MITEL

5000 Communications Platform (CP)

Enterprise® Messaging and Basic Voice Mail Administrator Guide

Enterprise® Messaging and Basic Voice Mail Administrator Quick Reference Guide

This guide provides information for frequently used voice mail administration features. For more information about these and other features, refer to the main *Enterprise Messaging and Basic Voice Mail Administrator Guide*.

Voice Mail Administrator Features

You can use the voice mail administrator mailbox to program the following voice mail features.

Accessing the Voice Mail Administrator Mailbox

1. Dial the voice mail access number.
2. Press * or say “Login” to identify yourself as a subscriber.
3. Enter or say the administrator mailbox number.
4. Enter the password, and then press #.
5. Press **9** or say “Nine” to access the administrator menu.

Recording Broadcast Messages

1. Access the administrator mailbox as described above.
2. Press **1** or say “Broadcast Message” to select broadcast message.
3. Record the message, and then press # to stop recording.
4. Press # or say “Accept” to accept the message.

Performing Subscriber Mailbox Maintenance

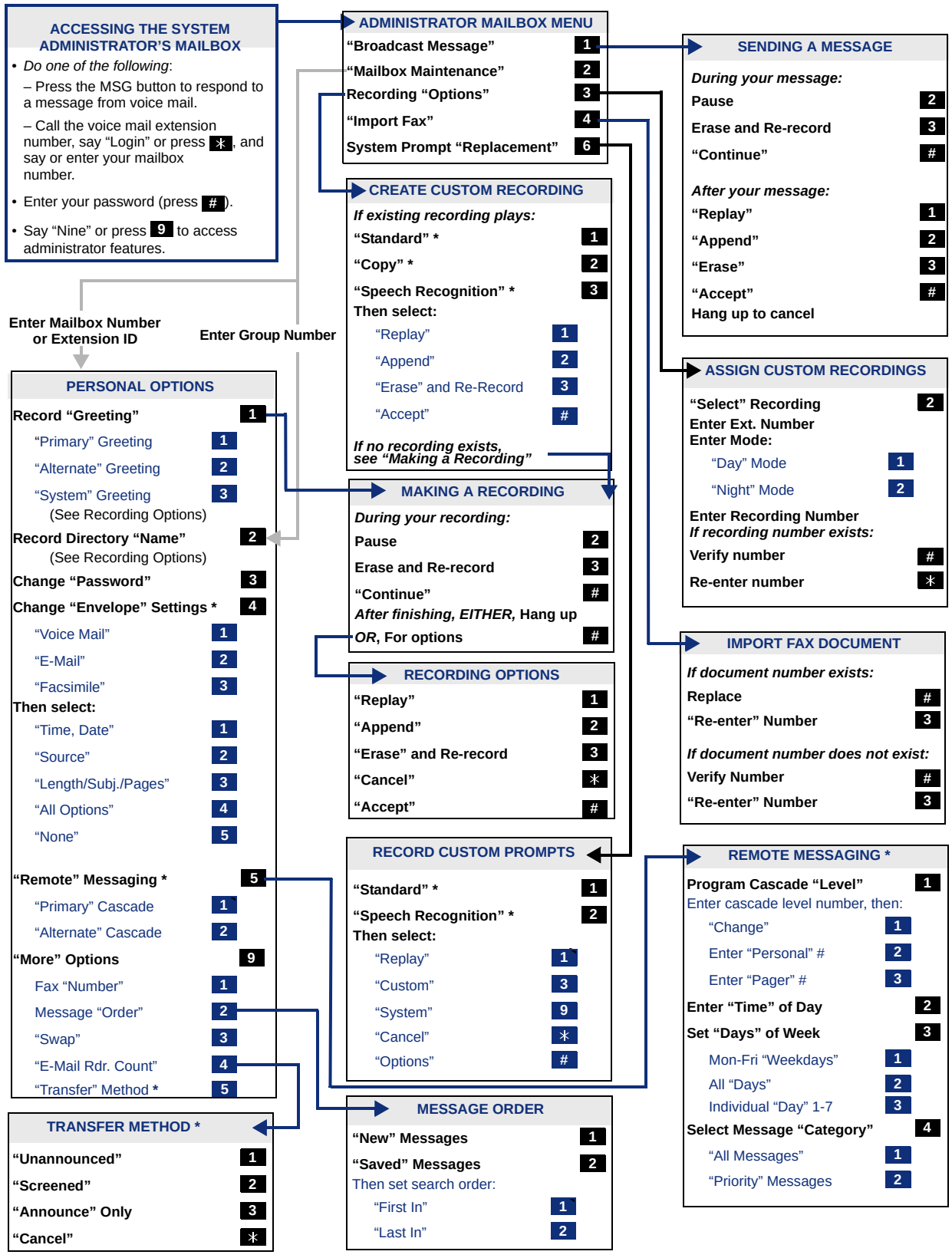
1. Access the administrator mailbox as described to the left.
2. Press **2** or say “Mailbox Maintenance.”
3. Enter or say the mailbox, extension ID, or group list number, and then follow the prompts.

Importing Fax Documents

1. Use a fax machine to obtain dial tone, and then access the voice mail administrator mailbox as described to the left.
2. Press **4** or say “Import Fax.”
3. Enter the fax document number, and then do one of the following:
   - *If the document number does not currently exist,* press # or say “Yes” if the number is correct, or press **3** or say “Re-enter” and re-enter the number.
   - *If the document currently exists,* press # or say “Yes” to replace the document, or press **3** or say “Re-enter” to enter another number.
4. When prompted, press **Start** on the fax machine.

Administrator Account Voice Mail Flowchart

At any menu level, press * or say "Cancel" to cancel or return to the previous menu or press # or say "Accept" to accept. Also, ASR commands are indicated in the quotation marks.



Part Number
580.8009

Mitel 5000 Communications Platform (CP) Enterprise® Messaging and Basic Voice Mail Administrator Guide

Issue 3.2, September 2009

Notice

This document is released by Mitel Networks Corporation as a guide for voice mail administrators. It provides information necessary to properly administer Enterprise® Messaging and Basic Voice Mail.

The contents of this document reflect current company standards and are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in this release. Future product features are subject to availability and cost. Some features may require additional hardware and/or specific software.

The contents of this guide may include technical or other inaccuracies. Mitel reserves the right to make revisions or changes without prior notice. Software packages released after the publication of this guide will be documented in addenda to the guide or succeeding issues of the guide.

For sales, service, or technical support, contact you local authorized Mitel provider.

Enter provider information above.

If you do not know the contact information for your local provider, use the “Partners – Mitel Partner Locator” link at the top of the Mitel Web site (www.mitel.com) to locate a nearby office.

If you have any questions or comments regarding this guide or other technical documentation, contact the Technical Publications Department (USA) at:

tech_pubs@mitel.com

Mitel® is a registered trademark of Mitel Networks Corporation.

All other trademarks mentioned in this document are the property of their respective owners, including Mitel Networks Corporation. All rights reserved.

© 2005–2009 Mitel Networks Corporation
Personal use of this material is permitted. However, permission to reprint/republish this material for advertising or promotional purposes or for creating new collective works for resale or redistribution to servers or lists, or to reuse any copyrighted component of this work in other works must be obtained from Mitel Networks Corporation.

Contents

Overview 1

Introduction 2
Administrator Types 2
Additional References 3
System Networks and Nodes 3
Multicultural English References 3

Voice Mail Administration 5

Introduction 6
Voice Mail Systems 6
Administrator Features 7
Automatic Speech Recognition (ASR) 7
Voice Mail and Message Notification/Retrieval Applications 8
Administrator Account Voice Mail Flowchart 9
Administrator Mailbox 10
Initializing the Administrator Mailbox 10
Accessing the Administrator Mailbox 10
Subscriber Account Maintenance 11
Making Feature Changes for Other Subscribers 11
Accessing Other Subscriber Accounts 11
Changing Subscriber Mailbox Passwords 12
System Recordings 13
Recording a Broadcast Message 13
Recording a Group List Name 13
Recording Custom System Voice Mail Prompts 14
Creating Audiotex Recordings 15
Fax Import Feature 18
Alarms 19
Voice Processing Alarms 19
Responding to Alarms 19
Clearing Alarms 20

Reference 21

Troubleshooting Tips **22**
System Administrator and Provider Information 22
Administrator Troubleshooting Tips 22
Custom Audiotex Recordings Programming Planning Sheet **23**
Default ASR and Non-ASR Voice Prompts **24**

Index 57

Overview

Introduction 2
Administrator Types 2
Additional References 3
Feature References 3
Previous Software and Hardware Versions 3
System Networks and Nodes 3
Multicultural English References 3

Introduction

This *Mitel 5000 CP Enterprise® Messaging and Basic Voice Mail Administrator Guide* provides instructions on using your administrator mailbox to perform voice mail administration. For quick access to frequently used feature instructions, you can use the removable Quick Reference Guide included with this guide.

You must have access to an administrator mailbox, a voice mailbox designated to access and program features described in this guide. The system administrator assigns the administrator voice mailbox in the Mitel 5000 Communications Platform (CP) Database (DB) Programming application. See "Administrator Types" below.

Administrator Types

The following administrator types are referenced in this guide:

- **Phone administrator**: Uses a designated administrator phone to perform various administrative functions such as changing system modes, managing alarms, and programming basic phone administration. For administrator phone instructions, refer to the *Mitel 5000 CP Phone Administrator Guide*, part number 580.8001.
- **Voice Mail administrator** (the audience for this guide): Uses the administrator voice mailbox to perform end-user level voice mail administration. For NuPoint Unified Messaging (UM), go to the Mitel Online Web site (http://www.edocs.mitel.com) for NuPoint UM administrator documentation. Refer to the *Web Console Help* and the *Technical Documentation Online Help*.
- **System administrator**: Uses the Mitel 5000 CP DB Programming application to configure all phone system and voice mail features for your organization. Your system administrator may be on site, or you may rely on your local Mitel provider (the company that installed your phone system and now services it) for system administration. All sales, service, and technical support are handled at the local level by your authorized Mitel provider. If you do not know the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel Web site (www.mitel.com) to locate a nearby office.
- **Network administrator**: Maintains the network and performs network-related tasks.

Additional References

Refer to the following references for additional information.

Feature References

The administrator mailbox functions as both a standard system mailbox and an administrator mailbox. However, because this guide describes features that are programmed from the administrator mailbox only, refer to the appropriate voice mail user guide for detailed feature descriptions and end-user instructions.

Previous Software and Hardware Versions

This guide provides instructions for Mitel 5000 CP v3.2 software. You may find that some features referenced in this guide do not apply to your system. For more information, refer to the hardware or software manuals for your product or software version. Contact your local authorized Mitel provider (the company that installed your phone system and now services it) for more information. If you do not have the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel Web site (www.mitel.com) to locate a nearby office.

System Networks and Nodes

Two or more Mitel 5000 CP systems can be connected to form a network, providing a seamless interface between the systems. For example, a Mitel 5000 CP system in Phoenix, Arizona can be connected to another Mitel 5000 CP system in Tampa, Florida. System users can place calls across the network to other extensions as if they were in the same building. However, each system can have its own time settings, call configurations, System Speed-Dial contacts, and so on.

In this guide, all references to a *network* mean two or more connected systems. Each system in a network is called a *node*.

Multicultural English References

This guide is intended for audiences in the United States (U.S.) and in the Mitel European market, which includes the United Kingdom (U.K.). Because of this dual support, dual references are made to industry features, standards, and jargon, as appropriate throughout the document. For the purposes of this administrator guide, British English terms are assumed to apply to other English-speaking European cultures, as well.

For example, the U.S. telecom industry refers to an audio communication line between a public switching system and a private switching system as a "central office (CO) trunk." In the U.K., this same type of line is called a "local exchange trunk."

This guide does not make a distinction between American English and British English spellings of common words. Only American English spellings appear in this manual. For example, the word "analog" is not spelled as "analogue."

Voice Mail Administration

Introduction 6
Voice Mail Systems 6
Administrator Features 7
Automatic Speech Recognition (ASR) 7
Voice Mail and Message Notification/Retrieval Applications 8
Administrator Account Voice Mail Flowchart 9
Administrator Mailbox 10
Initializing the Administrator Mailbox 10
Accessing the Administrator Mailbox 10
Subscriber Account Maintenance 11
Making Feature Changes for Other Subscribers 11
Accessing Other Subscriber Accounts 11
Changing Subscriber Mailbox Passwords 12
System Recordings 13
Recording a Broadcast Message 13
Recording a Group List Name 13
Recording Custom System Voice Mail Prompts 14
Creating Audiotex Recordings 15
Audiotex Recording Tips 15
Creating Custom Audiotex Recordings 16
Assigning Audiotex Recordings to System Extension Numbers 17
Fax Import Feature 18
Alarms 19
Voice Processing Alarms 19
Responding to Alarms 19
Clearing Alarms 20

Introduction

Voice mail is an integrated component of the Mitel® 5000 Communications Platform (CP). This guide provides administrator feature instructions that are provided in the Enterprise® Messaging (EM) and Basic Voice Mail (BVM) voice mail systems.

Because various voice mail products work with the Mitel 5000 CP, this guide does not include voice mail subscriber (user) feature instructions. Refer to the appropriate voice mail user guide for your system for feature descriptions and instructions:

- *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205
- *NuPoint Unified Messaging User Guide*

Voice Mail Systems

The Mitel 5000 CP supports the following voice mail systems:

- **Basic Voice Mail**: BVM is the built-in voice processing system that provides voice mail and voice messaging for system users. BVM does not support Fax-On-Demand, buffered SMDR, or Unified Messaging. If part of a network, mailboxes on a Mitel 5000 CP node equipped only with BVM cannot forward messages to, or receive messages forwarded from, mailboxes on other nodes.
- **Enterprise Messaging**: EM is an external voice mail system that provides several advanced voice processing features such as Unified Messaging, Automatic Speech Recognition (ASR), Text-to-Speech (TTS) functionality, and Fax-on-Demand capabilities.
- **NuPoint Unified Messaging (UM)**: NuPoint UM is an external voice mail system that provides voice and fax messaging capabilities, paging support, and personal mailboxes. NuPoint UM also provides unified messaging capabilities so subscribers can listen to their voice mail messages through their e-mail client and their voice mails through the Telephone User Interface (TUI). For NuPoint UM documentation, go to the Mitel Online Web site (http://www.edocs.mitel.com). For NuPoint UM administration, refer to the *Web Console Help* and the *Technical Documentation Online Help*.

If applicable, you can also contact your system administrator or local provider for more information about your voice mail system.

Administrator Features

The system administrator (the person who programmed your system) assigns voice mail administrator mailboxes. The administrator mailbox has all of the voice mail subscriber mailbox features, plus the ability to do the following:

- Record broadcast messages. See “Recording a Broadcast Message” on page 13.
- Perform group list maintenance. See “Recording a Group List Name” on page 13.
- Customize or reinstate voice mail prompts. See “Recording Custom System Voice Mail Prompts” on page 14.
- Create and select custom audiotex recordings. See “Creating Audiotex Recordings” on page 15.
- Configure settings to import fax documents. See “Fax Import Feature” on page 18.

Automatic Speech Recognition (ASR)

You can use ASR to issue voice commands instead of pressing dialpad buttons for voice mail options.[1] ASR commands are included in the feature instructions. When using ASR, follow these guidelines for best results:

- Use the handset for voice commands. External microphones pick up background noise, which may cause misinterpreted voice commands.
- Do not say “Pound” to activate features when using ASR. The silence that follows your voice command functions as the # button.
- Use the dialpad buttons to select menu options when recording messages. Because ASR is automatically disabled, recorded messages include any attempted voice commands.
- ASR is also disabled when entering voice mail passwords—this is to prevent the password from being heard by others.

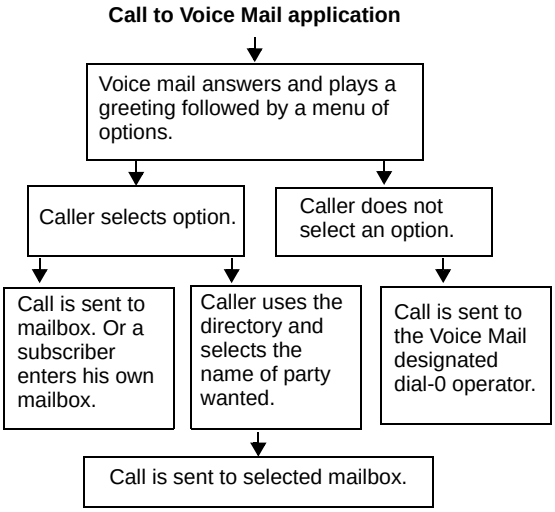
NOTE	If the system fails to understand an ASR command three times in a row, the system informs you that it is switching to DTMF mode, meaning you must use the dialpad buttons to select or enter menu options.

1. This feature may or may not be enabled for your system.

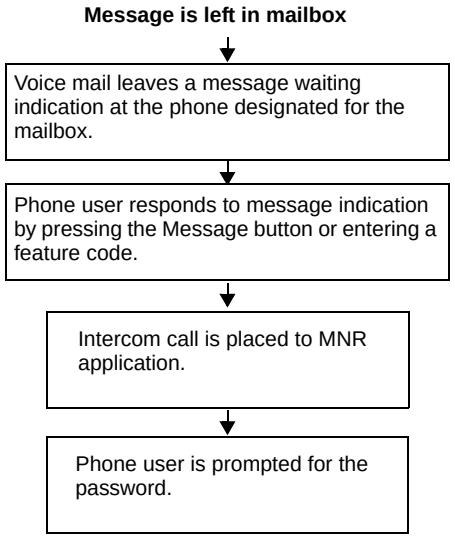
Voice Mail and Message Notification/Retrieval Applications

Two features combine to provide the voice mail system: the Voice Mail application and the Message Notification/Retrieval (MNR) application.

- **Voice Mail**: Handles all calls that are directed to Voice Mail placed by subscribers and nonsubscribers. Callers hear the main company greeting, followed by a menu of available options. Phones can forward or transfer calls directly to their mailbox using the application extension number. The Voice Mail application can also be the message center for subscribers' phones.



- **Message Notification/Retrieval**: When phone users respond to message indications, they call the MNR application and are prompted for their password.

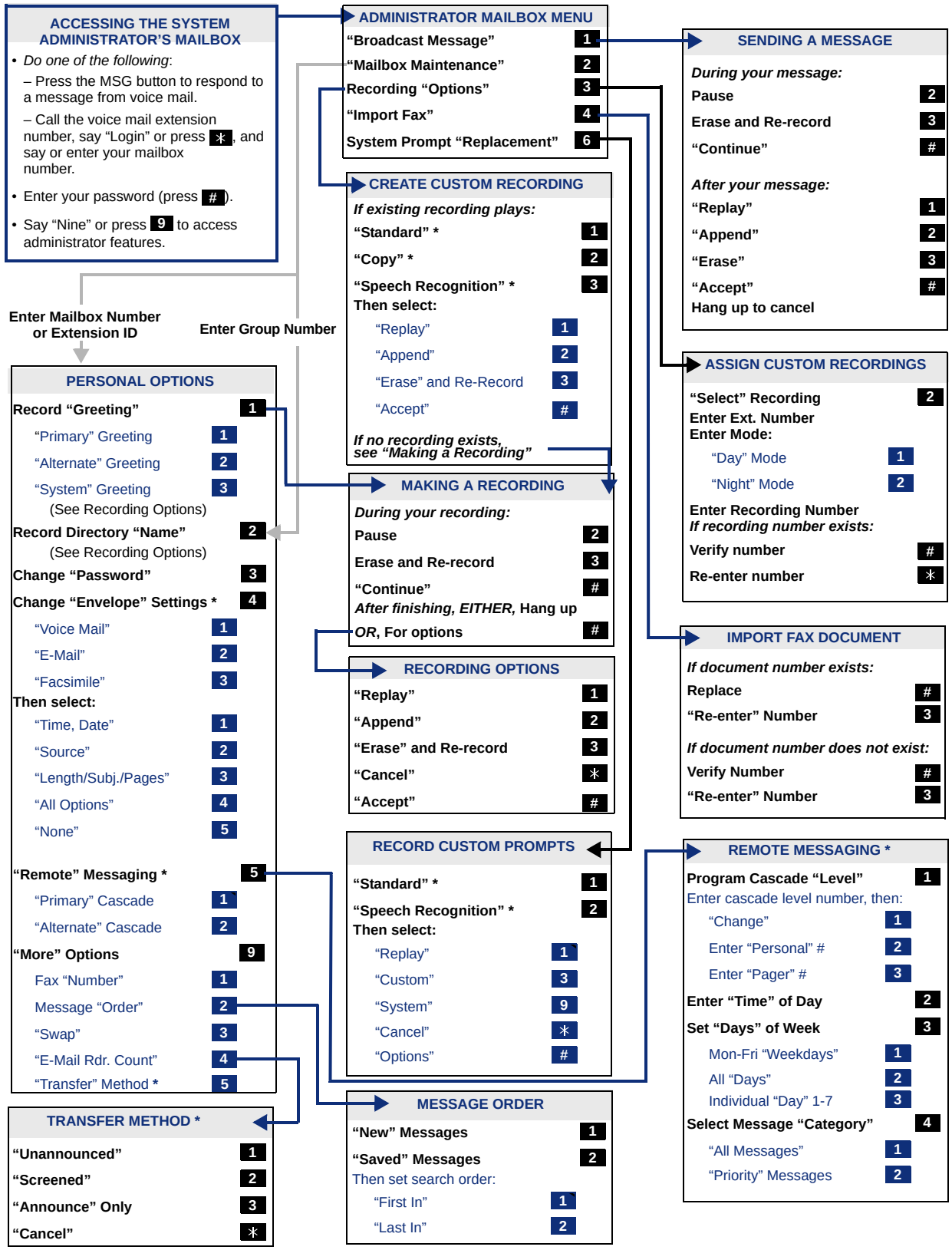


System users and external callers access voice mail by:

- Dialing the phone number or extension number assigned to the Voice Mail application.
- Being transferred to Voice Mail by Automated Attendant.
- Being forwarded to Voice Mail when a called phone is unavailable (using the Call Forwarding or System Forwarding features).
- Responding to Message Waiting indications.

Administrator Account Voice Mail Flowchart

At any menu level, press * or say “Cancel” to cancel or return to the previous menu or press # or say “Accept” to accept. Also, ASR commands are indicated in the quotation marks.



Administrator Mailbox

A system administrator's mailbox is defined in order to record custom Audiotex recordings for voice processor applications created in Applications Programming, broadcast messages to all subscribers, and perform Mailbox and Group List maintenance.

The administrator mailbox must be activated in Database (DB) Programming before it can be initialized. If applicable, contact your system administrator for assistance.

NOTE	To provide system security, all mailboxes and extension IDs should have a password. To make passwords difficult to guess, they should not match the mailbox number or consist of one digit repeated several times. This is especially important for the administrator mailbox, which allows programming access to other mailboxes.

Initializing the Administrator Mailbox

You must initialize the administrator mailbox before you can use it.

To initialize the administrator mailbox:

1. Dial the voice mail access number.
2. Press * or say "Login" to identify yourself as a subscriber.
3. Say or enter the administrator's mailbox number.
4. Enter your default password (your mailbox number), and then press #.
5. Do one of the following:
   - *If you want a password*, enter a new password using digits **0** to **9** (up to 12 digits), and then press #. The system plays back your password.
   - *If you do not want to use a password*, press #.
6. Press # or say "Accept" to accept the entry, or press **3** or say "Erase" to erase and re-enter your password. The system prompts you to record your directory name.
7. After the tone, record your first and last names.
8. When prompted, do one of the following:
   - Press # or say "Accept" again to accept the name.
   - Press **1** or say "Replay" to replay the name you just recorded.
   - Press **2** or say "Append" or press **2** to add to your name.
   - Press **3** or say "Re-record" to erase and re-record your name.

Accessing the Administrator Mailbox

You can access the administrator mailbox from any extension or external phone.

To access the administrator mailbox:

1. Dial the voice mail access number.
2. Press * or say "Login" to identify yourself as a subscriber.
3. Enter or say the administrator mailbox number.
4. Enter the password, and then press #.
5. Press **9** or say "Nine" to access the administrator menu. (The system does not prompt you to enter or say "**9**.")

Subscriber Account Maintenance

You can perform mailbox maintenance for other system subscribers. For feature descriptions and instructions, refer to the appropriate voice mail user guide. For example, for the subscriber features for this guide, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205. You can also use the "Administrator Account Voice Mail Flowchart" on page 9 as a guide.

NOTE For NuPoint UM, go to the Mitel Online Web site (http://www.edocs.mitel.com) for details and documentation about administrator and subscriber features.

Making Feature Changes for Other Subscribers

You can use the administrator account to log on to other subscribers' accounts and make feature changes (if the features are enabled for the subscriber). For example, you can assign a new password to the account (see "Changing Subscriber Mailbox Passwords" on page 12).

NOTE While you can use the administrator account to make changes to other subscribers' features, the changes are not permanent. Subscribers can still access their own accounts and override your changes.

In addition to changing the password, you can also make changes the following changes:

- Initializing a mailbox
- Recording personal greetings
- Recording a directory name
- Changing a message envelope
- Programming remote messaging
- Changing the call screening transfer method
- Programming a fax destination
- Changing the message search order
- Disabling and enabling ASR (if ASR is enabled on the system)
- Accessing voice mail messages
- Recording and sending voice messages
- Canceling unheard voice messages
- Recovering deleted messages
- Accessing e-mail, and fax messages (if E-Mail Reader is enabled on the system)
- Setting up an e-mail password (if E-Mail Reader is enabled on the system)

Accessing Other Subscriber Accounts

To make changes, you must first log on to the account.

To log on to another subscriber's account:

1. Access the administrator mailbox. See page 10.
2. Press **2** or say "Mailbox Maintenance" to access the Mailbox/Group List Maintenance option.
3. Enter or say the subscriber's mailbox extension or extension ID.
4. Follow the menu options to complete the changes. See the "Administrator Account Voice Mail Flowchart" on page 9.

Changing Subscriber Mailbox Passwords

Passwords prevent unauthorized mailbox access. Subscribers create their own passwords when they initialize their mailboxes, but you may find that you need to change a password to access a subscriber's mailbox.

IMPORTANT	Using the administrator account, you do not need to know the password of a particular mailbox to perform maintenance. To provide system security, all mailboxes and extension IDs should have a password. To make the passwords difficult to guess, they should not match the mailbox number or consist of one digit repeated several times. This is especially important for the voice mail administrator's mailbox, which allows programming access to other mailboxes.

To change another subscriber's password:

1. Access the administrator mailbox. See page 10.
2. Press **2** or say "Mailbox Maintenance" to access the Mailbox/Group List Maintenance menu.
3. Say or enter the mailbox or extension ID. You hear the Personal Options menu.
4. Press **3** or say "Password."
5. Do one of the following:
   - *If you want a password,* enter a new password using digits **0** to **9** (up to 12 digits), and then press #. Voice mail plays back the password.
   - *If you do not want to use a password,* press #. Voice mail announces that you have chosen not to have a password.
6. Press # or say "Accept" to accept the password as entered, or press **3** or say "Re-enter" to erase and re-enter the password.

System Recordings

The following sections describe administrator recording options.

Recording a Broadcast Message

You can make a single recorded message and send it to all Standard and Receive-Only mailboxes. Extension IDs do not receive Broadcast Messages. If applicable, contact your system administrator for more information about Standard and Receive-Only mailboxes and Extension IDs.

To record and send a broadcast message:

1. Access the administrator mailbox. See page 10.
2. Press **1** or say “Broadcast Message” to select broadcast message.
3. Record the message.

   If you exceed the maximum allotted time for message length, you are prompted to re-record the message or send it.

   If voice mail is full, you are prompted that the system cannot accept your message. Hang up and try again later.
4. When you have completed the message, press # for the following options:
   - Press **1** or say “Replay” to replay the message.
   - Press **2** or say “Append” to add to the message.
   - Press **3** or say “Erase” to erase and re-record the message.
   - Press # or say “Accept” to accept the message. You must use the Accept option for the message to be sent. If you hang up, the message is canceled.

Recording a Group List Name

A Group List is a group of mailboxes programmed in DB Programming by the system administrator. Subscribers can use Group Lists to send messages to several mailboxes simultaneously. You can record names for system Group Lists. Group List names are used for verification purposes only.

Before recording the Group List name, you must know the Group List number. If applicable, contact your system administrator for the Group List number.

To record a group list name:

1. Access the administrator mailbox. See page 10.
2. Press **2** or say “Mailbox Maintenance” to access the Mailbox/Group List Maintenance option.
3. Say or enter the Group List number. If applicable, the current name is played.
4. After the tone, record the name for the selected list, and then press #. You have the following options:
   - Press # or say “Accept” to accept the name.
   - Press **1** or say “Replay” to replay the name you just recorded.
   - Press **3** or say “Erase” to erase and re-record the name.

Recording Custom System Voice Mail Prompts

Voice mail prompts are prerecorded options and instructions. Prompts can be used either for applications and mailboxes that use ASR or applications and mailboxes that do not use ASR. See “Automatic Speech Recognition (ASR)” on page 7 for more information about ASR. For consistency, when you record the non-ASR version of a prompt, you should also record the ASR version, if one exists.

You can change most of the default prompts. See page 24 for the default list of prerecorded prompts. If a prompt cannot be replaced, you are notified by the system.

If the Multilingual feature is enabled, you can change either the primary or secondary language prompts. To change primary language prompts, the phone must be in the primary language mode—likewise for secondary language prompts.

NOTE If you change the text of the prompts, keep the content similar to the default text. Otherwise, the prompts will not make sense to the listeners when played by voice mail.

To record custom system prompts (or restore system prompts):

1. Access the administrator mailbox. See page 10.
2. Press **6** or say “Replacement” to select the System Prompt Replacement menu.
3. Say or enter the prompt number. See page 24 for prompt descriptions.

   If the number is not valid, you hear an error message and must choose another prompt number.

   If the prompt is available in standard format only, go to the next step.

   If the prompt is available in ASR and non-ASR formats, select one of the following:

   - Press **1** or say “Standard” to record a standard (non-ASR) prompt.
   - Press **2** or say “Speech Recognition” to record an ASR prompt.
4. The current prompt is played. You have the following options:
   - Press **1** or say “Replay” to replay the prompt.
   - Press **3** or say “Replace” to replace the system prompt with a custom prompt. Record the prompt, and then press #.
   - Press **9** or say “System” to reinstate the system prompt.
   - Press * or say “Cancel” to leave the prompt unchanged.

   If the voice processing system PC disk is full, a prompt notifies you that it cannot accept the recording. Hang up and try again later.

   If the new prompt will be available in ASR and non-ASR formats, repeat step 4 to record the other format.
5. When finished recording, you have the following options:
   - Press **1** or say “Replay” to replay the recording.
   - Press **2** or say “Append” to add to the message.
   - Press **3** or say “Erase” and re-record the message.
   - Press # or say “Accept” to accept.
6. Repeat steps 3 through 5 for additional prompts, or hang up to end the recording session.

Creating Audiotex Recordings

Audiotex is a feature that allows callers to select prerecorded menu options. You can create up to 500 custom audiotex recordings that you can use for company greetings, Auto Attendant greetings, Call Routing Announcements (CRAs), and hunt group applications. You can also assign audiotex recordings to day and night modes of operation. See "Audiotex Recording Tips" below for tips when creating recordings. You can also use the audiotex recording planning sheet on page 23 to help you plan your custom greetings.

For consistency, when you record the non-ASR version of a prompt, you should also record the ASR version, if one exists. By default, recording 001 is the default system voice mail main greeting, and recording 002 is the Automated Attendant main greeting. You can change the default system recordings, but if the voice processing system database is defaulted, the system recordings are restored.

Recordings for fax documents should include all dialing instructions. The recording should state whether documents can be selected by number and list all options. If fax delivery times are set to specific days or times, the recording should also include this information.

Audiotex Recording Tips

The following are tips for designing an effective Call Routing Announcement application:

- Design with the caller in mind, not just the information you want to include.
- Keep menus as simple as possible, with four or fewer options per menu.
- Number options sequentially and do not skip numbers. List "transfer to operator" last.
- Use consistent digits for options, such as 1 for Yes, 2 for No, and 0 for the operator.
- State the option before the digit. For example, say, "For account information, press 1," instead of "Press 1 for account information."
- Draw a map of your arrangement to avoid "dead ends" or endless loops.
- Take advantage of Caller ID and DNIS to route calls to suitable menus.
- Keep recordings short (under 60 seconds) and do not use jargon.
- Give the most frequently requested information in the first ten seconds, without requiring the caller to press a digit.
- Make sure the recordings are clear and the voice is consistent from prompt to prompt. Avoid heavy regional accents.
- Do not repeat the main greeting on any other level.
- Make seasonal changes when necessary, but keep menu options the same (callers get used to them).
- Include an option for overriding the primary language. For example, say, "For English, press 1. Para Español, empuje 2."
- Test your application any time you make a change. Listen to your prompts periodically.

Creating Custom Audiotex Recordings

See “Audiotex Recording Tips” on page 15 for tips when creating recordings.

To create a custom audiotex recording:

1. Access the administrator mailbox. See page 10.
2. Press **3** or say “Options” for recording options.
3. Press **1** or say “Custom” to make a recording.
4. When prompted, say or type the recording number (001–500).
5. *If no recording exists*, go to the next step.

   If a standard (non-ASR) recording already exists, it is played. You then have the following options:
   - Press **1** or say “Standard” to record a standard (non-ASR) greeting.
   - Press **2** or say “Copy” to copy the standard (non-ASR) greeting.
   - Press **3** or say “Speech Recognition” to record an ASR greeting.
6. When prompted, record the greeting or message, and then press #. While you are recording, you can:
   - Press **2** to pause while recording. (Press # or say “Continue” to continue.)
   - Press **3** to erase and re-record your message.

   If you exceed the maximum allotted time for recording length, you are notified and allowed to re-record or save the recording.

   If the voice processing system computer disk is full, a prompt notifies you that it cannot accept the recording. Hang up and try again later.
7. When finished recording, select one of the following options:
   - Press **1** or say “Replay” to replay the message.
   - Press **2** or say “Append” to add to the message.
   - Press **3** or say “Erase” to erase and re-record the message.
   - Press # or say “Accept” or to accept.
8. To create an ASR recording, choose one of the following options:
   - Press **1** or say “Copy” to copy the standard (non-ASR) greeting.
   - Press **3** or say “Speech Recognition” to record an ASR greeting.
9. When finished, select one of the following options:
   - Press **1** or say “Replay” to replay the message.
   - Press **2** or say “Append to add to the message.
   - Press **3** or say “Erase to erase and re-record the message.
   - Press # or say “Accept” to accept the recording.

Assigning Audiotex Recordings to System Extension Numbers

You can assign audiotex recordings to system extension numbers. For example, if users dial extension 2000 to reach voice mail, you can assign new audiotex recordings to extension 2000 to change the recordings that users hear when they connect to the voice mail system.

If you assign a recording to an application with a list of several recordings, you can only change the first entry in the list. You must use DB Programming to change a list of recordings. Contact your system administrator for more information.

To assign custom audiotex recordings to specific application extension numbers:

1. Access the administrator mailbox. See page 10.
2. Press **3** or say “Options” for recording options.
3. Press **2** or say “Select” to select a recording.
4. When prompted, say or enter the extension number of the application to be programmed. (For example, if users dial 2000 to reach voice mail, enter **2000** to assign the voice mail greeting.)
5. Do one of the following to select the mode for the recording:
   - Press **1** or say “Day” for day mode.
   - Press **2** or say “Night” for night mode.
6. Enter or say the recording number (001–500). If a recording already exists, it is played. You have the following options:
   - Press # or say “Yes” to accept the recording.
   - Press * or say “No” to go back to step 4.

   If no recording exists, the system informs you but assigns the recording number to the application.

Fax Import Feature

If your voice mail system has fax enabled, you can use your voice mail administrator's mailbox to import fax documents. Imported documents can then be requested by callers who use a Call Routing Announcement (CRA) application programmed to provide the Fax-On-Demand service.

NOTE You should you re-record system prompt number 672 (see "Default ASR and Non-ASR Voice Prompts" on page 24) to let callers requesting faxes know what the valid time window is for fax requests, and when they should expect the fax to be delivered if their request falls outside of the valid time window.

To import a fax document:

1. Using a fax machine, after you obtain dial tone, dial the voice mail access number.
2. Access the administrator mailbox. See page 10.
3. Press **4** or say "import fax" to select the Import Fax option. (If the system does not have a fax license, this option is not accepted.) The system may prompt you with one of the following messages. If not, continue to step 4.
   - **All system fax ports are busy**: Hang up and try again later.
   - **The system already contains the maximum number of fax documents allowed**: Until one or more fax documents are deleted from the system, there is no room for additional documents.
   - **The system does not have enough disk space to import any more documents**: Until one or more fax documents are deleted from the system, there is no room for additional documents.
   - **The system currently is at or above the Maximum Fax Library Size**: Until one or more fax documents are deleted from the system, there is no room for additional documents. By default, the Maximum Fax Library Size field is set to 0 in DB Programming. Contact your system administrator for more information.
4. When prompted, say or enter the fax document number. One of the following occurs when you enter the number:
   - *If the document number does not already exist,* the system asks you to verify the number. Press # or say "Yes" if the number is correct, or press **3** or say "Re-Enter" to re-renter the number.
   - *If the document number already exists,* the system asks if you want to replace it. Press **#** or say "Yes" to replace the document and go to the next step, or press **3** or say "Re-enter" to re-enter the number.
   - *If you did not enter a valid number,* you are prompted to enter a new number.
5. When prompted, press the **Start** button on the fax machine. One of the following may occur:
   - *If the system cannot communicate with your fax machine,* check that it is working properly and say "Continue" or press **#** to try again. Return to step 4.
   - *If the system runs out of disk space while importing the document or if the document will cause the system to exceed the Maximum Fax Library Size,* you cannot import this document until one or more fax documents have been deleted from the system to create disk space. Press # or say "Cancel" to return to step 4.
6. When the fax transmission is complete, the system tells you that the document was received. Press # or say "Continue" to continue importing documents or hang up to exit.

Alarms

Alarms are generated on phones as the result of continuous self-diagnostics run within the system and are a basic indicator that there is a problem or potential problem with the system. The severity and type of alarm determines the corrective action necessary to resolve the problem.

To allow you to monitor multiple nodes, the system provides both system alarms, which includes voice processing alarms, and network-wide alarms. See Table 1 on page 20 for the complete list of voice processing alarms.

Voice Processing Alarms

On the Mitel 5000 CP, the following voice processing alarms are generated:

- **Minor Voice Processing alarms** (020–039): These alarms indicate a voice processing problem that usually require calling service personnel.

  NOTE Even when a voice processing alarm has been registered, the system may still function correctly.

- **Major Voice Processing alarms** (200–224): These alarms indicate a voice processing problem that require calling service personnel.

The system Alarm Reporting feature detects equipment failures. If there is a system failure that affects service, a major alarm appears at all affected phones. When a minor equipment failure occurs, a minor alarm is generated and appears on the primary attendant's display and, if enabled, at your administrator phone. When a Voice Mail alarm is in effect, the telephone system may be functioning properly, but the voice processing system may be inoperative.

Responding to Alarms

A major alarm requires you to contact service personnel, while a minor alarm may or may not require you to contact service personnel in addition to clearing the alarm.

To respond to a major alarm:

Contact service personnel for the major voice processing alarms #200-224. An equipment failure has occurred.

To respond to a minor alarm:

1. When a minor alarm indication appears, write down the alarm information.
2. While on-hook, clear the alarm as described in "Clearing Alarms" on page 20. SYSTEM (or NETWORK) ALARM CLEARED appears.
3. Take the appropriate action as indicated in Table 1 on page 20.

Clearing Alarms

You can clear a network-wide alarm on the local node only or on every node in the network. To clear an alarm, you can use either the administrator feature codes or menu buttons.

To use the feature codes to clear alarms:

Dial one of the following feature codes to clear the alarm:

- **Clear Network Alarm (9851)**: This feature code clears network-wide alarms on every node in the network, but it does not affect system alarms. The Clear Network Alarm feature code may be entered on any node in the network, but the Send Network Alarms flag must be set for you to clear alarms on other nodes in the network.
- **Clear System Alarm (9850)**: This feature code clears all local and network-wide system alarm displays on your node.

After you enter the feature code, SYSTEM (or NETWORK) ALARM CLEARED appears, and the highest priority alarm is cleared. If applicable, enter the feature code again to clear the next alarm in the queue (only one alarm is cleared at a time).

To use menu buttons to clear alarms:

Do one of the following:

- Press the **CLEAR ALL ALARMS** menu button to clear all alarms. ALL ALARMS CLEARED appears, and the display returns to the idle menu.
- Press the **CLEAR ALARM** menu button to clear the currently displayed alarm. SYSTEM (or NETWORK) ALARM CLEARED appears, and the display shows the next highest priority, if applicable. If there are no more alarms, the display returns to the idle menu.

Table 1. *Minor Voice Processing Alarms*

Alarm Text	Description and Action Required
SYS ALARM #20 CHECK PRINTER	The printer is not functioning properly. Check that the cable and the power cord are connected, and that it has paper and toner.
SYS ALARM #21 V-MAIL 80% FULL	The external voice mail disk space is 80 percent full. If it reaches 100 percent, Voice Mail cannot accept any messages until disk space is made available. Contact service personnel.
SYS ALARM #22 V-MAIL 100% FULL	100 percent of the external voice mail disk space is in use. Voice mail cannot accept any messages until disk space is made available. Contact service personnel.
SYS ALARM #23 SMDR 80% FULL	The SMDR disk space on the external voice processing system is 80 percent full. If it reaches 100 percent before the SMDR information is cleared, no further SMDR recording will be possible. Contact service personnel.
SYS ALARM #24 SMDR 100% FULL	100 percent of the SMDR disk space on the external voice processing system is in use. No further SMDR recording is possible. Contact service personnel.
SYS ALARM #32 INSUF BAND	The IP Network does not have enough bandwidth to support the IP call that is currently connected to the extension. If this alarm is generated frequently, it could indicate a network problem that requires the attention of your network administrator.

Reference

Troubleshooting Tips 22
System Administrator and Provider Information 22
Administrator Troubleshooting Tips 22
Custom Audiotex Recordings Programming Planning Sheet 23
Default ASR and Non-ASR Voice Prompts 24

Troubleshooting Tips

The following sections include information to help you troubleshoot problems:

- "System Administrator and Provider Information" below
- "Administrator Troubleshooting Tips" on page 22

System Administrator and Provider Information

Because this guide covers voice mail administration features only, you may find that you need additional assistance from your system administrator for issues such as creating new user accounts or changing system settings.

Your system administrator may be onsite, or you may rely on your local provider (the company that installed your phone system and now services it) for system administration. All sales, service, and technical support are handled at the local level by your authorized Mitel provider. If you do not know the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel Web site (www.mitel.com) to locate a nearby office.

Administrator Troubleshooting Tips

Table 2 includes voice mail administrator troubleshooting tips.

Table 2. *Administrator Troubleshooting Tips*

Problem	Possible Solution
I do not know the administrator mailbox number or password.	You must contact your system administrator for the mailbox number and password. For more information, contact your system administrator or local authorized provider. See "System Administrator and Provider Information" above.
One of our employees has left the company, and I need to change the mailbox password so I can delete messages, change settings, and so on.	See "Accessing Other Subscriber Accounts" on page 11.
I cannot set up a new voice mail subscriber mailbox.	Your system administrator must create the new account. For more information, contact your system administrator or local authorized provider. See "System Administrator and Provider Information" above.
I need to change the voice mail system time.	Your system administrator must change the voice mail system time. For more information, contact your system administrator or local authorized provider. See "System Administrator and Provider Information" above.
I need new voice mail system greetings for day and night mode, vacations, and so on.	You can record new audiotex recordings for each greeting that you want to use. See "Creating Audiotex Recordings" on page 15.
I have recorded new audiotex recordings, but I do not know how to assign them to our voice mail application.	See "Assigning Audiotex Recordings to System Extension Numbers" on page 17.

Table 2. *Administrator Troubleshooting Tips (Continued)*

Problem	Possible Solution
I have several voice messages in my inbox. Is there a way to delete all of the messages at once?	You must delete voice messages one at a time.
Can I set the number of rings before calls go to voice mail?	Your system administrator must program this feature. For more information, contact your system administrator or local authorized provider. See “System Administrator and Provider Information” on page 22.

Custom Audiotex Recordings Programming Planning Sheet

If you customize audiotex recordings, you can use Table 3 to record the text. For further instructions, see “Creating Custom Audiotex Recordings” on page 16.

Table 3. *Audiotex Recordings*

Recording #	Text	Where Used (Ext. #)
Example	Thank you for calling XYZ Company. All of our representatives are busy right now. Please hold.	Ext.2011 (Hunt Group Overflow Station)

Default ASR and Non-ASR Voice Prompts

Table 4 shows all of the U.S. English default system voice prompts for ASR- and non ASR-enabled systems. Prompts designated by an asterisk (*) cannot be re-recorded.

Table 4. *Voice Prompts: Non-ASR and ASR*

Prompt ID	Content (Non-ASR)	Content (ASR)
001	To leave a message, please enter a mailbox number.	To leave a message, please say or enter a mailbox number.
002	For the directory, press pound (or hash in European systems).	For the directory, say “Directory” or press pound (or hash).
003	To reach an operator, press zero.	To reach an operator, say “Operator” or press zero.
004	I’m sorry...	N/A
005	...is not available.	N/A
006	The number entered is not valid.	N/A
007	Using the keys on your telephone, please spell the name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine. To advance to the next character, please wait for two seconds or press another key. To exit the directory, press star.	Please say the name of the person you are trying to reach. Otherwise, using the keys on your telephone, please spell the last name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine. To advance to the next character, please wait for two seconds or press another key. To exit the directory, press star.
008	To exit the directory, press star.	To exit the directory, say “Cancel” or press star.
009	Mailbox number...	N/A
010	If this is correct, press pound (or hash).	If this is correct, say “Yes” or press pound (or hash).
011	For the previous name in the directory, press one.	For the previous name, say “Previous” or press one.
012	To hear additional information, press two.	To hear additional information, say “More” or press two.
013	To hear the next directory name, press three.	To hear the next name, say “Next” or press three
014	To spell a new name, press four.	To spell a new name, say “New” or press four.
015	Extension number...	N/A
016	Not used	Not used
017	...is not a valid choice.	N/A
018	Please try again.	N/A
019	After the tone, please record your message. When finished, you may hang up to deliver the message or press pound (or hash) for more options.	N/A
020	Message delivered.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
021	To replay, press one.	To replay, say “Replay” or press one.
022	To erase and re-record, press three.	To erase and re-record, say “Erase” or press three.
023	To append this recording, press two.	To append this recording, say “Append” or press two.
024	To accept, press pound (or hash).	To accept, say “Accept” or press pound (or hash).
025	Please record after the tone. To end, press pound (or hash).	N/A
026	Recording erased.	N/A
027	Recording stopped.	N/A
028	Please begin speaking after the tone.	N/A
029	Message play stopped. To continue, press pound (or hash).	Message play stopped. To continue, say “Resume” or press pound (or hash).
030	Enter the destination mailbox or group list number.	Say or enter the destination mailbox or group list number.
031	Logon canceled.	N/A
032	Enter your password. Then press pound (or hash).	Say or enter your password.
033	There have been three invalid attempts to log on to your mailbox.	N/A
034	Invalid password.	N/A
035	Thank you for calling. Good-bye.	N/A
036	To access mailbox features, you must change your system-assigned password.	N/A
037	You have not finished setting up your mailbox.	N/A
038	Subscriber access denied.	N/A
039	Because this is the first time you are entering your mailbox, you must record your name for the company directory.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
040	Since you are entering your mailbox for the first time, you should be aware of a few standard features. To cancel an option you have accessed and return to the previous menu, press star. To accept your recording or dialing sequence, or to advance to your next message, press pound (or hash). For help, you may press zero at any time you are at a menu and the system will replay the current menu and or give you additional information. Certain mailbox features such as remote messaging are available only if authorized by your System Administrator. Your mailbox is now fully set up.	Since you are entering your mailbox for the first time, you should be aware of a few standard features. To cancel an option you have accessed and return to the previous menu, say “Cancel” or press star. To accept your recording or dialing sequence, or to advance to your next message, say “Accept” or press pound (or hash). For help, say “Help” or press zero to replay the current menu and/or give you additional information. Certain mailbox features such as remote messaging are available only if authorized by your System Administrator. Your mailbox is now fully set up.
041	Your password may be up to 12 digits.	N/A
042	Enter your new password, then press pound (or hash). If you don’t want a password, press pound (or hash) now.	Say or enter your new password. If you don’t want a password, say “Skip” or press pound (or hash).
043	Your new password is…	N/A
044	The number entered is too long.	N/A
045	To accept this entry, press pound (or hash).	To accept this entry, say “Accept” or press pound (or hash).
046	To erase and re-enter, press three.	To erase and re-enter, say “Re-enter” or press three.
047	Password erased.	N/A
048	Password saved.	N/A
049	Your mailbox is full and cannot receive any new messages. Please delete old messages.	N/A
050 - 051	Not used	Not used
052	Your mailbox is almost full. Please delete any messages you no longer need so new messages may arrive.	N/A
053	You have...	N/A
054	You have one new message.	N/A
055	...new messages.	N/A
056	...of which is priority.	N/A
057	You have no new messages.	N/A
058	You have one saved message.	N/A
059	...saved messages.	N/A
060	Remote messaging is currently enabled.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
061	To listen to new messages, press one.	To listen to new messages, say “New” or press one.
062	To record a message, press two.	To record a message, say “Record” or press two.
063	To listen to saved messages, press three.	To listen to saved messages, say “Saved” or press three.
064	For personal options, press four.	For personal options, say “Personal” or press four.
065	To setup remote messaging, press five.	To setup remote messaging, say “Remote” or press five.
066	For your primary setup, press one.	For your primary setup, say “Primary” or press one.
067	For your alternate setup, press two.	For your alternate setup, say “Alternate” or press two.
068	If this is the correct destination, press pound (or hash).	If this is the correct destination, say “Yes” or press pound (or hash).
069	To send this message now, press pound (or hash).	To send this message now, say “Send” or press pound (or hash).
070	For special delivery options, press nine.	For special delivery options, say “Options” or press nine.
071	To return to the previous menu, press star.	To return to the previous menu, say “Cancel” or press star.
072	Message canceled.	N/A
073	To mark this message private, press one.	To mark this message private, say “Private” or press one.
074	To mark this message for certified delivery, press two.	To mark this message for certified delivery, say “Certified” or press two.
075	To mark this message priority, press three.	To mark this message priority, say “Priority” or press three.
076	Message marked private.	N/A
077	Message marked certified.	N/A
078	Message marked priority.	N/A
079	To send this message to additional mailboxes, press pound (or hash).	To send this message to additional mailboxes, say “Yes” or press pound (or hash).
080	To rewind your message or recording, press one.	To rewind your message or recording, say “Backup” or press one.
081	To pause at any time, press two.	To pause at any time, say “Pause” or press two.
082	To fast forward your message or recording, press three.	To fast forward your message or recording say “Forward” or press three.
083	To lower the volume, press four.	To lower the volume, say “Lower” or press four.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
084	To raise the volume, press six.	To raise the volume, say “Higher” or press six.
085	To save this message, press seven.	To save this message, say “Save” or press seven.
086	To delete this message, press nine.	To delete this message, say “Delete Message” or press nine.
087	To skip to the end of your message or recording, press pound (or hash).	To skip to the end of your message or recording, say “Skip” or press pound (or hash).
088	To return to the main menu, press star.	To return to the main menu, say “Cancel” or press star.
089	To reply to this message, press two.	To reply to this message, say “Reply” or press two.
090	To forward a copy of this message to another destination, press three.	To forward a copy of this message to another destination, say “Forward” or press three.
091	To replay the previous message, press four.	To replay the previous message, say “Previous” or press four.
092	To replay the message envelope, press five.	To replay the message envelope, say “Envelope” or press five.
093	To listen to your next message, press six.	To listen to your next message, say “Next” or press six.
094	There are no previous messages.	N/A
095	Message saved.	N/A
096	Message deleted.	N/A
097	There are no further messages.	N/A
098	Message received...	N/A
099	...at...	N/A
100	...from...	N/A
101	...totaling...	N/A
102	...minutes...	N/A
103	...minute...	N/A
104*	...seconds...	N/A
105	...second...	N/A
106	Message received from an outside caller.	N/A
107	To record an introduction with a copy of this message, press one.	To record an introduction with a copy of this message, say “Record” or press one.
108	To change your personal greeting, press one.	To change your personal greeting, say “Greeting” or press one.
109	To change your name in the directory, press two.	To change your name in the directory, say “Name” or press two.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
110	To change your password, press three.	To change your password, say “Password” or press three.
111	To change your message envelope, press four.	To change your message envelope, say “Envelope” or press four.
112	To replay the message, press one.	To replay the message, say “Replay” or press one.
113	To select your primary greeting, press one.	To select your primary greeting, say “Primary” or press one.
114	To select your alternate greeting, press two.	To select your alternate greeting, say “Alternate” or press two.
115	To select the system greeting, press three.	To select the system greeting, say “System” or press three.
116	After the tone, please record your greeting, then press pound (or hash).	N/A
117	Greeting saved.	N/A
118	After the tone, please record your name, then press pound (or hash).	N/A
119	Name saved.	N/A
120	Your message envelope is currently set to return...	N/A
121	...all information.	N/A
122	...time and date...	N/A
123	...message source...	N/A
124*	...and...	N/A
125	...message length...	N/A
126	To turn on all envelope options, press four.	To turn on all envelope options, say “All Options” or press four.
127	For message source, press two.	For message source, say “Source” or press two.
128	For message length, press three.	For message length, say “Length” or press three.
129	This option is now off.	N/A
130	This option is now on.	N/A
131	For time and date, press one.	For time and date, say “Time, Date” or press one.
132	Your message envelope will play all options.	N/A
133	...is turned on to call you at...	N/A
134*	AM	N/A
135*	PM	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
136	...Extension ID number...	N/A
137	...Every day.	N/A
138	...Monday through Friday.	N/A
139*	Sunday	N/A
140*	Monday	N/A
141*	Tuesday	N/A
142*	Wednesday	N/A
143*	Thursday	N/A
144*	Friday	N/A
145*	Saturday	N/A
146	To turn this number on or off, press one.	To turn this number on or off, say “Change” or press one.
147	To change the phone number, press two.	To change the phone number, say “Number” or press two.
148	To change times of day, press two.	To change times of day, say “Time” or press two.
149	To change days of the week, press three.	To change days of the week, say “Days” or press three.
150	For pager notification, press one.	For pager notification, say “Pager” or press one.
151	For personal phone notification, press two.	For personal phone notification, say “Personal” or press two.
152	For notification of all new messages, press one.	For notification of all new messages, say “All Messages” or press one.
153	For priority-only, press two.	For priority-only, say “Priority” or press two.
154	Please enter the destination telephone number and wait for further instructions.	Please say or enter the destination telephone number and wait for further instructions.
155	The new number is...	N/A
156	Please enter the start time.	Please say or enter the start time.
157	Please enter the stop time.	Please say or enter the stop time.
158	I’m sorry. You must program a telephone number first.	N/A
159	Invalid time.	N/A
160	For AM, press one.	For AM, say “AM” or press one.
161	Please select the days of the week on which you wish to be notified.	N/A
162	Not used	Not used

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
163	Please enter your mailbox number.	Please say or enter your mailbox number.
164	Today	N/A
165	Yesterday	N/A
166*	January	N/A
167*	February	N/A
168*	March	N/A
169*	April	N/A
170*	May	N/A
171*	June	N/A
172*	July	N/A
173*	August	N/A
174*	September	N/A
175*	October	N/A
176*	November	N/A
177*	December	N/A
178*	First	N/A
179*	Second	N/A
180*	Third	N/A
181*	Fourth	N/A
182*	Fifth	N/A
183*	Sixth	N/A
184*	Seventh	N/A
185*	Eighth	N/A
186*	Ninth	N/A
187*	Tenth	N/A
188*	Eleventh	N/A
189*	Twelfth	N/A
190*	Thirteenth	N/A
191*	Fourteenth	N/A
192*	Fifteenth	N/A
193*	Sixteenth	N/A
194*	Seventeenth	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
195*	Eighteenth	N/A
196*	Nineteenth	N/A
197*	Twentieth	N/A
198*	Twenty-first	N/A
199*	Twenty-second	N/A
200*	Twenty-third	N/A
201*	Twenty-fourth	N/A
202*	Twenty-fifth	N/A
203*	Twenty-sixth	N/A
204*	Twenty-seventh	N/A
205*	Twenty-eighth	N/A
206*	Twenty-ninth	N/A
207*	Thirtieth	N/A
208*	Thirty-first	N/A
209	...the Voice Mail system.	N/A
210	The system is set to notify you between...	N/A
211	...is turned off.	N/A
212	...is turned on to call your pager at...	N/A
213	...with all new messages.	N/A
214	...with all priority messages.	N/A
215	...starting at...	N/A
216	...ending at...	N/A
217	For mailbox and group list maintenance, press two.	For mailbox and group list maintenance, say “Mailbox Maintenance” or press two.
218	To send a message to all subscribers, press one.	To send a message to all subscribers, say “Broadcast Message” or press one.
219	To make a custom recording, press one.	To make a custom recording, say “Custom” or press one.
220	To select a custom recording, press two.	To select a custom recording, say “Select” or press two.
221	Not used	Not used
222	Please enter the recording number.	N/A
223	After the tone, please record. Then press pound (or hash).	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
224	Recording saved.	N/A
225	To continue recording, press pound (or hash).	To continue recording, say “Continue” or press pound (or hash).
226	Not used	Not used
227	You have no saved messages.	N/A
228	To spell the first name, press five.	To search by first name, say “First” or press five.
229	To spell the last name, press five.	To search by last name, say “Last” or press five.
230	Using the keys on your telephone, please spell the first name of the person. Then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.	Please say the first name of the person you are trying to reach. Otherwise, using the keys on your telephone, please spell the first name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.
231	No message left.	N/A
232	...last...	N/A
233	...an outside caller at...	N/A
234	Message was sent from...	N/A
235	This matches the mailbox of...	N/A
236	...an unknown caller.	N/A
237	To turn off the envelope, press five.	To turn off the envelope, say “None” or press five.
238	To accept the changes, press pound (or hash).	To accept the changes, say “Accept” or press pound (or hash).
239	The envelope is turned off.	N/A
240	Please enter the application extension number.	Please say or enter the application extension number.
241	To select a day recording, press one.	To select a day recording, say “Day” or press one.
242	To select a night recording, press two.	To select a night recording, say “Night” or press two.
243	If this is the correct recording, press pound (or hash).	If this is the correct recording, say “Yes” or press pound (or hash).
244	Warning, no recording has been made.	N/A
245	Invalid application entered.	N/A
246	...is not a valid recording number.	N/A
247 - 252	Not used	Not used
253	This is a return receipt verifying the message sent has been heard.	N/A
254	I’m sorry. Private messages cannot be forwarded.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
255	This is the message center calling for...	N/A
256	If you are the correct person, press pound (or hash).	If you are the correct person, say “Yes” or press pound (or hash).
257*	...One	N/A
258*	...Two	N/A
259*	...Three	N/A
260*	...Four	N/A
261*	...Five	N/A
262*	...Six	N/A
263*	...Seven	N/A
264*	...Eight	N/A
265*	...Nine	N/A
266*	...Ten	N/A
267*	...Eleven	N/A
268*	...Twelve	N/A
269*	...Thirteen	N/A
270*	...Fourteen	N/A
271*	...Fifteen	N/A
272*	...Sixteen	N/A
273*	...Seventeen	N/A
274*	...Eighteen	N/A
275*	...Nineteen	N/A
276*	...Twenty	N/A
277*	...Thirty	N/A
278*	...Forty	N/A
279*	...Fifty	N/A
280*	...Sixty	N/A
281*	...Seventy	N/A
282*	...Eighty	N/A
283*	...Ninety	N/A
284*	...Hundred	N/A
285	This mailbox is currently full and cannot receive new messages.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
286*	Oh	N/A
287	...of which are priority.	N/A
288	Priority message received...	N/A
289	Otherwise, press star.	Otherwise, say “No” or press star.
290	When you are finished entering mailbox numbers, press pound (or hash).	N/A
291	Otherwise, press pound (or hash).	Otherwise, say “Send” or press pound (or hash).
292	For PM, press two.	For PM, say “PM” or press two.
293	For Sunday, press one.	For Sunday, say “Sunday” or press one.
294	For Monday, press two.	For Monday, say “Monday” or press two.
295	For Tuesday, press three.	For Tuesday, say “Tuesday” or press three.
296	For Wednesday, press four.	For Wednesday, say “Wednesday” or press four.
297	For Thursday, press five.	For Thursday, say “Thursday” or press five.
298	For Friday, press six.	For Friday, say “Friday” or press six.
299	For Saturday, press seven.	For Saturday, say “Saturday” or press seven.
300	For Monday through Friday service, press one.	For Monday through Friday service, say “Week-days” or press one.
301	For all the days of the week, press two.	For all the days of the week, say “Days” or press two.
302*	Thousand	N/A
303	The hard disk is...	N/A
304	...percent full.	N/A
305	I’m sorry. The system is full and cannot record any messages.	N/A
306*	Zero	N/A
307	pound (or hash)	N/A
308	star	N/A
309	Group list number...	N/A
310	Please speak louder.	N/A
311	You have recorded for the maximum time permit-ted.	N/A
312	Not used	Not used
313	Resuming playback.	N/A
314	You have one priority message.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
315	Use two digits for the hour and two digits for the minutes.	N/A
316 - 317	Not used	Not used
318	You have chosen not to have a password.	N/A
319	I'm sorry. This mailbox is currently in use and cannot be accessed. Please try again later.	N/A
320	Not used	Not used
321	If you are calling from a rotary-type telephone, please stay on the line and your call will be answered.	N/A
322	You can not reply to a system sent message.	N/A
323 - 324	Not used	Not used
325	Please select the days of the week.	N/A
326	To select individual week days, press three.	To select individual week days, say "Day" or press three.
327	Service is set for Monday through Friday.	N/A
328	Service is set for each day of the week.	N/A
329	Recording canceled.	N/A
330	The system was busy and could not deliver message notification at the specified time.	N/A
331	The system was unable to deliver message notification due to a programming error.	N/A
332	Extension ID...	N/A
333	...the operator.	N/A
334	...the operator...	N/A
335	Remote Messaging will call...	N/A
336	To change a cascade level, press one.	To change a cascade level, say "Level" or press one.
337	To select a message notification category, press four.	To select a message notification category, say "Category" or press four.
338	Please enter the cascade level you wish to program.	Please enter the cascade level you wish to program. Say or enter one through nine using the keys on your telephone.
339	...with a pager number of...	N/A
340	To change the pager dial string, press three.	To change the pager dial string, say "Pager" or press three.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
341	To call an internal extension, press one.	To call an internal extension, say “Internal” or press one.
342	To call an outside number, press two.	To call an outside number, say “Outside” or press two.
343	Not used	Not used
344	Please enter the digits for your digital pager and wait for further instructions.	Please say or enter the digits for your digital pager and wait for further instructions.
345	The new pager number is...	N/A
346	Mailbox Number	N/A
347	New Message Count	N/A
348	Pause	N/A
349	You must program a telephone number first.	N/A
350	You have chosen not to have a pager number.	N/A
351	Cascade Level...	N/A
352	You did not enter a valid document number.	N/A
353	This document is currently unavailable.	N/A
354	... is not a valid document number.	N/A
355	You have already selected that document.	N/A
356	To cancel this message, press star.	To cancel this message, say “Cancel” or press star.
357	You have selected the maximum number of documents allowed.	N/A
358	To send your fax, press pound (or hash).	To send your fax, say “Send” or press pound (or hash).
359	You have selected one document.	N/A
360	You haven’t selected any documents yet.	N/A
361	You may select one more document during this call.	N/A
362	You may select up to...	N/A
363	... more documents during this call.	N/A
364	Selections canceled.	N/A
365	The number that will appear on your fax cover sheet is...	N/A
366	You have chosen not to have your extension appear on your cover sheet.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
367	If you would like to have your fax delivered in the future, press pound (or hash).	If you would like to have your fax delivered in the future, say “Delay” or press pound (or hash).
368	To re-enter the number, press three.	To re-enter the number, say “Re-enter” or press three.
369	If you wish to have your extension appear on your cover sheet, enter the extension followed by pound (or hash).	If you wish to have your extension appear on your cover sheet, say or enter the extension then say or press pound (or hash).
370	If you are calling from your fax machine, press one.	If you are calling from your fax machine, say “Yes” or press one.
371	Press the start button on your fax machine now.	N/A
372	All of our fax lines are currently busy.	N/A
373	Please try again later.	N/A
374	Your fax will be delivered to...	N/A
375	Your fax will be delivered shortly.	N/A
376	I am unable to communicate with your fax machine. Please make sure it is operating properly and try again.	N/A
377	*(For U.S. systems)* Please enter the 10 digit telephone number of your fax machine, including area code. *(For European systems)* Please enter the telephone number of your fax machine, including your national dialing code if required.	*(For U.S. systems)* Please say or enter the 10 digit fax number, including area code. *(For European systems)* Please say or enter the telephone number of your fax machine, including your national dialing code if required.
378	The number you enter may be up to twenty digits in length.	N/A
379	Your fax is scheduled to be delivered at...	N/A
380	Please enter a document number.	Please say or enter the document number.
381	When you have finished importing documents, press star.	When you are done importing documents, say “Finished” or press star.
382	Document number...	N/A
383	...is currently in use.	N/A
384	...already exists.	N/A
385	To replace this document, press pound (or hash).	To replace this document, say “Replace” or press pound (or hash).
386	Document received.	N/A
387	Press pound (or hash) to continue.	Say “Continue” or press pound (or hash) to continue.
388	To import a fax document, press four.	To import a fax document, say “Import Fax” or press four.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
389	*(For U.S. systems)* If this is an international call, enter 011 followed by the country code and fax number. Then press pound. *(For European systems)* If this is an international call, enter 00 code followed by your country code and your fax number. Then press hash.	*(For U.S. systems)* If this is an international call, say or enter 011 followed by the country code and fax number. Then say or press pound/. *(For European systems)* If this is an international call, say or enter 00 code followed by your country code and your fax number. Then press hash.
390	I'm sorry. I'm not allowed to dial that number.	N/A
391	To receive your documents, please hang up and call from your fax machine.	N/A
392	The system does not have enough disk space to import your document.	N/A
393	The system is unable to import your document because it will exceed the Maximum Fax Library Size.	N/A
394	For recording options, press three.	For recording options, say "Options" or press three.
395	There are...	N/A
396	... calls ahead of you.	N/A
397	Your call should be answered within...	N/A
398	You have selected...	N/A
399	...documents.	N/A
400	Hello, you have reached the Mitel voice processing system.	N/A
401	Hello, you've reached the Mitel automated call handling system.	N/A
402	To change your message search order, press two.	To change your message search order, say "Order" or press two.
403	Your current message search order is first in first out.	N/A
404	Your current message search order is last in, first out.	N/A
405	To search for messages first in first out, press one.	To search for messages first in first out, say "First In" or press one.
406	To search for messages last in first out, press two.	To search for messages last in first out, say "Last In" or press two.
407	To change the search order for new messages, press one.	To change the search order for new messages, say "New" or press one.
408	To change the search order for saved messages, press two.	To change the search order for saved messages, say "Saved" or press two.
409	You have received a new message	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
410	You have received a new voice mail	N/A
411	You have received a new e-mail	N/A
412	You have received a new fax	N/A
413	You have received…	N/A
414 - 499	Not used	Not used
500	If you know your party's extension number, enter it now.	If you know your party's extension, please say or enter it now.
501	To leave a message, press one.	To leave a message, say "Leave Message" or press one.
502	To try another extension, press two.	To try another extension, say "Extension" or press two.
503	Please hold while your call is being transferred to...	N/A
504	Not used	Not used
505	To return to the menu, press two.	To return to the menu, say "Menu" or press two.
506	Your fax is scheduled to be delivered on...	N/A
507	The system already contains the maximum number of fax documents allowed.	N/A
508	The system does not have enough disk space to import any more documents.	N/A
509	The system is currently at or above the Maximum Fax Library Size.	N/A
510	Levels one through nine are currently disabled.	N/A
511	Your call will be answered in the order it was received.	N/A
512	There is one call ahead of you.	N/A
513	To change your transfer method, press five.	To change your transfer method, say "Transfer" or press five.
514	Your current transfer method is unannounced.	N/A
515	Your current transfer method is screened.	N/A
516	Your current transfer method is announce only.	N/A
517	To select unannounced transfers, press one.	To select unannounced transfers, say "Unannounced" or press one.
518	For screened transfers, press two.	For screened transfers, say "Screened" or press two.
519	For announce only, press three.	For announce only, say "Announce" or press three.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
520	Who should I say is calling?	N/A
521	To replay the announcement, press one.	To replay the announcement, say “Replay” or press one.
522	To send this call to Voice Mail, press two.	To send this call to voice mail, say “Voice Mail” or press two.
523	To forward this call to another extension, press three.	To forward this call to another extension, say “Forward” or press three.
524	To accept this call, press pound (or hash).	To accept this call, say “Accept” or press pound (or hash).
525	To refuse this call, press star.	To refuse this call, say “Refuse” or press star.
526	You have a call from...	N/A
527	To change the time and date, press five.	N/A
528	The current time is...	N/A
529	To accept the current time, press pound (or hash).	N/A
530	To enter a new time, use two digits for the hour and two digits for the minutes.	N/A
531	The current date is...	N/A
532	To accept the current date, press pound (or hash).	N/A
533	To enter a new date, use two digits for the month, two digits for the day, and two digits for the year.	N/A
534	Invalid date.	N/A
535	Please enter the extension number.	Please say or enter the extension number.
536 - 537	Not used	Not used
538	For system prompt replacement or reinstatement, press six.	For system prompt replacement or reinstatement, say “Replacement” or press six.
539	Please enter the number of the system prompt.	Please say or enter the number of the system prompt.
540	The system prompt has been replaced by the following custom prompt...	N/A
541	The original system prompt is...	N/A
542	To replace this system prompt with a custom prompt, press three.	To replace this system prompt with a custom prompt, say “Custom” or press three.
543	...is not a valid system prompt number.	N/A
544	To delete the custom prompt and reinstate the system prompt, press nine.	To delete the custom prompt and reinstate the system prompt, say “System” or press nine.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
545	To replace this custom prompt with a new custom prompt, press three.	To replace this custom prompt with a new custom prompt, say “New Prompt” or press three.
546	You have no deleted messages.	N/A
547	You have one deleted message.	N/A
548	...deleted messages.	N/A
549	To recover deleted messages, press two.	To recover deleted messages, say “Recover” or press two.
550	To recover this message, press seven.	To recover this message, say “Recover” or press seven.
551	Message recovered.	N/A
552	To purge this message, press nine.	To purge this message, say “Purge” or press nine.
553	Message purged.	N/A
554	To listen to deleted messages, press one.	To listen to deleted messages, say “Listen” or press one.
555	To recover all messages, press two.	To recover all messages, say “Recover” or press two.
556	To purge all messages, press three.	To purge all messages, say “Purge” or press three.
557	...messages recovered.	N/A
558	...messages purged.	N/A
559	...message recovered.	N/A
560	...message purged.	N/A
561	For message options, press five.	For message options, say “Options” or press five.
562	For more options, press nine.	For more options, say “More” or press nine.
563	To change the fax destination number, press one.	To change the fax destination number, say “Number” or press one.
564	Please enter the extension number of your fax destination, followed by the pound (or hash) key.	Please say or enter the extension number of your fax. Then say or press pound (or hash).
565	Your fax destination is...	N/A
566	You have chosen not to have a fax destination.	N/A
567	Invalid extension.	N/A
568	Fax destination saved.	N/A
569	Fax destination erased.	N/A
570	To cancel unheard sent voice mail messages, press one.	To cancel unheard sent voice mail messages, say “Unheard” or press one.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
571	All sent messages have been heard.	N/A
572	Enter the destination mailbox.	Say or enter the destination mailbox.
573	This mailbox has one unheard message.	N/A
574	...unheard messages.	N/A
575	To append to the message, press two.	To append the message, say “Append” or press two.
576	To leave a Voice Mail message, press one.	To leave a Voice Mail message, say “Voice Mail” or press one.
577	To make a return call, press two.	To make a return call, say “Call Back” or press two.
578	Please hold while your call is being transferred to an outside number.	N/A
579	Enter the number of the remote mailbox.	Say or enter the number of the remote mailbox.
580	... followed by pound (or hash).	N/A
581	…has just listened to the original message.	N/A
582	This mailbox has...	N/A
583 - 586	Not used	Not used
587	To hear the recipients, press three.	To hear the recipients, say “Hear” or press three.
588 - 591	Not used	Not used
592	I’m sorry. I’m not allowed to dial that number.	N/A
593	Message received from an outside number with no caller ID information.	N/A
594	I’m sorry. I do not have valid Caller ID information.	N/A
595	…the network…	N/A
596	Your call is being handled by the Mitel voice processing system.	N/A
597	You have no new e-mails.	N/A
598	... new e-mails	N/A
599	you have one new e-mail.	N/A
600	...saved e-mails.	N/A
601	You have one saved e-mail.	N/A
602	You have no new faxes.	N/A
603	... new faxes.	N/A
604	You have one new fax.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
605	...saved faxes.	N/A
606	You have one saved fax.	N/A
607	The system has not been properly configured.	N/A
608	To listen to voice mails, press one.	To listen to voice mails, say “Voice Mail” or press one.
609	To listen to e-mails, press three.	To listen to e-mails, say “E-mail” or press three.
610	To listen to faxes, press six.	To listen to Fax messages, say “Facsimile” or press six.
611	You have no new messages.	N/A
612	with the subject...	N/A
613	I’m sorry, you cannot delete this e-mail.	N/A
614	To reply to all recipients, press one.	To reply to all recipients, say “Everyone” or press one.
615	To reply to just the sender, press two.	To reply to just the sender, say “Sender” or press two.
616	I’m sorry, this message was received from an unknown source.	N/A
617	Please enter the digits for the fax destination and wait for further instructions.	N/A
618	The system could not access your e-mail account with the known password.	N/A
619	...totalling	N/A
620	...pages	N/A
621	I’m sorry, you cannot delete this fax.	N/A
622	For voice mails, press one.	For voice mails, say “Voice Mail” or press one.
623	For e-mails, press two.	For e-mails, say “E-mail” or press two.
624	For faxes, press three.	For faxes, say “Facsimile” or press three.
625 - 629	Not used	Not used
630	voice mail	N/A
631	e-mail	N/A
632	Fax	N/A
633 - 644	Not used	Not used
645	...flagged...	N/A
646	...saved....	N/A
647	...answered...	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
648	...recent...	N/A
649	...deleted...	N/A
650	…one page…	N/A
651	...voice mails...	N/A
652	...e-mails...	N/A
653	...faxes...	N/A
654	This message is marked...	N/A
655	...flagged...	N/A
656	...saved...	N/A
657	...answered...	N/A
658	...recent...	N/A
659	...deleted...	N/A
660	...with attachment...	N/A
661	For your voice mail envelope, press one.	For your voice mail envelope, say “Voice Mail” or press one.
662	For your e-mail envelope, press two.	For your e-mail envelope, say “E-mail” or press two.
663	For your fax envelope, press three.	For your fax envelope, say “Facsimile” or press three.
664	For message filters, press six.	For message filters, say “Filters” or press six.
665	For the message subject, press three.	For the message subject, say “Subject” or press three.
666	...message subject...	N/A
667	...message filters...	N/A
668	For the number of pages, press three.	For the number of pages, say “Pages” or press three.
669	You cannot turn all fax envelope options off.	N/A
670	...number of pages...	N/A
671	You have no new voice mails.	N/A
672	Fax scheduled for delivery.	N/A
673	...new voice mails.	N/A
674	You have one priority voice mail.	N/A
675	You have one new voice mail	N/A
676	...saved voice mails…	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
677	You have one saved voice mail.	N/A
678	To listen to messages, press one.	To listen to messages, say “Messages” or press one.
679	The system is momentarily unable to process your request.	The system is momentarily unable to process your request.
680	To wait for resources to become available, press one.	To wait for resources to become available, say “Wait” or press one.
681	To cancel the request and return to a previous menu, press star.	To cancel the request and return to a previous menu, say “Cancel” or press star.
682	Not used	Not used
683	You have one unheard voice mail.	N/A
684	You have one heard voice mail.	N/A
685	… unheard voice mail…	N/A
686	… heard voice mail…	N/A
687	You have no unheard voice mails.	N/A
688 - 692	Not used	Not used
693	You have one priority e-mail	N/A
694 - 699	Not used	Not used
700	N/A	Please spell the first few letters of where you would like to search in the directory.
701	...hours...	N/A
702	...hour...	N/A
703	<10 second pause>	N/A
704	<five second pause>	N/A
705*	<one second pause>	N/A
706	Fax canceled	N/A
707	phone number…	N/A
708	Not used	Not used
709	Your results match more than…	Your results match more than…
710	…entries.	…entries.
711	If you would like to browse these results, press one. To filter your search, press two.	If you would like to browse these results, please say “Yes” or press one. To filter your search, say “No” or press two.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
712	If the result is the first name, press one. Otherwise, please tell me the first name by pressing the keys on your telephone.	If that name is the first name, say “Yes” or press one. Otherwise, please tell me the first name by saying, spelling, or pressing the keys on your telephone.
713	If the result is the last name, press one. Otherwise, please tell me the last name by pressing the keys on your telephone.	If that name is the last name, say “Yes” or press one. Otherwise, please tell me the last name by saying, spelling, or pressing the keys on your telephone.
715 - 716	Not used	Not used
717	…one saved voice mail	N/A
718	…one saved e-mail	N/A
719	…one saved fax	N/A
720	…one saved message	N/A
721	… unheard voice mails	N/A
722	… heard voice mails	N/A
723 - 726	Not used	Not used
727	…one heard voice mail	N/A
728 - 730	Not used	Not used
731	I’m sorry, I didn’t understand your response.	N/A
732	The system prompt you have selected has two formats.	N/A
733	To select the standard format, press one.	To select the standard format, say “Standard” or press one.
734	To select the speech-recognition format, press two.	To select the speech-recognition format, say “Speech Recognition” or press two.
735	To replace the standard format, press one.	To replace the standard format, say “Standard” or press one.
736	To replace the speech-recognition format, press one.	To replace the speech-recognition format, say “Speech Recognition” or press one.
737 - 738	Not used	Not used
739	Speech recognition has been disabled for this call.	N/A
740	Not used	Not used
741	... messages…	N/A
742	...seen...	N/A
743 - 744	Not used	Not used
745	You have no saved voice mails.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
746	Not used	Not used
747	You have no saved e-mails.	N/A
748	Not used	Not used
749	You have no saved faxes.	N/A
750	Not used	Not used
751	voice mail received...	N/A
752	E-mail received...	N/A
753	Fax received...	N/A
754	Priority voice mail received...	N/A
755	Priority e-mail received...	N/A
756	Not used	Not used
757	and seen	N/A
758	and recent	N/A
759	and answered	N/A
760	and deleted	N/A
761	Not used	Not used
762*	...Million...	N/A
763*	...Billion...	N/A
764*	...Trillion...	N/A
765*	...Minus...	N/A
766*	*(For U.S. systems)* ...Dollar... *(For European systems)*…Pound…	N/A
767*	*(For U.S. systems)* ...Dollars... *(For European systems)*…Pounds…	N/A
768*	*(For U.S. systems)* ...Cent... *(For European systems)*…Pence…	N/A
769*	*(For U.S. systems)* ...Cents... *(For European systems)*…Pence…	N/A
770	<Pause>	N/A
771*	O'clock	N/A
772*	...Point...	N/A
773	I was unable to connect to your voice mail server.	N/A
774	I was unable to connect to your e-mail server.	N/A
775	I was unable to connect to your fax server.	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
776	If you have changed your password, press one.	If you have changed your password, say “Password” or press one.
777	To continue without these messages, press pound.	To continue without these messages, say “Continue” or press pound.
778*	dash	N/A
779*	ampersand	N/A
780*	at	N/A
781*	left parenthesis	N/A
782*	right parenthesis	N/A
783*	underscore	N/A
784*	space	N/A
785*	Tilde	N/A
786*	a	N/A
787*	b	N/A
788*	c	N/A
789*	apostrophe	N/A
790*	lower A	N/A
791*	lower B	N/A
792*	lower C	N/A
793*	d	N/A
794*	e	N/A
795*	F	N/A
796*	exclamation point	N/A
797*	lower D	N/A
798*	lower E	N/A
799*	lower F	N/A
800*	g	N/A
801*	h	N/A
802*	I	N/A
803*	star	N/A
804*	lower G	N/A
805*	lower H	N/A
806*	lower I	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
807*	j	N/A
808*	k	N/A
809*	l	N/A
810*	pound (or hash)	N/A
811*	lower J	N/A
812*	lower K	N/A
813*	lower L	N/A
814*	m	N/A
815*	n	N/A
816*	o	N/A
818*	lower M	N/A
819*	lower N	N/A
820*	lower O	N/A
821*	p	N/A
822*	q	N/A
823*	r	N/A
824*	s	N/A
825*	lower P	N/A
826*	lower Q	N/A
827*	lower R	N/A
828*	lower S	N/A
829*	T	N/A
830*	u	N/A
831*	v	N/A
832*	question mark	N/A
833*	lower T	N/A
834*	lower U	N/A
835*	lower V	N/A
836*	w	N/A
837*	x	N/A
838*	Y	N/A
839*	z	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
840*	lower W	N/A
841*	lower X	N/A
842*	lower Y	N/A
843*	lower Z	N/A
844*	colon	N/A
845*	period	N/A
846*	comma	N/A
847*	forward slash	N/A
848*	backward slash	N/A
849*	plus sign	N/A
850	Please hold while I check your e-mail.	N/A
851	...one unreadable message	N/A
852	...unreadable messages	N/A
853	You have no unreadable messages	N/A
854	To manage unreadable messages, press six	N/A
855	unreadable message...	N/A
856	If you are finished, please press pound (or hash). Otherwise, press the next key to continue spelling.	N/A
857	Your quota grace limit has been reached.	N/A
858	Please hold while I check your messages.	N/A
859	The message could not be played.	N/A
860	Not used	Not used
861	I'm sorry there are no network mailboxes available for Node...	N/A
862	I'm sorry. This message cannot be forwarded.	N/A
863	I could not connect to any of your remote servers. You will be redirected to the local voice mail view.	N/A
864 - 875	Not used	Not used
876	To record a standard greeting, press one.	To record a standard greeting, say "Standard" or press one.
877	To copy the standard greeting to the speech-recognition greeting, press two.	To copy the standard greeting to the speech-recognition greeting, say "Copy" or press two.
878	To record a speech-recognition greeting, press three.	To record a speech-recognition greeting say "Speech Recognition" or press three.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
879	If you would like to copy this recording to the speech-recognition greeting, press one.	If you would like to use this recording as the speech-recognition greeting, say “Copy” or press one.
880	To record a new speech-recognition greeting, press three.	To record a new speech-recognition greeting, say “New” or press three.
881	ñ (pronunciation: en-yay)	N/A
882	I'm sorry. This system prompt is not available for replacement.	N/A
883	The following message could not be delivered to...	N/A
884	To disable Speech Recognition mailbox commands for this call, press eight.	To disable Speech Recognition mailbox commands for this call, say 'Disable' or press eight.
885	Speech Recognition disabled.	N/A
886	I could not create a secure connection to your remote server. You will be redirected to the local voice mail view.	N/A
887	Please contact your system administrator.	N/A
888	E-Mail Reader was unable to retrieve your faxes from your e-mail server due to a login failure.	N/A
889	E-Mail Reader was unable to retrieve your e-mails from your e-mail server due to a login failure.	N/A
890	Please enter your e-mail account password. This is case sensitive. Using the keypad, you can scroll through symbols, numbers, and letters, both lower and upper case.	Please spell or enter your e-mail account password. This is case sensitive. You can speak symbols, numbers, and letters. For upper case letters, say “Upper” followed by the letter.
891	Using the keys on your telephone, please spell the last name of the person. Then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.	Please say the last name of the person you are trying to reach. Otherwise, using the keys on your telephone, please spell the last name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.
892	You have no voice mails	N/A
893	You have no e-mails	N/A
894	You have no faxes	N/A
895	...Network extension...	N/A
896	To enable Speech Recognition mailbox commands for this call, press eight.	To enable Speech Recognition mailbox commands for this call, say “Enable” or press eight.
897	There was an error accessing your messages; you will be returned to the main menu	N/A
898	...Network Mailbox...	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
899	N/A	I think you said “delete.” If this is correct, please press one; if this is not correct, please press two.
900	Speech Recognition enabled.	N/A
901	No days selected.	No days selected.
902	On	On
903	Off	Off
904 - 906	Not used	Not used
907	Message dated…	Message dated…
908	E-Mail Reader was unable to retrieve your faxes and e-mails from your e-mail server due to a login failure.	E-Mail Reader was unable to retrieve your faxes and e-mails from your e-mail server due to a login failure.
909	To copy this message to additional mailboxes, press four.	To copy this message to additional mailboxes, say “Copy” or press four.
910	To spell a new name, press four.	To spell a new name, say “new name,” or press four.
911	Using the keys on your telephone, please spell the first name of the person. Then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.	Please say the full name of the person you are trying to reach. Otherwise, using the keys on your telephone, please spell the first name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.
912	Using the keys on your telephone, please spell the last name of the person. Then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.	Please say the full name of the person you are trying to reach? Otherwise, using the keys on your telephone, please spell the last name of the person, then press pound (or hash). For the letter Q, press seven. For the letter Z, press nine.
913	When you are finished entering mailbox numbers, press star to exit.	When you are finished entering mailbox numbers, say “Finished” or press star to exit.
914	Enter the destination mailbox or Group list number. For the Directory, press pound (or hash). When you are finished entering the destination, press star to exit	Say or enter the destination mailbox or group list number. For the directory, say “Directory” or press pound (or hash). When you are finished entering the destination press star to exit.
915	... or if you are finished listening to the message, Hang up.	N/A
916	Subscriber access is not programmed yet. Please contact the system administrator.	N/A
917	I am sorry, I could not complete your call at this time. Please try again later.	N/A
918	Message access is not configured. Please contact your system administrator.	N/A
919	To change your main menu e-mail reader count, press four.	To change your main menu e-mail reader count, say e-mail reader count or press four.

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
920	Main Menu E-Mail Reader Count is currently enabled.	N/A
921	Main Menu E-Mail Reader Count is currently disabled.	N/A
922	To enable, press one.	To enable, say “enable” or press one.
923	To disable, press one.	To disable, say “disable” or press one.
924	Main Menu E-Mail Reader Count has been automatically disabled, please go to the personal options menu to re-enable this feature.	N/A
926	For help with password special keys, press two.	For help with password special keys, say “Help” or press two.
927	To repeat the following instructions press zero at any time.	To repeat the following instructions say “Repeat” or press zero at any time.
928	Enter the destination mailbox or Group list number. When you are finished entering the destination, press star to exit.	Say or enter the destination mailbox or group list number. When you are finished entering the destination, press star to exit.
929	“equal to sign”	N/A
930	“greater than sign”	N/A
931	“less than sign”	N/A
932	“semi colon sign”	N/A
933	“percent sign”	N/A
934	“dollar sign”	N/A
935	“pipe sign”	N/A
936	“pound (or hash) sign”	N/A
937	I am sorry, you must enter a password for security reasons. Please, enter your new password, then press pound (or hash).	N/A
938	To listen to all additional messages, please press eight.	Say “All Messages” or press eight to listen to all additional messages.
939	The locations of special characters are... For space, at, hyphen, underscore, equals sign, comma, greater than, and right parenthesis, use key “zero.” For exclamation point, pipe, apostrophe, colon, semi-colon, forward slash, and backslash, use key “one.” For period, tilde, dollar, asterisk, ampersand, percentage, plus, less than and left parenthesis, use key “star.” For pound (or hash), use key “pound (or hash).”	N/A

Table 4. *Voice Prompts: Non-ASR and ASR (Continued)*

Prompt ID	Content (Non-ASR)	Content (ASR)
940	This call routing application does not have an associated digit translation node. Please assign a digit translation node using the System Manager interface before attempting to assign an Audiotex greeting using the System Administrator interface.	N/A
941	E-Mail Reader encountered an error while trying to connect to your e-mail server. Please contact your system administrator for further assistance.	N/A
942	E-mail Reader was unable to connect to your e-mail server. The server may be down or there may be a configuration issue with your E-Mail Reader Profile. Please contact your system administrator for further assistance.	N/A
943	E-Mail Reader cannot connect to your e-mail server due to an encryption mismatch. Please contact your system administrator for further assistance.	N/A
944	I am sorry, your password must be at least four digits long. Please, enter your new password, then press pound.	N/A
945-946	Not used.	Not used.
947	To save this message, press nine.	To save this message, say “Save” or press nine.
948	To delete this message, press seven.	To delete this message, say “Delete” or press seven.
949	To swap your key settings for save and delete, press three.	To swap your key settings for save and delete, say “Swap” or press three.
950	Your current key settings are seven for save and nine for delete.	N/A
951	Your current key settings are nine for save and seven for delete.	N/A
952	To swap the key settings, press 1.	To swap the key settings say “Swap” or press one.
953	Your settings have been changed.	N/A

Index

A

Administrator
- mailbox password 10
- mailbox, initializing 10
- phone troubleshooting 22
- types 2
- voice mail 7

Alarms
- clearing 20
- descriptions 20
- minor 19
- network 19
- Receive Network Alarms flag 19
- Send Network Alarms flag 19

Audiotex recordings
- creating 15

Audiotex recordings, programming planning sheets 23

Automated Attendant, recording custom messages 15

Automatic Speech Recognition, using 7

B

Basic Voice Mail 6

C

Capacities, network 3

Clearing alarms 20

Custom system voice mail prompts 14

E

English, multicultural references 3

Enterprise Messaging 6

F

Fax documents, importing 18

Flowcharts, Voice mail programming 9

G

Group List name, recording 13

I

Importing fax documents 18

M

Mailbox administrator 10

Message Notification/Retrieval 8

Minor alarms 19

Multicultural English references 3

N

Network
- alarms 19
- capacities 3

P

Passwords
- administrator mailbox 10
- voice mail, changing 12

Programming planning sheets, custom audiotex recordings 23

Prompts
- default voice mail 24
- voice mail 14

Provider information 22

R

Receive Network Alarms flag 19

S

Send Network Alarms flag 19

Speech recognition, using 7

T

Troubleshooting
- administrator phone features 22
- voice mail 22

V

Voice mail
administrator features 7
broadcast message, recording 13
default prompts 24
Group List name, recording 13
MNR application 8
passwords, changing 12
prompts, recording 14
subscriber features, changing 11
supplemental documentation 6
systems, descriptions 6
troubleshooting 22
types 6
Voice mail, flowchart 9
Voice Prompts, Non-ASR and ASR 24

Part No. 580.8009
Issue 3.2, September 2009