

Overview

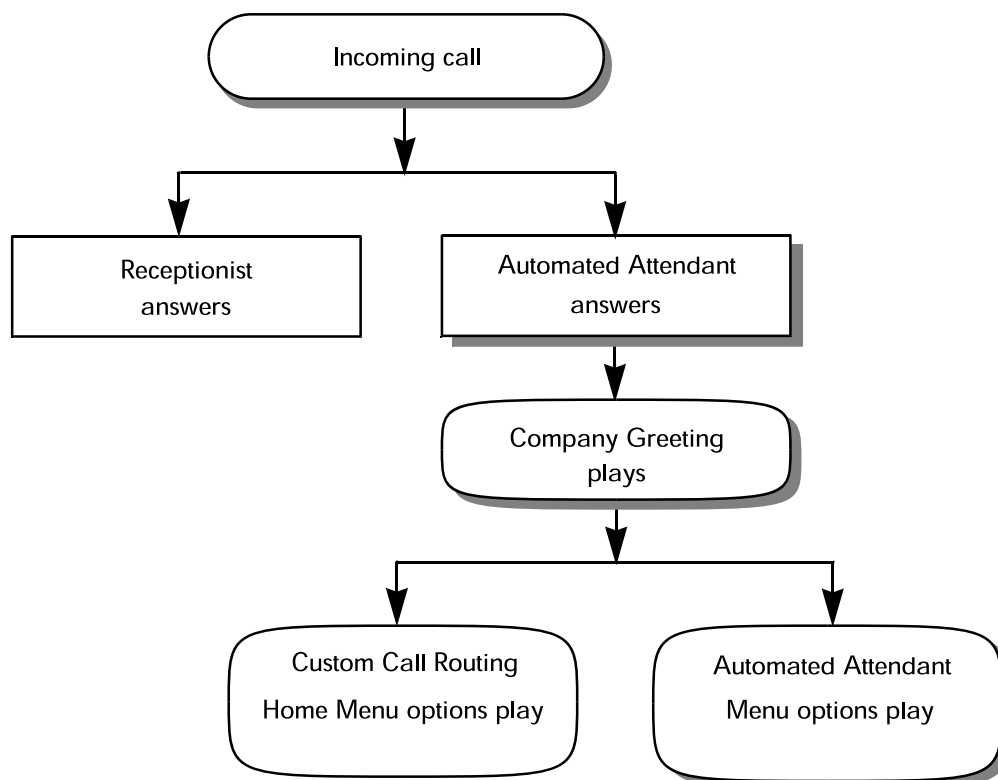
The Automated Attendant provides a convenient means of answering your company's incoming telephone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. You can also specify which greeting will play for particular lines. For example, you can program the system so that callers will hear one greeting when they call the sales line, and a different greeting when they call the customer support line.

After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dialpad of their telephone. You can also customize this menu to provide a different selection of options for callers.

If you want to offer a greater range of options and services for incoming calls, a Custom Call Routing (CCR) menu can be assigned to play instead of the Automated Attendant Menu. See Section IV for information on creating a CCR menu.

Automated Attendant answering overview



This chapter contains information and procedures on:

- recording your company Greetings
- setting up a Greeting Table
- assigning greetings to the table
- creating a custom menu
- adding an alternate language for your greetings
- assigning the Greeting Table Attendant
- assigning a Custom Call Routing menu
- programing the business hours for the Automated Attendant
- programing which lines will be answered by Voice Mail
- setting the number of rings before Voice Mail answers

Periodically, you may wish to revise some of the Automated Attendant settings to reflect changes in your office. This section also contains information on:

- viewing and changing which lines will be answered by Voice Mail
- enabling or disabling the Touchtone Gate option
- enabling or disabling the Voice Mail option

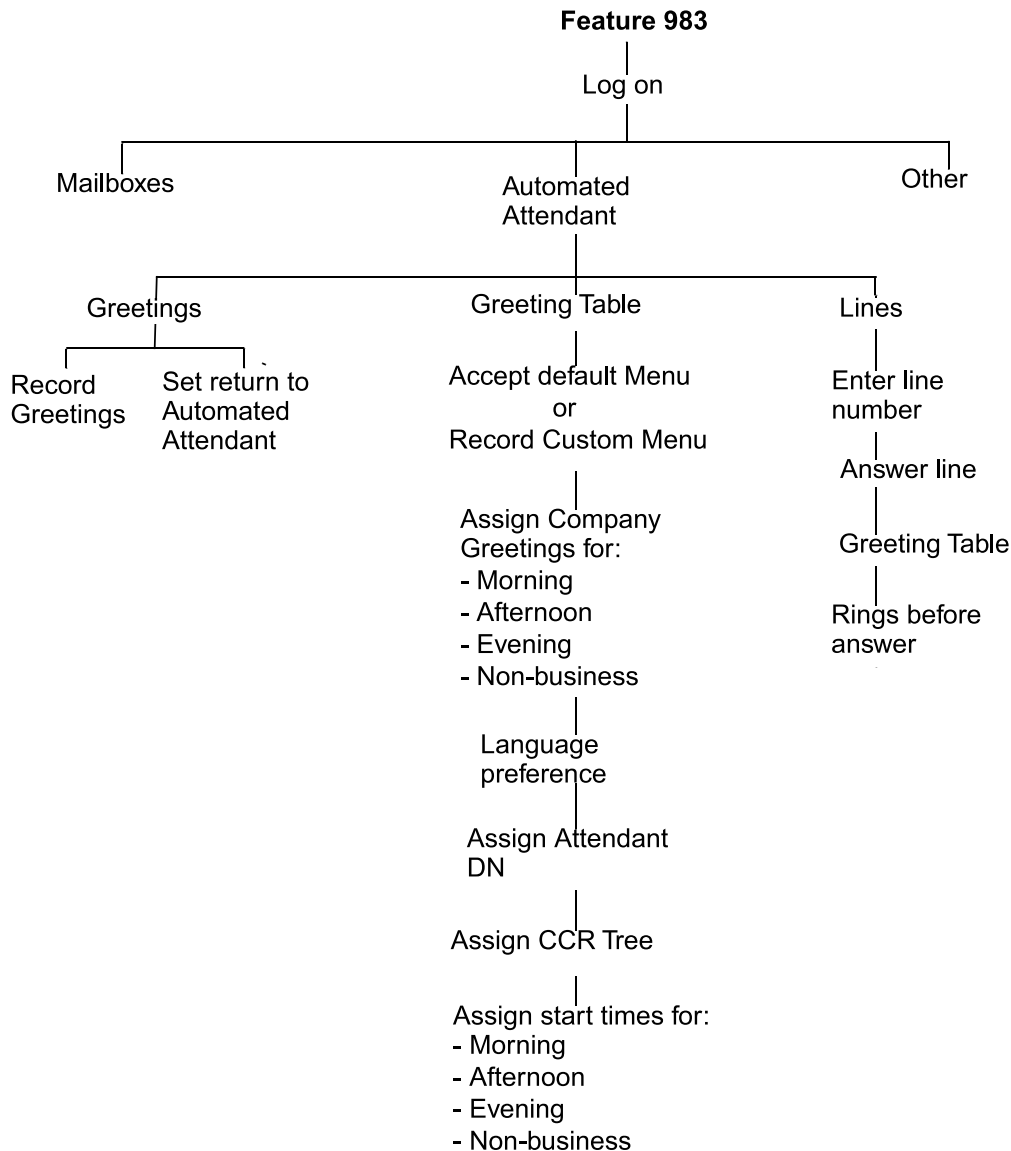
Other options available are explained elsewhere in this Guide, such as setting up a fax line, changing the Company Directory status for a mailbox and adding or changing a Caller ID (CLID) Dialing table.

Tools and materials

To program your Automated Attendant, you will need a Norstar two-line display telephone.

The *Norstar Voice Mail Programing Record*, provided to you by your installer or your customer sales representative, contains useful information about programing options and can be a helpful reference while setting up the Automated Attendant.

Overview of Automated Attendant programming



Greeting Tables

The Greeting Tables store the recordings played by the Automated Attendant to incoming callers. Norstar Voice Mail provides four Greeting Tables numbered 1 to 4.

You can store a total of 40 Company Greetings in memory, but only four greetings can be assigned a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings for each table.

The following shows an example of how Greetings can be assigned to the tables

| Greeting Type | Table 1 | Table 2 | Table 3 | Table 4 |
|---------------|------------|------------|-------------|-------------|
| Morning | Greeting 1 | Greeting 5 | Greeting 9 | Greeting 13 |
| Afternoon | Greeting 2 | Greeting 6 | Greeting 10 | Greeting 14 |
| Evening | Greeting 3 | Greeting 7 | Greeting 11 | Greeting 15 |
| Non-business | Greeting 4 | Greeting 8 | Greeting 12 | Greeting 16 |

We recommend using greetings 1 through 16 as your daily business greetings, and greetings 17 through 40 as special greetings.

Each Greeting Table is divided into four sections, based on the time of day. The following shows the default times assigned to the sections.

| Greeting Type | Default start times |
|---------------|---|
| Morning | 12:00 am |
| Afternoon | 12:00 pm |
| Evening | 6:00 pm |
| Non-business | 6:00 pm If default hours are used, the Non-business Greeting will not be heard by the caller. The Non-business Greeting can be turned on and off using the Business Status feature. |

Greeting Tables using the Alternate Language

When you are using both the Primary and Alternate Languages, we recommend assigning one Greeting Table to the Alternate Language. For example, if your company has two incoming lines and you would like one line assigned entirely to the Alternate Language, you must assign that line to the Greeting Table where all the greetings are recorded in the Alternate Language. This means you could record greetings 5, 6, 7 and 8 in the Alternate Language and assign the greetings to Greeting Table 2 for line 2.

Company Greetings

Before you record your company Greetings, determine the type of greetings to be used on the different incoming telephone lines and what you would like the greetings to say. You must prepare at least four greetings. As you record your greetings, number them from 1 to 4.

The four greetings will reflect the Morning, Afternoon, Evening and Non-business hours. For example:

- 1) Morning Greeting: *"Good morning. You have reached Touchstone Marketing."*
- 2) Afternoon Greeting: *"Good afternoon. You have reached Touchstone Marketing."*
- 3) Evening Greeting: *"Good evening. You have reached Touchstone Marketing."*
- 4) Non-business Greeting: *"You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling."*

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting number 1 will be played as the Morning Greeting for Greeting Table 1, 2, 3 and 4.

If you are using only one Greeting Table, the numbered greetings you recorded from 1 to 4 will play automatically. You do not have to assign Greetings 1 to 4 to the Table, but you must select the language preference.

If you are using a Primary and Alternate Language, it is a good idea to record the option instruction in the Alternate Language. For example, if you are using English as your Primary Language and French as your Alternate Language, your main greeting would be in English and the option instruction would be in French. For example:

"Good morning. This is Touchstone Marketing. To use our voice messaging service in French, please press ."

Since the default Automated Attendant Menu prompt does not announce an Alternate Language Option, your Greeting must instruct a caller to press to use the Alternate Language.

Company Greetings can be 1 to 10 minutes in duration. If you need to change the greeting duration, you must change the Class of Service assigned to the System Coordinator Mailbox. For information on how to change the setting, refer to ["Changing a mailbox Class of Service"](#) on page 86.

After you have determined what your Greetings will be, practice recording them. Remember to speak slowly and clearly, at a pace that is easy to understand.

Recording a Greeting

When you are recording your company Greetings, do not use the Handsfree feature. Speak directly into the telephone receiver.

To record a company Greeting:

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press AA .

```
Auto Atdt Admin
GRTG  TABLE  LINES
```

4. Press GRTG .

```
Greeting admin
GRTG  AA
```

5. Press GRTG .

```
Greeting:
RETRY  OK
```

6. Enter the greeting number to be recorded (from 1 to 40) and press OK .

```
Greeting <X>
RETRY  PLAY  REC
```

7. Press REC . At the tone, record your greeting. Do not hang up the receiver when you have finished recording.

```
Record greeting:
RETRY  OK
```

8. Press OK to end your recording.

```
Accept greeting?
RETRY  PLAY  OK
```

9. To listen to the greeting, press PLAY . To accept the recording, press OK . To record the greeting again, press RETRY .

Repeat steps 5 through 9 for any other numbered greeting you want to record.

10. Press to end this programing session.

Setting up a Greeting Table

To set up a Greeting Table, complete all 39 steps of the procedure to:

- record a Custom Menu prompt, if you are replacing the default Automated Attendant Menu
- assign a greeting to a Greeting Table
- assign a language preference
- assign a Greeting Table Attendant
- assign a CCR Tree

A Custom Call Routing (CCR) Tree must be built and enabled before it can be assigned. For more information, refer to g.

- set your company's Business Hours

Automated Attendant Menu

The Automated Attendant Menu plays after the company Greeting, and when a mailbox owner accesses the Automated Attendant.

The default Automated Attendant Menu informs the caller: *“Using the dialpad, please enter the extension you wish to call. To use the directory, press . To leave a message, press . To reach an Operator, press .”*

Recording a Custom Menu

If the Automated Attendant Menu prompt is set to No, you must record a Custom Menu prompt to replace the prerecorded one.

When you record a Custom Menu prompt you can provide the caller with a list of options such as choosing the Alternate Language, accessing the Company Directory or reaching an Operator. Each Greeting Table has two Custom Menu prompts for a Primary and Alternate prompt.

Remember to speak slowly and clearly, at a pace that is easy to understand.

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press AA .

```
Auto Atdt  Admin
GRTG  TABLE  LINES
```

4. Press TABLE .

Grtg table:
RETRY

5. Enter the Greeting Table number (1 to 4) and press OK .

AA menu Prompt:Y
CHNG

6. Press CHNG .

Prompt:
PRIME ALT

7. Press PRIME .

Prompt: Pri
PLAY REC QUIT

8. Press REC . At the tone, record your primary prompt.

To record the alternate prompt, press then press ALT .

Record Prompt:
RETRY

9. Press OK .

Accept Prompt?
RETRY PLAY

10. To accept the recording, press OK .

To record the prompt again, press RETRY .

Prompt
PRIME ALT

11. Press .

AA menu Prompt:N
CHNG REC

12. Press OK .

Assigning a greeting to a Greeting Table

```
Morning:1
CHNG PLAY NEXT
```

13. If you are leaving the Morning greeting as it is, press NEXT until the display shows the one you want.

Press CHNG .

```
Greeting:
RETRY OK
```

14. Enter the greeting number (1 to 40) and press OK .

```
Morning:<#>
CHNG PLAY NEXT
```

15. Press NEXT .

```
Afternoon:2
CHNG PLAY NEXT
```

16. Press NEXT .

```
Evening:3
CHNG PLAY NEXT
```

17. Press NEXT .

```
Non-business:4
CHNG PLAY NEXT
```

18. Press NEXT .

To continue assigning greetings to the Afternoon, Evening and Non-business sections of the Greeting Table, repeat steps 13 through 15.

When all your greetings are assigned to the Greeting Table, you can assign the language preference. This can be changed at any time. You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. If the Norstar Voice Mail Bilingual Option is set to No, this display is not shown.

Assigning the language preference

```
Lang Pref: Pri
CHNG NEXT
```

19. Press CHNG .

```
Lang Pref: alt
CHNG NEXT
```

20. Press NEXT .

Assigning the Greeting Table Attendant

Assigning the Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the destination Mailbox. If there is no mailbox, the call goes to the General Delivery Mailbox.

```
Atdt: <none>
CHNG      NEXT
```

21. Press CHNG .

```
Ext:
RETRY      QUIT
```

22. Enter the DN of the Greeting Table Attendant.

```
Atdt: <xx>
CHNG      NEXT
```

23. Press NEXT .

To return the Greeting Table Attendant back to `none` after a DN has been entered, you must press CHNG and then `#` .

Press `*` to return to the `Auto Atdt Admin` display and continue setting up the Greeting Tables. Repeat the steps for each Greeting Table.

Assigning a CCR Tree

```
CCR tree:disable
CHNG      OK
```

24. Press CHNG .

```
CCR tree:
DISABLE
```

25. Enter the CCR Tree number (1 to 4).

```
CCR tree: <x>
CHNG      OK
```

26. Press OK .

Setting the Business Hours

Setting the Business Hours determines when each greeting is played on the Greeting Tables. Business Hours are divided into the four categories Morning, Afternoon, Evening, and Non-business for each of the seven days of the week for each Greeting Table.

```
Mon morn:12:00 am
CHNG      DAY NEXT
```

27. Press CHNG

or

press DAY to change the display to the morning of the following day.

```
Enter hhmm:<0800>
RETRY     AM  PM
```

28. Enter the Monday Morning start time and press AM or PM .

This is a four-digit field. Any single-digit hour must be preceded by a zero.

- | | |
|------------------------------------|--|
| Mo morn: <8:00>am CHNG DAY NEXT | 29. Press <u>NEXT</u> . |
| Mo aft: 12:00 pm CHNG DAY NEXT | 30. Press <u>CHNG</u> . |
| Enter hhmm: <1201> RETRY AM PM | 31. Enter the Monday Afternoon start time and press <u>AM</u> or <u>PM</u> . |
| Mo aft: 12:01 pm CHNG DAY NEXT | 32. Press <u>NEXT</u> . |
| Mo eve: <06:00>pm CHNG DAY NEXT | 33. Press <u>CHNG</u> . |
| Enter hhmm: <0601> RETRY AM PM | 34. Enter the Monday Evening start time and press <u>AM</u> or <u>PM</u> . |
| Mon eve: <0601>pm CHNG DAY NEXT | 35. Press <u>NEXT</u> . |
| Nonb: <0600> pm CHNG DAY NEXT | 36. Press <u>CHNG</u> . |
| Enter hhmm: <0901> RETRY AM PM | 37. Enter the Non-business start time and press <u>AM</u> or <u>PM</u> . |
| Nonb: <09:01> pm CHNG DAY NEXT | 38. Press <u>DAY</u> . |
| Tumorn: <12:00am CHNG DAY NEXT | 39. Repeat the steps 27 through 38 for each day of the week. |
| | 40. Press <u>Rls</u> to end this programing session. |

To set up the days when your business is not open, set the Non-business start time to 12:00 a.m. Then set the Morning, Afternoon and Evening start times to 11:59 p.m., so that the Non-business greeting plays throughout the day.

The Non-business greeting can also be turned on and off using the Business Status feature. When the Business Status is set to Off, the Non-business greeting continues to play until the Business Status is set to On.

Changing the Norstar Voice Mail language availability

When Norstar Voice Mail was installed, the language of the Automated Attendant was set by the installer.

When the Norstar Voice Mail bilingual option is set to **N**, there is no Alternate Language capability, and all the Classes of Service are assigned the Primary Language selected. This means a caller who presses **9** when using the Automated Attendant is told the command is not recognized.

To change the Norstar Voice Mail language availability, and the Primary and Alternate Languages:

1. Press **Feature** **9** **8** **3** .
2. Enter the System Coordinator Mailbox number and password, then press **OK** .
3. Press **2** .
4. Press **CHNG** to toggle the setting and select **N** for No, or **Y** for Yes. Press **CHNG** to toggle the setting and select **N** for No, or **Y** for Yes.
5. Press **NEXT** .
6. Press **OK** to select English as the Primary Language, or press **CHNG** to select French or Spanish as the Primary Language. Press **OK** to select English as the Primary Language, or press **CHNG** to select French or Spanish as the Primary Language.
7. Press **OK** .
8. Press **OK** . For information about Group Lists and Leading Digits, refer to "[Broadcast and Group messages](#)" on page 97.
9. To configure any changes you made, press **OK**.
10. The system is now configured with the changes you made. Press **Rls** to end this programming session.

```
Log:
QUIT  RETRY  OK
```

```
Admin
MBOX  AA  OTHR
```

```
Bilingual: N
CHNG      NEXT
```

```
Bilingual: Y
CHNG      NEXT
```

```
Prim lang: eng
CHNG      OK
```

```
Group lists: Y
CHNG      OK
```

```
Leading Digits: 9
CHNG      OK
```

```
System config
RETRY     OK
```

```
Admin
MBOX  AA  OTHR
```

Programing which lines will be answered by Norstar Voice Mail

Norstar Voice Mail is able to answer all of your incoming lines, or just those lines you specify. Before Norstar Voice Mail will answer an incoming line, you must assign the line and set the Answer status to Yes. Each line added is answered by Greeting Table 1, unless another table is specified.

For information about the incoming line numbers used in your company, refer to your *Norstar Voice Mail Programing Record*. The maximum number of lines is 500.

Adding lines and assigning a Greeting Table

To add a line and assign a Greeting Table:

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press AA .

```
Auto Atdt Admin
GR TG TABLE LINES
```

4. Press LINES .

```
Line number:
RETRY  OK
```

5. Enter the line number and press OK .

```
Line:1  Ans:N
CHNG TABLE NEXT
```

6. Press CHNG to change the Answer status from N to Y .

```
Line:1  Ans:Y
CHNG TABLE NEXT
```

7. Press TABLE .

```
Line:1  Table:1
CHNG RINGS NEXT
```

8. Press CHNG .

```
Grtg table:
RETRY  OK
```

9. Enter a Greeting Table number (from 1 to 4) and press OK .

```
Line:1  Table:1
CHNG RINGS NEXT
```

10. To continue adding lines, press NEXT and repeat steps 5 to 9.

Press to end this programing session.

For more information about line answering, refer to "[Setting the Answer Lines status](#)" on page 42.

Viewing and changing the line configuration

You can view and change the Answer status of any line that has been added to Norstar Voice Mail:

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK.

```
Admin
MBOX  AA  OTHR
```

3. Press AA.

```
Auto Atdt Admin
GRTG  TABLE  LINES
```

4. Press LINES.

```
Line number:
RETRY  OK
```

5. Enter the line number and press OK.

```
Line:1  Ans: N
CHNG  TABLE  NEXT
```

6. Press CHNG if you wish to change the Answer status.

```
Line:1  Ans: Y
CHNG  TABLE  NEXT
```

7. Press NEXT to go the next line.

```
Line:2  Ans: N
CHNG  TABLE  NEXT
```

8. Use the NEXT and CHNG buttons to view the assigned lines and to change the Answer status if you wish.

Press to return to step 4 and select a line number without having to scroll through the entire list.

Press to end this programming session.

Assigning the number of rings before Norstar Voice Mail answers

You can assign Norstar Voice Mail to answer incoming calls after a specified number of rings. The number of rings ranges from 0 (zero) to 12. If the number of rings is left at zero, Norstar Voice Mail answers immediately.

For lines equipped with Caller ID (CLID), you must assign the number of rings to two or more. CLID is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents CLID from being relayed. Without CLID, Personalized Greetings and other features related to CLID will not play.

To assign or change the number of rings before the Automated Attendant answers:

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press AA .

```
Auto Atdt Admin
GRTG TABLE LINES
```

4. Press LINES .

```
Line number:
RETRY  OK
```

5. Enter the line number and press OK .

```
Line:1    Ans:Y
CHNG TABLE NEXT
```

6. Press TABLE .

```
Line:1    TABLE:1
CHNG RINGS NEXT
```

7. Press RINGS .

```
Line:1    Rings:0
CHNG ANS NEXT
```

8. Press CHNG .

```
No of rings:
RETRY  OK
```

9. Enter the number of rings (from 0 to 12) and press OK . Enter the number 2 or greater if your company subscribes to CLID .

```
Line:1    Rings:X
CHNG ANS NEXT
```

10. Use the NEXT and CHNG buttons to view the lines and change the number of rings if you wish.

Press to return to step 4 and select a line number without having to scroll through the entire list.

Press to end this programing session.

Enabling Touchtone Gate

The Touchtone Gate option allows you to speed up routing incoming calls.

When Touchtone Gate is enabled, you can choose to have the standard voice prompt play or you can record your own custom prompt. If you choose the standard prompt, the following voice prompt is played after your company greeting: *“If you are calling from a touch tone phone, please press now. If you are a rotary caller, please hold and you will be transferred.”*

Note: If you want to use a custom voice prompt, you must record it before enabling Touchtone Gate. It is recommended that you use Greeting 40 as the custom Touchtone Gate voice prompt. When Touchtone Gate is enabled, Greeting 40 is the default custom voice prompt. For more information on recording Greetings, refer to ["Recording a Greeting"](#) on page 24.

When the tone for 1 is received, the call proceeds to the Automated Attendant or CCR Tree. When no tone is received, the call is sent back to the Receptionist or designated Operator specified by the Greeting Table. When the attendant is not available, the call is directed to the General Delivery Mailbox. If this is not available, the call is disconnected.

The Touchtone Gate voice prompt is not presented to internal callers or while using Feature 981 or Feature 986.

If you disable Touchtone Gate you should re-record the Company Greeting to include *“If you are calling from a touch tone phone, please dial the directory number or press for the company directory. If not, please hold and you will be transferred to the operator.”*

To enable or disable Touchtone Gate:

1. Press .

```
Log:
QUIT  RETRY  OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press AA .

```
Auto Atdt Admin
GRTG TABLE LINES
```

4. Enter .

```
TT gate:none
CHNG  OK
```

5. The Touchtone Gate defaults to none. Press CHNG to change to enable Touchtone Gate or to choose a custom voice prompt .

```
TT gate:std
CHNG      OK
```

6. Press **OK** to accept the standard voice prompt. Press **NEXT** to choose the custom voice prompt. Press **CHNG** to choose the custom voice prompt or to disable Touchtone Gate.

```
TT gate:custom
CHNG      NEXT
```

7. Press **NEXT** to choose the custom voice prompt. Press **CHNG** to disable Touchtone Gate.

```
TT Greeting:40
CHNG      OK
```

8. Press **OK** to accept Greeting 40 as the custom Touchtone Gate voice prompt. Press **CHNG** to enter the custom voice prompt Greeting number.

```
Greeting:
RETRY     OK
```

9. Enter the custom voice prompt Greeting number and Press **OK**.

```
Auto Atdt Admin
GRTG TABLE LINES
```

10. Press **Rts** to end this programing session.

Enabling and disabling Voice Mail

Voice Mail can be enabled or disabled at any time. The default status is enabled. When Voice Mail is enabled, callers who try to reach a DN that is busy or does not answer will be transferred to the DN's mailbox. Callers can access all mailboxes when Voice Mail is enabled.

When Voice Mail is disabled, callers hear the Automated Attendant Menu prompt. Callers cannot leave messages in any mailboxes but can access Information Mailboxes, or press **0** to reach the Operator.

If the Voice Mail Option is disabled, Norstar Voice Mail users may still leave a message in a mailbox using Feature 980, as shown below, or the record message option in Feature 981. The mailbox owner may also transfer internal calls to another mailbox by using Feature 986.