CONTACT-DK

User Guide

TELECO

MORE THAN JUST TALK

Ask your System Administrator to help you complete this form.

Write down the following important number. Keep them handy in case you need them while using Contact.

Contact Message Center Number: _____

Your Mailbox Number: _____

Default Passcode:_____

Write down the company telephone number to use to call Contact if it is different from the normal business number.

Company Phone Number: _____

Write your System Administrator's name and telephone or extension number below for those times when you need help with Contact.

Name: _____

Telephone Number: _____

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What Is Contact?

Contact™ is an automated voice mail system for handling telephone calls and taking messages; it is designed specifically for operation with your telephone. Contact provides you with a mailbox to use for sending and receiving messages. You will personalize your mailbox with your name, a greeting, and a private passcode.

Easy to use:

- Contact uses menus from which you select options using your telephone keypad. Simple and straight-forward menus allow you to concentrate on what to do, not on how to do it.

- Voice prompts guide you every step of the way, telling you what menu options are available.

- Don't worry if you make a mistake. You can't damage Contact, so experiment with all the available features.

Benefits:

- Communicate with co-workers or customers by encouraging them to leave voice messages in your mailbox. No more missed calls or incorrect messages!

- Record temporary greetings to let callers know when you are out for the day, on vacation, or tied up in meetings.

- Listen to or leave messages 24 hours a day, from anywhere in the world, using a touch-tone phone.

- If you are out of the office at another number or off site with a pager or cellular phone, Contact can notify you when you receive messages.

Your Telephone

Before using Contact, take a moment to familiarize yourself with your telephone. The figure on the next page shows the location of the following keys and lights.

- **Intercom Key** – Used to call Contact and access your mailbox.

- **Keypad** – Used to make menu selections within Contact.

- **Message Light** – Used to indicate when you have messages in your mailbox. When lit, use the associated Message Key to call Contact.

  For telephones that do not have a message light, your System Administrator can set up Contact to call you when someone leaves a message.

If you have an Electronic Telephone, check with your System Administrator to make sure you have the four flexible buttons shown in the diagram. It does not matter in what order they exist on the telephone.

Keys

The following keys have the same meaning throughout Contact.

| ✳ | **Cancel** | Cancel the current menu selection and return to the previous menu. |

| ✳ ✳ | **End Call** | Disconnect from Contact if you are in a menu. |

| Oper 0 | **Auto-Attendant** | Return to the Auto-Attendant – Contact will answer and play the company greeting. |

> This works only if you are in a menu. If you are entering numbers, 0 is a numeric entry.

When you see the key sequence 【?】 ... 【?】 in the instructions, it means to enter a specific set of digits using the telephone keypad. For example, each user has a unique mailbox number. This key sequence can represent any mailbox number–yours or someone else's.

Refer to the form at the beginning of this User Guide when you need to enter exact numbers. If the form is blank, have your System Administrator help you complete it.

Where To Get Help

The System Administrator is the person from your company who manages Contact. If you have any problems with Contact or questions about procedures, consult your System Administrator.

Preparations

Before opening your mailbox, you need four things:

- **The Contact message center number.**
  Your System Administrator will give this to you; you should record it at the beginning of this book.

- **Your mailbox number.**
  Your System Administrator will give this to you; you should record it at the beginning of this book. It is usually the same as your station number.

- **A passcode.**
  The passcode length is between 3 and 6 digits. Your System Administrator will tell you how many digits to use. Your default passcode is all 9s. It is up to you to change the default passcode to a series of digits that only you know. The new passcode must have the same number of digits as the default passcode.

- **A greeting.**
  This greeting is what callers hear when you are unable to take their calls. A sample greeting is given in the start-up instructions on the next pages, but you may want to create your own.

Programming Your Telephone

Call Forward Key

1. Press the Call Forward key.

2. Enter the Contact message center number: ⟦?⟧ ... ⟦?⟧

3. Press the Call Forward key again.

> If you do not have a Call Forward button on your telephone, ask your System Administrator to help you set up call forwarding.

Voice Mail ID Codes

Assign a mailbox number for message storage:

1. Look up Voice Mail in your telephone User Guide.

2. Follow the steps for assigning a mailbox to store messages.

> Use the [#] key instead of code 91 before your mailbox number.

Assign a mailbox number for message retrieval:

1. Continue to refer to your telephone User Guide.

2. Follow the steps for assigning a mailbox for message retrieval.

> Use the [∗] key instead of code 92 before your mailbox number.

Calling Contact the First Time

From An Internal Station

1. Lift the handset.

2. Press the Intercom key, if necessary.

3. Dial the Contact message center number: 〔?〕 ... 〔?〕

    Contact answers and plays the company greeting.

    > If you reach the Operator or do not get an answer, Contact is busy. Try again later.

4. Press 〔∗〕 when you hear the company greeting. Contact prompts you for a mailbox number.

5. Enter your mailbox number: 〔?〕 ... 〔?〕

6. The first time you call Contact, your default passcode is all 9's. Enter the default passcode: 〔9〕〔9〕 ... 〔9〕

7. Press 〔1〕 to continue.

8. You must change the default passcode at this point, so Contact asks you for a new passcode. Your new passcode must have the same number of digits as the default passcode. Do not use all 9's again, and do not use the [∗] or [#] characters.
    Enter your new passcode: 〔?〕 ... 〔?〕

9. Contact asks you to re-enter your new passcode for confirmation.   Enter your new passcode again: 〔?〕 ... 〔?〕

10. Contact asks you to record your name. Say only your name. For example, say:

    "Christine Conner"

    Speak immediately after the tone, and press any key when you have finished.

11. Press $\boxed{1}$ to accept, $\boxed{2}^{ABC}$ to review, or $\boxed{3}^{DEF}$ to re-record your name.

12. Contact prompts you for a greeting. Say whatever you wish, but keep it short and professional. Here is a sample greeting:

> *"You have reached Christine Conner. I can't answer the phone right now, so please leave your name, number, and a short message -- I will get back to you as soon as possible.   If you need immediate assistance, press [0] and ask to be transferred to my associate, Julie Jones."*

13. Press $\boxed{1}$ to accept, $\boxed{2}^{ABC}$ to review, or $\boxed{3}^{DEF}$ to re-record your greeting.

Congratulations! You have successfully set up your mailbox and can now send and listen to messages.

From an Outside Telephone

1. Call your company telephone number.

2. When Contact answers, press: $\boxed{*}$

3. Enter your mailbox number: $\boxed{?}$ ... $\boxed{?}$

4. Go to step 6 on page 6.

Calling Contact For Messages

If your message light is lit:

1. Press the Intercom key.

2. Press the Message key.

3. Enter your passcode: $\boxed{?}$ ... $\boxed{?}$

4. Press $\boxed{1}$ to listen to your messages or select another option from the Main Menu shown on the next page.

If your message light is not lit or you do not have a message light:

1. Lift the handset.

2. Press the Intercom key, if necessary.

3. Dial the Contact message center number: $\boxed{?}$ ... $\boxed{?}$

4. Press $\boxed{*}$ when you hear the company greeting. Contact prompts you for a mailbox number.

5. Enter your mailbox number: $\boxed{?}$ ... $\boxed{?}$

6. Enter your passcode: $\boxed{?}$ ... $\boxed{?}$

7. Press $\boxed{1}$ to listen to your messages or select an option from the Main Menu shown on the next page.

Contact Menu System

This section describes the options available in Contact. Choose from the menus shown below when you call Contact to open your mailbox.

Main Menu

1	Listen
ABC 2	Send
#	Options

DEF 3	Memo
GHI 4	Greeting
JKL 5	Temp Greeting
MNO 6	Passcode
PRS 7	Name
TUV 8	Notify
WXY 9	Dist. Lists

Select Destination/ Record Message

? *?*	Mailbox Number
WXY 9	Directory
∗	Erase Last Number
#	Start/Stop Recording

Send Options

1	Accept
ABC 2	Review
DEF 3	Re-record
#	Options

GHI 4	Append
PRS 7	Urgent
TUV 8	Private
WXY 9	Certified

Listen Options

1	Save
ABC 2	Review
DEF 3	Erase
#	Options

GHI 4	Reply
JKL 5	Forward
MNO 6	Envelope
PRS 7	Rewind
TUV 8	Pause
WXY 9	Fast Forward

Universal Keys
(within a menu)

Oper 0	Auto-Attendant
∗	Cancel
∗ *∗*	End Call

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Main Menu

After opening your mailbox, choose from the following menu options:

`1` **Listen** Listen to your message(s).

`ABC 2` **Send** Record and send a message.

`#` **Options** Listen to the voice prompts for the following options:

> `DEF 3` **Memo** Record a message for yourself.
>
> `GHI 4` **Greeting** Record your permanent greeting.
>
> `JKL 5` **Temporary Greeting** Record a greeting lasting only a specified number of days. Set the number of days from 1 to 99; the temporary greeting expires at midnight of the last day specified. When your temporary greeting expires, the caller hears the permanent greeting. *See 'Helpful Hints', page 17, for more information.*
>
> `MNO 6` **Passcode** Change your passcode.
>
> `PRS 7` **Name** Record your name.
>
> `TUV 8` **Notification** Instruct Contact to notify you of messages at a different station, outside number, cellular phone, pager, etc. You can choose when to be notified and, if your System Administrator has give you access, you can enter your own notification type and number. *See 'Message Notification', page 15, for more information.*
>
> `WXY 9` **Distribution Lists** Set up and send messages to more than one mailbox at a time. *See 'Distribution Lists', page 16, for more information*.

Listening to Messages

Press ⌷ 1 ⌷ to listen to messages.

After listening to a message, choose an option from the 'Listen' menu below:

Listen Menu

1   **Save**   Keep this message and play the next, if any.

ABC 2   **Review**   Repeat the message just played.

DEF 3   **Erase**   Erase the message just played and play the next, if any.

**Options**   Listen to the voice prompts for the following options:

     GHI 4   **Reply**   Send a response to the person who sent the message.

     JKL 5   **Forward**   Forward the message to another mailbox.

     MNO 6   **Envelope**   Tell who the message was from and when it was sent.

     PRS 7   **Rewind**   Back up the message a few seconds, then resume play.

     TUV 8   **Pause**   Stop the message being played–press any key to resume.

     WXY 9   **Fast Forward**   Skip forward in the message a few seconds, then resume play.

Sending Messages

Press $\boxed{\substack{ABC \\ 2}}$ to send a message. Use the procedure below:

1. Enter all destination mailbox numbers: $\boxed{?}$ ... $\boxed{?}$

- For a directory list, press [9]. Follow the voice prompts to tell Contact where to send this message. Continue creating the list of destinations by entering mailbox numbers or accessing the directory.

- If you enter an incorrect mailbox number, press [*] to delete it from the list.

2. Press $\boxed{\#}$ to end the destination list and begin recording your message.

After recording your message, choose an option from the 'Send' menu below:

Send Menu

$\boxed{1}$ **Accept**   Send your message to the destination mailbox(es).

$\boxed{\substack{ABC \\ 2}}$ **Review**   Listen to the message you just recorded.

$\boxed{\substack{DEF \\ 3}}$ **Re-Record**   Replace the recorded message with a new one.

$\boxed{\#}$ **Options**   Listen to the voice prompts for the following options:

> $\boxed{\substack{GHI \\ 4}}$ **Append**   Add to your recorded message.
>
> $\boxed{\substack{PRS \\ 7}}$ **Urgent**   Place this message first in the destination mailbox(es).
>
> $\boxed{\substack{TUV \\ 8}}$ **Private**   Prevent the receiver(s) of your message from forwarding it.
>
> $\boxed{\substack{WXY \\ 9}}$ **Certified**   Request notification that your message has been heard.
> *See 'Helpful Hints', page 17, for more information.*

Quick Messaging

Quick Messaging allows you to leave messages for yourself or fellow employees without ringing their telephone or having to access your mailbox.

From An Outside Telephone

1. Call in to your company.

2. When Contact answers, press: $\boxed{\#}$

3. Enter the mailbox number you wish to leave a message in: $\boxed{?}$ ... $\boxed{?}$

4. Record the message.

5. Press any key or hang up.

From An Internal Station

1. Select an intercom line.

2. Dial the Contact message center number: $\boxed{?}$ ... $\boxed{?}$

3. When Contact answers, press: $\boxed{\#}$

4. Enter the mailbox number you wish to leave a message in: $\boxed{?}$ ... $\boxed{?}$

5. Record the message.

6. Press any key or hang up.

Transferring An Outside Caller to a Mailbox

To transfer a caller on an outside line into a mailbox, use this procedure:

1. Press the Conference/Transfer button or flash hook from a standard, non-digital telephone.

2. Dial the Contact message center number: $\boxed{?}$ ... $\boxed{?}$

3. When Contact answers, press: $\boxed{\#}$

4. Enter the mailbox number the caller wants to leave a message in: $\boxed{?}$ ... $\boxed{?}$

5. Hang up immediately.

> If you do not hang up immediately, the caller will not hear all of the selected mailbox greeting.

Checking More Than One Mailbox

If you wish to check more than one mailbox during a single Contact call-in session, use the following procedure:

1. Check messages in the first mailbox as you normally would.

2. After you finish with that mailbox, press: $\boxed{\substack{Oper \\ 0}}$
This takes you back to the Auto-Attendant.

3. Press $\boxed{*}$ when you hear the company greeting.
Contact now asks for the new mailbox number.

Use the same procedure for every mailbox you wish to check; just repeat steps 2 and 3.

Message Notification

Message notification allows you to leave the office and have Contact let you know when you receive messages. Contact will call you at a telephone number or beep you on a pager. You can also use notification to alert you to messages if your phone does not have a message light.

When you select option 8 · Notify · from the Main Menu, you can:

- Specify when notification should take place: when the business is open, closed, always, or never.
- Indicate that you want notification for *urgent* messages only.

IF your System Administrator has given you the ability to specify your own mailbox type and number, you can:

- Enter a notification type: internal station number, outside number, message pager, tone-only pager, or digital pager.
- Enter a station number or telephone number at which to be notified.

If your System Administrator has *not* given you the ability to specify your own mailbox type and number, s/he will have to enter the notification type and number for you.

If your notification number is a telephone or station number: Contact calls that number up to three times at 15 minute intervals. If you do not call in and check your mailbox by the third time, Contact will not call again, even if it receives new messages. However, your phone's message waiting indicator, if available, will be on until the message is checked.

If your notification number is a pager: Contact follows the same procedure as with a phone or station number but calls the pager number again when it receives new messages.

Distribution Lists

You can set up 5 distribution lists, numbered between 05 and 09, containing a group of mailbox numbers.

> Distribution lists numbered between 01 and 04 are reserved for the System Administrator to set up global lists that you can use but cannot change.
>
> Distribution list number 00 allows you to broadcast a message to every mailbox in the system.

When you select option 9 - Distribution Lists - from the Main Menu, follow the prompts to:

- Add mailbox numbers to a distribution list.

- Review a distribution list.

- Delete mailbox numbers from a distribution list.

- Record a name for a distribution list.

Here are some general rules to follow:

- Whenever you reference a distribution list number, be sure to press two digits, i.e., 05 or 06.

- When adding a mailbox number to a distribution list, Contact confirms each number then allows you to continue adding numbers until you are done.

- You can only delete one mailbox number at a time.

Using Mailbox Greetings Effectively

There are two types of mailbox greetings: "permanent" and "temporary". You record the permanent greeting when you access your mailbox the first time. If there is no temporary greeting, callers leaving messages in your mailbox will hear the permanent greeting.

A permanent greeting cannot be very specific because it is worded to cover all situations. To address specific situations, you can create a temporary greeting. The temporary greeting will only last for a specified number of days.

Two examples of temporary greetings follow:

> *"Hi! You have reached Julie Jones. I'm on vacation from Friday, June 18, through Friday, June 25. I'll be back on Monday, June 28, so please leave a message and I'll get back to you as soon as possible. If you require immediate assistance, press [0] and ask to be transferred to Christine Conner."*

> *"This is Harry Smith, and today is Thursday, May 13. I have a meeting all day today so I will not be available to answer calls. Please leave a message and I'll get back to you tomorrow."*

You can change your temporary greeting anytime you wish to let callers know about any schedule changes. It's a good idea to create a temporary greeting every day–it shows callers that you really do use Contact. You can also leave the name of a backup person if you will not be available to answer calls.

To create a temporary greeting:

1. Call Contact and access your mailbox.

2. Press: $\boxed{\begin{smallmatrix}JKL\\5\end{smallmatrix}}$

3. Follow the voice prompts.

The temporary greeting can last from 1 to 99 days, expiring at midnight of the last day. If you specify one day, the temporary greeting expires at midnight of the day you recorded it. Specify the number of days as a 2-digit number.

You can make a temporary greeting from any touch-tone telephone. If you are away from your desk or out of the office, you can still record an appropriate greeting.

To cancel a temporary greeting:

Follow steps 1-3 above and set the number of days to 0; this cancels the temporary greeting altogether. If a caller dials your station number, they hear your permanent greeting.

24 Hour Touch-Tone Accessibility

Contact functions 24 hours a day, 7 days a week. All you need is a touch-tone telephone to check messages anytime, from any location.

Listening to Messages

Keys 7, 8, and 9 (Rewind, Pause, and Fast Forward) in the 'Listen' menu apply only while you are listening to a message. Use these keys to replay information you missed, to pause a message so you can write something down, and to quickly move ahead to another message.

While listening to messages, Contact plays *new* messages before saved messages. After you listen to all messages, Contact returns you to the Main Menu.

Sending Messages

When sending a message, you can create a destination list of up to 49 mailboxes. If you need to send to more mailboxes, you will have to send the message again.

Message Storage Limit

Contact deletes a saved message after the message is older than a certain number of days. The exact number of days (typically 15) is determined by your System Administrator.

Forwarding and Transferring

The 'Reply' and 'Forward' options in the Listen menu only work with other Contact mailboxes in your company. You cannot reply to a message from an outside caller or forward a message to an outside number.

Certified Messages

When you send a certified message, Contact creates a 'receipt' containing the names of the message addressees. This receipt becomes a saved message in your mailbox.

Every time you listen to the receipt, you can find out who has and who has not listened to the message. When everyone has listened to the message, you can delete the receipt from your mailbox.

Type Ahead

You need not listen to all menu prompts before pressing a key selection; the prompts are only for your convenience. If you know what keys to use, type ahead and move through the system as fast as you wish. You may also choose additional menu options without first pressing [#] to hear the voice prompts for the options.

Message Length and Conditions

There is no time limit on message length, but after five minutes Contact interrupts the caller and asks if they wish to continue. If there is no reply, Contact stops recording and hangs up. The same thing happens if the caller stops talking for more than a few seconds or has a very faint connection.

If the caller is in a very noisy environment, such as a factory or windy car phone, Contact may disconnect. The caller should try again from a quieter location.