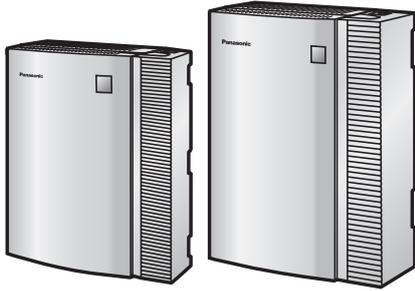# Panasonic®

Manager's Manual

Voice Processing System

Model No. KX-TVM50
KX-TVM200

Thank you for purchasing a Panasonic Voice Processing System.
Please read this manual carefully before using this product and save this manual for future use.

KX-TVM50/KX-TVM200: Version 2.1 (Main Software Version 2.50 or later)

Introduction

About this Manual

This Manager's Manual is designed to help the System Manager and Message Manager program the VPS using the features that are available to them, including setting up mailboxes, recording prompts, etc. Note that the features available to the System Manager and Message Manager are not the same; for more information, refer to the information in this manual or consult your dealer.
This manual is divided into the following sections:

1 Training the Subscriber
This section offers basic suggestions on how to train subscribers to use the VPS and its features on a daily basis. For detailed information, subscribers should refer to the Subscriber's Manual.

2 System Manager's Guide
This section describes the programming features that are available to the System Manager, including setting up mailboxes, setting Class of Service (COS) parameters, etc.

3 Message Manager's Guide
This section describes the programming features that are available to the Message Manager, including managing the General Delivery Mailbox, recording prompts and messages, etc.

Index
An alphabetical listing of features and terms, as well as the page numbers of related sections.

Note

- The term "beeper" is used in this manual to refer to a pager.

Table of Contents

1 Training the Subscriber

The System Manager or Message Manager should explain the basic functions of the VPS to all subscribers. The System Manager or Message Manager should explain which service (Voice Mail Service, Automated Attendant Service, Interview Service, or a Custom Service) will play during the day, and what services will play during night, lunch, and breaks.

The System Manager or Message Manager should also explain the special privileges of VPS subscribers. Subscribers can call from any touchtone telephone in the world and get their messages. To check messages (or change mailbox parameters) from an outside telephone, do the following:

As soon as the VPS plays a guidance message, press code [# 6] and then the mailbox number. For example, a subscriber who has extension 1015 and mailbox 1015 would press code [# 6 1015]. If the subscriber has a password enabled, the password must be entered.

With Toll Saver enabled, the subscriber can call the VPS from anywhere in the world and find out if there are any new messages in his or her mailbox without incurring telephone charges. Note however that Toll Saver features are available only with certain integration types. For more information, refer to 5.17 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver in the Subscriber's Manual.

If the subscriber forgets his or her password, the System Manager can clear the password so that the subscriber can establish a new password.

Explain the purpose of the General Delivery Mailbox. The Message Manager will periodically check it, and forward the contents to the appropriate subscriber.

Explain the purpose of Mailbox Groups. They can be created by the System Administrator to facilitate the distribution of messages to several subscribers. In particular, senior staff members ought to know how to take advantage of Mailbox Groups. 20 lists can be created, with up to 62 mailboxes (KX-TVM50) or up to 100 mailboxes (KX-TVM200) in each list.

Finally, if Custom Service menus are used, subscribers should be encouraged to listen to these menus often and make suggestions for improvement. Custom Service is a very powerful feature of the Panasonic VPS. Make the most out of this feature.

2   System Manager's Guide

2.1   Logging in to the System Manager's Mailbox

The procedures described in this manual require the System Manager to use a telephone, however, many of these procedures can also be performed using a PC and the KX-TVM Maintenance Console software. For more information, consult your dealer.

In order to perform these procedures with a telephone, the System Manager must log in before performing any System Manager task. To log in as the System Manager, 3 items of information must be known: the extension number of a port connected to the VPS, the System Manager's mailbox number, and the System Manager's mailbox password.

– The System Manager's mailbox number is 99, 999, 9999 or 99999 depending on the mailbox number length specified in System Programming.

– The System Manager's password can be assigned by the System Administrator using KX-TVM Maintenance Console or by the System Manager using his or her extension telephone (see 2.8 Changing the System Manager's Password).

Note

- Before the System Manager can perform any System Manager tasks, "System Manager Access from Telephone" must be enabled and "Password for System Manager" must be set by the System Administrator using KX-TVM Maintenance Console.
- The VPS will announce the number of total messages, the number of new messages, or the length of new messages depending on the COS settings of the System Manager.
- If there are new messages in the mailbox, the messages will be played automatically. The System Manager can listen to them continuously without listening to the system prompts. This feature is only available when "Autoplay New Message" is activated for the System Manager's COS.
- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager

cannot create or edit mailboxes. The VPS will announce, "Sorry, this function is not available".

Manual Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3. [#] [6]
4. [✳] and your mailbox number.
   - The System Manager's mailbox number is 99, 999, 9999 or 99999.
5. Enter your password, then [#].

Note

- For more information on logging in, see 2.1 Logging in to Your Mailbox in the Subscriber's Manual.

2.2   Setting Up Mailboxes

The System Manager's primary function is to create mailboxes for new subscribers and to maintain system organisation by deleting unneeded passwords and mailboxes.

Note

- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot create or edit mailboxes. The VPS will announce, "Sorry, this function is not available".

Creating and Editing a Mailbox

The System Manager can create and edit subscriber mailboxes by following the steps below.

While editing a mailbox's parameters, press [1] to save the current setting or press [2] to leave the setting unchanged.

When creating a new mailbox, the following parameters can be set:

- **Mailbox Number**
- **Subscriber's Name**: The VPS allows a maximum of 10 s for each name. The name should be spoken slowly and clearly. (We recommend using the subscriber's last name.)
- **Extension Number**

- **First 3 or 4 Letters of the Subscriber's Last Name**: Enter only the first 3 or 4 letters of the owner's last name.
- **First 3 or 4 Letters of the Subscriber's First Name**: Enter only the first 3 or 4 letters of the subscriber's first name.
- **Class of Service Number**: Enter any COS number (1-62).
- **Interview Mailbox Number**: Interview Mailbox Numbers must not be the same number as an existing mailbox.
- **All Calls Transfer To Mailbox**: If this parameter is enabled, the extension is considered to be a Logical Extension and therefore calls directed to the extension via Automated Attendant service are automatically forwarded to the extension mailbox. The extension does not ring when a call is received.
- **Message Notification**: If this parameter is enabled, the Message Waiting Lamp of the subscriber's telephone turns on when a new message is recorded.
- **External Message Delivery**: Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties). If enabled, the prompt mode setting determines the language heard when the VPS calls the recipient.
- **Auto Forwarding**: Moves or copies unplayed messages from one mailbox to another, after a specified period of time.

Follow the steps listed below to create, edit or delete any mailbox parameter.

1. Log in to the System Manager's mailbox.
   - See 2.1 Logging in to the System Manager's Mailbox.
2. [4] [1]
3. [1] to assign or edit.
4. Enter the mailbox number.
5. [2] to accept.
   a. **Subscriber's Name**
      1. [1] to change the current setting.
      2. Record the subscriber's name.
      3. [2] to accept.
   b. **Extension Number**
      1. [1] to change the current setting.
      2. Enter the subscriber's extension number.
      3. [2] to accept.
   c. **First 3 or 4 Letters of the Subscriber's Last Name**
      1. [1] to change the current setting.
      2. Enter the first 3 or 4 letters of subscriber's last name.

   3. [2] to accept.
   d. **First 3 or 4 Letters of the Subscriber's First Name**
      1. [1] to change the current setting.
      2. Enter the first 3 or 4 letters of subscriber's first name.
      3. [2] to accept.
   e. **Class of Service Number**
      1. [1] to change the current setting.
      2. Enter the Class of Service Number (1-62).
      3. [2] to accept.
   f. **Interview Mailbox Number**
      1. [1] to change the current setting.
      2. Enter the Interview Mailbox Number.
      3. [2] to accept.
   g. **All Calls Transfer To Mailbox**
      1. [1] to change the current setting (enable or disable).
      2. [2] to accept.
   h. **Beeper Callback Entry No.**
      1. [1] for Caller Select.
         [2] for Without Message.
         [3] for Before Message Recording.
         [4] for After Message Recording.
         [5] to disable.
      2. [6] to accept.
   i. **Message Waiting Lamp Notification for Unreceived Messages**
      1. [1] to change the current setting (enable or disable).
      2. [2] to accept.
   j. **Device Notification for Unreceived Messages**
      1. [1] to change the current setting (enable or disable).
      2. [2] to accept.
   k. **External Message Delivery**
      1. [1] to change the current setting (enable or disable).
      2. [2] to accept.
         - If set to "Disable", go to l.
   l. **Prompt Mode**
      1. [1] for Primary.
         [2] for System.
         - Enter system prompt number (1-10).
         [3] for Caller Select.

2. ④ to accept the current setting, then go to j.
   - To change the current setting, go to k step 1.

m. **Auto Forwarding**
   1. ① to change the current setting (enable or disable).
      - If set to "Disable", go to step 6.
   2. ② to accept.

n. **Forwarding Mailbox Number**
   1. ① to change the current setting.
      - If no mailbox number is assigned, go to step 2.
   2. Enter the forwarding mailbox number.
   3. ② to accept.

o. **Forwarding Delay Time**
   1. ① to change the current setting.
   2. Enter the delay time, and #.
   3. ② to accept.

p. **Forwarding Mode**
   1. ① to change the current setting (Copy or Move).
   2. ② to accept, then go to l.

6. The Auto Forwarding parameter is the last parameter to be entered. When this parameter is set, the prompt at step 3 will be announced. Continue assigning or editing other mailboxes by repeating from step 4, or go to step 7 to finish.

7. ✱ ✱ to return to the Main Menu.

Deleting a Mailbox

The System Manager should delete mailboxes that are no longer needed. When another person accesses the VPS, the action is automatically cancelled.

1. Log in to the System Manager's mailbox.
   - See 2.1 Logging in to the System Manager's Mailbox.
2. ④ ① ②
3. Enter the mailbox number.
4. ① to delete the mailbox.

Resetting a Mailbox Password

When a password is forgotten, the System Manager must reset the password before it can be reassigned by the subscriber.

1. Log in to the System Manager's mailbox.

- See 2.1 Logging in to the System Manager's Mailbox.
2. ④ ① ③
3. Enter the mailbox number.
4. ① to delete the password.

Note

- The System Manager password cannot be reset here. The System Administrator can reset the System Manager password using KX-TVM Maintenance Console.
- After the password is reset, if the System Administrator has set "Default Password for New Mailboxes" to "Enable", the password will be set to the default password. If set to "Disable", the mailbox will have no password.

2.3 Setting Class of Service (COS) Parameters

A Class of Service (COS) defines the set of VPS services available to the mailboxes assigned to it. There are 64 Classes of Service; they can be assigned to mailboxes by the System Administrator using KX-TVM Maintenance Console or by the System Manager using a telephone. COS No. 63 and No. 64 are assigned by default to the Message Manager and the System Manager respectively.

Class of Service

Follow the steps detailed below to set the following Class of Service parameters:

- **Personal Greeting Length**: 1-360 s[*1]
- **New Message Retention Time**: 1-30 days/0: Unlimited
- **Saved Message Retention Time**: 1-30 days/0: Unlimited
- **Message Length**: 1-60 min./0: Unlimited
- **Mailbox Capacity Maximum Message Time**: (KX-TVM200) 1-600 min/0: Unlimited, (KX-TVM50) 1-120 min/0: Unlimited
- **Message Retrieval Order**: LIFO (Last In First Out) or FIFO (First In First Out)
- **Prompt Mode**: Setting is one of installed languages.
- **Delete Message Confirmation**: Enable/Disable

- **Message Envelope Setting**: Before, After, or Require
- **Caller ID Callback**: Enable/Disable
- **Remote Call Forward to Outside**[*2]: Enable/Disable
- **Play System Prompt after Personal Greeting**[*1]: Enable/Disable
- **Use Call Waiting on Busy**[*1]: Enable/Disable
- **Message Cancel for Live Call Screening**[*1]: Enable/Disable
- **Intercom Paging Group**: 1-32/All[*1]
- **Number of Caller IDs for Caller Name Announcement**: 1-30/0: None[*1]
- **Number of New Messages Announcement**: Subscriber Service, Receiving Message, or None
- **Total Number of Message Announcement**: Subscriber Service, Receiving Message, or None
- **Mailbox Capacity Warning**: 1-60 min/0: None
- **VM Menu**[*1]: Enable/Disable
- **Personal Greeting for Caller ID**[*1]: Enable/Disable
- **Caller ID Screen**[*1]: Enable/Disable
- **Call Transfer to Outside**[*1]: Enable/Disable
- **Subscriber Tutorial**[*1]: Enable/Disable
- **Notify of Transfer**: Enable/Disable
- **Directory Listing**[*1]: Enable/Disable
- **Auto Receipt**: Enable/Disable
- **Autoplay New Message**: Enable/Disable
- **First Playback Urgent Messages**: Enable/Disable
- **Announce Message Transferred Information**: Enable/Disable
- **Caller ID Number Announcement**: Enable/Disable
- **Announce Option Menu After Erasing Messages**: Enable/Disable
- **New Message Length Announcement**: Enable/Disable

[*1] Not available for COS No. 63 (Message Manager) and COS No. 64 (System Manager)
[*2] Not available for COS No. 64 (System Manager)

Note

- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot set COS parameters. The VPS will announce, "Sorry, this function is not available".

1. Log in to the System Manager's mailbox.
    - See 2.1 Logging in to the System Manager's Mailbox.
2. 4 2
3. Enter the Class of Service Number (1-64).

4. Follow the steps below and set each parameter.

Personal Greeting Length

1. 1 to change the greeting length.
    2 to accept the current setting, then go to the next parameter.
2. Enter the greeting length (1-360 s).
3. 2 to accept.

New Message Retention Time

1. 1 to change the retention time.
    2 to accept the current setting, then go to the next parameter.
2. Enter the retention time (a maximum of 30 days or 0: Unlimited).
3. 2 to accept.

Saved Message Retention Time

1. 1 to change the retention time.
    2 to accept the current setting, then go to the next parameter.
2. Enter the retention time (a maximum of 30 days or 0: Unlimited).
3. 2 to accept.

Message Length

1. 1 to change the message length.
    2 to accept the current setting, then go to the next parameter.
2. Enter the message length (1-60 min or 0: Unlimited).
3. 2 to accept.

Total Message Time Available per Mailbox

1. 1 to change the total message time.
    2 to accept the current setting, then go to the next parameter.
2. Enter the total message time ([KX-TVM200] 1-600 min or 0: Unlimited, [KX-TVM50] 1-120 min or 0: Unlimited).

3. [2] to accept.

Message Retrieval Order

1. [1] to change the current setting (LIFO or FIFO).
[2] to accept the current setting, then go to the next parameter.
2. [2] to accept.

Prompt Mode

1. [1] for Primary.
[2] for System.
- If set to Primary, go to step 2.
2. Press [1] to [10] (KX-TVM200) or press [1] to [3] (KX-TVM50) to change the desired mode.
KX-TVM200
[1] for System 1 Prompt.
[2] for System 2 Prompt.
[3] for System 3 Prompt.
[4] for System 4 Prompt.
[5] for System 5 Prompt.
[6] for System 6 Prompt.
[7] for System 7 Prompt.
[8] for System 8 Prompt.
[9] for System 9 Prompt.
[10] for System 10 Prompt.
KX-TVM50
[1] for System 1 Prompt.
[2] for System 2 Prompt.
[3] for System 3 Prompt.
3. [3] to accept.

Delete Message Confirmation

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Message Envelope Playback Mode

1. [1] for Before.
[2] for After.
[3] for Require.

[4] to accept the current setting, then go to the next parameter.
2. [4] to accept.

Caller ID Callback

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Remote Call Forward to Outside

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Play System Prompt after Personal Greeting

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Use Call Waiting on Busy

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Message Cancel for Live Call Screening

1. [1] to change the current setting (enable or disable).
2. [2] to accept.

Intercom Paging Group

1. [1] to change the paging group.
[2] to accept the current setting, then go to the next parameter.
2. Enter the group number (1-33).
3. [3] to accept.

- If set to "33 (Group 33)", the Intercom Paging feature is activated for all groups.

Maximum Number of Caller IDs for Caller Name Announcement

1. ⌷1⌷ to change the current setting.

   ⌷2⌷ to accept the current setting, then go to the next parameter.
2. Enter the number of announcements that can be programmed by subscribers (1-30/0: None).
3. ⌷2⌷ to accept.

Number of New Message Announcement

1. ⌷1⌷ for Subscriber Service.

   ⌷2⌷ for Receiving Message.

   ⌷3⌷ for None.

   ⌷4⌷ to accept the current setting, then go to the next parameter.
2. ⌷4⌷ to accept.

Total Number of Message Announcement

1. ⌷1⌷ for Subscriber Service.

   ⌷2⌷ for Receiving Message.

   ⌷3⌷ for None.

   ⌷4⌷ to accept the current setting, then go to the next parameter.
2. ⌷4⌷ to accept.

Mailbox Capacity Warning

1. ⌷1⌷ to change the current setting.

   ⌷2⌷ to accept the current setting, then go to the next parameter.
2. Enter the warning threshold (1-60 min or 0: None).
3. ⌷2⌷ to accept.

VM Menu

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Personal Greeting for Caller ID

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Caller ID Screen

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Call Transfer to Outside

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Subscriber Tutorial

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Notify of Transfer

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Directory Listing

1. ⌷1⌷ to change the current setting (enable or disable).
2. ⌷2⌷ to accept.

Auto Receipt

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

Autoplay New Message

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

First Playback Urgent Messages

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

Announce Message Transferred Information

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

Caller ID Announcement

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

Announce Option Menu After Erasing Messages

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

New Message Length Announcement

1. ☐1 to change the current setting (enable or disable).
2. ☐2 to accept.

2.4 Setting the System Clock

The system clock can be set directly from the telephone. It is important to set the clock accurately because Message Waiting Notification, External Message Delivery, redialling and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and Message Manager are also able to set the clock.

If the start and end dates for daylight saving time are programmed, the VPS automatically adjusts the time for daylight saving time.

Note

- The System Manager cannot set the system clock while:
  - the VPS is being programmed via KX-TVM Maintenance Console.
  - the Message Manager is setting the system clock, recording system messages, or customising the Message Manager's Mailbox.

  The VPS will announce, "Sorry, this function is not available".

1. Log in to the System Manager's mailbox.
   - See 2.1 Logging in to the System Manager's Mailbox.
2. ☐4 ☐3
3. ☐1 to change the current setting.
4. Enter the current time, then ☐#.
   For example:
   - To enter 5:00, press [5] [#].
   - To enter 5:15, press [5] [1] [5] [#].
5. ☐1 for AM.
   ☐2 for PM.
   - This option may not be available if the VPS is programmed to use 24-hour time.
6. ☐2 to accept.
7. ☐1 to change.
8. Enter the current month, then ☐#.
   For example:
   - To enter January, press [1] [#].
9. Enter the day, then ☐#.
10. Enter the last 2 digits of the year, then ☐#.
11. ☐2 to accept.

2.5 Changing the Service Mode Setting

When an incoming call is received by a Service Group, the way the call is handled is determined by the Service Mode assigned to the Service Group which received the call.

– If the Service Mode is set to "Automatic", the call will be handled by the Call Service assigned to the current time mode.

– If the Service Mode is set to one of the manual modes (day, night, lunch, or break), the Call Service assigned to that time mode will always handle the call.

– If the Service Mode is set to "PBX Control Mode", the VPS will switch time modes when the PBX does, and the call will be handled by the Call Service assigned to the current time mode (available with APT/DPT Integration only).

Only the System Manager or System Administrator can change the Service Mode. Once it is changed, the setting is retained even after if the VPS is shutdown.

Note

- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot change the Service Mode. The VPS will announce, "Sorry, this function is not available".

Assigning the Service Mode

The following Service Modes are available.

- **Automatic Mode**: Incoming calls will be handled by the Call Service assigned to the current time mode.
- **Manual Day Mode**: Incoming calls will be handled by the Call Service assigned to the day mode, regardless of the time of day.
- **Manual Night Mode**: Incoming calls will be handled by the Call Service assigned to the night mode, regardless of the time of day.
- **Manual Lunch Mode**: Incoming calls will be handled by the Call Service assigned to the lunch mode, regardless of the time of day.
- **Manual Break Mode**: Incoming calls will be handled by the Call Service assigned to the break mode, regardless of the time of day.
- **PBX Control Mode**: The VPS will switch time modes according to when the PBX changes time modes, and incoming calls handled by the Call Service assigned to the current time mode. This

mode is available only with APT/DPT Integration. If this mode is selected when using other integration types, the VPS will operate in Automatic Mode.

Note

- Depending on the model and/or the software version of the connected PBX, PBX Control Mode may not function properly. For more information, consult your dealer.

In the Automatic Mode, services have the following order of priority:
Automatic Log-in (Toll Saver) > Holiday Service > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service
(Automatic Log-in [Toll Saver] has the highest priority.)
In the Manual Modes (Day, Night, Lunch, or Break), services have the following order of priority:
Automatic Log-in (Toll Saver) > Caller ID Call Routing >DID Call Routing > Trunk Service > Port Service
(Holiday Service are disregarded.)
Follow the steps below to assign a Service Mode to each Service Group 1-48.

1. Log in to the System Manager's mailbox.
    - See 2.1 Logging in to the System Manager's Mailbox.
2. $\boxed{4}$ $\boxed{4}$
3. Enter the Service Group number (1-48).
4. $\boxed{1}$ to change.
5. Select the desired Service Mode.
    $\boxed{1}$ for Automatic Mode.
    $\boxed{2}$ for Manual Day Mode.
    $\boxed{3}$ for Manual Night Mode.
    $\boxed{4}$ for Manual Lunch Mode.
    $\boxed{5}$ for Manual Break Mode.
    $\boxed{6}$ for PBX Control Mode.
6. $\boxed{2}$ to accept.

2.6 Changing the Company Greeting and Incoming Call Service Setting

When the VPS answers calls, it greets the callers with a Company Greeting and then activates an Incoming Call Service. The System Manager or System Administrator can choose:

– The appropriate company greeting for each time mode (Day, Night, Lunch, and Break) of each call service. The default company greeting is the System Greeting.

– The desired Incoming Call Service for each time mode of each call service. The default service is Automated Attendant service.

– The assignment of the Service Group for each Port/Trunk.

Note

- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot change the Company Greeting and Incoming Call Service Setting. The VPS will announce, "Sorry, this function is not available".

Changing Service Group Setting

1. Log in to the System Manager's mailbox.
   - See 2.1 Logging in to the System Manager's Mailbox.
2. [4] [5]
3. [2] to change Service Group setting.
4. Enter the Service Group Number (1-48).
5. Select the desired Time Service period entry.
   [1] for Day Time service.
   [2] for Night Time service.
   [3] for Lunch Time service.
   [4] for Break Time service.
6. [1] to change the Company Greeting.
   [2] to change the Incoming Call Service, then go to step 10.
7. [1] to change the setting.
   [2] to accept.
8. Select the desired setting entry.
   [1] to change a Company Greeting number.
   [2] to set the System Greeting, then go to step 13.
   [3] to disable, then go to step 13.
9. Enter a Company Greeting number (1-32), then go to step 13.
10. [1] to change the setting.
    [2] to accept.
11. Select the desired setting entry.
    [1] to set Voice Mail Service, then go to step 13.
    [2] to set Automated Attendant Service, then go to step 13.

[3] to set Custom Service.
[4] to set Interview Service.
12. Enter the Custom Service number (1-100), or the Interview Mailbox number.
13. [2] to accept.

Changing Service Group Assignment

1. Log in to the System Manager's mailbox.
   - See 2.1 Logging in to the System Manager's Mailbox.
2. [4] [5]
3. [1] to change Service Group Assignment.
4. [1] for Port setting.
   [2] for Trunk setting.
5. Enter the Port/Trunk number (Port 1-24 [KX-TVM200]/Port 1-6 [KX-TVM50], Trunk 1-64/0: None).
6. [1] to change the service group, then go to step 7.
   [2] to accept.
7. Enter the Service Group Number (1-48).
   (1-48, or 49: to disable [for Trunk setting only])
8. [2] to accept.

2.7 Broadcasting Messages

The System Manager can deliver a message to multiple subscribers with one operation. Messages can be sent to all subscribers (Broadcasting Message feature) or to specified subscribers only. When delivering a message to specified subscribers, the System Manager can receive verification when the recipients listen to the message.

Note

- The System Manager can set the date and time when a message is delivered. The date can be set up to one month in advance.

Delivering Messages to All Mailboxes (Broadcasting Messages)

The Broadcasting Messages feature allows the System Manager to deliver a message to multiple subscribers

with one operation. Broadcast messages have priority over other regular or urgent messages, but otherwise are treated like regular messages. This feature is useful when informing subscribers about the current VPS status such as remaining hard disk capacity, requesting that unnecessary messages be erased, etc.

1. Log in to the System Manager's mailbox.
   • See 2.1 Logging in to the System Manager's Mailbox.
2. [2]
3. [1] to record a broadcast message.
4. [1] to end recording.
5. [2] to accept.

Delivering Messages to Specified Mailboxes

Use this feature to deliver the same message to one or more subscribers by specifying their mailbox numbers.

1. Log in to the System Manager's mailbox.
   • See 2.1 Logging in to the System Manager's Mailbox.
2. [2] [2]
3. Enter the mailbox number of the intended recipient.
   • Enter by name by pressing [#] [1] first.
     Use a Mailbox Group by specifying its number.
4. [2] to accept.
5. [1] to record a message.
   • Press [2] to add mailbox numbers. Press [3] to review the mailing list. Press [✶] to cancel message transfer.
6. [1] to end recording.
7. [2] to accept.
8. [1] [1] to specify the delivery time.
   • Press [1] [2] to send the message immediately, then go to step 14.
9. Enter the desired delivery time, then [#].
10. [1] for AM.
    [2] for PM.
    • This option may not be available if the VPS is programmed to use 24-hour time.
11. Enter the day of the month for delivery, then [#].
    For example:
    • If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
    • If today is February 16 and you enter [5] [#], the message will be delivered on March 5.
12. [2] to accept.

13. [1] to make the message urgent.
    [2] to continue.
14. [1] to make the message private.
    [2] to continue.
15. [1] to request a receipt.
    [2] to continue.

2.8 Changing the System Manager's Password

The System Manager must enter the System Manager password in order to log in before performing any System Manager task. In order to ensure system security, we recommend selecting a long (maximum 16 digits) password that can not be easily guessed.

Note
   • If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot change the System Manager password. The VPS will announce, "Sorry, this function is not available".

1. Log in to the System Manager's mailbox.
   • See 2.1 Logging in to the System Manager's Mailbox.
2. [3]
3. [1] to change the mailbox password.
   [2] to accept the current setting.
4. Enter the desired password, then [#].
5. [2] to accept.

3 Message Manager's Guide

3.1 Logging in to the Message Manager's Mailbox

The procedures described in this manual require the Message Manager to use a telephone, however, many of these procedures can also be performed using a PC and the KX-TVM Maintenance Console software. For more information, consult your dealer.

In order to perform these procedures with a telephone, the Message Manager must log in before performing any Message Manager task. To log in as the Message Manager, 3 items of information must be known: the extension number of a port connected to the VPS, the Message Manager's mailbox number, and the Message Manager's mailbox password.

– The Message Manager's mailbox number is 98, 998, 9998 or 99998 depending on the mailbox number length specified in System Programming.
– The Message Manager's password can be assigned by the System Administrator using KX-TVM Maintenance Console or by the Message Manager using his or her extension telephone (see 3.4 Customising the Message Manager's Mailbox).

Note
- Before the Message Manager can perform Message Management (recording Custom Service Menus, messages, etc.), "Message Manager Access from Telephone" must be enabled and "Password for Message Manager" must be set by the System Administrator using KX-TVM Maintenance Console.
- The VPS will announce the number of total messages, the number of new messages, or the length of new messages depending on the COS settings of the Message Manager.
- If there are new messages in the mailbox, the messages will be played automatically. The Message Manager can listen to them continuously without listening to the system prompts. This feature is only available when "Autoplay New Message" is activated for the Message Manager's COS.

Automatic Log-in

Note
- This feature is not available with certain PBXs and may be disabled by the System Administrator for your mailbox.

1. Go off-hook.
2. Enter the extension number of the VPS.
3. Enter your password, then ⌗.

Manual Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3. ⌗ 6
4. ✱ and your mailbox number.
   - The Message Manager's mailbox number is 98, 998, 9998 or 99998.
5. Enter your password, then ⌗.

Note
- For more information on logging in, see 2.1 Logging in to Your Mailbox in the Subscriber's Manual.

3.2 Managing the General Delivery Mailbox

One of the Message Manager's functions is to check the General Delivery Mailbox for messages and transfer them to the appropriate mailbox or mailboxes (Mailbox Groups may be used). This can be done at any time using the telephone.

Listening to Messages

The Message Manager can monitor the status of the General Delivery Mailbox through his or her mailbox. He or she can listen to the messages stored in the General Delivery Mailbox and, if necessary, transfer them to their intended recipients.

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. 1 to receive the message.
3. 1 to listen to new messages.

[2] to listen to old messages.

[3] to listen to deleted messages.

4. The VPS plays each message, identifying the sender and indicating when the message was recorded.

[1] to repeat this message.

[1] [1] to replay the previous message.

[1] [2] to play the next message.

[2] [3] to listen to the message envelope.

• VPS programming determines if the message envelope is played before each message, after each message, or only when you press [2] [3].

[2] [5] to resume Bookmark (when Bookmark is set).

[2] [6] to save as new (when the new message is listened).

[3] to erase this message.

[4] to reply.

[5] to rewind.

[6] to fast forward.

[7] to transfer.

[0] to listen to the entire menu.

Transferring Messages

Messages left in the General Delivery Mailbox should be transferred to their intended recipients on a regular basis. The Message Manager can add his or her own voice comments when necessary. When a message is transferred, the original message is not deleted from the General Delivery Mailbox; it must be deleted manually.

1. Start with step 1-4 in "Listening to Messages" above.

[7] while listening to the message to transfer.

2. Enter the destination mailbox number.

3. [2] to accept.

4. [2] to record a comment.

• Press [1] to transfer messages without comment. Press [3] to add a mailbox number. Press [4] to review the Mailing List.

5. [1] to end recording.

6. [2] to accept.

3.3 Setting Up Message Waiting Notification

The VPS can notify the Message Manager when unplayed messages are waiting in his or her mailbox by turning on the message waiting lamp and/or calling an external device (i.e., telephone or beeper).
The VPS can also send notification via e-mail if the System Administrator has enabled this feature.

Setting Notification by Message Waiting Lamp

The VPS lights the message waiting lamp on the Message Manager's extension when a new message is recorded in the Message Manager's mailbox.

Note

• Extensions assigned as operators can be called by dialling [0], however, when setting this feature the extension number (not "0") must be specified. For more information, consult your System Administrator.

• When a proprietary telephone with 6-line display is used, the number of new (unplayed) messages will be displayed while the message waiting lamp is lit. This feature is only available with Panasonic KX-T series PBXs using DPT Integration. For more information, consult your System Administrator.

1. Log in to the Message Manager's mailbox.

• See 3.1 Logging in to the Message Manager's Mailbox.

2. [2]

3. [1] to change the Message Waiting Lamp Notification Status.

4. [1] to change.

[2] to accept.

Setting Notification by External Device

The VPS calls the preprogrammed telephone number or beeper when a new message is recorded in the Message Manager's mailbox. Set the following parameters as needed.

Assigning Notification Numbers

A maximum of 3 telephone or beeper numbers can be set for message notification. Use the number keys 0 to 9, and the Beeper Callback Number Display Entry Code [X] to make these assignments.

When the Beeper Callback No. Entry Code is added at the end of a beeper number, the VPS will ask the caller to enter the callback number that will be displayed on the beeper. System Programming determines if the Callback Number Entry is to be entered before, after, or without the message.

It is also possible to have the caller select whether or not he or she wishes to enter a callback number. The System Manager must authorise the use of the Beeper Callback No. Entry Code.

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. [2]
3. [3] to assign a telephone/beeper number.
4. [1] to change the first telephone number.

   [2] to change the second telephone number.

   [3] to change the third telephone number.
5. [1] to accept.
6. Enter the telephone number.
7. [2] to accept.
8. [1] to change the telephone number.

   [2] to accept.

   [3] to review.

   [4] to add more digits.

   [5] to insert a pause.

   [6] to insert a wait for dial tone.

   [7] to insert a beeper display command.
9. [1] to be notified by telephone.

   [2] to be notified by beeper.

Setting Device Status

For each device, the notification is enabled or disabled according to a preset schedule. The Message Manager can **enable** a device according to a schedule. However, the System Administrator must first assign a destination number to the desired device.

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. [2] [2]

3. Enter the device number (1-3).
   - If a telephone number has not been assigned to the selected device number, you cannot set the device status. See "Assigning Notification Numbers" in this section to assign a telephone number.
4. Select the desired message type.

   [1] to notify all messages.

   [2] to notify urgent messages.
5. Select when the device will be used for message notification.

   [1] for schedule (notification is sent each time a message is received, but only during the times programmed by the System Administrator).

   [2] for continuously.

   [3] for not use (notification is never sent).

3.4 Customising the Message Manager's Mailbox

The Message Manager can customise the Message Manager's mailbox by changing the following parameters.

– The Message Manager's mailbox password
– The extension numbers of Operator 1, 2, and 3
– Telephone numbers 1 and 2 used for call forwarding destinations when Remote Call Forwarding is set to an outside line

Note

- If the VPS is being programmed via KX-TVM Maintenance Console, the Message Manager cannot customise his or her mailbox. The VPS will announce, "Sorry, this function is not available".

Message Manager's Password

The Message Manager must enter the Message Manager password in order to log in before performing any Message Manager task. In order to ensure system security, we recommend selecting a long (maximum 16 digits) password that can not be easily guessed.

Operator's Extensions

When callers require help, they can dial [0] to be transferred to an operator. A maximum of 3 operators can be programmed for each time mode; these operators are not necessarily the same as the operator extensions programmed for the PBX. The extension assigned as Operator 1 for the day mode is designated as the Message Manager.

Telephone Numbers 1 and 2 for Remote Call Forward to Outside

After programming/changing the telephone numbers used for Remote Call Forward to Outside, the Message Manager must reset the remote call forwarding setting (see 3.7 Remote Call Forwarding Set), even if it was already enabled. Telephone numbers set here will not be effective until remote call forwarding is reset. If you do not reset remote call forwarding, calls will be forwarded to the old telephone numbers.

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. 3
3. 1 to change the password.
   2 to accept.
4. Enter the password, then #.
5. 1 to accept.
6. 1 to change or assign the operator's extension.
   2 to accept.
   3 to delete, then go to step 9.
   - Operator 1's extension number cannot be deleted.
7. Enter the extension number.
8. 2 to accept.
9. Repeat steps 6-8 to assign or to delete the extension number for the Day, Night, Lunch and Break Modes for each operator.
10. 1 to change or assign the telephone number 1 setting.
    2 to accept the current setting, then go to step 13.
11. Enter the telephone number using (0-9, ✳).
    - Make sure you begin the telephone number with an outside line access number (to seize an outside line).
    - When connected to the KX-TD500 or a KX-TDE or KX-TDA series PBX, the maximum number

of characters allowed to be entered is 24; when connected to any other KX-T series PBX, 16.
12. 2 to accept.
13. 1 to change or assign the telephone number 2 setting.
    2 to accept the current setting.
14. Enter the telephone number using (0-9, ✳).
15. 2 to accept.

3.5 Setting the System Clock

The system clock can be set directly from the telephone. It is important to set the clock accurately because Message Waiting Notification, External Message Delivery, redialling and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and System Manager are also able to set the clock.
If the start and end dates for daylight saving time are programmed, the VPS automatically adjusts the time for daylight saving time.

<u>Note</u>
- The Message Manager cannot set the system clock while:
  – the VPS is being programmed via KX-TVM Maintenance Console.
  – the System Manager is configuring mailboxes, setting COS, System Clock, Service Mode, Company Greeting and Incoming Call service, or customising the System Manager's Mailbox.
  The VPS will announce, "Sorry, this function is not available".

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. 4 1
3. Enter the current time, then #.
4. 1 for AM.
   2 for PM.
   - This option may not be available if the VPS is programmed to use 24-hour time.
5. 2 to accept.
6. 1 to change the current date setting.
7. Enter the current month, then #.

For example:
• To enter January, press [1] [#].

8. Enter the day, then ⬚#⬚.

9. Enter the last 2 digits of the year, then ⬚#⬚.

10. ⬚2⬚ to accept.

3.6 Recording Messages

The Message Manager is responsible for recording various system messages (menus, voice labels, system prompts, and system caller names) and is also responsible for maintaining the following:

• **Company Greetings**: A maximum of 32 company greetings for business/non-business and lunch/ break hours as well as holidays can be selected, recorded, or deleted as necessary.
• **Company Name**
• **Custom Service Menus**: A maximum of 100 custom service menus can be recorded. These menus guide callers to the services they require without the need for a human operator.
• **Voice Labels**: A maximum of 20 Mailbox Groups can be created by the System Administrator. Each list can have a voice label.
• **System Prompts**: The Message Manager can change system prompts by recording new prompts and restoring them.
• **Multilingual Selection Menu**: With this menu, callers can select the language they prefer for voice guidance. For example, the Message Manager can record a menu that announces:
"For English, press (7)."
"For French, press (8)."
"For Chinese, press (9)."
• **The System Caller Names**: A maximum of 200 Caller ID numbers can be registered by the System Administrator. The Message Manager is responsible for recording a name for each Caller ID number.
• **On Hold Announcement Menu**: With this menu, callers in a queue can listen to the announcement or music while they are on hold.

Note

• If the VPS is being programmed via KX-TVM Maintenance Console, the Message Manager cannot record any messages. The VPS will announce, "Sorry, this function is not available".

Recording Menus and Voice Labels

1. Log in to the Message Manager's mailbox.
• See 3.1 Logging in to the Message Manager's Mailbox.

2. ⬚5⬚ to record messages.

3. Select the desired number to record.
⬚1⬚ for Company Greetings.
⬚2⬚ for Company Name.
⬚3⬚ for Custom Service Menus.
⬚4⬚ for Voice Labels for Mailbox Groups.
⬚5⬚ for System Prompts.
⬚6⬚ for Multilingual Selection Menu.
⬚7⬚ for System Caller Names.
⬚8⬚ for On Hold Announcement Menu.

4. For the item selected in step 3, follow these steps:
a. For Company Greetings: Enter the Company Greeting Number (1-32).
b. For the Company Name: Go to step 5.
c. For Custom Service Menus: Enter a Custom Service Number (1-100).
• Enter [0] to record the Custom Service exit prompt.
d. For Voice Labels: Enter a Mailbox Groups number to labelled. (The System Administrator assigns list numbers.)
e. For the Multilingual Selection Menu: Go to step 5.
f. For the On Hold Announcement Menu: Go to step 5.

5. ⬚1⬚ to change the message.
• If a message has not yet been recorded, go to step 7.

6. ⬚1⬚ to record a message.
⬚2⬚ to erase the current message, then go to step 3 or 4.

7. ⬚1⬚ to end recording.

8. ⬚2⬚ to accept.

9. Repeat steps 4-8 to record other Company Greetings, Custom Service Menus, and/or Voice Labels.

Recording System Prompts

1. Log in to the Message Manager's mailbox.
• See 3.1 Logging in to the Message Manager's Mailbox.

2. ⬚5⬚ ⬚5⬚

3. Enter the system prompt number you want to change.
4. To change specific prompts, go to step 5.
   To change all prompts one after another without reviewing the current recording, go to step 6.
5. To change specific prompts:
   a. [1]
   b. Enter the prompt number you want to change (see 3.9 List of Prompts for VM and AA Service).
   c. The VPS plays the prompt number and its prompt. If a prompt has not yet been recorded, the VPS plays the system prompt. If a prompt is turned off, "The prompt is now turned off" will play before the prompt.
   d. [1] to record.
   e. [1] to end recording.
   f. [2] to accept.
   g. Repeat steps 5b to 5f to record other prompts.

   Note
   • It is possible to restore the original system prompts included in the VPS using the included CD-ROM. Consult your System Administrator about this feature.

6. To change all prompts one after another.
   a. [2]
   b. Enter the prompt number you want to change.
   c. [1] to change.
   d. [1] to end recording.
   e. [2] to accept.
   f. The VPS plays the next prompt number.
   g. Repeat steps 6c to 6f to record other prompts.

Recording System Caller Names

Before recording System Caller Names, the associated telephone numbers must first be programmed using KX-TVM Maintenance Console. For more information, consult your System Administrator.
1. Log in to the Message Manager's mailbox.
   • See 3.1 Logging in to the Message Manager's Mailbox.
2. [5]
3. [7] to modify system caller names.
4. Enter the Caller ID List Number[*1] (1-200).
   • Enter [✳] to go to step 3.
5. [1] to change the name.

• If a name has not yet been recorded for this Caller ID number, go to step 6.
• Press [2] to accept or [3] to erase the current name, then go to step 4.
6. [1] to end recording.
7. [2] to accept.
8. Repeat steps 4-7 to record names for other Caller ID List numbers.

[*1] Guidance is "Caller Name Announcement number".

3.7 Remote Call Forwarding Set

The Message Manager can program his or her extension from a remote location to forward various types of calls to the desired extension or an outside telephone. There are 6 forwarding settings available:
• **FWD All**: Forwards all incoming calls to a specified extension number.
• **FWD Busy**: Forwards all incoming calls to a specified extension number when the line is busy.
• **FWD No Answer**: Forwards all incoming calls to a specified extension number when there is no answer.
• **FWD Busy or No Answer**: Forwards all incoming calls to a specified extension number when the line is busy or there is no answer.
• **FWD to Outside**: Forwards all incoming calls to telephone number 1 or 2 (preprogrammed in the Mailbox Setting), or to any other telephone number.
• **FWD Cancel**: Cancels the forwarding setting.

Note
• This feature is only available with Panasonic KX-T series PBXs using DPT Integration. For more information, consult your System Administrator.
• This feature is not available when the Message Manager's extension (assigned for Operator 1 in the Day Mode) is "0" (default). For more information, consult your System Administrator.
• In order to use the FWD to Outside option, Remote Call Forward to CO must be enabled for the Message Manager's COS in the VPS, and must also be enabled for the COS assigned to the Message Manager's extension number in the PBX.

Assigning Remote Call Forwarding Set

Before setting Remote Call Forwarding Outside, you should first store 2 telephone numbers (see 3.4 Customising the Message Manager's Mailbox).

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. [6]
3. Select the desired forwarding setting.
   [1] for FWD All.
   [2] for FWD Busy.
   [3] for FWD No Answer.
   [4] for FWD Busy or No Answer.
   [5] for FWD to Outside, then go to step 6.
   [6] for FWD Cancel, then go to step 9.
4. Enter the extension number.
5. [2] to accept the extension number, then go to step 10.
   - Press [1] to change the extension number, then go to step 4.
6. [1] for telephone number 1, then go to step 8.
   [2] for telephone number 2, then go to step 8.
   [3] for another telephone number.
   - Before you can forward your calls to telephone number 1 or 2, you should first store the telephone numbers you plan on using with this feature.
7. Enter the telephone number (0-9, ✳).
   - Make sure you begin the telephone number with an outside line access number (to seize an outside line).
   - When connected to the KX-TD500 or a KX-TDE or KX-TDA series PBX, the maximum number of characters allowed to be entered is 24; when connected to any other KX-T series PBX, 16.
8. [2] to accept, then go to step 10.
   - Press [1] to change the telephone number, then go to step 6.
9. [2] to accept.
10. The new settings are transmitted to the PBX. If the setting has been completed properly, you will hear: "Call forwarding accepted" or "Call forwarding is cancelled" as appropriate.

   Note
   - If the VPS announces, "Call forwarding not accepted. Please check the destination number.", the forwarding setting has not been completed properly at the PBX, possibly because a nonexistent extension number has been entered as the destination, or because the PBX does not support the Remote Call Forwarding feature. For more information, consult your System Administrator.

3.8 Setting the Timed Reminder

The Message Manager can set or cancel the Timed Reminder. The telephone will ring at the set time according to the set mode (Once/Daily).

Note
- This setting is only available when the VPS is connected using DPT integration to a KX-TDE series PBX or a KX-TDA series PBX (MPR Version 2.1 or higher).

1. Log in to the Message Manager's mailbox.
   - See 3.1 Logging in to the Message Manager's Mailbox.
2. [7]
3. [1] to change the setting.
   [2] to accept, then go on-hook to finish.
   [3] to cancel (turn off), then go on-hook to finish.
4. Enter the desired time, then [#].
5. [1] for AM.
   [2] for PM.
   - This option may not be available if the VPS is programmed to use 24-hour time.
   When setting via VM Menu feature: the time format (12 or 24 hour) is determined by the system clock. For more information, consult your System Administrator.
   When setting via System Guidance: the time format (12 or 24 hour) is determined by the "Position of "AM/PM" in Time Stamp" setting. For more information, consult your System Administrator.
6. [1] to set once.
   [2] to set daily.
7. [2] to accept.

3.9 List of Prompts for VM and AA Service

There are over 1000 system prompts in the VPS. These prompts can be customised by re-recording them to change their content, or can be recorded in various languages (KX-TVM50: 3 languages; KX-TVM200: 10 languages). The maximum length of a prompt is fixed at 6 min.

When recording prompts in other languages, most often it is not necessary to record all prompts contained in the VPS; recording over 1000 system prompts is a big undertaking. When a caller is connected to AA service or VM service, most likely he or she will only hear a small selection of the following prompts. Therefore, it is necessary only to record (or modify) the prompts that callers will hear.

Please change prompts to suit the application. For example, prompt no. [1068] could be re-recorded to announce, "Thank you for calling ABCD Travel", instead of "Welcome to the Voice Processing System".

It is possible to record the prompts you wish to modify on your computer in .wav format and upload them to the VPS. For more information, consult your System Administrator.

Prompts Common to VM and AA Services

Prompt No.	Modifiable Prompts
324	Good afternoon
325	Good evening
326	Good morning
1068	Welcome to the Voice Processing System
876	To enter by name, press the pound sign and [1]
196	Enter the first 3 or 4 letters of the person's last name
272	For 'Q', press [7]
273	For 'Z', press [9]
639	Sorry, there are no more matching names
647	Sorry, this name cannot be found
350	Incorrect entry
346	If you are using a rotary telephone, stay on the line
785	To call the operator, press [0]
82	Calling the operator
548	Please wait a moment
1066	Welcome to the general delivery mailbox
545	Please leave a message at the tone
869	To end recording, hang up or press [1] for more features
918	To pause and restart recording, press [2]
943	To review, press [1]
761	To accept, press [2]

Prompt No.	Modifiable Prompts
881	To erase and try again, press [3]
772	To add, press [4]
880	To erase and exit, press [*]
911	To make this message private, press [1]
508	Otherwise, press [2]
679	Thank you for calling

VM Prompts

Prompt No.	Modifiable Prompts
542	Please enter your party's mailbox number
194	Enter the first 3 or 4 letters of the person's first name
195	Enter the first 3 or 4 letters of the person's first or last name
912	To make this message urgent, press [1]

AA Prompts

Prompt No.	Modifiable Prompts
541	Please enter your party's extension
1078	You have a call
636	Sorry, no one is available to answer the call
906	To leave a message, press [1]
873	To enter another extension, press [*]
644	Sorry, this line is busy
349	If you would like to hold, press [1]
790	To cancel holding, press [2] now. Otherwise, I'll try your party again

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