVER THE MESSAGES. THE STAFF WILL PERIODICALLY COME OUT TO CHECK ON THEIR MESSAGES. MESSAGES FOR MAGGIE & EVELYN SHOULD BE PUT IN THE FLORAL BOX ON THE DESK CLOSEST TO THE SUPPLY CABINET. IF THE CALLER SAYS THAT THE CALL IS URGENT, GET THE NAME AND, IF POSSIBLE, A BRIEF SENTENCE STATING THE NATURE OF THE CALL. DIANE OR EVELYN WILL DETERMINE IF THE CALL CAN BE TAKEN OR IF A MESSAGE SHOULD BE TAKEN.

THE ADDRESS TO THIS OFFICE IS:

OFFICE OF THE FIRST LADY
OLD EXECUTIVE OFFICE BUILDING
ROOM 100
WASHINGTON, DC 20500

CALLERS INQUIRING HOW THE FIRST LADY SHOULD BE ADDRESSED IN LETTERS SHOULD BE TOLD TO REFER TO HER AS "FIRST LADY HILLARY RODHAM CLINTON" IN THE ADDRESS AND AS "MRS. CLINTON" IN THE SALUTATION. (IN PRESS REPORTS THE FIRST REFERENCE TO THE FIRST LADY SHOULD BE "HILLARY RODHAM CLINTON," AND THEN ALL ADDITIONAL REFERENCES SHOULD BE "MRS. CLINTON.")

- 1) Callers inquiring about health care issues should be encouraged to write. The address is:

Health Care Reform
Old Executive Office Building
Room 410
Washington, DC 20500

The phone # for the Task Force is: (202) 456-2813.
The fax # for the Task Force is (202) 456-2362.

Mrs. Clinton's title with the Health Care Task Force is
"Chair."

- 2) Callers inquiring about the First Lady's schedule should be directed to Patti Solis, Director of Scheduling for the First Lady (transfer to x7560 and offer the direct number (202) 456-7560. These callers should also be encouraged to write in. The address is:

Office of the First Lady
ATTN: Patti Solis
Old Executive Office Building
Room 185 1/2
Washington, DC 20500

- 3) Calls from newspapers, magazines, television stations, etc. should be directed to the Press Office. Transfer the caller to x2960 and offer the direct number (202) 456-2960.
- 4) Take a message for any calls coming in for Maggie or Evelyn, unless they let you know that they are expecting a call.
- 5) Extension x6751 is Diane's "private line". Please do not make calls on this line unless all other lines are busy. When answering this line, please say "Diane's line, (your name) speaking."
- 6) Callers inquiring about "Internships", in general, should be directed to the Office of Presidential Personnel (x2742). The Office of Presidential Personnel is setting up a program which will allow most White House offices to get interns if they desire to do so. If the caller is interested in doing an internship in The First Lady's Office, encourage them to send their cover letter along with their résumé to Evelyn's attention.
- 7) If the caller is trying to reach the Office of National Service (which was in this location during the Bush Administration), their new information is:

Office of National Service
Room 147 - OEOB
Washington, DC 20500

Transfer the caller and offer the new number: (202) 456-6444.

The "Points of Light" operates out of the Office of National Service also. Therefore, callers inquiring about the

"Points of Light" should be transferred to the Office of National Service.

- 8) Callers wishing to leave a comment or suggestion should be directed the "Comment Line" x1111. If they do not want to leave their comment with the "Comment Line", encourage them to write in.
- 9) When callers phone in with personal problems or case work (i.e. health care, financial burdens, etc.), fill out a "Hardship Case" form and send it to:

Jenny McCarthy (Ofc. of Agency Liaison)
Room 91
OEOB

(You may want to "jot" the details down on a scratch pad first.)

The telephone number for the Office of Agency Liaison is (202) 456-7486. DO NOT transfer calls to this number because they have a very small staff and are not prepared to take in several calls at one time. However, if we send them the messages, they will be certain to return the calls.

- 10) Callers wishing to "hand deliver" a letter or package to anyone within the White House Complex should be directed to the New Executive Office Building (NEOB). It is located at 725 17th Street, NW. The package will need to be x-rayed and therefore, will have to go through the NEOB.
- 11) Before you depart, please be sure that your work area is left neat and clean so that the next person can make a fresh start. DO NOT LEAVE ANY PHONE MESSAGES LYING AROUND ON THE DESKS. SEPARATE THEM AND PUT THEM IN THE PHONE MESSAGE HOLDER ON THE DESK YOU ARE SITTING AT.
- 12) If the President should enter our office, the protocol requires that everyone **STAND**.
- 13) Callers inquiring about former President Bush, should send their correspondence to:

Office of the Former President
10000 Memorial Drive
9th Floor
Houston, Texas 77024
(713) 686-1188

- 14) Callers inquiring about birthdays of the First Family, should be given the following information:

President August 19, 1946 (Hope, Arkansas)
First Lady October 25, 1947 (Chicago, Ill.)
Chelsea Clinton February 27, 1980 (Little Rock, Arkansas)

- 15) Callers wishing to receive autographed pictures of:

The President
The First Lady
The President and The First Lady

will need to write in. They should send their request to:

The White House
Office of Correspondence
Old Executive Office Building
Room 94
Washington, D.C. 20500

FYI- Requests from staff members should be given to Diane Limo.

- 16) If callers are trying to get a copy of a picture that they took with the First Lady at an event, they should write in with the following information:

Name
Event
The date of the event
A recent photo of the person

This should be brought to Diane's attention. When the photo arrives, Diane will match up the photo with the ones in the photo office. If a person says that he or she is a personal friend, take the message and give it Melanne.

INSTRUCTIONS FOR SORTING MAIL

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- 1) Upon arrival, open all mail unless it says "personal" or "confidential." If the correspondence says "personal" or "confidential," give it to the addressee unopened.

If there are red dots on any mail bring those to someone's attention. Red dots for Maggie, Evelyn, or Diane should be brought to Diane's attention immediately. (Red dots mean "urgent.")

- 2) All mail addressed to Maggie needs to be logged (get clipboard from Diane). Also, place small yellow "stickies" on her mail with a brief description. (See attachment entitled "Instructions for Sorting Maggie's Mail" for further instructions.
- 3) Correspondence related to **Health Care** should be sent to **"Health Care Reform"** room 410, OEOB.
- 4) Correspondence inquiring about **positions** with the **"Health Care Reform"** should be given to: Jeff Eller
Room 160.
- 5) Correspondence **inviting Mrs. Clinton** to speak, appear, be honorary chairperson etc. should be given to: Patti Solis, (Director of Scheduling for Mrs. Clinton - 1851/2 OEOB)
- 6) Correspondence relating to requests for assistance regarding health problems of a personal nature (casework) should be sent to Jenny McCarthy Room 91 OEOB.
- 7) Correspondence from **(media sources)**, i.e. newspapers, magazines, television stations, radio stations etc. should be given to: Lisa Caputo (Press Secretary), or one of her deputies (Neel Lattimore, Karen Finney).
- 8) When press releases come in, they will usually be on legal-sized paper. Give one copy to the Press Office and give the other copy to Diane (for Maggie).
- 9) Correspondence from **members of Congress, state or local officials** etc. should be sent to: Shirley Sagawa, (Special Assistant to the President for Domestic Policy, Second Floor West Wing).
- 10) Correspondence that includes **biographical information** from Members of Congress should be given to Kim Tilley, (Research/Briefing Book Coordinator, Room 197-OEOB).

- 11) Please bring mail with a **threatening tone** to attention of the Secret Service. Call X2443 and someone will come up to review it. Try not to leave your fingerprints on this mail. Touch the edges only.

If the mail is "wacky," but not necessarily threatening in nature, put it in an envelope and send it to: Mr. Mendoza - Room 49, OEOB.

- 12) Do not highlight any mail except correspondence relating to dates on invitations. Please note "time sensitive" as appropriate.
- 13) Mail for **Chelsea Clinton** is to be sent to Student Correspondence, Room 435, OEOB.
- 14) Newspapers, magazines, periodicals, etc., in general, should be given to the Press Office. However, please make sure Melanne gets a copy of: **the National Journal, Roll Call, the Congressional Quarterly, the Legal Times, Healthline and any other health care-related materials.**
- 15) When gifts come in, they need to be registered with the Gift Unit. Please check the schedule for the day and give it to whoever is assigned gifts.
- 16) Résumés relating to the First Lady's office including paid employees, internships and volunteers should be given to Diane Limo. Résumés related to other White House Offices should be sent to White House Personnel, Room 151, OEOB.
- 17) Correspondence for former President George Bush should be forwarded to 10000 Memorial Drive, 9th Floor, Houston, TX 77024.

Instructions for Sorting Maggie's Mail

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- 2) Pull out all "red dot" mail. Make sure that Diane or Evelyn sees it immediately.
- 3) Separate "interoffice" (mail from within the White House complex) and "general public" mail. Put the "interoffice" mail in a red folder and give to Diane immediately. The remaining mail should be clipped to the log sheet and given to Diane at the end of the day. If the nature of the letter is urgent, put it in the red folder with the "interoffice" mail so that it can be brought to Diane's attention.
- 4) Open each piece of mail (unless it indicates that it is personal or confidential) and put yellow "stickies", with a brief description, on each piece of correspondence.
- 5) Mail for Evelyn and Diane should be put on their chairs.
- 6) Invitations for Maggie should be given to Evelyn immediately after they have been logged. For invitations only, the brief description on the log sheet and "stickie" should contain the following information: To:, From:, Date of Event:, and Name of Event:.

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- 4) Correspondence inquiring about **positions** with the **"Health Care Reform"** should be given to: Jeff Eller Room 160.
- 5) Correspondence **inviting Mrs. Clinton** to speak, appear, be honorary chairperson etc. should be given to: Patti Solis, (Director of Scheduling for Mrs. Clinton - 1851/2 OEOB)
- 6) Correspondence relating to requests for assistance regarding health problems of a personal nature (casework) should be sent to Jenny McCarthy Room 91 OEOB.
- 7) Correspondence from **(media sources)**, i.e. newspapers, magazines, television stations, radio stations etc. should be given to: Lisa Caputo (Press Secretary), or one of her deputies (Neel Lattimore, Karen Finney).
- 8) When press releases come in, they will usually be on legal-sized paper. Give one copy to the Press Office and give the other copy to Diane (for Maggie).
- 9) Correspondence from **members of Congress, state or local officials** etc. should be sent to: Shirley Sagawa, (Special Assistant to the President for Domestic Policy, Second Floor West Wing).
- 10) Correspondence that includes **biographical information** from Members of Congress should be given to Kim Tilley, (Research/Briefing Book Coordinator, Room 197-OEOB).

- 11) Please bring mail with a **threatening tone** to attention of the Secret Service. Call X2443 and someone will come up to review it. Try not to leave your fingerprints on this mail. Touch the edges only.

If the mail is "wacky," but not necessarily threatening in nature, put it in an envelope and send it to: Mr. Mendoza - Room 49, OEOB.

- 12) Do not highlight any mail except correspondence relating to dates on invitations. Please note "time sensitive" as appropriate.
- 13) Mail for **Chelsea Clinton** is to be sent to Student Correspondence, Room 435, OEOB.
- 14) Newspapers, magazines, periodicals, etc., in general, should be given to the Press Office. However, please make sure Melanne gets a copy of: **the National Journal, Roll Call, the Congressional Quarterly, the Legal Times, Healthline and any other health care-related materials.**
- 15) When gifts come in, they need to be registered with the Gift Unit. Please check the schedule for the day and give it to whoever is assigned gifts.
- 16) Résumés relating to the First Lady's office including paid employees, internships and volunteers should be given to Diane Limo. Résumés related to other White House Offices should be sent to White House Personnel, Room 151, OEOB.
- 17) Correspondence for former President George Bush should be forwarded to 10000 Memorial Drive, 9th Floor, Houston, TX 77024.

Instructions for Sorting Maggie's Mail

- 1) Mail addressed to Maggie should be logged (see clipboard with log sheets). Press releases and other memos addressed or intended for WH staff, in general, do not need to be logged. Log sheets will eventually be input into the "Document Tracking System".
- 2) Pull out all "red dot" mail. Make sure that Diane or Evelyn sees it immediately.
- 3) Separate "interoffice" (mail from within the White House complex) and "general public" mail. Put the "interoffice" mail in a red folder and give to Diane immediately. The remaining mail should be clipped to the log sheet and given to Diane at the end of the day. If the nature of the letter is urgent, put it in the red folder with the "interoffice" mail so that it can be brought to Diane's attention.
- 4) Open each piece of mail (unless it indicates that it is personal or confidential) and put yellow "stickies", with a brief description, on each piece of correspondence.
- 5) Mail for Evelyn and Diane should be put on their chairs.
- 6) Invitations for Maggie should be given to Evelyn immediately after they have been logged. For invitations only, the brief description on the log sheet and "stickie" should contain the following information: To:, From:, Date of Event:, and Name of Event:.

Training Session - AT&T Phones

Thursday, April 7, 1994, 3pm

- Definitely reception area needs 20-button phones
- Will only display local calls (the phone #) → outside of WH
- Will display name & 5-digit # → inside of WH
- Will need "priority" feature to override ~~audix~~ coming on automatically
- Skoned hit "SAT" at the end of the evening

Conf. Calls

- There is a button
- up to 6 people can talk
- Nicole will need "call pick-up" feature
- "Send Message" feature allows you to record a msg. & send it to others (via audix) X6-0222



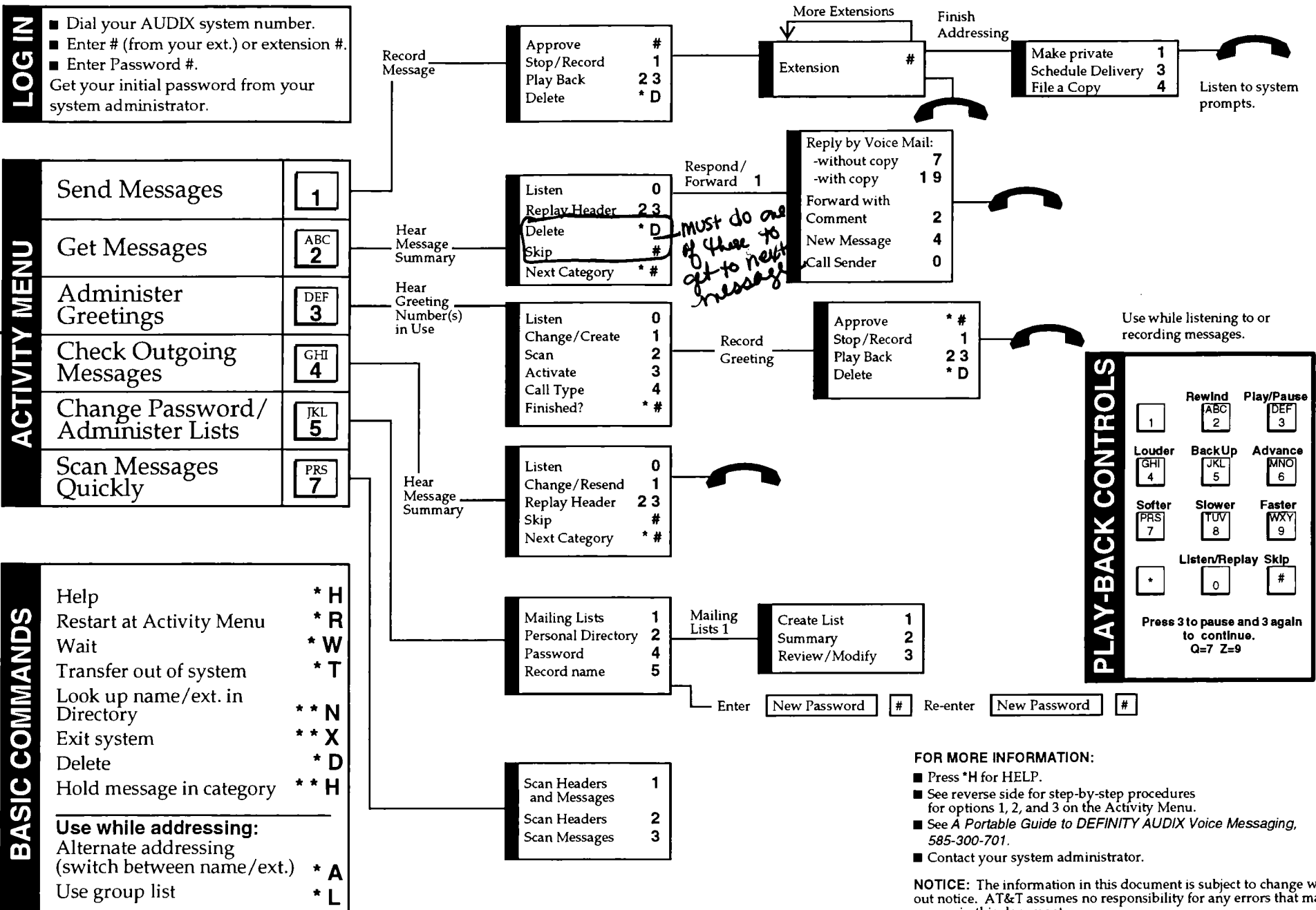
AT&T

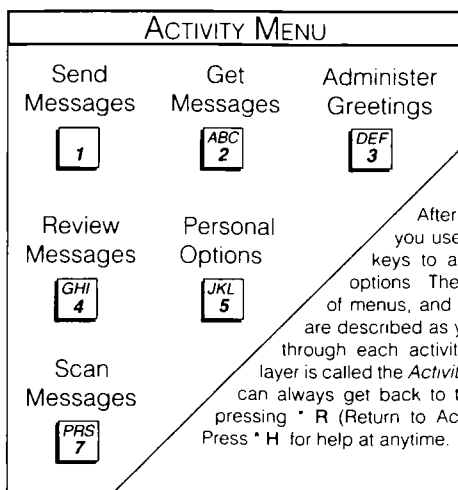
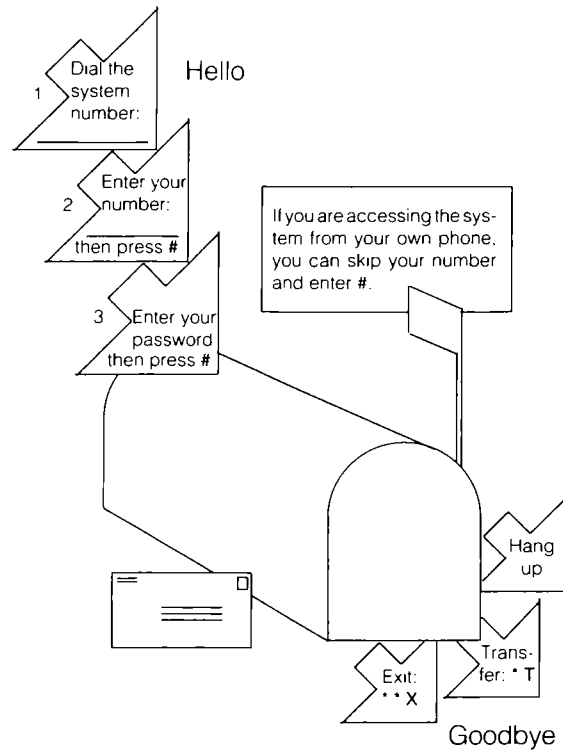
DEFINITY[®] AUDIX[™] Voice Messaging Quick Reference

AUDIX
System Number

60222 (7 extensions)

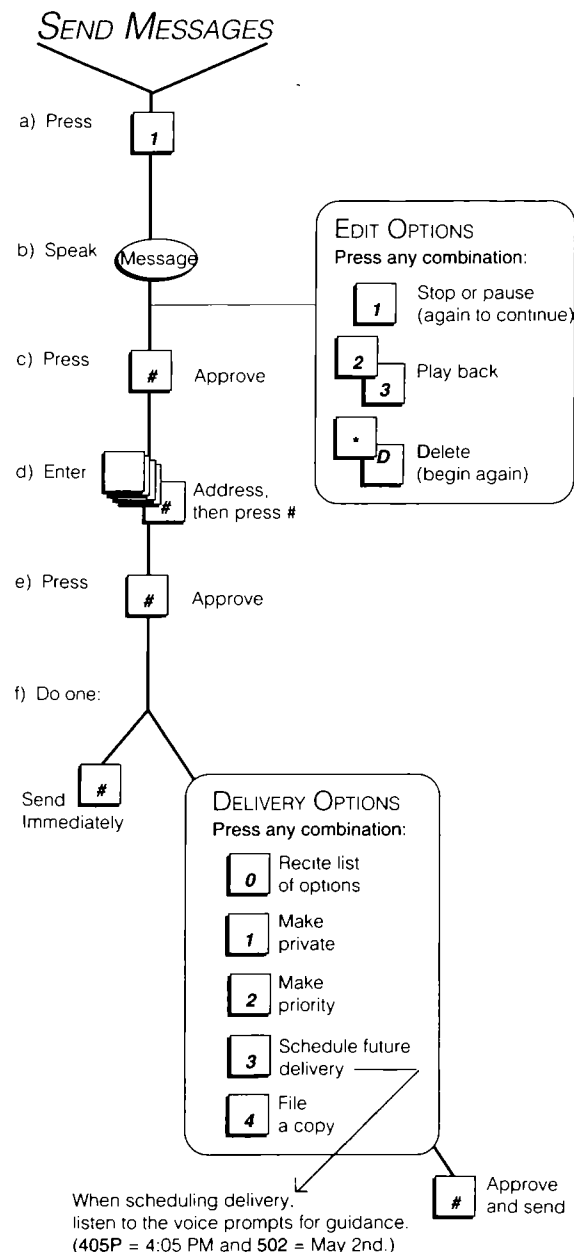
YOUR VOICE MAIL SYSTEM





After you log in, you use your phone keys to access menu options. There are layers of menus, and their options are described as you progress through each activity. The first layer is called the *Activity Menu*. You can always get back to that layer by pressing *R (Return to Activity Menu). Press *H for help at anytime.

Remember! *R = Return to Activity Menu *H = Help



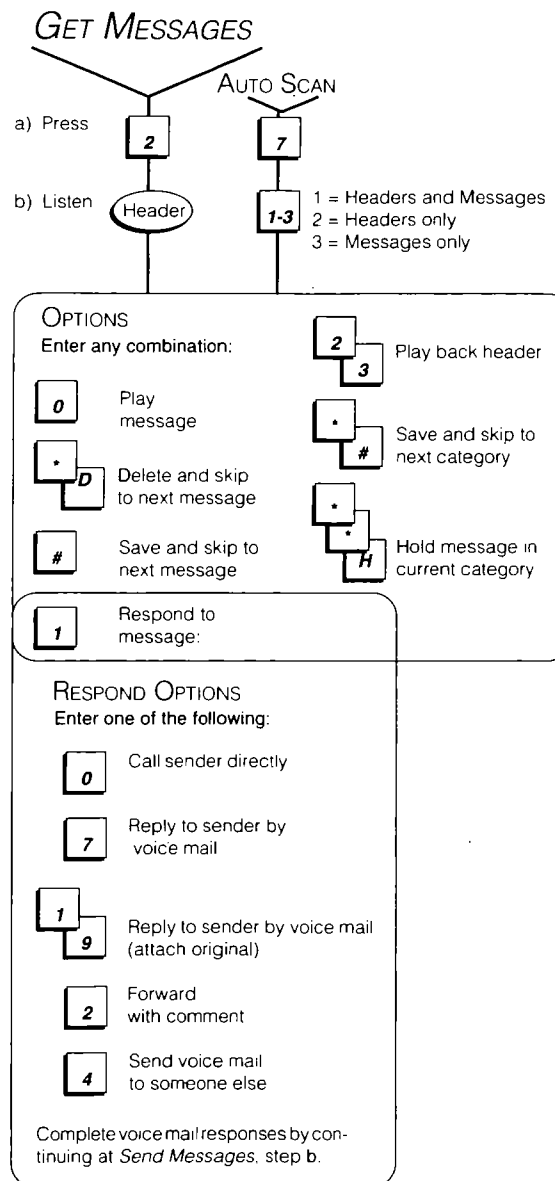
TIPS

Use *A to switch between name and number addressing. Enter last name first when name addressing.

Private messages cannot be forwarded.

Priority messages are presented to recipients first.

Filed messages can be modified and re-sent.

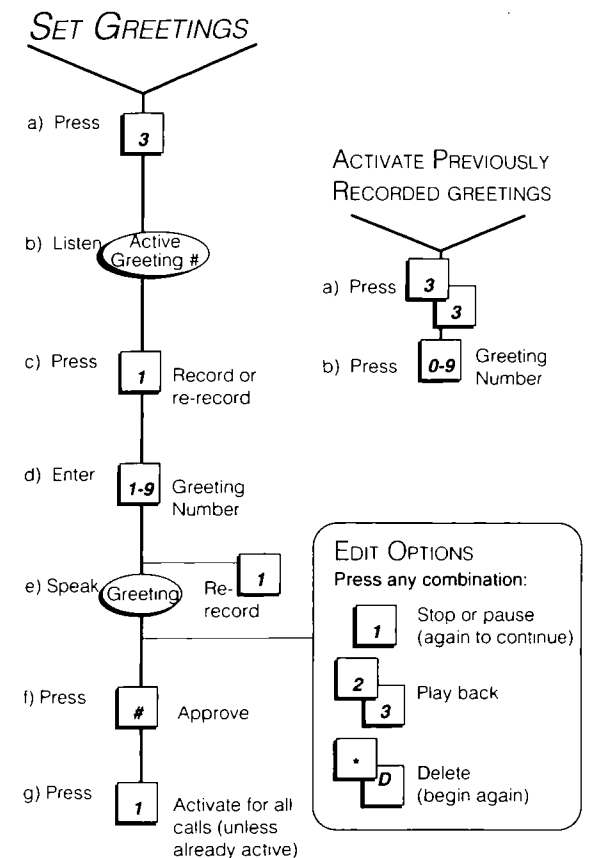


TIPS

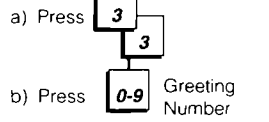
When you use *H to hold a message in the *New* category, your message waiting indicator stays on

Auto Scan is useful for mobile phone users, as it requires touching only two buttons.

The system saves messages unless you explicitly delete them



ACTIVATE PREVIOUSLY RECORDED GREETINGS



TIPS

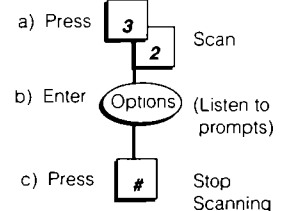
The system greeting is always greeting 0.

You may be able to record as many as 9 personal greetings

The system doesn't care what single-digit number you assign to each greeting.

Keep track of your greetings by scanning them

SCAN GREETINGS



Note: You can also assign greetings to specific types of calls. For details, obtain the Multiple Personal Greetings Quick Reference

MULTIPLE PERSONAL GREETINGS QUICK REFERENCE

You can use your AT&T voice messaging system to record multiple personal greetings and to answer calls with those greetings according to specific call types you define. Available call types are:

- **Internal** calls, which originate inside your business or building
- **External** calls, which come from outside your business or building
- **Busy** calls, which arrive when you are on the phone
- **No Answer** calls, which arrive when you are not at your phone
- **Out-of-Hours** calls, which arrive after standard business hours (prime-time)

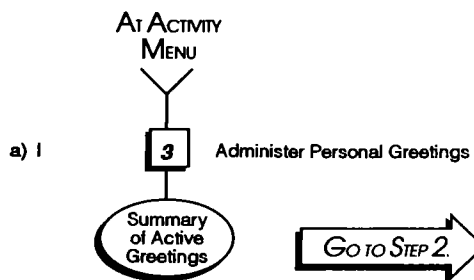
You can define up to *three* call types, with a greeting active for each type.

Recommended steps. To set up multiple personal greetings, do the following:

1. Access the Administer Personal Greetings menu
2. Administer call types
3. Create, change, and activate greetings

Steps 2 and 3 are interchangeable. Also, you can create a greeting and then activate it at some other time.

STEP 1. ACCESS THE ADMINISTER PERSONAL GREETINGS MENU



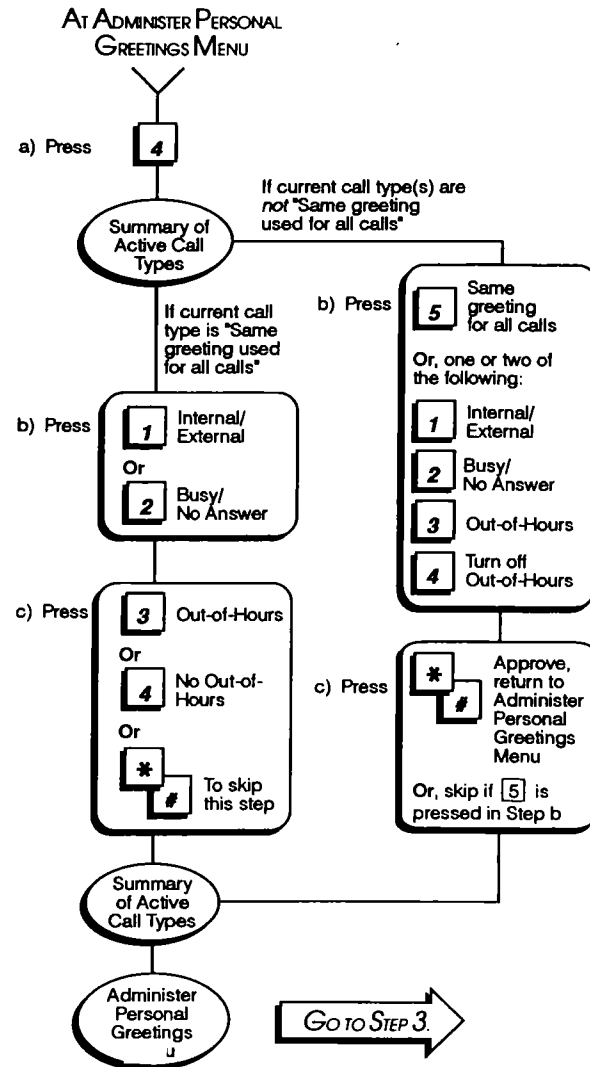
STEP 2. ADMINISTER CALL TYPES

IMPORTANT

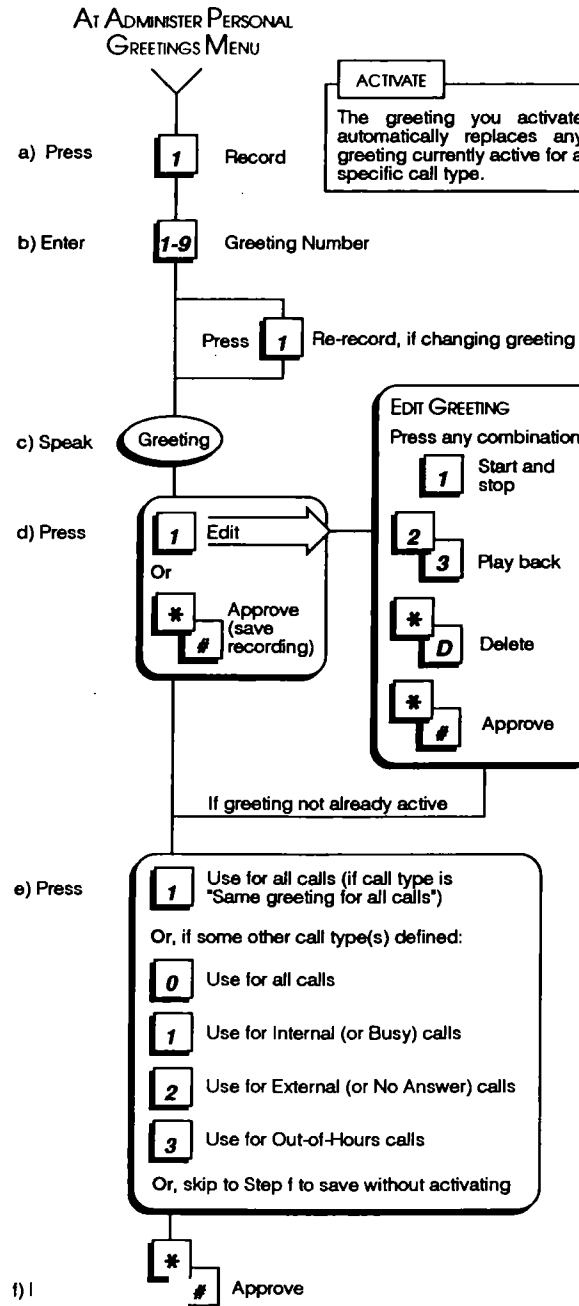
To select Out-of-Hours, you must first select Internal/External or Busy/No Answer. When you select Out-of-Hours, the other call types apply only to the prime-time established for your system.

You cannot combine Internal/External and Busy/No Answer call types.

The system greeting is automatically active for any new call types until you activate your personal greeting(s).

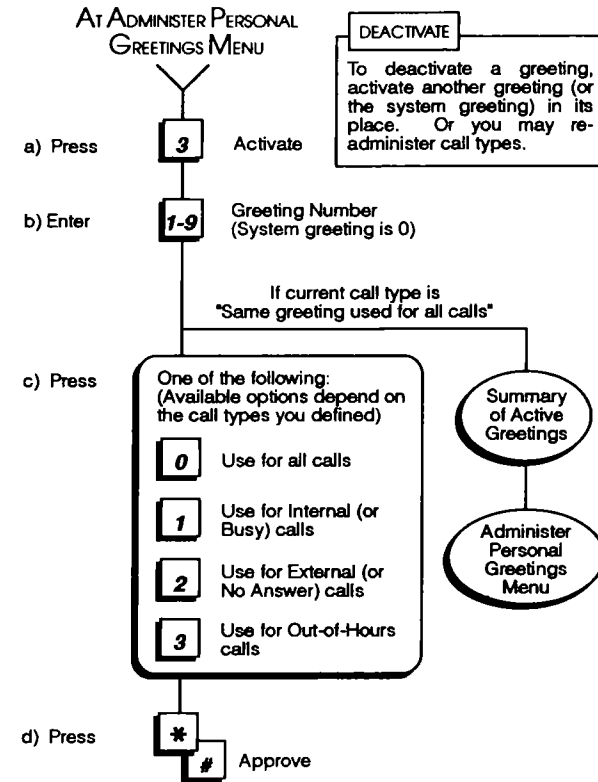


STEP 3. CREATE, CHANGE, AND ACTIVATE GREETINGS



ACTIVATE PREVIOUSLY RECORDED GREETINGS

(FOR GREETINGS CREATED BUT NOT ACTIVATED
IN STEP 3)



TIPS

To set up different greetings strictly for prime-time and out-of-hours calls, you must assign the same greeting to the two prime-time call types (Internal and External or Busy and No Answer).

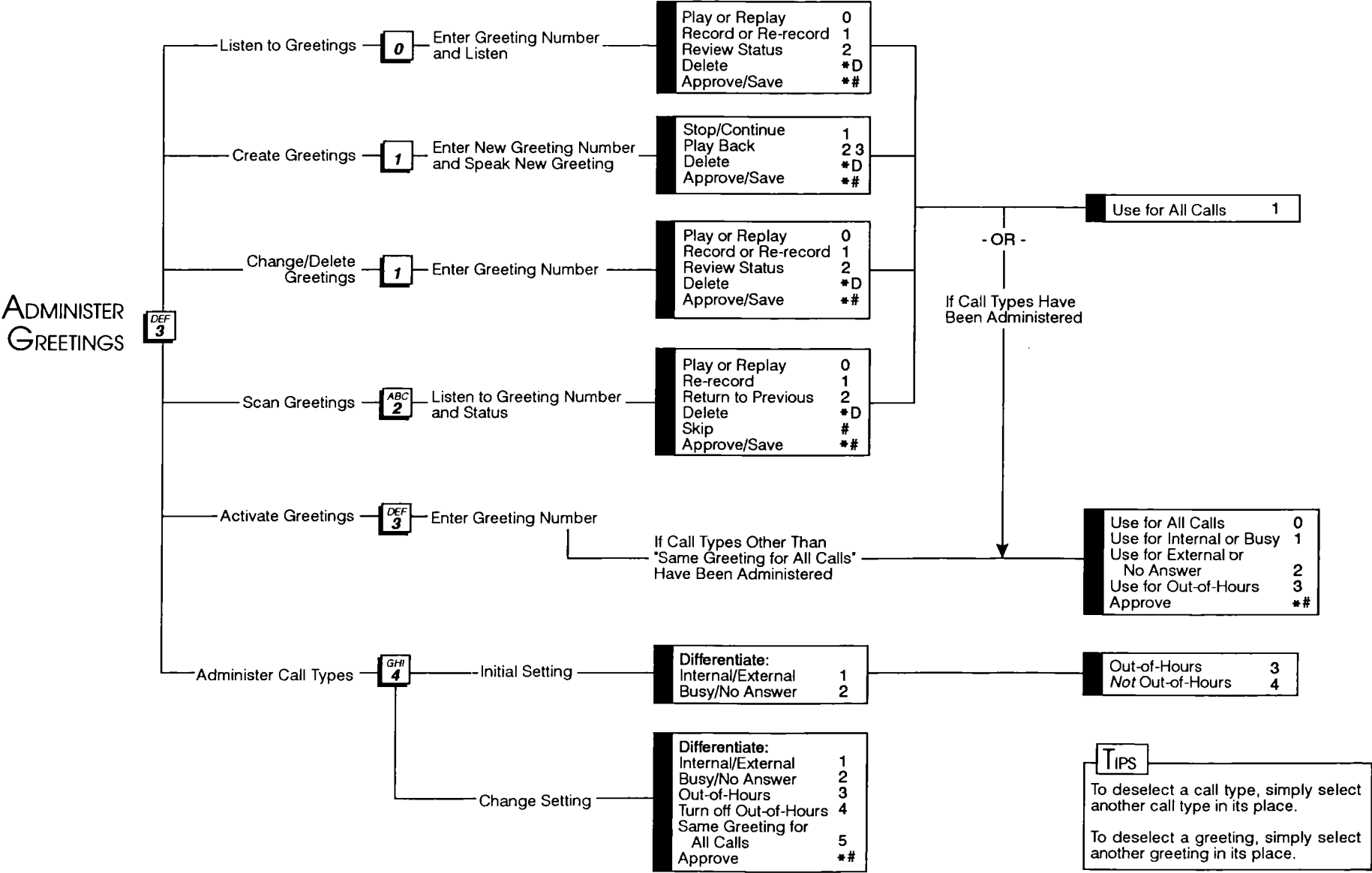
MNEMONICS

You can assign special numbers to greetings to help you remember them. For example:

All Calls	1	No Answer	6 (N)
Busy	2 (B)	Returning	
External	3 (E)	Soon	7 (RS)
Internal	4 (I)	Trip or	
Lunch	5 (L)	Vacation	8 (TV)

*H = Help
*R = Return to the Activity Menu

MULTIPLE PERSONAL GREETINGS



AUDIX® Multiple Personal Greetings
Quick Reference



ANSWERING AND PLACING A CALL

To answer a call:

1. Lift the Handset

— The green light (below the red light) goes on steadily at the selected call appearance button.

NOTE: If you are not connected immediately, press the call appearance button next to the flashing green light.

To place a call:

1. Lift the Handset

— The green light (below the red light) goes on steadily at the selected call appearance button.

2. Listen for the dial tone and dial the number you want to call.

To end (or drop) a call:

1. Hang up the Handset or press the **Drop** button.

NOTE: If you use the **Drop** button, you will hear a dial tone and your voice terminal is ready for another call.

ABBREVIATED DIALING

To Program or Reprogram a personal list item:

1. Dial AD program code _____ (while off hook)
2. Dial Personal List Number (1, 2, 3)
3. Dial List Item (1 through 9 or 0)
4. Dial number, feature or extension you want to store (up to 24 digits)
5. Press #
6. Repeat steps 3–5 to program additional items on the same list.
7. Hang up.

To Place a call using Personal List:

1. Press the Personal list button or dial list code
2. Dial desired item (1 through 9 or 0)

To Place a call using Group List:

1. Press the Group list button or Dial list code _____
2. Dial desired 2-digit item number

AUTOMATIC CALLBACK

To automatically place another call to an extension that was busy or did not answer:

1. Press Automatic Callback during the call attempt.
 - * The green light goes on until callback is completed or cancelled
2. Hang up.
 - * You will receive a 3-burst priority ring when both you and the called extension are idle.
3. Lift the handset when you hear the priority ring.
 - * The call is automatically placed to the extension, which receives regular ringing.

To Cancel Automatic Callback:

AUTOMATIC CALLBACK (Continued)

1. Press Automatic Callback again (while on hook)
 - * The green light goes out.

BUSY INDICATORS

- These buttons are programmed to give a visual indication of in-use status. They also provide one-touch dialing to any extension.
- To call another extension using a preassigned busy indicator:
 1. Get a dial tone.
 2. Press Busy Indication Button.

CALL FORWARDING

- To temporarily redirect all calls to another 5-digit extension number:
 1. Press Call Forward, or dial Call Forwarding activation code _____
 2. Dial 5-digit extension number to which calls are to be sent.
- To cancel Call Forwarding:
 1. Press Call Forward, or dial Call Forwarding cancel code _____

CALL PARK

- To park a call at your extension (for retrieval at any extension)
 1. Press Call Park.
 2. Hang up.
 - or
 1. Press Transfer.
 2. Dial Call Park code _____
 3. Press Transfer.
 4. Hang up.
- To retrieve a parked call from any extension:
 1. Dial Answer Back code _____
 2. Dial extension number where call was originally parked.

CALL PICKUP

To Answer a call placed to a member of your Pickup Group:

1. Press Call Pickup button
- or
- Dial call pickup code _____

CONFERENCE

To add another party to a call (for a total of up to six parties):

1. While off-hook on a call, press Conf
2. Dial number of new party and wait for answer
3. Press Conf again.

CONFERENCE(Continued)

4. Repeat steps 1–3 for a personal conference connections

To add a call you've put on hold to another call you're connected to:

1. Press Conf
2. You are given a new call appearance.
3. Press call appearance button of held call (first call)
4. Press Conf again.

To drop the last party added to a conference call:

1. Press Drop.

CONSULT

To override the Send All Calls feature of a coworker, if you have received one of their calls through call coverage or call pickup and want to redirect it back to them:

1. Press Transfer.
2. Press Consult.
3. Press Transfer—to give the call to the coworker or
4. Press flashing Call Appearance to return to caller

DIRECTORY

- Adding Entries to the Directory (up to 30)
 1. Press Menu.
 2. Press the Softkey below Directory.
 3. Press the Softkey below Add/Delete.
 4. Press the Softkey below Add.
 5. Enter the complete telephone number (up to 24 digits)
 6. Press the Softkey below Done.
 7. Use the dialpad to center a name up to 5 characters.

*Note: If you press **ABC 2** once, the letter "A" will appear.

Press **ABC 2** twice to enter "B" or three times to enter "C".

8. Press Next to go to the next character.
 9. Press the Softkey below Done when the name is correct.
- Placing a call from your Directory
 1. Press DIR.
 2. Use the Prev and Next buttons to locate name.
 3. Press the Softkey button below the name to call.
 - Locking the Directory and Call Log
 1. Press Menu.
 2. Press the Softkey below Option.
 3. Press the Softkey below Lock.
 4. Press the Softkey below Select-Item.
 5. Press the Softkey below Directory or Call Log.
 6. Press the Softkey below Yes.
 7. Enter or Create your 3-digit password.
 8. Press the Softkey below Done.

HOLD

To put a call on hold:

1. Press Hold.

To answer a new call while active on another:

1. Press Hold.
2. Press call appearance button of incoming call.

To return to held call:

1. Press call appearance button of held call.

REDIAL

To automatically redial the last number you dialed manually:

1. Get dial tone.
2. Press redial.

SEND ALL CALLS

To send all your calls immediately to coverage:

1. Press Send All Calls or dial the Send All Calls activation code _____

To cancel Send All Calls:

1. Press Send All Calls or dial the Send All Calls cancel code _____

SPEAKERPHONE

To Place or Answer a Call without Lifting Handset:

1. Press Speaker.

To change from Speaker to Handset:

1. Pickup Handset.

To change from Handset to Speaker:

1. Press Speaker
2. Hang up Handset

To prevent other party from hearing you:

1. Press Mute.

TRANSFER

To send present call to another extension or outside number

1. Press Transfer.
2. Dial number to which call is to be transferred.
3. Press Transfer again.
4. Hang up.

TRANSFER TO AUDIX

To transfer someone else's call that you have received through coverage or Call Pickup back to their voice mailbox:

1. Press Transfer.
2. Press Transfer to Audix.
3. Press Transfer.

Your ISDN 8510T Voice Terminal

Before you begin using your ISDN 8510T voice terminal, familiarize yourself with its features, lights, jacks, and other components. To help you do this, Figure 1 shows you the top view of the 8510T voice terminal.

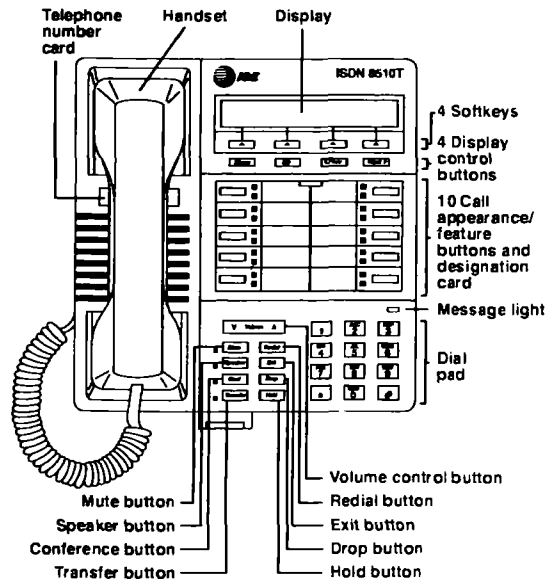


FIGURE 1 8510T Voice Terminal (Top View)

Feature Descriptions

Here are brief descriptions of the voice features and the features accessed with the softkeys, including what each one does and how you might want to use it.

VOICE FEATURES

Conference Allows you to add an additional party to a call so that you can conduct a conversation with more than one party. Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

Drop Disconnects you from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call.

Feature Descriptions (Continued)

VOICE FEATURES (Continued)

Hold Temporarily disconnects you from a call, holding it until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to perform another task. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Message Retrieval Your Message light goes on to let you know that a caller has left a message. Follow your System's message retrieval procedures to get your message.

Mute Turns off the microphone associated with the handset or the speakerphone, whichever is currently active. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation. (You are still able to hear the person on the call.)

Redial (Last Number Dialed) Automatically redials the last number you dialed manually from the dial pad, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

Speakerphone Your voice terminal has either the Speaker (listen-only) or the Speakerphone (listen and talk) function or it may have neither. Check with the System Manager to see how your voice terminal is set.

The **Speaker** feature allows you to place calls or access other voice features without lifting the handset. (Press **Speaker**.) Use with features that require listening only, such as on-hook dialing or monitoring calls on hold. To speak to the other party, you must use the handset (the speaker must be off).

The **Speakerphone** feature allows you to place and answer calls or access other voice features without lifting the handset. (Press **Speaker**.) You may use the softkeys on the voice terminal to set or reset the speakerphone. When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance. Use the built-in speakerphone any time you prefer hands-free communications, both speaking and listening, or for group conference situations.

Transfer Transfers a call from your voice terminal to another extension. Use when your caller needs to speak further with someone else.

FEATURES ACCESSED WITH THE DISPLAY AND SOFTKEYS

The following features can be accessed using the four softkeys located below the display.

Call Log The Call Log is initially set to list only the ten most recent unanswered incoming calls. Another option allows you to access the ten most recent answered calls, and the ten most recent outgoing calls placed from your terminal. Use to check on calls you missed (unanswered calls) and to remind yourself of calls you answered or placed most recently.

Feature Descriptions (Continued)

FEATURES ACCESSED WITH THE DISPLAY AND SOFTKEYS (Continued)

Clock For setting the date and time on your voice terminal display.

Contrast Change the contrast level of your display so that the letters or numbers are darker or lighter against the background of the screen.

Director Used to create and edit a personal directory of up to 30 extensions or outside numbers and the names of the associated parties. Use **Dir** to quickly dial a call. Use as a handy place to store numbers you frequently call.

Dir Button When you press **Dir** followed by a softkey button associated with that Directory entry, a call is immediately placed to a telephone number. The phone number appears on the display screen as it dials.

Exit Button Exits a display feature and returns the voice terminal display to normal call-handling mode.

Lock Allows you to lock your Directory so that no one can make unauthorized changes in it; lock your Call Log so that no one else can view your Call Log entries; lock all of the softkeys so that no one can view or change any of the features accessed by the softkeys.

Number of Names (on a Directory Page) Allows you to view either four names or three names + **Quit** on the second line of an individual Directory page. If you can choose to have four names on the Directory screen at one time, you can leave the Directory or cancel calling a name in your Directory only by pressing **Exit** (rather than using **Quit**).

Personalized Ring Allows you to select your own personalized ringing pattern from among eight available patterns. Use to distinguish your voice terminal's ring from that of other nearby voice terminals.

Screen Timing (Rate at which the Display Message is Shown) Allows you to set the length of time the display message remains on the screen. There are three rates: Slow, Medium, and Fast.

Self-Test Performs a diagnostic test of your voice terminal, including the lights, ringer, dial pad keys, and display.

NOTE: When you perform a self-test of the voice terminal, it clears the contents of the Call Log and the last number dialed from Redial, and returns the volume control to the default setting.

Set Speakerphone When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance.

Tones A confirmation tone (sequential low and high tones) is provided to let you know a selection has been accepted; an error tone (one beep) alerts you that you made a mistake in your softkey entries. You may choose to turn these softkey information tones on or off.

Definity® Communications System

8510T Voice Terminal Quick Reference Guide

Refer to the procedures on this card to use the voice features on your 8510T voice terminal. The features are listed in alphabetical order. In the places provided, write in the feature access codes for your system. For more detailed information about these features, refer to your 8510T voice terminal User's Guide.

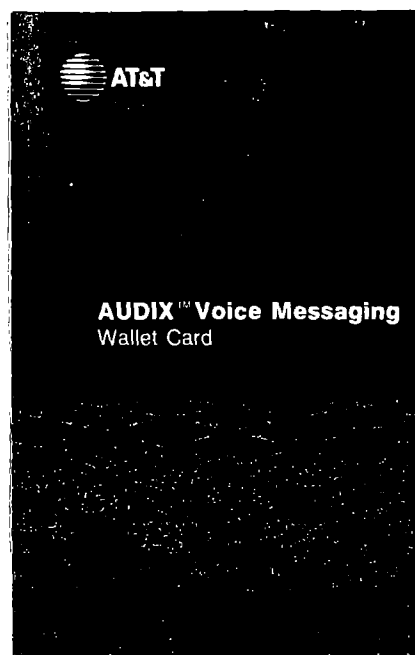


PLAY-BACK CONTROLS

1	Rewind ABC 2	Play/Pause DEF 3
Louder GHI 4	Back Up JKL 5	Advance MNO 6
Softer PRS 7	Slower TUV 8	Faster WXY 9
.	Listen/Replay Oper 0	Skip #

Press 3 to pause and 3 again to continue. Q=7 Z=9

AUDIX® Wallet Card
585-305-712, Issue 1, 10/92



ACTIVITY MENU

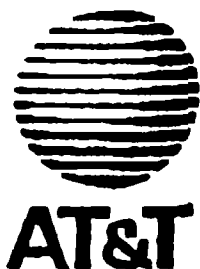
Record Messages (record, edit, address, file)	1
Get Messages (listen, reply/forward, save/delete)	ABC 2
Administer Greetings (record greetings/activate them for different call types)	DEF 3
Check Outgoing Messages (review, modify, resend, check files)	GHI 4
Change Password/Administer Lists (create, scan, modify lists)	JKL 5
Scan Messages Quickly (and/or headers)	PRS 7

BASIC COMMANDS

Help	*H
Restart at Activity Menu	*R
Wait	*W
Transfer out of system	*T
Look up name/ext. in Directory	**N
Exit system (hang up)	**X
Transfer call to operator	*O
Delete	*D
Hold message in category	**H
Re-log in	**R

Use while addressing:

Alternate addressing (switch between name/ext.)	*A
Use group list	*L
Options Menu	*M



AUDIX - THE FIRST DAY

Welcome to AUDIX!!

There are 3 activities which you must perform in order to set up your Voice Mailbox initially. They are:

1. Record your name
2. Establish your password
3. Create your personal greeting

Before you can begin, you must first LOG IN to the Voice Mail system. Below you will find the directions to LOG IN to the Voice Mail system, as well as, the 3 "Start-Up" activities.

GOOD LUCK!!

LOG IN

1. Press the AUDIX button and wait for the system to answer.
2. When asked, enter your extension number _____ followed by the "#" sign.
3. When the system asks for your password followed by the '#' sign, ONLY enter the "#" sign.

**** YOU ARE NOW LOGGED IN TO YOUR VOICE MAILBOX ****

** The system will now ask you to press the numeral "1" and record your name.

TO RECORD YOUR NAME

1. Press "1" to begin recording.
2. Speak ONLY your first and last name.
3. Press "1" to stop recording. (The system will automatically replay your name for you.)
4. If your name sounds OK, press "#" to approve, or press "1" to re-record your name.

** Once you have approved your name, the system will automatically ask you to select a personalized password. The password you chose must be between 6 and 15 digits.

TO PERSONALIZE YOUR PASSWORD

1. When asked, enter your personalized password followed by the "#" sign.
2. Re-enter your password followed by the "#" sign. (The system will now tell you that your password has been changed. This is now your password until you elect to change it, at anytime in the future.)

** You should now hear the choices on the MAIN MENU, which you will hear every time you call into the AUDIX system from here on. They consist of the following 3 choices:

To Record Messages, Press 1.
To Get Messages, Press 2.
To Administer Personal Greetings, Press 3.

** At this point, it is recommended that you record a personal greeting which will be heard by your callers when you cannot answer your phone. (This is exactly like the greeting you record on your answering machine at home.)

** The AUDIX system will allow you to have as many as 9 different greetings recorded at any one time. Once you have recorded different greetings, all you have to do is tell the system which greeting number you would like your callers to hear when you cannot answer your phone.

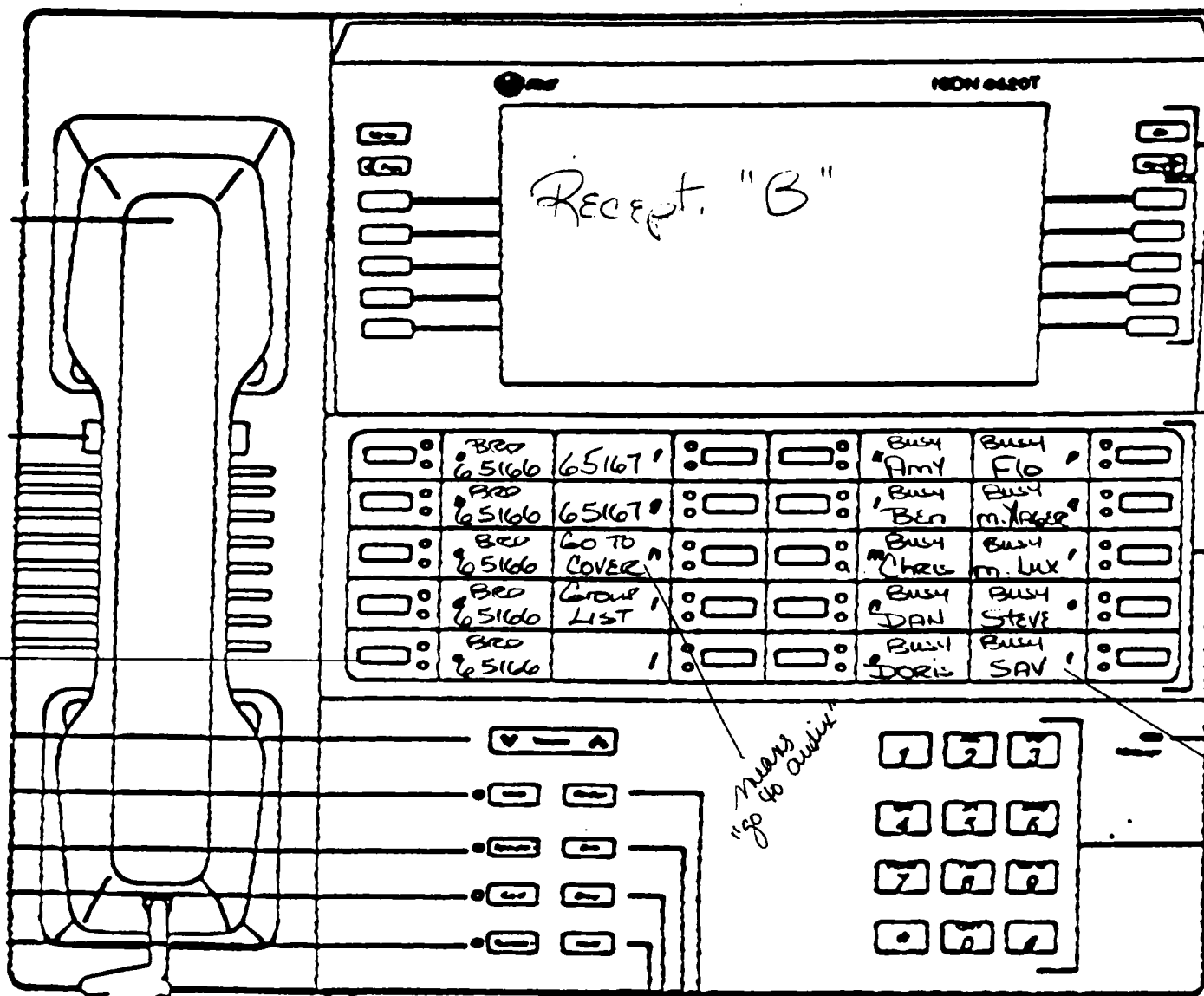
** TO BEGIN WITH, we recommend that you record only one greeting until you become comfortable with the system.

CREATING YOUR PERSONAL GREETING

1. At the MAIN MENU, see above, select number "3".
2. When the system prompts you, press "1" to Create/Change a greeting.
 - * The system will now prompt you for a greeting number. You can enter any number from 1-9.
3. Enter "1" for greeting number 1.
 - * The system will now tell you to record your greeting at the tone, and when you are finished recording, to either press "#" to approve your greeting, or press "1" to edit your greeting.
4. When finished recording your greeting, press "1" to edit your greeting.
5. At this point, you can press "2" then "3" to playback the greeting you just recorded.
 - Press "#" to approve your greeting
 - Press "*D" to Delete your greeting and re-do it
6. Once you approve your greeting, you **MUST** press "1" to activate your greeting.

MODEL NAME: _____

8520-3



Outgoing

Means "go to audio"

Will automatically send all calls to audio

6-2682 6-7701
6-5189 6-6683
6-6657 6-7038
6-2467 6-2157
6-2170 6-6657

PROJECT MANAGEMENT SPECIALIST: _____

Maria McManara

AGENCY NAME: _____

Public Liaison

DEPT. COORDINATOR: _____

Dana Wyckoff

CUSTOMER APPROVAL: _____

DATE: _____

4/5/94

MODEL NAME: 8510-26



Rm 118 Courtesy

Line On Att Red

☐	65193	1	☐
☐	65193	9	☐
☐	65193	h	☐
☐	d	Group 1 List	☐
☐	o	1	☐

Message ☐

V Volume A

☐ Auto ☐ Recall

☐ Speaker ☐ End

☐ Conf ☐ Drop

☐ Transfer ☐ Hold

1 2 3

4 5 6

7 8 9

* 0 #

Project Management Specialist: Marita McNamara Department Coordinator: Dana Wyckoff

Agency Name: Public Liaison

Customer Approval: _____

Date: 4/5/94

Mtg. w/ AT&T re: New Phone System
Wednesday, April 6, 1994, 2pm

- due to take place April 29
 - First Lady's ofc. (Diane)
 - Oval ofc. (Betty Curry)
 - Chief of Staff's ofc. (Linda)
 - Vice President's ofc. (Michael Gill)
 - Residence ^{McGuillan} (AT&T)

Paul ~~McCall~~ - Program Manager - X6-9810

Larry Jurcich - X5-6468

TSO (Telecommunications Service Ofc.) - X6-6400
Repair - X6-9611

→ Project Manager will be Marita

Options

- 10 button phone {
- 8510T - Voice (majority of staff will have this)
 - 7506 - TSG (not using)
 - 8510T - Voice/Data (limited)
 - 8510T - Voice TSG (no speakerphone on set, but you can plug it in) \$593
 - 8510T - Voice/Data TSG
- 20 button phone {
- 8520T - Voice/Data (on site) \$420
 - 8520T - Voice/Data TSG \$963

FEATURES

Speed dial

- 8510 - 30 tel nos.
8520 - 144 tel nos.

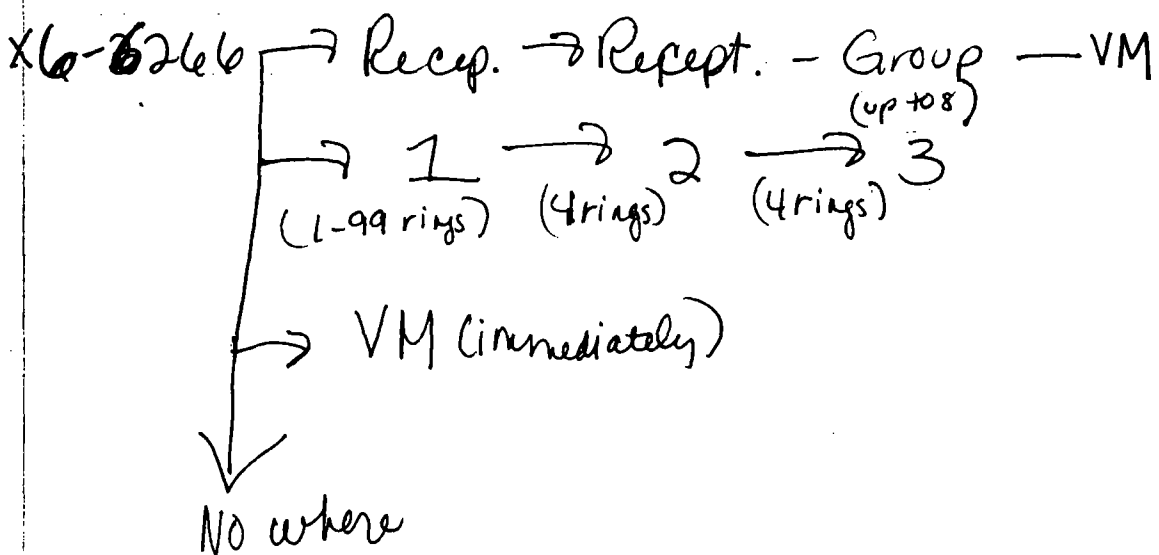
- figure out how many of each type of phone we need
- let Marita know that we have a STU-III phone
- for headsets, the box needs to be switched for a 500A
- when someone calls, their # will be displayed, but we can block our # from being shown

- only locally

- let project manager know how our #'s should be displayed (How many confidential subscribers)
- courtesy phone should have # block on intl. calls
- There is a way to let everyone know that someone will be in late

4-9 minutes { light - ~~4~~
medium -
heavy - } # of minutes for messages left

- You cannot get mess. unless you are on the 18 acres
- Do we need secure ID's
Let Larry Jurcich know X6-6468



→ Group →
of
Receptionists

- X Port feature for X6-6266

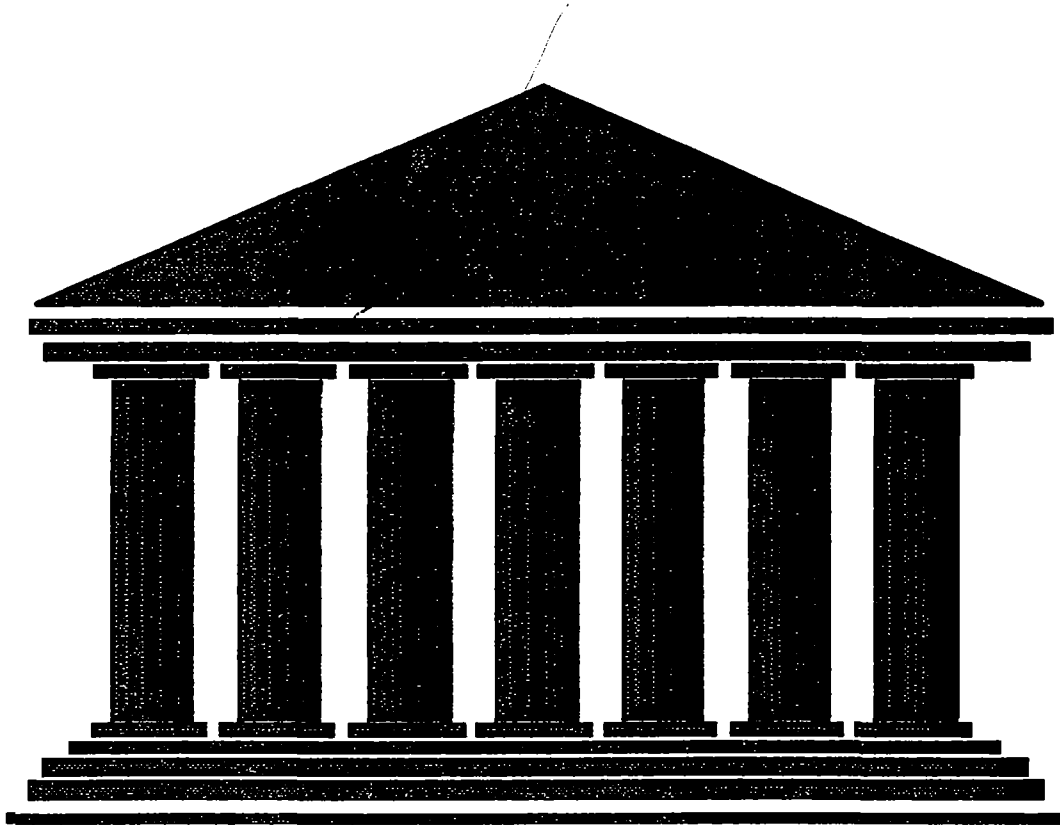
- no more P.L. drops, instead we have:

- ① speed dial
- ② busy facility indicator
- ③ hotline (special cases only)

Specifics

- ① Melanne - flexibility of voicemail
 - line should ring on Nicole's desk (private line)
 - 3 phones in 102
 - (need additional phone - may need hook-up) w/ intercom on each one
 - ~~Melanne's~~ 2 private lines should ring on Nicole's desk (one w/ Nicole's voice)
- ② Maggie - Evelyn's private line, should ring on Maggie's desk
- ③ X6-6766 - ~~How~~ How will this work w/ voicemail?
 - Will it ~~have~~ have voicemail only at night?
- ④ Anne B - voicemail on private line
 - needs intercom to Rm. 102
- ⑤ Russ Ok. - How many messages does voicemail hold?

⑥



EXECUTIVE OFFICE OF THE PRESIDENT

STATION REVIEW HANDBOOK

X69850
Bill W.

ISSUE DATE: MARCH 21, 1994

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INTRODUCTION

The purpose of this document is to prepare each Agency Representative for the initial data collection activities associated with the Executive Office of the President (EOP) ISDN Phase Cutover. The basis for a successful system implementation and cutover is a well prepared communications survey with a representative from each agency and their work groups that will be using the new system. This survey or station review consists of gathering information about the system, its users, and their communications needs. After this information is identified, it is then matched with available system features and hardware components that are designed to fulfill customer requirements.

Basically, the station review process identifies each system user and the appropriate features and calling privileges for each user. As a representative of your Agency, you will be asked to make decisions about the new system that will impact the users in your agency. This document is intended to assist you in making these decisions. In addition, your AT&T Project Manager Specialist will meet with you on an individual basis to help you select the necessary hardware and software features to support your Agency operations.

This document is organized as follows:

- * ***Section 1 Feature Description*** - provides a brief description of features available with the telephone system
- * ***Section 2 Class of Service (COS) Matrix*** - lists the features a user may access in a specific group
- * ***Section 3 Class of Restriction (COR) Matrix*** - lists the calling areas available to a user in a specific group
- * ***Section 4 ISDN Voice Terminal Guide*** - lists the features available for the AT&T 8510T Voice Terminal, 8510T Voice/Data Terminal and 8520T Voice/Data Terminal
- * ***Section 5 Call Coverage*** - provides examples of call coverage paths used with the ISDN Voice Terminals.
- * ***Section 6 ISDN Voice Terminal Price List*** - lists the purchase/installation price, LWOP price, LTOP price, and monthly maintenance prices for ISDN Terminals, related equipment and wiring.
- * ***Section 7 ISDN Terminal Models*** - contains a recommended station layout of call appearances and feature button assignments for each type of ISDN Terminal and Class of Service assignment.
- * ***Section 8 Station Review Collection Form*** - identifies line and station requirements for each user in the system.
- * ***Section 9 Training*** - provides training location, time and contact person.

You should use this document to become familiar with the station review process and the equipment and services available with EOP contract.

1.0 FEATURE DESCRIPTION

This section provides an alphabetical list of DEFINITY Communications System features with a concise definition or description of each feature. The features are grouped into two categories: Voice Features and Data Features. (Some of these features may or may not apply to your office)

The following Voice Features for the DEFINITY Communications System include:

Abbreviated Dialing

Provides lists of stored numbers that can be accessed to place local, long distance, international calls and to activate features.

Automatic Callback

Allows internal users who placed a call to a busy or answered internal voice terminal to be called back automatically when the called voice terminal becomes available.

Automated Call Distribution (ACD)

Provides automatic connection of incoming calls to specific splits (hunt groups). Calls to a specific split are automatically distributed among agents (hunt group members) assigned to that split. Direct hunting to most idle agent can be used to distribute the calls.

Bridged Call Appearance-Multi-Line Appearance Voice Terminal

Provides the appearance of a voice terminal's primary extension number to another voice terminal.

Bridged Call Appearance-Single Line Voice Terminal

Allows a multi-line appearance voice terminal to have an appearance of a single line voice terminal's extension number.

Call Coverage

Provides automatic redirection of certain calls to alternate answering positions in a Call Coverage path.

Call Forwarding All Calls

Allows all calls to an extension number to be forwarded to a selected internal extension number.

Call Park

Allows users to put a call on hold and then retrieve the call from any other voice terminal within the system.

Call Pickup

Allows voice terminal users to answer calls to other extension numbers within the user's specified Call Pickup group.

Call Waiting Termination

Provides for calls to busy single line voice terminals to wait and sends a distinctive call waiting tone to the called party.

Conference - Terminal

Allows multi-line voice terminal users to set a 6 party conference calls without attendant assistance. Single Line voice terminal users can set up 3 party conference calls without attendant assistance.

Consult

Allows a covering user, after answering a coverage call, to call the principal (called party) for private consultation.

Distinctive Ringing

Helps voice terminal users to distinguish between various types of incoming calls.

Exclusion (Privacy Release)

Allows the ability for Multi-line & Single-line Bridge Appearances to release the privacy on those lines for that telephone call only.

Hold

Allows voice terminal users to disconnect from a call temporarily, use the voice terminal for other call purposes, and then return to the original call.

Hunting

Checks for the active or idle status of extension numbers in one or more ordered groups.

Personalized Ringing

Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of eight ringing patterns.

Priority Calling

Provides a special form of ringing between internal voice terminal users that tells that called party the incoming call requires immediate attention.

Send All Calls

Allows users to temporarily direct all incoming calls to coverage regardless of the assigned Call Coverage redirection criteria. Also allows covering users to temporarily remove their voice terminals from the coverage path.

Transfer

Allows voice terminal users to transfer trunk or internal calls to the other voice terminals within the system without attendant assistance.

Voice Terminal Display

Provides multi-line appearance voice terminal users with updated call and message information on a display.

The DEFINITY Communications System offer a variety of additional voice features. If you are interested in a system feature that is not listed or reviewed, please contact your Project Manager Specialist.

The following Data Features available on the DEFINITY Communications System include:

Alphanumeric Dialing

Enhances Data Terminal dialing by allowing a data terminal user to place a data call by entering an alphanumeric name instead of dialing along string of numbers.

Data Call Setup

Provides three methods to set up a data call:

- (1) Data Terminal (keyboard) Dialing (which also includes Alphanumeric Dialing and Default Dialing)
- (2) Voice Terminal Dialing
- (3) Dedicated Voice Terminal for data calls

Data Hotline

Provides for automatic nondial placement of a data call to an endpoint when the originator goes off-hook.

Data Privacy

Protects analog data calls from being interrupted by any of the system's overriding or ringing features. When administered to an extension number or trunk group, it denies the system the ability to gain access to, or superimpose tones onto, all calls to or from the associated terminal or trunk group.

Data Restriction

Protects analog data calls from being interrupted by any of the system's overriding or ringing features. When administered to an extension number or trunk group, it denies the system the ability to gain access to, or superimpose tones onto, all calls to or from the associated terminal or trunk group.

Default Dialing

Enhances Data Terminal (Keyboard) Dialing by allowing a data terminal user to place a data call to a preadministered destination by simply entering a carriage return at the "Dial" prompt.

The DEFINITY Communications System offer a variety of additional data features. If you are interested in a system feature that is not listed or reviewed, please contact your Project Manager Specialist.

2.0 CLASS OF SERVICE (COS) MATRIX

Each system user or extension number is assigned a Class of Service (COS). A Class of Service defines whether or not voice terminal users may access or use certain features of the DEFINITY Communications System. There are seven possible Class of Service assignment (0-6) available for your system listed in the Matrix below.

CLASS OF SERVICE (COS) MATRIX FOR THE EXECUTIVE OFFICE OF THE PRESIDENT

CLASS OF SERVICE	SYSTEM FEATURE DESCRIPTION
0	Automatic Callback, Call Forward On-Net/Off-Net, Priority Calling, Console Permission, Auto Exclusion
1	Automatic Callback, Call Forward On-Net/Off-Net, Priority Calling, Auto Exclusion
2	Automatic Callback, Call Forward On-Net, Priority Calling, Auto Exclusion
3	Automatic Callback, Call Forward On-Net, Auto Exclusion
4	Automatic Callback, Auto Exclusion
*5	Data Privacy, Auto Exclusion
6	Auto Exclusion

*for operators
only
Call finding
to homes*

*5 - Data Privacy for Facsimile Machines & Modems

A request for Class of Service (COS) 0 & 1 requires approval from the EOP Program Manager & the United States Secret Service. A request must be submitted in writing which includes the extension number that requires Call Forwarding Off-Net, a reason why it is needed and a signature by an authorized official.

The Letter should be addressed to:

Mr. Larry Jurcich
EOP Program Manager
NEOB - Rm 5208

Extension Number: 395-6468
Facsimile Number: 395-7239

3.0 CLASS OF RESTRICTION (COR) MATRIX

In addition to a Class of Service assignment, all system users or extension numbers have an assigned Class of Restriction (COR). A Class of Restriction defines the calling areas or calling privileges for a system user. The Class of Restriction established for your DEFINITY Communication System are listed in the matrix below.

CLASS OF RESTRICTION (COR) MATRIX FOR THE EXECUTIVE OFFICE OF THE PRESIDENT

CLASS OF RESTRICTION	TYPE OF SERVICE
0	5 Digit Dialing In & 5 Digit Dialing Outgoing
1	All Incoming & 5 Digit Dialing Outgoing
2	All Incoming & Local Outgoing
3	All Incoming & Local/FTS2000 Outgoing
4	All Incoming & Local/FTS2000/Commercial Outgoing
* 5	All Incoming & Local/FTS2000/Commercial/International Outgoing
6	No Incoming & Local/FTS2000/Commercial/International Outgoing
7	5 Digit Dialing In, Local Outgoing
8	5 Digit Dialing In & Local/FTS2000/Commercial/International Outgoing
9	Spare
10	Same as 0 with no extension number displayed
11	Same as 1 with no extension number displayed
12	Same as 2 with no extension number displayed
13	Same as 3 with no extension number displayed
14	Same as 4 with no extension number displayed
15	Same as 5 with no extension number displayed
16	Spare
17	5 Digit Dialing In & Local/FTS2000/Commercial Outgoing with no # displayed
18	Spare
19	Spare
*44	Data - No Incoming, Unrestricted Outgoing with no display

Can put
a . or -
in instead
of #

*44 - Restricted incoming, unrestricted outgoing with no display for Modems

A request for a Class of Restriction (COR) higher than the current service provided will require approval from the authorizing official of that agency. A request must be submitted in writing which includes the extension number, the type of service and the authorizing official.

The Letter should be addressed to:

Mr. Larry Jurcich
EOP Program Manager
NEOB - Rm 5208

Extension Number: 395-6468
Facsimile Number: 395-7239

4.0 ISDN VOICE TERMINAL GUIDE

There are three ISDN voice terminals that are currently under contract and four additional ISDN voice terminals which will eventually be offered under this contract: the AT&T 8510T Voice Terminal, the 8510T Voice TSG Terminal, the 7506 Voice Terminal TSG, the 8510T Voice/Data Terminal, the 8510T Voice/Data TSG Terminal, the 8520T Voice/Data Terminal and the 8520T Voice/Data TSG Terminal. These terminals offer excellent quality and reliability along with the latest advances in telecommunications technology. For a comparison of features at a glance, please refer to the ISDN Voice & Voice/Data Terminal Guide below.

ISDN VOICE & VOICE/DATA TERMINAL GUIDE FOR THE EXECUTIVE OFFICE OF THE PRESIDENT

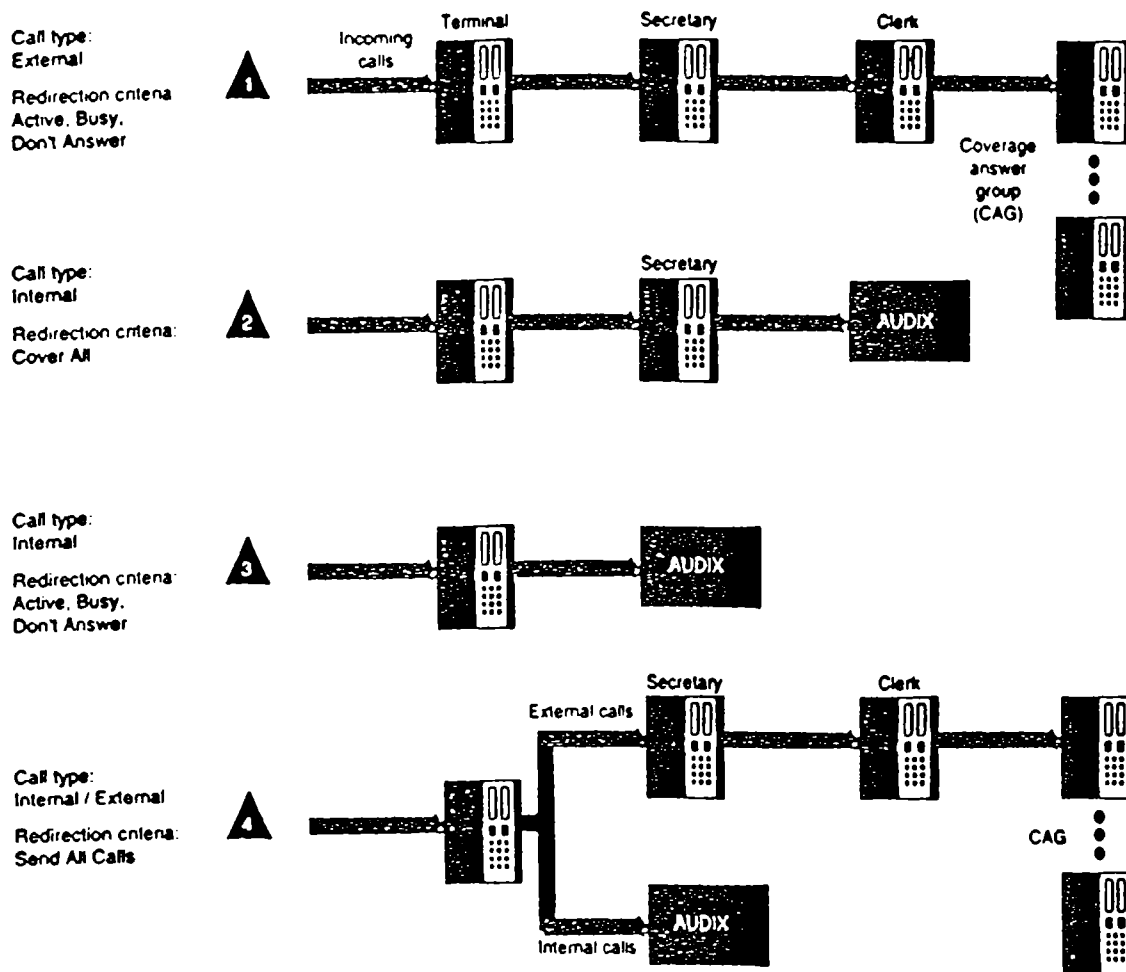
** features on specific phones*

PHYSICAL FEATURES	8510T VOICE	7506 VOICE TSG	8510T VOICE TSG	8510T V/D	8510T V/D TSG	8520T V/D	8520T V/D TSG
Call Appearance/Feature Button with LED	10	10	10	10	10	20	20
Conference, Transfer, Hold, Redial, Volume, Mute and Drop Buttons	x	x	x	x	x	x	x
Message Waiting light	x	x	x	x	x	x	x
Self-test Capability	x	x	x	x	x	x	x
Built-in Speakerphone	x			x		x	
Built-in Display	2 x 24	2 x 24	2 x 24	2 x 24	2 x 24	7 x 24	7 x 24
Personal Directory	30		30	30	30	144	144
Call Log	30		30	30	30	60	60
Date & Time	x	x	x	x	x	x	x
Soft Keys - Directory, Call Logs, Ringer Screen Contrast, Tones	x		x	x	x	x	x
Personalized Ringing	x	x	x	x	x	x	x
Adjunct Jack for External Speakerphone or Headset Adapter	x			x		x	
Redial Button	x	x	x	x	x	x	x
Volume Control for Speakerphone, Headset & Ringer	x	x	x	x	x	x	x
Mute Button for Speakerphone & Headset	x	x	x	x	x	x	x
Screen Timing	x		x	x	x	x	x
Asynchronous Full Duplex Operations (19.2/57.6)				x	x	x	x
DMI Mode 2 & 2/3				x	x	x	x
D Channel X.25, 2.3 & .29				x	x	x	x
Applications Programming Interface				x	x	x	x

5.0 CALL COVERAGE

The AT&T DEFINITY Communication System offers provides automatic redirection of certain calls to alternate positions in a coverage path. A Call Coverage path is a list of one, two, or three alternate positions (covering users) that are accessed, in sequence, when the called individual or group is not available to answer the call.

Four examples of call coverage paths:



6.0 ISDN VOICE TERMINAL PRICE LIST

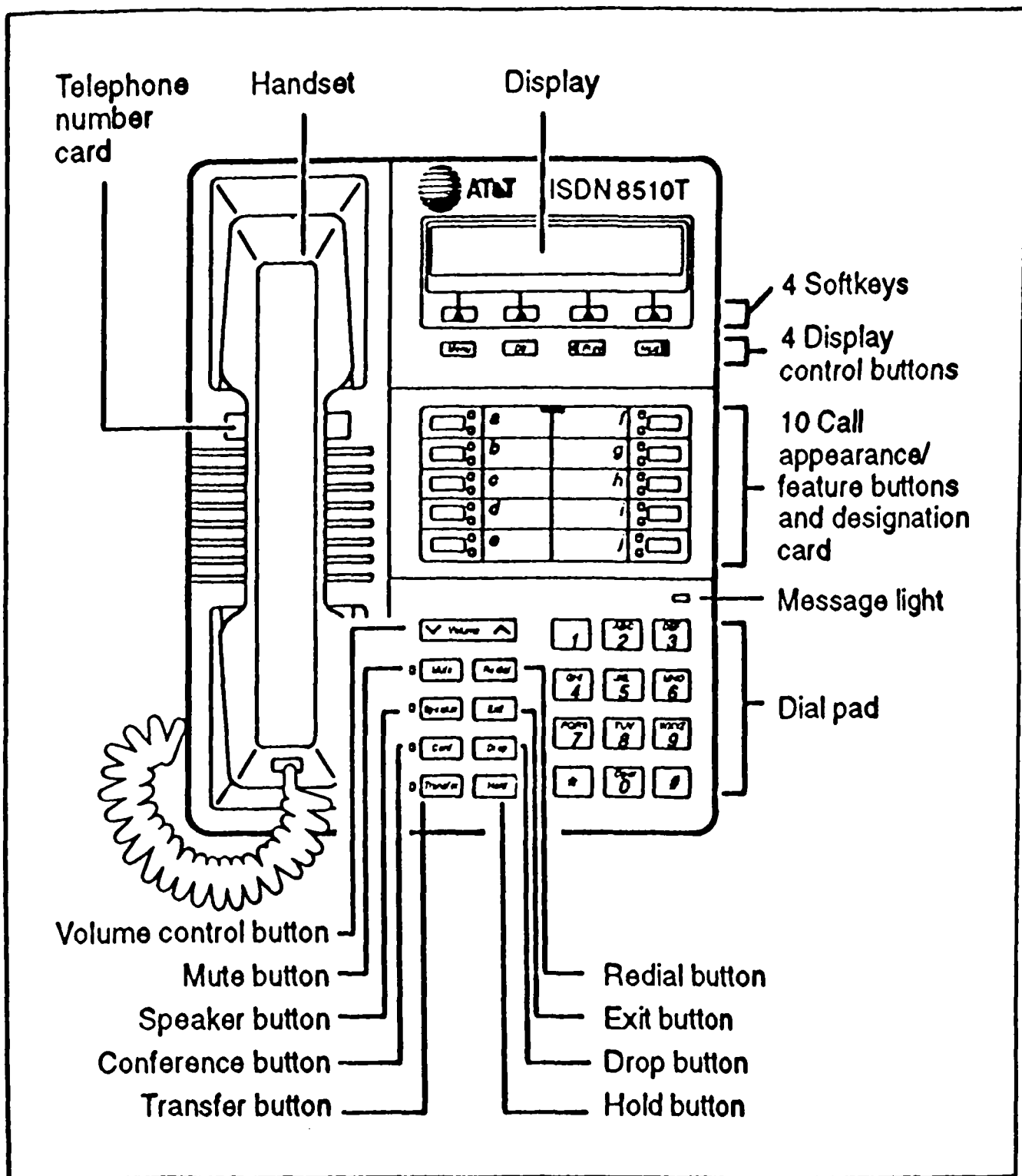
The AT&T 8500 Series ISDN Voice Terminals offer you the right features, functions and capabilities to meet your needs and budget. All items of equipment purchased under the contract include a one year warranty period with post-warranty maintenance services. Also, other related equipment pertaining to the Station Equipment has been provided. For pricing information, please refer to the ISDN Voice Terminal Price List in this section.

ISDN VOICE TERMINAL PRICE LIST FOR THE EXECUTIVE OFFICE OF THE PRESIDENT

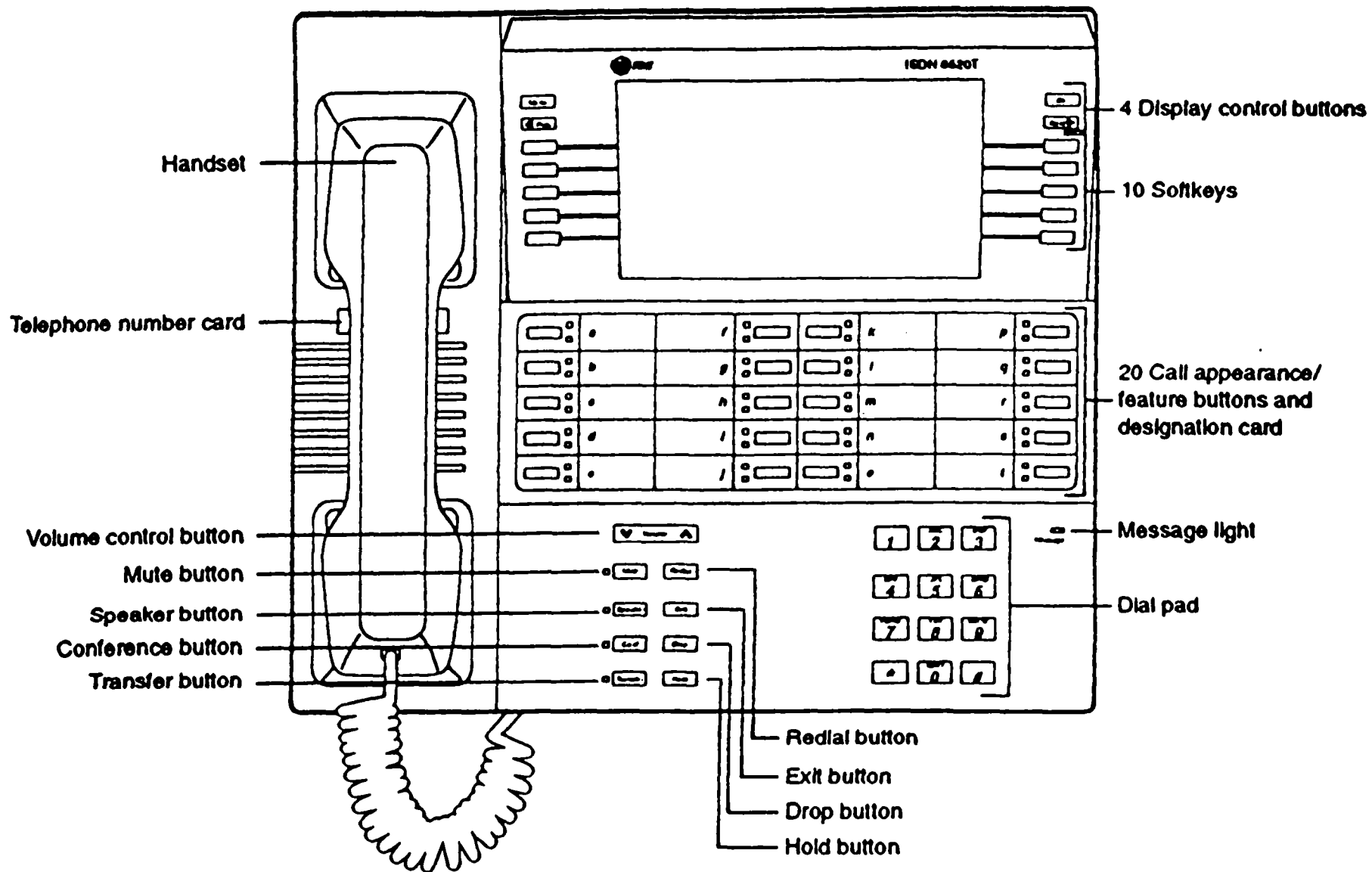
ITEM	PEC CODE	COL blk09	PURCHASE	INSTL	LWOP	LTOP	LEASE	MAINT
8510T Voice	3117-001	09	218.00	inc.	3.54	4.42	2.75	1.25
7506 Voice TSG	3196-VOM	09	300.00	inc.	4.87	6.08	3.68	1.25
8510T Voice TSG	9817-001	09						
8510T Voice/Data	3117-002	09	965.00	inc.	15.66	19.57	3.79	1.79
8510T Voice/DataTSG		09						
8520T Voice/Data	3116-001	09						
8520T Voice/DataTSG	9817-002	09						
Callmaster II Terminals	3179-001	09	237.00	inc.	3.85	4.81	2.88	2.50
Data Upgrade Kit	31175	09	190.00	66.00				
507 Adapter	32247A	09						
S201A Speakerphone	3152-007	09	132.00	30.00				2.50
CS201A Speakerphone	3131-004	09	360.00	28.80				2.00
Volume Control Handset	31052	09	26.40	T&M				
8510 Wall Mount Units	31171	09						
Supra Headsets	3122-040	09	120.69	18.50				
Headset Amplifier	3122-010	09	40.50	15.50				
500A Headset Adapter	3152-001	09	148.50	27.00				
14 Foot Handset Cord	32800	09	4.30	T&M				
25 Foot Handset Cord		09						
14 Foot Mounting Cord	32814	09	15.48	T&M				
25 Foot Mounting Cord	32825	09	18.92	T&M				
Mini Shoulder Rest - Black	31765	09	5.94					
Handset Cord Detangler								
K style handset	31793	09	39.60	32.00				
Push-to-talk Handset		09						
Modular to PJ327	31794	09	9.90	16.00				
Button Desi's for 8510 Voice Terminals	31170							
Button Desi's for 8520 Voice Terminals								
Button Desi's for CallMaster II	31790		17.82					

7.0 ISDN VOICE TERMINAL MODELS

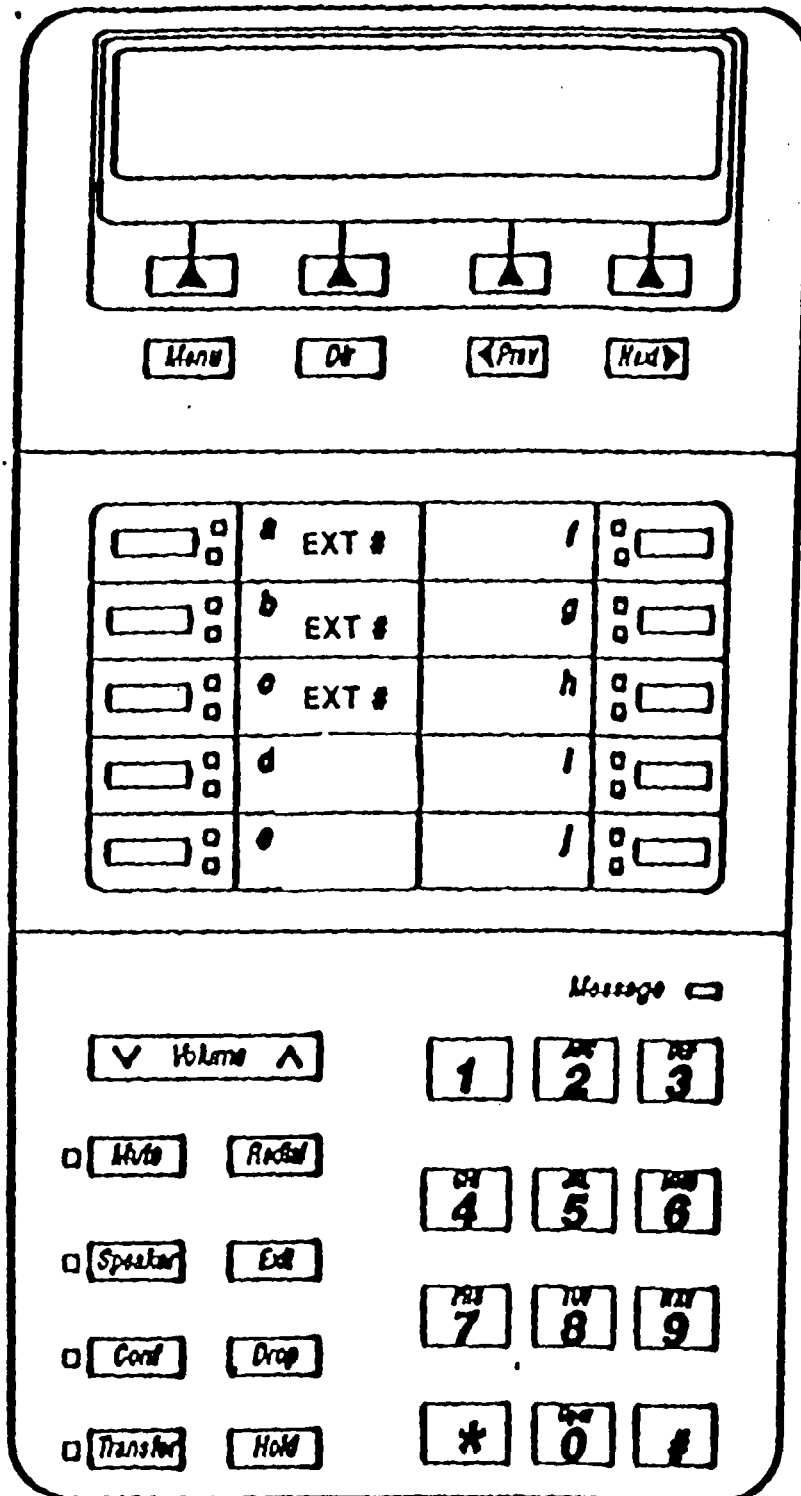
While providing basic telephone service (placing and receiving calls), the AT&T ISDN Voice Terminals can also be used to activate or deactivate the advanced features of the DEFINITY Communications System. Many of the features or functions can be quickly accessed with the press of a button on the terminal. This section contains examples of station models pertaining to call appearances and feature button assignments.



8510T Voice Terminal (Top View)

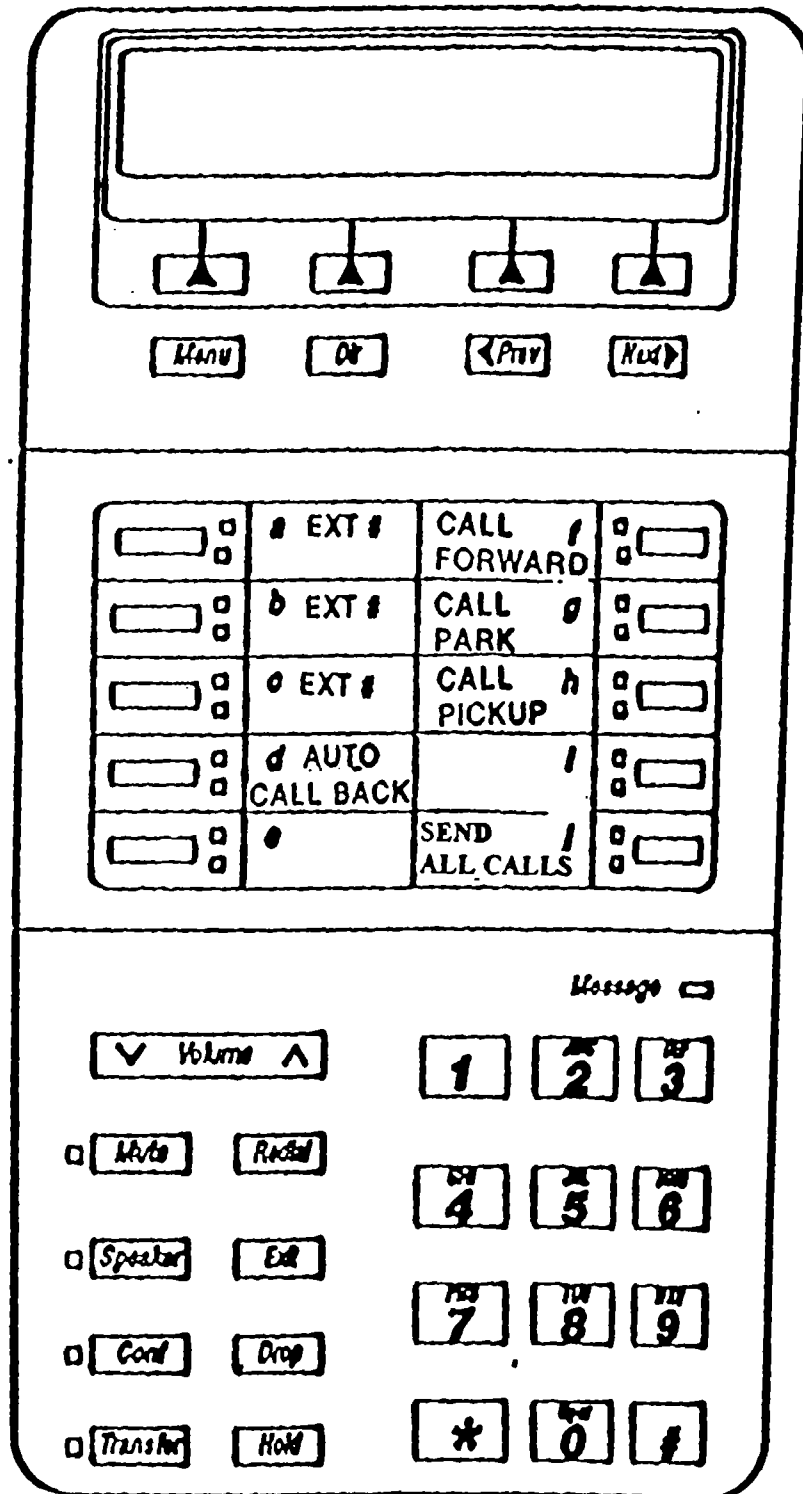


MODEL NAME/NUMBER:



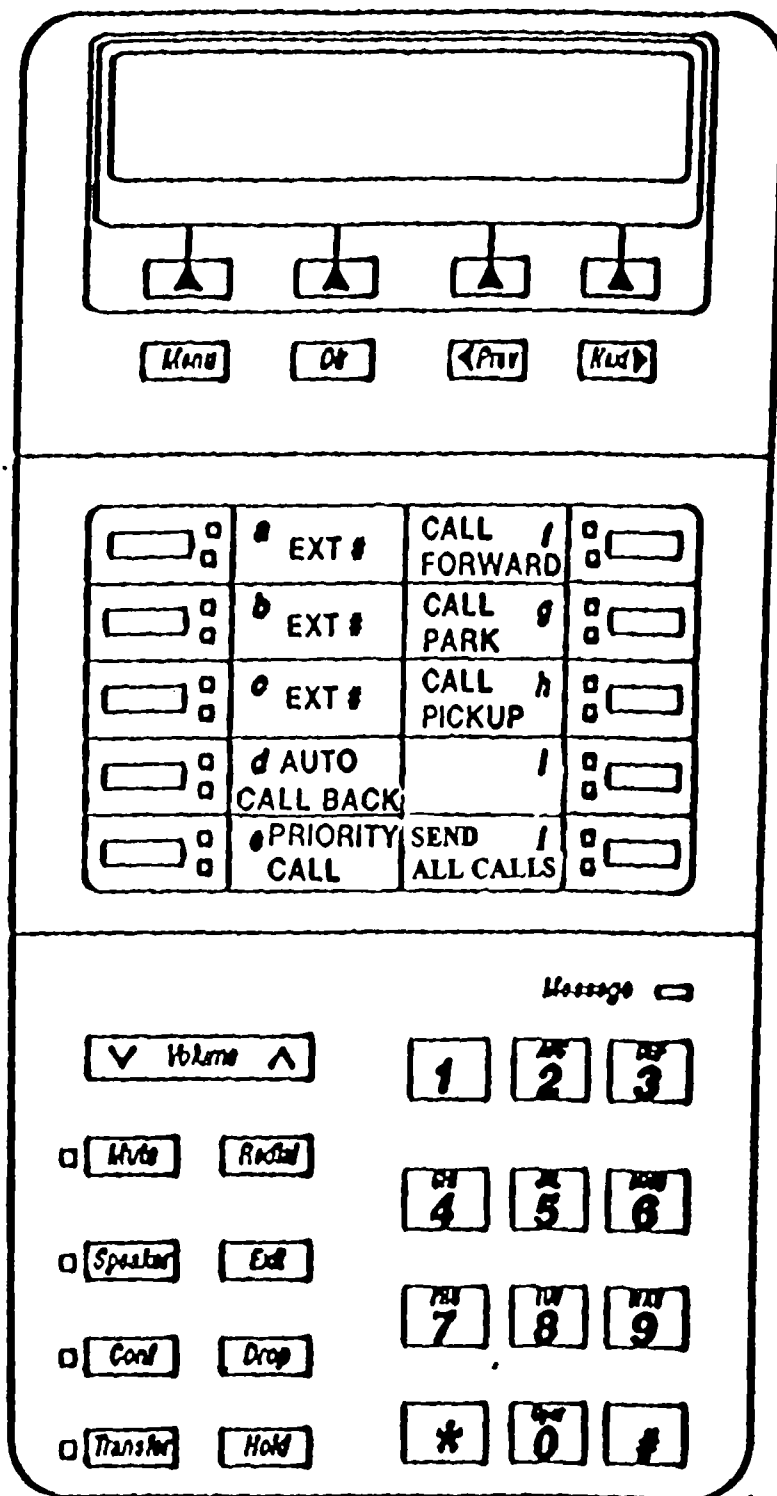
8510T ISDN VOICE/DATA TERMINAL

MODEL NAME/NUMBER:



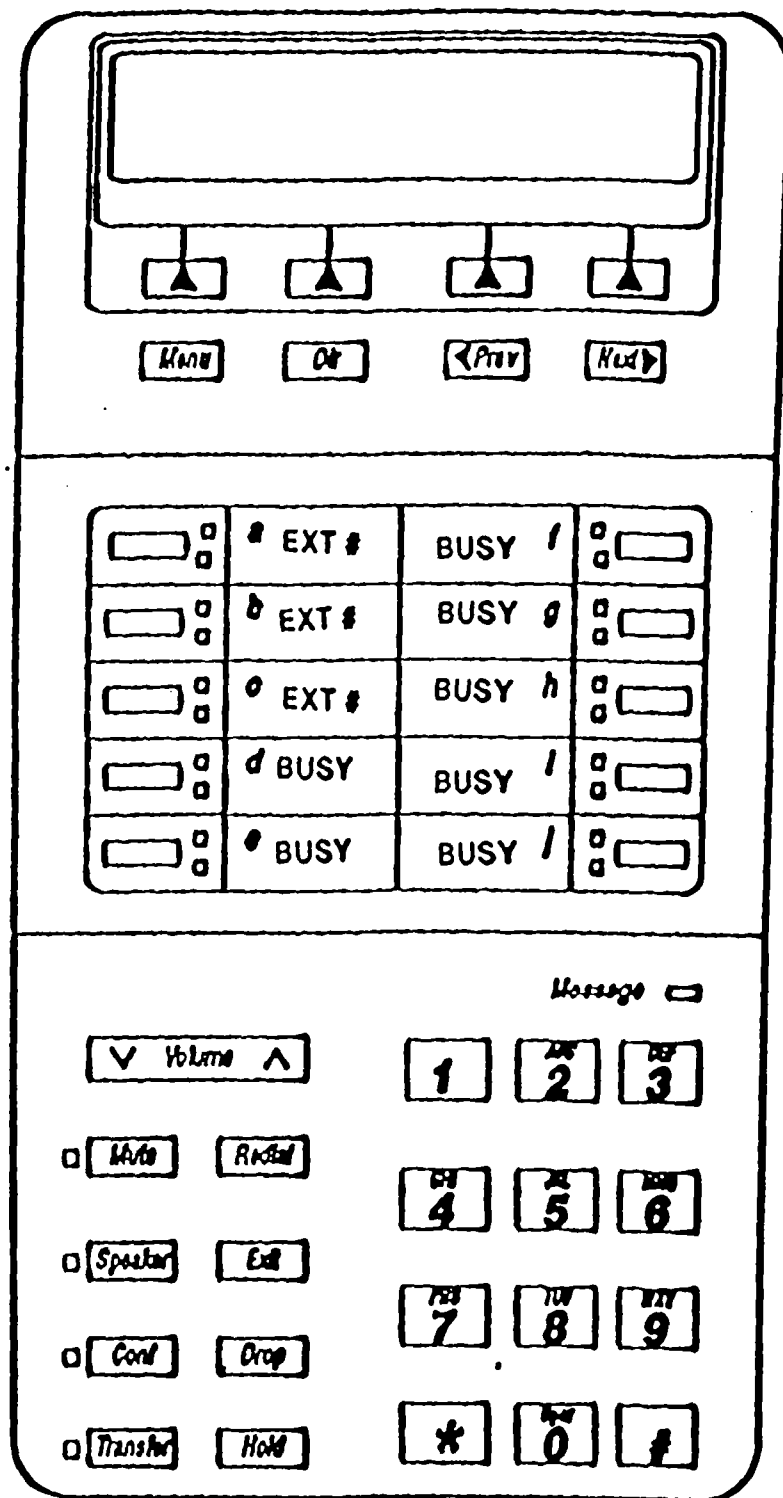
8510T ISDN VOICE TERMINAL

MODEL NAME/NUMBER:



8510T ISDN VOICE TERMINAL

MODEL NAME/NUMBER:



8510T ISDN VOICE TERMINAL

8.0 STATION REVIEW COLLECTION FORM

The Station Review Collection Form is used to identify line and station requirements for each user in the system. This essential information will be used to order the hardware and software components of the DEFINITY Communications System for EOP agencies. A sample form has been provided on the following page.

White House Executive Office of The President Telecommunications Service Request Send to TSO - OEOB, Rm 619 Fax No: (202) 456-9600		Request No. _____		L DATE _____	
		BUE No. _____ SAC Order _____ BU Number _____ E. Number _____			
2. From _____		3. Agency _____		4. Bldg/Room No. _____	
5. Location _____		6. Agency _____		7. Bldg/Room No. _____	
				8. Phone No. _____	
10. Requirements (explain briefly) ☐ New ☐ Move ☐ Discontinue Date Req'd _____ Priority Level _____					
_____ # of Telephone Sets _____ # of 16 Bln Sets _____ # of 30 Bln Sets _____ T&M _____ # of Telephone Lines _____ # of Spectrophones _____ # of Headsets _____ SA _____ Other (Explain in Description)					
Contact Name _____ Telephone No. _____ Room No. _____					
☐ C&P ☐ C&A ☐ Cable ☐ Electrical ☐ Other		Circuit Type ☐ Data ☐ Dial Line ☐ Telephone Circuit No. _____ ☐ Other Electrical Needs _____		TSO use only Prog. Mgr _____ Proj. Mgr _____ CRB _____ CAS _____ SSA _____ SPT ASC _____ Svc Mgr _____ Chargeable ☐ Yes ☐ No	
TSO Use Only					
Log Number _____ Date Received _____ Date Completed _____ Other _____ Service _____ Comments _____ Technician _____					
Telecommunications Representative Authorization					
Name _____ Telephone No. _____ Bldg/Room No. _____ Date _____					
Administrative Authorization					
Name _____ Telephone No. _____ Date _____					

EOP ISDN CONVERSION PROJECT - DATA COLLECTION SHEET

[illegible]

UPDATE: MARCH 5, 1994

AT&T WHITE HOUSE ACCOUNT TEAM EQUIPMENT ORDER SHEET

TSR NUMBER: _____

DOSS ORDER NUMBER: _____

[illegible]

LARRY JURCICH
NEOB - RM 5208
FAXC NUMBER 202-395-7239

[illegible]

SEND TO:

WHITE HOUSE OPERATORS

ROOM 02

ATTN: SUE LUDWIG

FAX NUMBER: 202-456-1644

EOP ISDN CONVERSION PROJECT - WHITE HOUSE DROP CHANGES

TSR# _____

[illegible]

EQP ISDN CONVERSION PROJECT - DISCONNECTED LINES

CUSTOMER: _____

[illegible]

EOP ISDN CONVERSION PROJECT - DISCONNECTED EQUIPMENT

CUSTOMER: _____

DOSS# _____

[illegible]

SEND TO:

C&P

ATTN: LINDA JAMES

FAX NUMBER: 202-395-5096

EOP ISDN CONVERSION PROJECT - PL DISCONNECTED CIRCUITS

TSR# _____

[illegible]

SEND TO:

WHCA VSU
BLDG 399 - ANACOSTIA - WNY
FAX NUMBER: 202-757-5516

EOP ISDN CONVERSION PROJECT - WHCA SIGNAL DROP DISCONNECT REQUEST

TSR# _____

[illegible]

**WHITE HOUSE OPERATORS
ROOM 02
ATTN: SUE LUDWIG
FAX NUMBER: 202-456-1644**

TSR# _____

[illegible]

9.0 TRAINING

AT&T is offering End User training to the Executive Office of the President for the new ISDN stations. The End User training will be 1 1/2 hours in length covering approx. 1 hour on the 8500 series telephones and 1/2 hour on the AUDIX voice mail system features. The following page gives the training location, time and contact person for scheduling training.

**TELEPHONE SYSTEM
TRAINING**



PLEASE CALL 6-9850

WANDA GREEN/AT&T

**TO SIGN UP FOR THE NEXT AVAILABLE
TRAINING CLASSES**

SCHEDULED TIMES:

9:00 AM - 10:30 AM

11:00 AM - 12:30 PM

1:30 PM - 3:00 PM

3:00 PM - 4:30 PM

**LOCATION: 726 JACKSON PLACE
WHITE HOUSE CONFERENCE CENTER
2ND FLOOR - LINCOLN ROOM**



AUDIX - THE FIRST DAY

Welcome to AUDIX!!

There are 3 activities which you must perform in order to set up your Voice Mailbox initially. They are:

1. Record your name
2. Establish your password
3. Create your personal greeting

Before you can begin, you must first LOG IN to the Voice Mail system. Below you will find the directions to LOG IN to the Voice Mail system, as well as, the 3 "Start-Up" activities.

GOOD LUCK!!

LOG IN

1. Dial the AUDIX extension number _____ and wait for the system to answer.
2. When asked, enter your extension number _____ followed by the "#" sign.
3. When the system asks for your password, ONLY enter the "#" sign.

**** YOU ARE NOW LOGGED IN TO YOUR VOICE MAILBOX ****

** The system will now ask you to press the numeral "1" and record your name.

TO RECORD YOUR NAME

1. Press "1" to begin recording.
2. Speak ONLY your first and last name.
3. Press "1" to stop recording. (The system will automatically replay your name for you.)
4. If your name sounds OK, press _____ to approve, or press "1" to re-record your name.

** Once you have approved your name, the system will automatically ask you to select a personalized password. The password you chose must be between ____ and ____ digits.

TO PERSONALIZE YOUR PASSWORD

1. When asked, enter your personalized password followed by the "#" sign.
2. Re-enter your password followed by the "#" sign. (The system will now tell you that your password has been changed. This is now your password until you elect to

AUDIX TELEPHONE NUMBERS

SWITCH	AUDIX	TELE #	LIST 3 #
White House	1	6-0111	11
OEOB	2	60222	12
	3	60333	13
NEOB	4	60444	14

TRANSFER TO AUDIX CAPABILITY FROM MAIN NUMBERS

USING AUTOMATED ATTENDANT

This allows users to transfer callers that call in on their main numbers and that are not in a coverage path directly into individual Voice Mail boxes.

TOUCH TRANSFER

DIAL THE FOLLOWING EXTENSION NUMBERS ASSOCIATED WITH THE AUDIX SYSTEM THAT THE INDIVIDUAL USER IS IN:

AUDIX 1 26901 (Users in White House and some OEOB)

AUDIX 2 27902 (Users in the OEOB)

AUDIX 3 27903 (Users in the OEOB)

AUDIX 4 28904 (Users in the NEOB)

DIAL THE INDIVIDUALS EXTENSION NUMBER OR PRESS AN AUTO DIAL BUTTON THEN THE POUND (#) SIGN.

TOUCH TRANSFER AGAIN

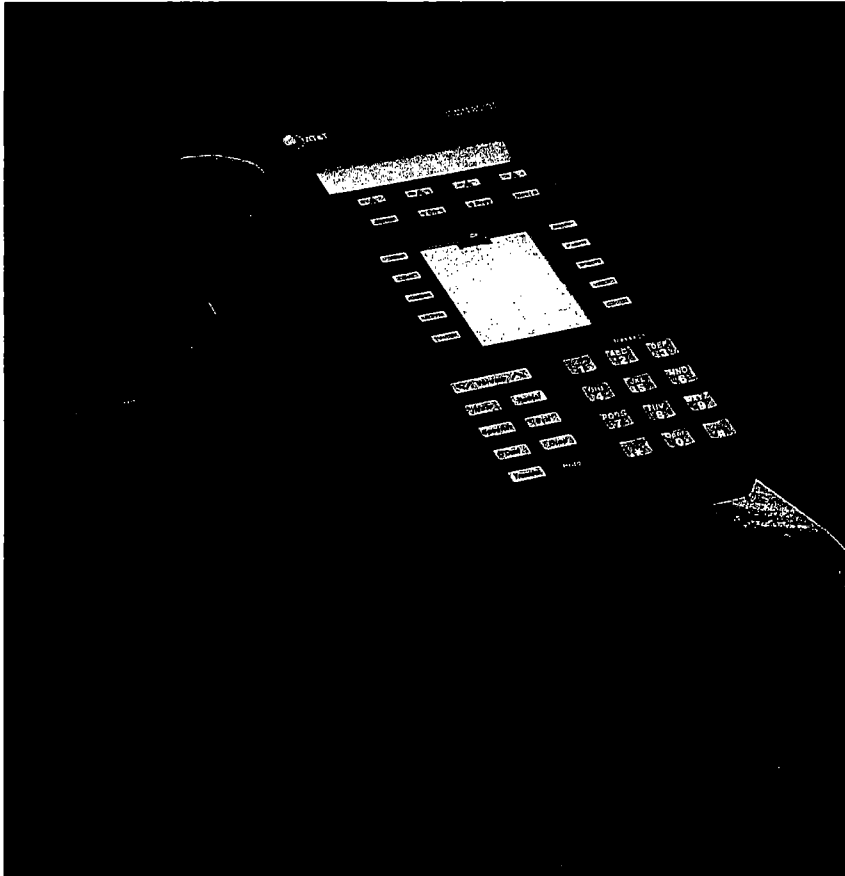
If there are any questions, please contact your Project Manager Specialist.



AT&T DEFINITY® Communications System

8510T ISDN Voice Terminal

AT&T
8510T ISDN
Voice
Terminal



Designed for Active Users

The 8510T ISDN Voice Terminal is designed for busy, active telephone users who can benefit from the growing roster of advanced voice, data and image applications supported by the DEFINITY® Communications System and ISDN services. The terminal can be linked to a PC or workstation, and is also well-suited for conference rooms and convenience locations.

10 Universal Buttons

The terminal's 10 flexible buttons can be assigned as desired for line appearances and switched-based features. A manager might use three buttons for calling while a support person would probably require more line appearances.

Multifunctional Display

The 8510T display is an easy-to-read, two line by 24 character "super twist" display. In addition to displaying information, it provides access to a built-in directory and call log. For these uses, the display is associated with four control buttons and four "soft" keys. The control buttons include a MENU of soft key features that are displayed on the screen, a DIR to display numbers in the local directory, and NEXT and PREV to page through your directory or soft key menu. Soft key functions include editing the directory and managing call logs.

Built-In Directory. A 30-entry directory is built into the terminal's non-volatile memory. The letters Q and Z have

been added to the dial pad for entering directory names.

Built-In Logs. The terminal also contains three 10-entry logs for your most recent incoming answered calls, incoming unanswered calls and outgoing calls. The outgoing log can be displayed on the terminal for redialing and call-back. A PC application can be developed to access the information for time sheets, scheduling or control.

A personal three-digit password can secure the directory, call logs and softkeys.

A New Level of Personal Productivity

The 8510T with its optional data board will support an Applications Programming Interface (API) that enables personal computer applications to monitor and control terminal functions. A patent is pending on this innovative feature. Important productivity gains can be achieved with such integrated voice/data applications as:

Directory and Data File. The 8510T directory can be supplemented without limit from a connected PC, also with automatic dialing. The directory could also record notes and comments for delivery to the PC screen whenever you call or receive a call from that number.

Automatic Redial. The application redials and alerts you when the other party answers.

Switch Feature Access. You'll multiply your set's buttons by accessing such switch features as call forwarding from your PC, instead of using a physical button.

Call Screening. Distinctive ringing alerts you to a priority call, based on matching the caller's number to your personal priority list.

8510T ISDN Voice Terminal

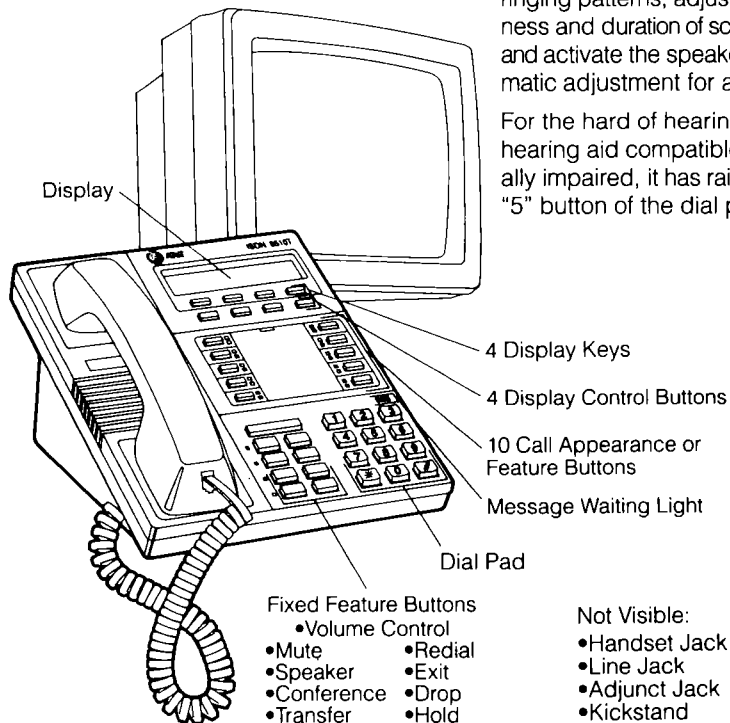
Automatic Conference Setup. Select the conferees from your directory or by entering their numbers and let the application automatically set up the conference.

Ready for Future Applications

The 8510T will support future circuit cards for such applications as attendant service and video. Plug-in ROM cards are planned for an easy upgrade to emerging National ISDN-2 standards.

Data Board capabilities:

- Asynchronous data rates up to 57.6 Kbps
- CCITT V.120 standards for 56 or 64 Kbps ISDN transmission and AT&T DMI Mode 2 and Mode 3/2 circuit switched rate adaption
- Selected Hayes* At commands enhanced for ISDN



- AT&T extensions for controlling, monitoring and managing the terminal and any virtual buttons defined by the PC application
- D Channel X.25, X.3 and X.29 standards
- Applications Programming interface (API)

Data Board with API Functions

The control of information between 8510T and PC is autostream for integrated voice/data or single stream for voice- and data-only applications. The physical connection can be made quickly and easily, with an ordinary modem cable between the 8510T's standard EIA 232-D interface and the PC's serial port.

Personalized Usage

The 8510T's visual and acoustical features can be personalized. Users can select from among eight distinct ringing patterns; adjust display brightness and duration of screen messages; and activate the speakerphone's automatic adjustment for ambient noise.

For the hard of hearing, the 8510T is hearing aid compatible. For the visually impaired, it has raised bars on the "5" button of the dial pad.

Centrex Compatible

The terminal is compatible with the AT&T 5ESS System, Release 4.2. A terminating resistor is built-in, reducing equipment and installation costs.

Requirements

- ISDN BRI T interface port connection
- Switch, local or remote power option. (configuration dependent)

Dimensions and Weight

Length	7.8", 19.8 cm
Width	9.5", 24.1 cm
Height	5.3", 13.4 cm
Weight	3.01 lbs., 1.39 kg

Options and Ordering Information

- 8510T Voice Terminal PEC 3117-001
- 8510T Voice/Data Terminal (When available) PEC 3117-002
- Data Upgrade Kit PEC 31175 (When available)
- Wall Mount Kit PEC 31171
- S201 Speakerphone PEC 3152-007
- CS201 Speakerphone PEC 3131-004
- 500A Headset Adapter PEC 3152-001
- Hard-of-Hearing Handset PEC 31052
- Single Station Power Supply PEC 3152-010
- Multiple Station Power Supply (Up to 32 Stations) PEC 3152-011
- Attribute Codes
 - Black COL 09
 - White COL 10

Standard equipment for the 8510T includes a 9-foot handset cord, 14-foot line cord and button designation card.

*Hayes is a registered trademark of Hayes Microcomputer Products, Inc.





The AT&T 8520T ISDN Voice/Data Terminal

Advanced, full-featured terminals that can help save time, enhance productivity, and improve customer service every business day.

**No time wasted
looking up phone
numbers. Create
your own 144-entry
phone directory for
fast auto dialing.**

The 8520T Voice/Data Terminal is ideally suited for executive level or departmental applications that need easy-to-use features, call coverage capabilities, and fast, on-screen access to customer information. Whether you need voice or voice and data, the 8520T Terminal provides communications flexibility at your fingertips.

Flexible Buttons and "Softkeys" that Expand Your Telephone's Capabilities

The 8520T Terminal provides 20 flexible buttons that give your executives important line and feature access capabilities. For example, having up to 20 Call (Line) Appearance buttons can be critical when calling volume is heavy in your group. These same buttons can also give your staff the ability to access additional features from the switch. And, for added convenience, you can note the function of each button on the plastic-covered Designation Strip located on the face plate of the Terminal.

The capacity and capabilities of your 8520T Terminal can be further expanded with 10 "Softkeys" that enable you to:

- ◆ Sort through your Personal Directory by groups or alphabetically, using the **Organize "Softkey"**
- ◆ Adjust display contrast
- ◆ Set display clock for the correct time and date
- ◆ Select from among 8 distinctive ringing patterns
- ◆ Activate the Speakerphone's automatic adjustment for screening out background noise
- ◆ Set Directory **Home** screen
- ◆ Activate your 8520T Terminal's self-testing capability
- ◆ Use a "Softkey" for your Data feature, thus freeing up a Call Appearance button

Dedicated Feature Buttons that Can Help Speed and Simplify Communications

Employee productivity will increase as your staff comes to appreciate the 8520T Terminal's easy-to-use features. Clearly

labeled buttons simplify the operation of frequently used features such as Conference, Mute, Speaker, Transfer, Redial, and Hold. In addition, the 4 Control Keys (Menu, Directory, Previous, and Next) make it easy to scroll through your Personal Directory. And, a red Message Waiting Light will alert you to a message.

Other features include a built-in Speakerphone with an advanced system design that helps ensure high quality, high-fidelity voice transmission with reduced background noise.

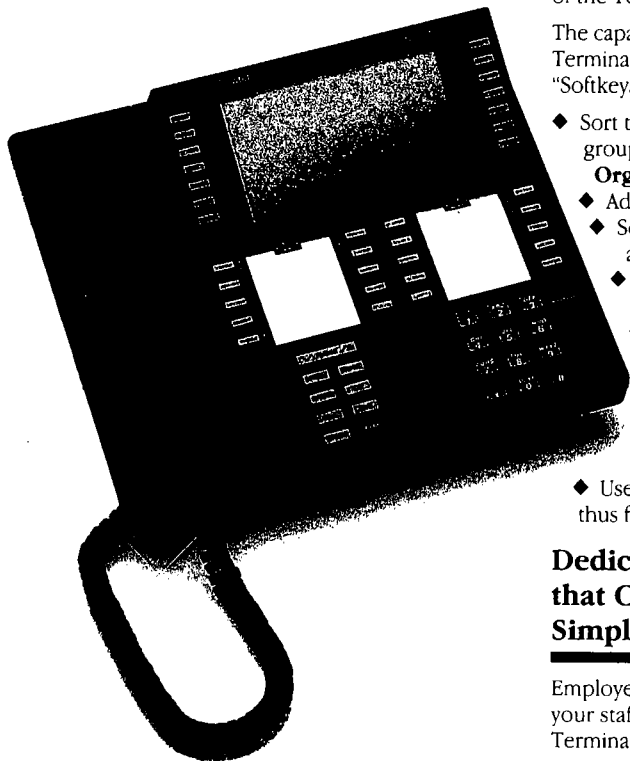
A Personal Directory that Can Help Save Time Every Business Day

No more searching for phone numbers. The 8520T Terminal's 144-entry Personal Directory is your on-screen electronic reference. It's easy to use, easy to revise, and easy to auto dial — a feature that can save time every business day. Create your own telephone directory. Then, use the 8520T Terminal's "Softkeys" and display Control Keys to add, edit, or delete entries, scroll through your Directory to locate names and numbers, and auto dial numbers as desired.

Call Log Lets You Know Who Called Even While You Were Out

You don't want to miss important calls. The 8520T Terminal's 60-entry Call Log helps make sure you won't by offering effective call coverage without the cost of additional equipment or personnel. Each of the 20 most recent incoming answered and unanswered calls are date and time stamped along with the calling party's name and number. Not only will you know exactly who called and when, but you can add the numbers to your Personal Directory for auto dialing at a later date.

Your 20 most recent outgoing calls will also be logged. If a number you called was busy or no one answered, you can easily try again by displaying the number on your screen for auto dialing. And, if the number is a new one, you can quickly add it to your directory.





The built-in data interface to your PC makes possible a broad range of customer service and productivity options.

Security Lock for Privacy of Your Directory and Call Logs

Choose your own password to activate the "lock" of your Personal Directory and Call Log information. And change it as often as you like, quickly and easily, to suit your own security needs.

The Large Display Screen Is Easy to Read and Use

The large display screen is easy to read and has 7 lines of 24 characters per line — ideal for displaying and revising the names and phone numbers in your Personal Directory, for determining the date and time of Call Log calls, for reviewing data information on callers when you're linked with a PC application, and just for knowing at-a-glance what time and day it is.

Data Connections with Ease and Economy

Now, with only a standard modem cable, you can bring together your phone and PC for simultaneous voice and data conversations. The 8520T Terminal has a built-in EIA-232D connection requiring no additional hardware or wiring, allowing you to easily take advantage of the high speeds and protocol options this interface provides.

Voice/Data Terminal — Your Link to a More Productive Day

The integrated data board of the 8520T Voice/Data Terminal supports an Applications Programming Interface (API), which gives you the option of increasing the capabilities of your system by creating a variety of PC applications, such as:

- ◆ **Priority Call Alert** — Even in the busiest times, you're on top of important calls. Set up your personal priority list and assign a distinctive ring or tone alert for those calls that you want to be aware of the moment they come in.

- ◆ **Customer Information On-Screen After First Ring** — Expand your 8520T Terminal's Directory from your PC. Use it to match your incoming calls to your database, retrieve a customer's file, and have it on-screen after the first ring.
- ◆ **Automatic Conference Call Setup** — Finally an easy way to establish conference calls! Select the parties involved from your Directory, or by entering their numbers, and let the 8520T Terminal automatically set up your conference call.*
- ◆ **Collect and Store Calling Data** — Vital call information can be saved in your PC database, creating a call record log for future reference and productivity measurement.
- ◆ **Add Features Without Adding Hardware** — By programming virtual buttons on your phone with your PC software, you can gain access to additional features without added hardware costs.

AT&T Quality — Nowhere Else at Any Price

AT&T's 8520T Voice/Data Terminal comes with an added value that you won't find anywhere else at any price — AT&T quality and service. AT&T service support includes a one-year parts warranty, a 24-hour, toll-free Helpline staffed by more than 400 AT&T Systems Experts, and a history of customer service that only a company in business for more than 100 years can offer. In addition, your 8520T Terminal can be covered by one of the most comprehensive, flexible service agreements in the industry.

For more information about the 8520T Terminals, contact the AT&T Account Executive serving your area. To order Terminals or add-on accessories, call the AT&T CATALOG at 1 800 635-8866.

*Number of parties to a conference call are determined by capacity of your communications system, and the quality of a conference call can be affected by the transmission characteristics of a conference party's telephone line

Compatibility

AT&T DEFINITY® Communications Systems: G3i, G3r
AT&T 5ESS® Switch Centrex

Features

Built-In EIA-232D Interface
Built-In Speakerphone
Built-In Terminating Resistor
Call Appearance/Switch-Based Feature Buttons (20)
Call Log (60 entries)
Conference
Contemporary Style (available in black or white)
Display (7 lines x 24 characters)
Display Control Buttons (Menu, Directory, Previous, Next)
Drop
Exit
Hearing-Aid Compatible
Hold
K-Type Handsets
Message Waiting Light (red LED)
Mute
Personal Directory (up to 144 entries)

Raised Bar on Dialpad (5 for Visually Handicapped)
Redial
Security Lock (3-digit password)
Softkeys (10)
Transfer
Volume Control
7-Foot Line Cord
9-Foot Handset Cord
12-Button Dialpad (w/letters Q and Z)

Data Capabilities

Asynchronous rates up to 57.6 Kbps
CCITT V.120 standards for 56 or 64 Kbps ISDN transmission
DML Mode 2 and Mode 3 circuit switched Data Transmission Protocol
D Channel X.25 for Packet Switching**
Enhanced Hayes® AT command set to include extensions for monitoring and managing the terminal operation

Ordering Information

8520T ISDN Voice/Data Terminal
Color Attributes: Black (Col 09)
White (Col 10)

PEC
3116-001

Accessories

500A Headset Adapter
S201 Speakerphone
CS201 Speakerphone
Applications Programming Interface Reference Manual
Hard-of-Hearing Handset

PEC

3152-001
3152-007
3131-004
533-705-200
31052

Power Requirements

Local Power: MSP-1 Power Supply
Bulk Power: 1145A Power Supply

2404-010A
2404-011A

Dimensions

US
Height 5 3/8"
Length 10 1/4"
Width 11 1/2"
Weight 4 3/4 lbs

Metric
13.66 cm
26 cm
29.1 cm
2.17 kgs

Environmental Conditions

Temperature: 40°–120° F (4°–48° C)
Humidity: 5%–95% Non-Condensing

** For the AT&T 5ESS Switch Centrex only.
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