BLACK BOX®
NETWORK SERVICES

Voice Pro

esktop
Telephony
from
BLACK BOX®
724-746-5500

Voice Pro 2 x 6

Pwr   In Use   Full
○   ○   ○

**FEDERAL COMMUNICATIONS COMMISSION
AND
INDUSTRY CANADA
RADIO FREQUENCY INTERFERENCE STATEMENTS**

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio communication. It has been tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be necessary to correct the interference.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This digital apparatus does not exceed the Class A limits for radio noise emission from digital apparatus set out in the Radio Interference Regulation of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique publié par Industrie Canada.

FCC REQUIREMENTS FOR
TELEPHONE-LINE EQUIPMENT

1. The Federal Communications Commission (FCC) has established rules which permit this device to be directly connected to the telephone network with standardized jacks. This equipment should not be used on party lines or coin lines.

2. If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until the repair has been made. If this is not done, the telephone company may temporarily disconnect service.

3. If you have problems with your telephone equipment after installing this device, disconnect this device from the line to see if it is causing the problem. If it is, contact your supplier or an authorized agent.

4. The telephone company may make changes in its technical operations and procedures. If any such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.

5. If the telephone company requests information on what equipment is connected to their lines, inform them of:

    a. The telephone number that this unit is connected to.

    b. The ringer equivalence number.

    c. The USOC jack required: RJ-11C.

    d. The FCC registration number.

    Items (b) and (d) can be found on the unit's FCC label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

6. In the event of an equipment malfunction, all repairs should be performed by your supplier or an authorized agent. It is the responsibility of users requiring service to report the need for service to the supplier or to an authorized agent.

CERTIFICATION NOTICE FOR
EQUIPMENT USED IN CANADA

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications-network protective, operation, and safety requirements. Industry Canada does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly (extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized maintenance facility—in this case, Black Box. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION:

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

NORMAS OFICIALES MEXICANAS (NOM)
ELECTRICAL SAFETY STATEMENT

INSTRUCCIONES DE SEGURIDAD

1. Todas las instrucciones de seguridad y operación deberán ser leídas antes de que el aparato eléctrico sea operado.

2. Las instrucciones de seguridad y operación deberán ser guardadas para referencia futura.

3. Todas las advertencias en el aparato eléctrico y en sus instrucciones de operación deben ser respetadas.

4. Todas las instrucciones de operación y uso deben ser seguidas.

5. El aparato eléctrico no deberá ser usado cerca del agua—por ejemplo, cerca de la tina de baño, lavabo, sótano mojado o cerca de una alberca, etc..

6. El aparato eléctrico debe ser usado únicamente con carritos o pedestales que sean recomendados por el fabricante.

7. El aparato eléctrico debe ser montado a la pared o al techo sólo como sea recomendado por el fabricante.

8. Servicio—El usuario no debe intentar dar servicio al equipo eléctrico más allá a lo descrito en las instrucciones de operación. Todo otro servicio deberá ser referido a personal de servicio calificado.

9. El aparato eléctrico debe ser situado de tal manera que su posición no interfiera su uso. La colocación del aparato eléctrico sobre una cama, sofá, alfombra o superficie similar puede bloquea la ventilación, no se debe colocar en libreros o gabinetes que impidan el flujo de aire por los orificios de ventilación.

10. El equipo eléctrico deber ser situado fuera del alcance de fuentes de calor como radiadores, registros de calor, estufas u otros aparatos (incluyendo amplificadores) que producen calor.

11. El aparato eléctrico deberá ser connectado a una fuente de poder sólo del tipo descrito en el instructivo de operación, o como se indique en el aparato.

12. Precaución debe ser tomada de tal manera que la tierra fisica y la polarización del equipo no sea eliminada.

13. Los cables de la fuente de poder deben ser guiados de tal manera que no sean pisados ni pellizcados por objetos colocados sobre o contra ellos, poniendo particular atención a los contactos y receptáculos donde salen del aparato.

14. El equipo eléctrico debe ser limpiado únicamente de acuerdo a las recomendaciones del fabricante.

15. En caso de existir, una antena externa deberá ser localizada lejos de las lineas de energia.

16. El cable de corriente deberá ser desconectado del cuando el equipo no sea usado por un largo periodo de tiempo.

17. Cuidado debe ser tomado de tal manera que objectos liquidos no sean derramados sobre la cubierta u orificios de ventilación.

18. Servicio por personal calificado deberá ser provisto cuando:

    A: El cable de poder o el contacto ha sido dañado; u

    B: Objectos han caído o líquido ha sido derramado dentro del aparato; o

    C: El aparato ha sido expuesto a la lluvia; o

    D: El aparato parece no operar normalmente o muestra un cambio en su desempeño; o

    E: El aparato ha sido tirado o su cubierta ha sido dañada.

TRADEMARKS USED IN THIS MANUAL

Any trademarks mentioned in this manual are acknowledged to be the property of the trademark owners.

Contents

Chapter   **Page**

Quick Start Guide

Step 1: Remove the contents from the box.

You should have received:

- Voice Pro system

- Power supply (wall-mounted transformer that plugs into an AC outlet)

- This users' manual

- Double-ended, 7-ft. (2.1-m) line cords ([2] for FX700A, [6] for FX701A and FX702A)

- 6-in. (15.2-cm) line cords ([2] for FX700A, [4] for FX701A and FX702A)

- Line splitter that plugs into a phone jack ([1] for FX700A, [2] for FX701A and FX702A)

- Extension splitter that allows a 2-line phone to plug into two extensions on the Voice Pro ([1] for FX7000A, [2] for FX701A and FX702A)

- (1) 6-ft. (1.8-m) double-ended 3.5-mm music cord

- (1) template to wallmount the Voice Pro

Step 2: Power on the Voice Pro.

a. Place the Voice Pro on the desk or (using the wallmount template) mount the Voice Pro on the wall.

b. Plug the power supply into an AC outlet. Connect the male connector to the power jack on the rear of the Voice Pro system (see Figure Q-1).

c. After connecting the power supply, the red power LED should light, and the green LED should flash.
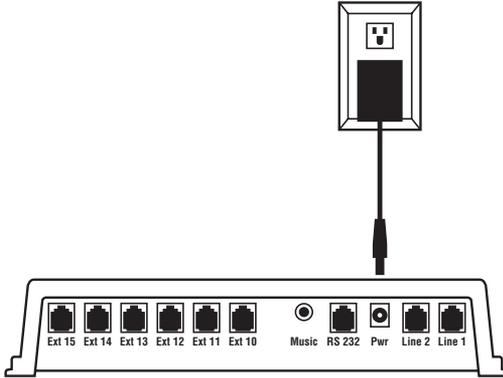
Figure Q-1. Powering up the Voice Pro.

Step 3: Connect one-line telephones to the Voice Pro.

The Voice Pro system supports up to six telephone extensions.

Single- (one-) line telephones plug directly into the desired jack on the Voice Pro (see Figure Q-2).

As many as six devices may be connected. Devices may inlude corded or cordless phones, fax machines, or even credit-card machines.
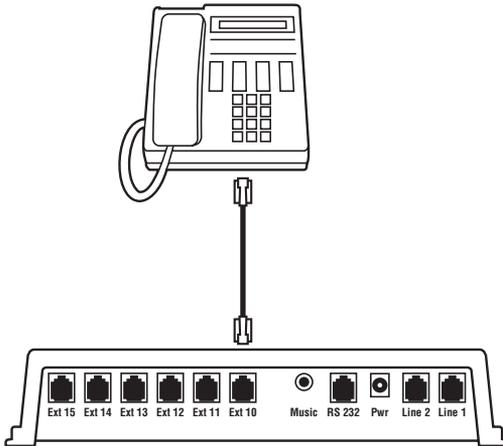
Figure Q-2. Connecting a one-line telephone to the Voice Pro.

Step 4: Connect two-line telephones to the Voice Pro.

If you are connecting a two-line telephone to the Voice Pro, follow these steps:

    a. If your two-line telephone has one jack on the back of the telephone, connect a line cord to the rear of the telephone. Connect the other end of the line cord to the splitter.

Use the two 6-inch (15.2-cm) line cords to connect to the splitter, and then to the desired extensions of the Voice Pro (see Figure Q-3).

    b. If your two-line telephone has two jacks on the back of the telephone, connect two line cords from the telephone to the desired extension jacks on the Voice Pro (see Figure Q-4).
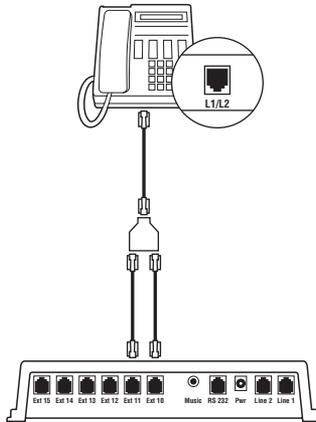
Figure Q-3. Connecting two-line telephones with one jack to the Voice Pro.
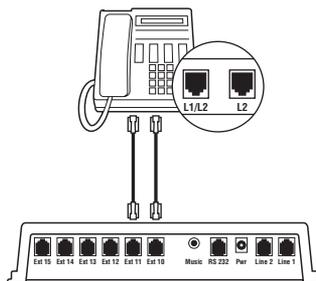
Figure Q-4. Connecting the two-line telephone with two jacks to the Voice Pro.

Step 5: Connect four-line telephones to the Voice Pro 4 x 8 and 4 x 12 (FX701A and FX702A).

Connect both line cords from your phone to the line splitters as shown in Figure Q-5. Then, using the four 6-inch (15.2-cm) cords included, connect them from the splitters to the desired extensions on the Voice Pro.

NOTE
If you have a Voice Pro 2 x 6 (FX700A), skip this step.
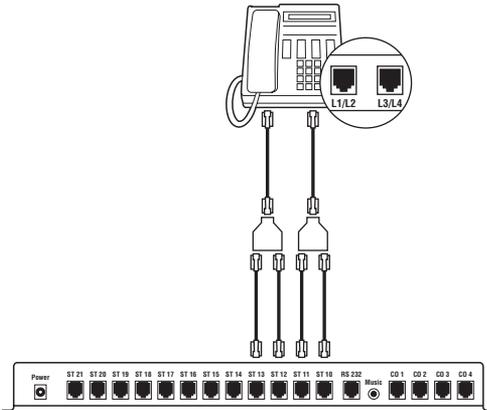
Figure Q-5. Connecting four-line telephones to the Voice Pro.

Step 6: Connect telephone lines to the Voice Pro.

The Voice Pro can support two (FX700A) or four (FX701A and FX702A) incoming telephone lines.

If you are attaching two incoming telephone lines to your Voice Pro, follow one of the next three diagrams, depending on the configuration of your telephone jacks.
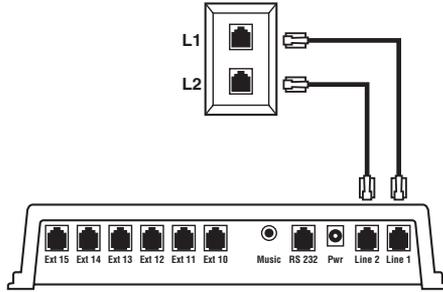
Figure Q-6. Connecting two telephone lines to the Voice Pro, example 1.
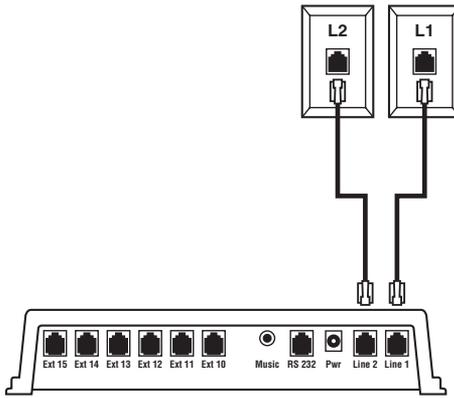
Figure Q-7. Connecting two telephone lines to the Voice Pro, example 2.
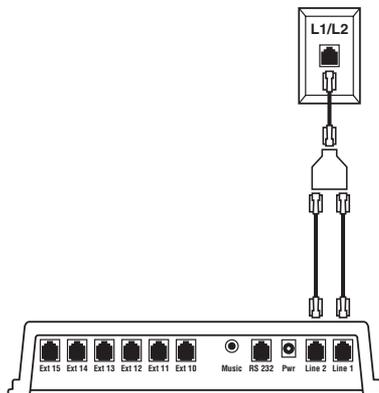
Figure Q-8. Connecting two telephone lines to the Voice Pro, example 3.

If you have a FX701A or FX702A, you can attach up to four incoming lines (twice those shown in the diagrams) to the system.

Step 7: Connect a music source.

Use the included 6-ft. (1.8-m) cable with 3.5-mm headphone jacks at each end to connect a music source to the Voice Pro. Connect one end of the cable to the music jack on the Voice Pro and the other end to the music source (radio, CD player, etc.).
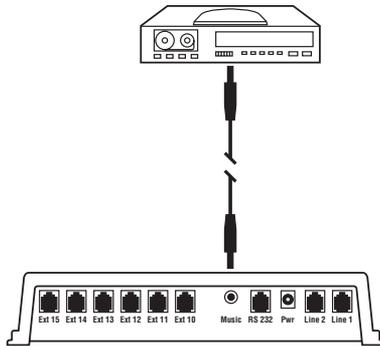
Figure Q-9. Connecting a music source to the Voice Pro.

Step 8: Program the Voice Pro.

1. Connect the telephone lines and install the telephone extensions before programming the Voice Pro.

2. From any station, lift the receiver and press the **#** key. You will hear the automated voice say "Welcome to Voice Pro."

3. Enter the 4-digit default password (the default password is 1234), then enter the **#** key.

4. Program the lines installed (press **2**, then the **#** key).

   a. If one line is installed, press **1**, then the **#** key).

   b. If two lines are installed, press **1**, then **2**, then the **#** key.

5. Set the clock.

   While still in programming mode, press **1**, then **9**, then the **#** key.

   Enter the hour, for example, 8 or 12—followed by the **#** key.

   Enter the minute (2 digits; for example, 05 or 36) followed by the **#** key.

Enter **1** for AM or **2** for PM. Press the **#** key.

6. Set the date.

   While still in programming mode, press **20** followed by the **#** key.

   Enter the month (one or two digits; for example, press 3 for March, 11 for November) followed by the # key.

   Enter the day of the month (1–31) followed by the **#** key.

   Enter the year (for example, 00 for 2000) followed by the **#** key.

   Enter the number for the day of the week followed by the # key. (1 for Monday, 2 for Tuesday, 3 for Wednesday, 4 for Thursday, 5 for Friday, 6 for Saturday or 7 for Sunday).

7. Record the main greeting (the recording that plays when someone calls, also known as the auto-attendant).

   While still in programming mode, press **21** followed by the **#** key. Begin your greeting after the tone.

   A sample greeting might sound like this: "Thank you for calling ABC company. If you know your party's extension number, you may press it at any time, or press 0 to speak to the operator. Thanks again for calling!"

   When you are finished recording, press the **#** key.

8. To exit programming mode, press ******. Refer to the **Chapter 4** for additional programming options.

1. Specifications

Interface—Public Switched Telephone Network (PSTN)

Line Type—2-wire analog dialup

Operation—Full duplex

Indicators—(3) LEDs: Power, In-Use, Full

Connectors—FX700A: (6) RJ-11 for equipment connections, (2) RJ-11 for line connections, (1) RJ-11 for software development (not used);
FX701A: (8) RJ–11 for equipment connections, (4) RJ-11 for line connections, (1) RJ-11 for software development (not used);
FX702A: (12) RJ-11 for equipment connections, (4) RJ-11 for line connections, (1) RJ-11 for software development (not used)

Power—In: 120 VAC, 60 Hz, 24 amps; Out: 28 VDC, 600 mA

Size—FX700A: 2.3"H x 8.7"W x 9.9"D (5.8 x 22.1 x 25.1 cm);
FX701A, FX702A: 1.9"H x 7"W x 11.7"D (4.8 x 17.8 x 29.7 cm)

Weight—FX700A: 2.5 lb. (1.1 kg); FX701A, FX702A: 4 lb. (1.8 kg)

2. Introduction

2.1 Overview

The Voice Pro combines a voice-mail system and a digital hybrid telephone switch. This means that you can use the Voice Pro as a standalone system or ahead of any existing PBX or key telephone system.

Your Voice Pro system is designed for the small-office/home-office customer. Included in your Voice Pro system are features normally found on a larger and more expensive PBX and voice-mail system designed for medium to large-size businesses.

The Voice Pro's custom-designed features make it a snap to install and use. With the touch of a key, all of the advanced features are literally at your fingertips.

With simple programming, you have access to:

- call screening,

- pager notification,

- message waiting and retrieval,

- intercom,

- conference,

- auto-attendant,

- and much more!

NOTE

To obtain the full benefits from your Voice Pro system, please read through the installation and operating instructions, and keep them handy for future reference.

2.2 Preparing for Installation

Before installing your Voice Pro system, you must have all of the necessary tools and equipment on hand. You will need your Voice Pro system, the power supply (included), and the telephones you want to install. (Fax machines and computers can also be installed.)

2.3 Power Supply

A 120-VAC power supply is provided. We strongly recommend that you install a surge protector at the dedicated outlet for the Voice Pro. This will protect the system from a sudden increase in voltage (for example, during a thunderstorm).
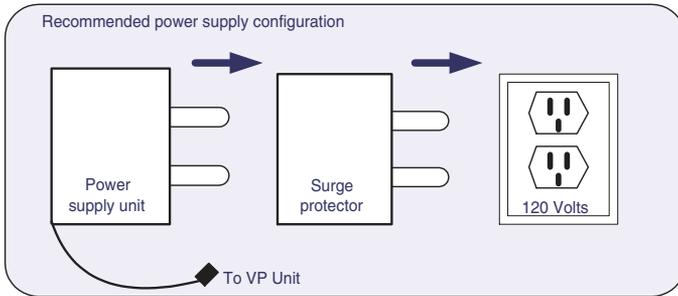
Figure 2-1. Power-supply configuration.

2.4 Telephone Company (CO) Lines

The Voice Pro systems are equipped to handle up to four outside lines.

2.5 Telephone Extensions

- The Voice Pro 2 x 6 (FX700A) supports up to six extensions (station numbers 10–15).

- The Voice Pro 4 x 8 (FX701A) supports up to eight extensions (station numbers 10–17).

- The Voice Pro 4 x 12 (FX702A) supports up to twelve extensions (station numbers 10–21).

- All Voice Pro systems are designed to work with most off-the-shelf telephone sets, fax machines, computers, and cordless telephones.

NOTES

Each station port has a 24-VDC talk battery and 80 V RMS @ 0.4 A/20 Hz ringing.

Some KSU-less telephone-system phones may not be compatible with the Voice Pro.

2.6 Key System or PBX

- The Voice Pro 2 x 6 (FX700A) can be installed ahead of any key or PBX system or standalone.

- The Voice Pro 4 x 8 or 4 x 12 (FX701A or FX702A) may also be installed ahead of any key system or PBX. You will receive optimum benefits using the FX701A or FX702A as a standalone PBX/voice-mail system.

2.7 Additional Installation Items

- A dedicated 120-VAC outlet or extension-cord jack must be located within 6 feet (1.8 m) of the Voice Pro, and within 25 feet (7.6 m) of the line connections. If you need additional distance, contact your telephone company to have the lines reinstalled for easier access to your Voice Pro.

- Standard telephone cables with RJ-11 plugs on each end are required for the extension telephones. These cables will most likely be included with your telephone sets.

2.8 Optional Equipment

- Music on hold: You can connect a radio or other music source to the system to provide music to callers on hold.

WARNING

DO NOT plug the music source into an extension port on the rear of the Voice Pro unit. This will permanently damage the Voice Pro.

- Door chime box: You can install a separate door chime box so that you can communicate through a station connected to your Voice Pro with a guest ringing your doorbell. We recommend that a professional telecommunication vendor install hardware for the door chime box.

3. Installation

3.1 Overview

You can begin using your Voice Pro system in just minutes by following these four easy steps.

1. Connect the telephone company lines to the Voice Pro's rear panel.

2. Connect your telephones and other equipment to the extension ports.

3. Install the power supply to the Voice Pro.

4. Install an external music source (optional).

NOTE

Installation procedures for all Voice Pro models are the same. The FX701A has two additional station ports, and the FX702A has six additional station ports for added telephones or other equipment. The FX701A and FX702A both have two additional telephone line jacks as well.

Depending upon the unit you purchased, you can have anywhere from 1 to 4 incoming lines. The available Voice Pro systems are described in Table 3-1.

Table 3-1. Available Voice Pro systems

System Model	Telephone Co./Station Lines	Message Length Options (hours)	Valid Station Number	Number of Mailboxes
FX700A	2 x 6	2, 4, 8	10–15	85
FX701A	4 x 8	2, 4, 8	10–17	85
FX702A	4 x 12	2, 4, 8	10–21	85

3.2 Connecting the Telephone Company Lines

3.2.1 VOICE PRO 2 x 6 (FX700A) CONFIGURATION

Voice Pro 2 x 6 Rear Panel

Ext15 Ext14 Ext13 Ext12 Ext11 Ext10   Reset Music RS232 Pwr Line 2 Line 1

Voice Pro

1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Line 2.

Line 1
Line 2
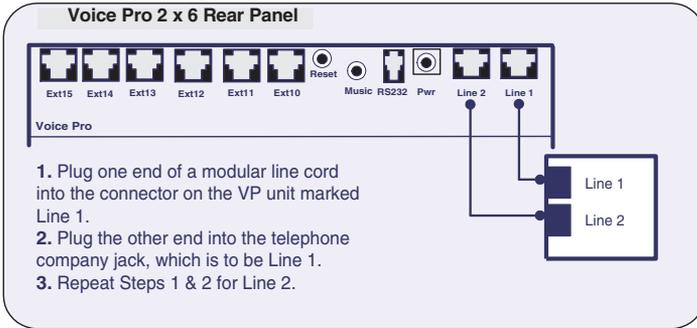
Figure 3-1. Voice Pro 2 x 6 configuration.

3.2.2 VOICE PRO 4 x 8 (FX701A) CONFIGURATION

Voice Pro 4 x 8 Rear Panel

Ext17 Ext16 Ext15 Ext14 Ext13 Ext12 Ext11 Ext10 Reset Music RS232 Pwr Line 4 Line 3 Line 2 Line 1

Voice Pro

1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Lines 2 through 4.

Line 4
Line 3
Line 2
Line 1
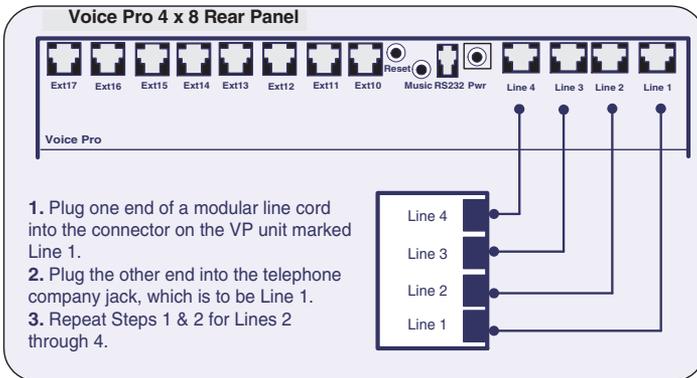
Figure 3-2. Voice Pro 4 x 8 configuration.

3.2.3 VOICE PRO 4 X 12 (FX702A) CONFIGURATION

Voice Pro 4 x 12 Rear Panel

Ext 21 Ext 20 Ext 19 Ext 18 Ext 17 Ext 16 Ext 15 Ext 14 Ext 13 Ext 12 Ext 11 Ext 10 Reset Music RS232 Pwr Line 4 Line 3 Line 2 Line 1

Voice Pro

1. Plug one end of a modular line cord into the connector on the VP unit marked Line 1.
2. Plug the other end into the telephone company jack, which is to be Line 1.
3. Repeat Steps 1 & 2 for Lines 2 through 4.

Line 4
Line 3
Line 2
Line 1

Figure 3-3. Voice Pro 4 x 12 configuration.

WARNING

DO NOT connect a telephone line to a station port. This will cause permanent damage to the Voice Pro.

NOTE

Installation procedures for all Voice Pro models are the same. The FX701A and FX702A have two additional telephone lines.

3.3 Connecting the Station Ports

3.3.1 EQUIPMENT CONNECTIONS

Voice Pro 2 x 6 Rear Panel

Ext15 Ext14 Ext13 Ext12 Ext11 Ext10 Reset Music RS232 Pwr Line 2 Line 1 — Operator Station

Voice Pro

Insert the ends of the station phone jacks into Extensions 10 through 15 on the rear panel of the VP unit.

Note: You can plug in your phone, fax and computer lines.
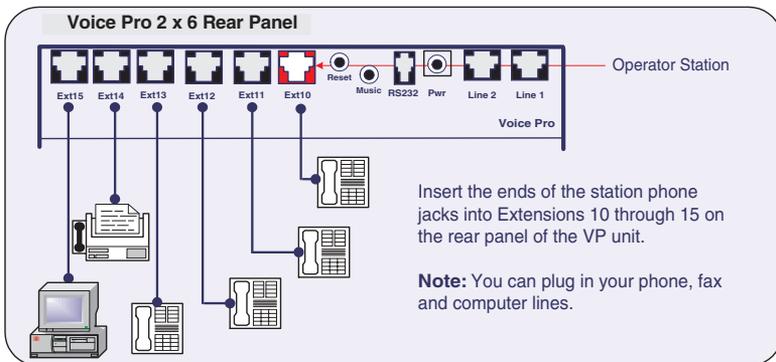
Figure 3-4. Equipment connections.

3.3.2 KEY SYSTEM OR PBX CONNECTIONS
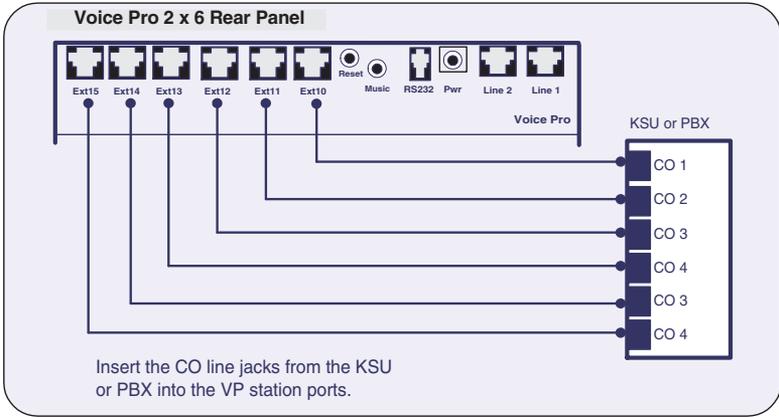
Figure 3-5. Key system or PBX connection.

NOTES

Installation procedures for all models of the Voice Pro are the same. The FX701A has 4 telephone company lines and 8 stations, and the FX702A has 4 telephone company lines and 12 stations for additional telephones and other equipment.

When connecting the stations to the Voice Pro system, make sure that the second pair (black and yellow wires) on the RJ-11 jack is isolated. DO NOT connect a telephone or any other device to this pair to avoid damage to the system.

Do not connect multiple phones to the Voice Pro extension ports.

Use two different Voice Pro station ports for a 2-line phone. Use a 2-line coupler to couple the two single-line cables to a single 2-line cable if there is only one "L1+L2" port.

Station #10 is the operator station and cannot be changed. Callers who dial 0 while in auto-attendant mode will automatically be transferred to the operator station.

3.4 Connecting a Computer or Fax Machine

You can connect a computer (using a modem) or a fax machine to any one of the station jacks. If you want to enable automatic fax switching, you must program the station port for a fax machine.

Refer to the instructions and illustrations in the Quick Start Guide on pages 10 through 16 when connecting a computer or fax machine.

NOTE

The RS-232 jack is reserved for software-development use only.

3.5 Installing the Power Supply

Follow the steps listed in Figure 3-6 to install the power supply.

1. Install a surge protector into the outlet or UPS dedicated to your VP system.

Surge protector

120 Volts

2. Plug the DC power cord into the jack labeled PWR, on the rear of the VP unit.

Voice Pro 2 x 6 Rear Panel

Ext15 Ext14 Ext13 Ext12 Ext11 Ext10 Reset Music RS232 Pwr Line 2 Line 1

Voice Pro

Power supply unit

3. Insert the Power supply unit into the surge protector or UPS outlet.

Power supply unit

Surge protector

Figure 3-6. Installing a surge protector.

3.6 System Startup

Follow the steps listed in Figure 3-7 to start up the system.

Voice Pro Top Panel

Voice Pro

PWR   In Use   Full

1. When power is supplied to the unit, all lights on the unit will blink.
2. The PWR light (red) remains on.
3. The FULL light (yellow) will blink intermittently while the system is in testing mode.
4. Once initialized, the FULL light will go out and Station 10 will ring 6 times indicating the system is ready for use.
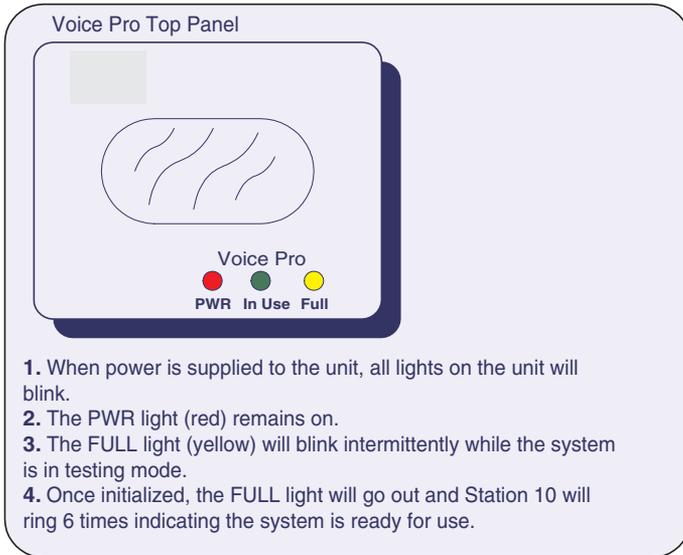
Figure 3-7. Voice Pro top panel.

NOTES

Do not operate the unit during startup.

System startup can take anywhere from 1 to 3 minutes.

If the unit fails during startup, press the Reset button (located on the rear of the Voice Pro) to reboot the system.

If power is disconnected from the Voice Pro, the FULL light will flash every 4 seconds until battery power is exhausted, or power is restored to the unit.

3.7 Installing an External Music Source

Follow the steps listed in Figure 3-8 to install an external music source.

Voice Pro 2 x 6 Rear Panel

Ext15 Ext14 Ext13 Ext12 Ext11 Ext10   Reset   Music RS232 Pwr   Line 2 Line 1

Voice Pro

1. Plug the 3.5 mm. mono phono plug into the Music jack on the rear panel.
2. Plug the music source into an outlet, *other than* the outlet dedicated to the VP unit.

911224
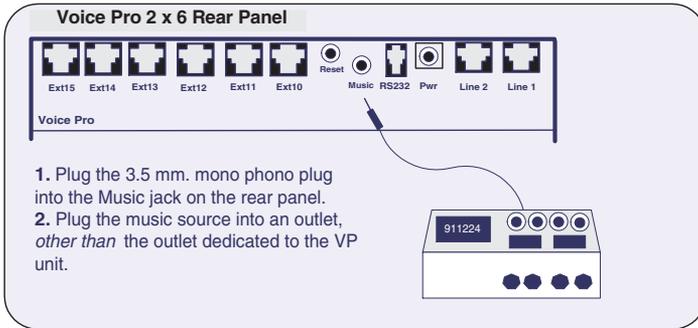
Figure 3-8. Installing an external music source.

NOTE

Output requirement of the music source is no more than 0.7 V, which is the standard output for headphone jacks.

3.8 Battery Backup

Included with each unit is a 6-VDC battery (located inside the Voice Pro). The battery provides 6 to 10 hours of backup for memory, system programming, and messages if the AC power fails. The Voice Pro cannot answer calls when powered by the battery.

To maintain system integrity, install an uninterruptible power source (UPS).

3.9 Voice Pro Indicators and Buttons

3.9.1 TOP PANEL INDICATORS

The top section of Figure 3-9 describes the Voice Pro's indicators, located on the top panel.
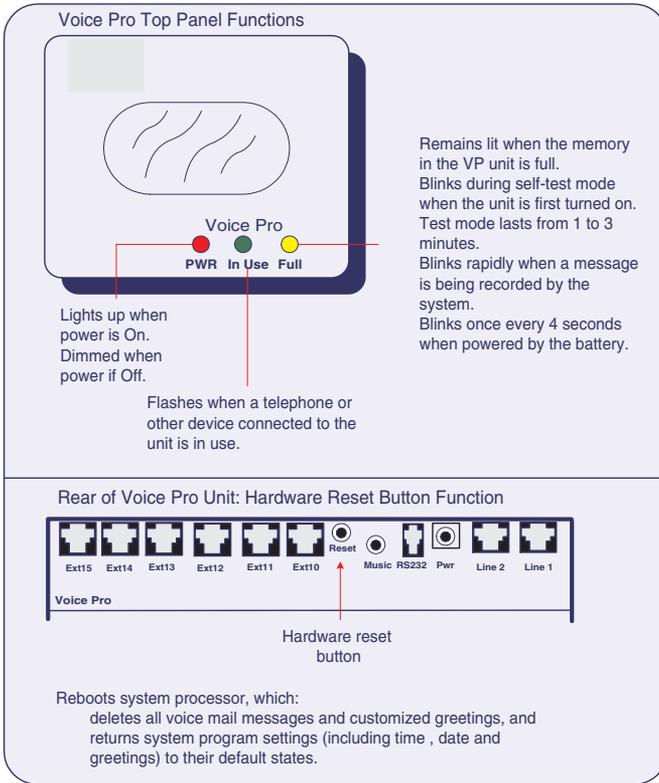
Figure 3-9. Voice Pro top panel.

3.9.2 HARDWARE RESET BUTTON

The bottom section of Figure 3-9 describes the functions of the hardware reset button.

4. Programming the Voice Pro System

The Voice Pro has been designed with voice prompts that make programming The Voice Pro system quick and easy. You can program your system without using this manual; however, we strongly recommend that you follow this programming guide to ensure that the system is optimally programmed to comply with your needs.

4.1 Quick Reference Program Guide

Use the table below to quickly locate a program and its corresponding number. Detailed instructions follow.

Table 4-1. Program guide

Program Number	Program Name
1	System Password
2	CO Lines Installed
3	CO Line Access
4	CO Line Ring Assignment
5	Door Ring Assignment
6	Door Port Assignment
7	Fax Assignment
8	Hold Recall Timeout
9	Prime Line Select
10	Voice Message Length
11	Greeting Length
12	Night Mode Time Set
13	*Invalid entry*
14	Ring No Answer Timeout
15	*Invalid entry*
16	Call Forwarding
17	Remote Call Screen
18	Extension Call Screen
19	Time Set
20	Date Set
21	Record Main Greeting

CO=Central Office

Table 4-1 (continued). Program guide

Program Number	Program Name
22	Day Greeting Assignment
23	Night Greeting Assignment
24	Weekend Greeting
25	Record System Greetings
26	Reset Mailbox Password
27	Enable/Disable Auto-Attendant Mode
28	*Invalid entry*
29	Message-Waiting Light
30	Rings to Auto-Attendant
31	Assign Fax CO Line
32	Record Call-Screening Greeting
33	Weekend Time Set
34	*Invalid entry*
35	Outstanding Messages
36	*Invalid entry*
37	Call Forwarding Method
38	*Invalid entry*
39	Rotary Dial Support
40	CO Hook Flash Time
41	Volume Adjustment
42	Toll Restriction Stations
43	Restriction and Exception Numbers
44	Dialed Digit(s) Assignment
50	Monitor System Settings
91	Hardware Version
92	Software Version
99	System Reset
**	Exit Programming

CO=Central Office

4.2 Quick Start: Program Your Voice Pro System

You can program your Voice Pro system from any telephone connected to the Voice Pro. You can also program the Voice Pro system from a remote touch-tone telephone.

The following program numbers are in the recommended programming order. Program all of the following first, and then proceed to program other features that you want to use with your system.

STEP 1: ACCESS PROGRAM MODE FROM A CONNECTED STATION

1. Pick up the corded handset and listen for a dial tone.

2. Press **#**.

3. When prompted for the password, enter the default password 1 2 3 4 and press **#**.

4. The system will verify the correct password.

NOTE

After three incorrect password attempts, you will be rejected from the system.

STEP 2: IDENTIFY INSTALLED TELEPHONE COMPANY LINES

1. When prompted for the program number, press **2**.

2. Press **#**.

3. Enter the installed line numbers:

   a. If one line is installed, press 1.

   b. If two lines are installed, press 1 2.

   c. If three lines are installed, press 1 2 3.

   d. If four lines are installed, press 1 2 3 4.

4. Press **#**.

STEP 3: SET THE CLOCK

1. Remain in programming mode, and when prompted for the program number, enter **19**.

2. Press **#**.

3. Enter the hour (valid entries are **1 – 12**) and press **#**.

4. Enter minutes (valid entries are **00 – 59**) and press **#**.

5. Press **1** for AM or **2** for PM and press **#**. (Default is 12:00 PM)

For example, to set the time to 3:04 PM, dial **3#04#2#**. (3 is the hour, 04 is minutes, and 2 is PM.)

STEP 4: SET THE DATE

Sets the current month, day, year, and day of the week.

1. Remain in programming mode, and when prompted for the program number, enter **20**.

2. Press **#**.

3. Enter the month (valid entries are **1 – 12**) and press **#**. For example, press 3 for March or 9 for September.

4. Enter the day (valid entries are **1 – 31**) and press **#**.

5. Enter the year (for example, **00** for 2000) and press **#**.

6. Enter the day of the week and press #. Use the following numbers:

   1 = Monday
   2 = Tuesday
   3 = Wednesday
   4 = Thursday
   5 = Friday
   6 = Saturday
   7 = Sunday

   The default is Thursday, January 1, 1998.

For example, to set the date to Wednesday, July 29, 2000, dial **7#29#00#3#**. (7 is the month, 29 is the day, 00 is the year, and 3 is Wednesday.)

STEP 5: RECORD MAIN GREETING^M

Records the greeting that is played when someone calls (also know as auto-attendant). This is Greeting #1.

1. Remain in programming mode, and when prompted for the program number, enter **21**.

2. Press **#**.

3. After the tone, record your greeting.

4. When finished recording, press **#**.

Default: System greeting for daytime calls, normally used during business hours.

^M indicates that the program can be monitored using Program 50 (50#). See Program 50 for details.

NOTES

You may exit programming mode at any time by dialing * *. When you hear "Good-bye," you have exited programming mode.

ᴹ indicates that the program can be monitored using Program 50 (50#). See Program 50 for details.

4.3 Program the Voice Pro from a Remote Touch-Tone Telephone

1. Enable auto-attendant. (The Voice Pro defaults to auto-attendant upon power-up.)

2. Call in to the Voice Pro on any telephone line.

3. When auto-attendant answers, press **#**.

4. Follow the voice prompts to program your system.

4.4 Voice Pro System Program Guide

Voice Pro comes with a host of advanced features that you can program easily. The following programs are set up while in program mode and can be done from a connected station or remotely with a touch-tone telephone. Pick and choose from the programs listed in this section to customize your system for your own special needs.

NOTE

You can add or change your program settings any time you like.

If you exited programming mode in the previous section, you must return to program mode; otherwise, proceed to select from the programs outlined in this section.

NOTE

While in programming mode, if you do not make an entry within one minute after the prompt, the system will hang up. Valid entries made before that point are retained in the system.

ACCESS PROGRAM MODE FROM A CONNECTED STATION

1. Pick up the corded handset.

2. Press **#**.

3. When prompted for the password, enter the default password **1 2 3 4** and press **#**.

The system will verify the correct password.

NOTE

After three incorrect password attempts, you will be rejected from the system.

PROGRAM 1: ASSIGN A SYSTEM PASSWORD

1. While in programming mode, and when prompted for the program number, enter **1**.

2. Press **#**.

3. When prompted for a new password, enter a 4-digit password and press **#**.

4. When asked to re-enter the password, enter it again and press **#**. (The default is **1234**.)

IMPORTANT

Remember your password. If you forget it, you must either use the hardware reset button, which returns system program settings to their default states, or call Black Box Technical Support at 724-746-5500 to reset the password for you.

PROGRAM 2: IDENTIFY INSTALLED TELEPHONE COMPANY LINES^M

1. While in programming mode and prompted for the program number, press **2**.

2. Press **#**.

3. Enter the installed line numbers:

   a. If one line is installed, press **1**.

   b. If two lines are installed, press **1 2**.

   c. If three lines are installed, press **1 2 3**.

   d. If four lines are installed, press **1 2 3 4**.

4. Press **#**.

^{M} indicates that the program can be monitored using Program 50 (50#). See Program 50 for details.

PROGRAM 3: ASSIGN STATIONS TO TELEPHONE LINES[M]

This program determines which extensions may access which telephone lines.

1. While in programming mode, and when prompted for the program number, enter 3.

2. Press #.

3. When prompted for a line number, press **1** (for Line 1), and then press **#**.

4. When prompted for the corresponding extension number, enter extension numbers in succession and then press #. For example, if extensions 10 and 11 are to be assigned to Line 1, press **1011#**.

5. Repeat steps 3 and 4 for Lines 2 through 4. (Default: All incoming telephone lines are accessible from all connected stations.)

PROGRAM 4: SELECT RINGING ASSIGNMENT FOR STATIONS[M]

This program determines the extensions and the incoming lines they will ring in on. The system will override this program when the auto-attendant program (#30) is set to 0 ring.

1. While in programming mode, and when prompted for the program number, enter **4**.

2. Press **#**.

3. When prompted for a line number, press **1** (for Line 1), and then press **#**.

4. When prompted for the corresponding extension number, enter extension numbers in succession and then press **#**. For example, if Line 1 is to ring on both extensions 10 and 11, press **1011#**.

5. Repeat steps 3 and 4 for Lines 2 through 4.

Default: Line 1 rings on station 10, Line 2 on station 11, Line 3 on station 12, and line 4 on station 13.

PROGRAM 5: ASSIGN STATION TO RING FOR DOOR OPERATION[M]

1. While in programming mode, and when prompted for the program number, enter **5**.

2. Press **#**.

3. When prompted for a line number, press **1** (for Line 1), and then press **#**.

4. When prompted for the extension number, enter the number of the extension that the door is to ring on, and then press **#**. If you want it to ring in succession on more than one extension, enter the numbers of the extensions followed by **#**.

5. Repeat steps 3 and 4 for Lines 2 through 4.

Default: Rings stations 10–15 (FX700A), 10–17 (FX701A), and 10–21 (FX702A) sequentially.

NOTE

We recommend that you have your door chime box installed by a professional telecommunications vendor.

PROGRAM 6: ASSIGN DOOR PORT^M

1. While in programming mode, and when prompted for the program number, enter **6**.

2. Press **#**.

3. When prompted for an extension number to assign as a door port, enter the number, and then press **#**.

Default: None

NOTE

Any extension can be assigned as a door port, except for extension 10.

PROGRAM 7: ASSIGN FAX STATION^M

1. While in programming mode, and when prompted for the program number, enter **7**.

2. Press **#**.

3. When prompted for an extension number to assign as a fax machine, enter the number, and then press **#**.

Default: None

^M **indicates that the program can be monitored using Program 50 (50#). See Program 50 for details.**

NOTE

All incoming faxes will be automatically switched to the assigned station. Refer to Program 31 for additional setup information.

PROGRAM 8: SET TIMER FOR HOLD RECALL AND PARK ORBIT^M

This program sets a recall timer in seconds. Calls placed on hold or in a park orbit will ring back to the station that initiated the hold when the timer expires.

1. While in programming mode, and when prompted for the program number, enter **8**.

2. Press **#**.

3. When prompted to set the timer, enter the number in seconds, and then press **#**. For example, if you want the station to ring back in 30 seconds, enter **30#**.

Default: 180 seconds.

PROGRAM 9: ASSIGN PRIME LINES TO STATIONS^M

A prime line is the line that you want the extension to dial out on first. If in use, then it will dial out on the next available line. A busy tone indicates all lines are in use.

1. While in programming mode, and when prompted for the program number, enter **9**.

2. Press **#**.

3. When prompted for the Line number, press **1** (for Line 1), and then press **#**.

4. Next assign the stations that will be automatically selected by the system. Enter the station number(s) and then press **#**. For example, if Stations 10 and 11 are to use Line 1 for the outgoing line, press **1011#**.

Default: Station 10 on Line 1, Station 11 on Line 2, Station 12 on Line 3, and Station 13 on Line 4.

PROGRAM 10: SET THE VOICE MESSAGE LENGTH^M

1. While in programming mode, and when prompted for the program number, enter **10**.

2. Press **#**.

3. When prompted to set the voice message length, enter the number in seconds, and then press **#**. For example, if you want to allow a caller to leave a message for as long as 5 minutes, enter **300#** (time in seconds). The time entered is the allowable recording time. (Default: 120 seconds.)

NOTE

The maximum allowable length is 9999 seconds; however, we recommend allowing 300 seconds or less.

PROGRAM 11: SET THE GREETING LENGTH^M

The greeting length allows you to set the amount of time a system user has to record a greeting.

1. While in programming mode, and when prompted for the program number, enter **11**.

2. Press **#**.

3. When prompted to set the greeting length, enter the number in seconds, and then press **#**. For example, if you want to allow a greeting length to be recorded for no more than 1 minute, enter 60# (time in seconds). (Default: 120 seconds.)

NOTE

The maximum allowable length is 9999 seconds; however, we recommend allowing 300 seconds or less.

PROGRAM 12: SET TIME PERIOD FOR NIGHT MODE^M

When night mode is enabled, auto-attendant automatically answers all lines.

1. While in programming mode, and when prompted for the program number, enter **12**.

2. Press **#**.

3. Enter the hour night mode is to start (valid entries are 1–12) and then press **#**.

4. Enter the minute (valid entries are 00–59), and then press **#**.

5. Press **1** for AM or **2** for PM, and then press #.

6. Enter the hour night mode is to end (valid entries are 1–12), and then press **#**.

7. Enter the minute (valid entries are 00–59), and then press **#**.

8. Press **1** for AM or **2** for PM, and then press **#**.

Default: Starts 3:01 AM; Stops 3:02 AM and contains Greeting 1.

Example: If you want to start night mode at 1:10 AM and stop at 6:00 PM, enter **1#10#1#6#0#2#**.

IMPORTANT

Night mode cannot be disabled. Instead, set night mode to start and end when there is minimal telephone traffic.

PROGRAM 13: MUSIC ON HOLD

Default: Permanently enabled. This entry is invalid.

PROGRAM 14: SET TIME-OUT FOR "RING NO ANSWER"M

This program allows you to set the number of rings a station will ring before it is automatically transferred to a voice mailbox.

1. While in programming mode, and when prompted for the program number, enter **14**.

2. Press **#**.

3. When prompted to set the number of rings before a call is diverted to a voice mailbox when not answered, enter the number, and then press **#**. (Default: 6 rings.)

PROGRAM 15: ASSIGN GREETINGS TO TELEPHONE COMPANY LINESM

Use this program if you want to have a separate greeting for an incoming line. (For example, two different companies using the same Voice Pro.)

1. While in programming mode, and when prompted for the program number, enter **15**.

2. Press **#**.

3. When prompted to specify the greeting, enter the greeting number (0–99) and then press **#**.

4. When prompted to specify the incoming lines that the greeting is to answer, enter the line numbers, and then press **#**. (Default: Greeting 1 is assigned to all incoming lines.)

For example, if Greeting 2 is to be answered on Lines 2 and 3, enter **2#23#**.

NOTE

Greetings 0–99 are assigned using program numbers 21 – 24. Greeting 0 is one of the first features programmed in the Quick Start section, and is the default greeting to be played in all modes.

PROGRAM 16: ASSIGN CALL FORWARDING^M

You can forward an extension to another extension, to your mailbox, or to a remote telephone number.

1. While in programming mode, and when prompted for the program number, enter **16**.

2. Press **#**.

3. When prompted, enter the extension number to be forwarded, and then press **#**.

4. Enter the number to forward calls to, then press **#**.

5. Press **1** for all calls or **2** for "ring no answer" calls, and then press **#**.

Default: No call forwarding programmed.

Example: Dial **17#** to forward calls to station 17. Dial **317#** to forward calls to voice mailbox 317. Dial an outside phone number (up to 11 digits) to forward calls to an outside number.

NOTE

You can enable or disable this feature without entering system programming. See Section 5.13, "Call Forwarding," for full details.

PROGRAM 17: PROGRAM PHONE TO SCREEN CALLS REMOTELY^M

You can use this program to ring your remote phone and have an incoming call announced. See Section 5.10.

^{M} **indicates that the program can be monitored using 50#. See Program 50 for details.**

1. While in programming mode, and when prompted for the program number, enter **17**.

2. Press **#**.

3. When prompted enter the station number to be screened. Press **#**.

4. Enter the outside number to forward calls to, and then press **#**.

Default: No remote screening.

NOTE

You can enable or disable this feature without entering system programming.

PROGRAM 18: PROGRAM PHONE TO SCREEN CALLS LOCALLY[M]

You can use this program to ring your station and have an incoming call announced. See **Section 5.10**.

1. While in programming mode, and when prompted for the program number, enter **18**.

2. Press **#**.

3. When prompted, enter the station number to be screened. Press **#**.

Default: No local screening.

NOTE

You can enable or disable this feature without entering system programming.

PROGRAM 19: SET THE CLOCK

1. Remain in programming mode, and when prompted for the program number, enter **19**.

2. Press **#**.

3. Enter the hour (valid entries are **1–12**) and press **#**.

4. Enter minutes (valid entries are **00–59**) and press **#**.

5. Press **1** for AM or **2** for PM and press **#**.

Default: 12:00 PM

For example, to set the time to 3:04 PM, dial 3#04#2#. (3 is the hour, 04 is the minutes, 2 is PM).

PROGRAM 20: SET THE DATE

Sets the current month, day, year, and day of the week.

1. Remain in programming mode, and when prompted for the program number, enter **20**.

2. Press #.

3. Enter the month (valid entries are **1–12**), and press **#**. For example, press **3** for March or **9** for September .

4. Enter the day (valid entries are 1–31) and press #.

5. Enter the year and press **#**. For example, press **00** for 2000.

6. Enter the day of the week and press #. Use the following numbers:

   1 = Monday
   2 = Tuesday
   3 = Wednesday
   4 = Thursday
   5 = Friday
   6 = Saturday
   7 = Sunday

Default: Thursday, January 1, 1998.

For example, to set the date to Wednesday, July 29, 2000, dial **7#29#00#3#**. (7 is the month, 29 is the day, 00 is the year, and 3 is the day of the week.)

PROGRAM 21: RECORD MAIN GREETING[M]

Use this program to record the main greeting (Greeting 0).

1. While in programming mode, and when prompted for the program number, enter **21**

2. Press #.

3. When prompted, begin recording the main greeting after the tone.

4. Press **#** to save your recording.

[M] indicates that the program can be monitored using 50#. See Program 50 for details.

Default: System greeting for daytime calls, that is, normally used during business hours.

PROGRAM 22: ASSIGN GREETINGS TO LINES FOR DAY MODE[M]

Use this program if you want to have a separate greeting for incoming lines in the day mode of operation (for example, if two different companies are using the Voice Pro).

1. While in programming mode, and when prompted for the program number, enter **22**.

2. Press **#**.

3. When prompted to enter the greeting number, enter the greeting number (**1–99**), and then press **#**.

4. When prompted to enter the line number, enter the line or lines to play the selected greeting. For example, enter **1 2** for both lines 1 and 2.

5. Press **#**.

Example results: Line 1 and 2 will play greeting number 4 in day mode.

Default: Greeting 0 is assigned to all lines for day, night, and weekend mode of operation.

NOTE

Use Program 25 to record greetings to be assigned on a per-line basis, or if you are using different greetings for day, night, or weekend mode. Use Program 30 to set the number of rings to the assigned telephones before the day greeting is played to the incoming caller. A setting of 0 rings will result in the auto-attendant answering immediately in day mode of operation. Use Program 4 to assign which extensions will ring before auto-attendant answers the call. The number of rings before auto-attendant (Program 30) only applies to day mode of operation.

PROGRAM 23: ASSIGN GREETINGS TO LINES FOR NIGHT MODE[M]

Use this program if you want to have a separate greeting for incoming lines in the night mode of operation. For example, if two different companies are using the Voice Pro or if you want a greeting different than the day greeting to be played at night.

1. While in programming mode, and when prompted for the program number, enter **23**.

2. Press **#**.

3. When prompted to specify the greeting, enter the greeting number (**1–99**) and then press **#**.

4. When prompted to enter the line number, enter the line or lines to play the selected greeting. Example: "1 2" (for both lines 1 and 2).

5. Press **#**.

Example results: Line 1 and 2 will play Greeting 5 in night mode.

Default: Greeting 0 is assigned to all lines for day, night, and weekend mode of operation.

NOTE

Night mode of operation overrides day mode. When the system is in night mode, the auto-attendant answers immediately and plays the specified night greeting assigned. Use Program 25 to record greetings to be assigned. Greetings may be assigned on a per-line basis, and on a per-mode-of-operation basis (day, night, or weekend mode).

PROGRAM 24: ASSIGN GREETINGS TO LINES FOR WEEKEND MODE[M]

Use this program if you want to have a separate greeting for incoming lines in the weekend mode of operation. For example, two different companies using the Voice Pro, or if you want a greeting different than the day greeting to be played during the weekend mode.

1. While in programming mode, and when prompted for the program number, enter **24**.

2. Press **#**.

3. When prompted to specify the greeting, enter the greeting number (1–99) and then press **#**.

4. When prompted to enter the line number, enter the line of lines to play the selected greeting. Example: "3 4" (for both lines 3 and 4).

5. Press **#**.

Example results: Line 3 and 4 will play greeting number 6 in weekend mode.

Default: Greeting 0 is assigned to all lines for day, night, and weekend mode of operation.

M indicates that the program can be monitored using 50#. See Program 50 for details.

NOTE

Weekend mode of operation overrides day and night mode. When the system is in weekend mode, the auto-attendant answers immediately and plays the specified weekend greeting assigned. Use Program 25 to record greetings to be assigned. Greetings may be assigned on a per-line basis, and on a per-mode-of-operation basis (day, night, or weekend mode).

PROGRAM 25: RECORD SYSTEM GREETINGS^M

This program is used to record all system greetings with the exception of the main system greeting, which can only be recorded using Program 21 (Greeting 0).

1. While in programming mode, and when prompted for the program number, enter **25**.

2. Press **#**.

3. When prompted, enter the greeting number (**1–99**) and press **#**.

4. Begin recording your new greeting after the tone.

5. When finished recording, press **#**.

Example results: Greeting number 1 has now been recorded.

Default: All greetings play Greeting 0 until recorded differently.

PROGRAM 26: RESET MAILBOX PASSWORD^M

1. While in programming mode, and when prompted for the program number, enter **26**.

2. Press **#**.

3. When prompted, dial the mailbox number. Press **#**.

Default: All extension mailbox passwords are 4321. Announce only mailboxes are **99.

NOTE

Mailbox numbers are the same as the extension. The mailboxes may be accessed directly from the main greeting by dialing 3 plus the extension number. The announce-only mailboxes are 316-385 (FX700A).

PROGRAM 27: ENABLE/DISABLE AUTO-ATTENDANT^M

1. While in programming mode, and when prompted for the program number, enter **27**.

2. Press **#**.

3. Press **1** to enable auto-attendant or press **2** to disable feature, and then press **#**.

Default: Auto-attendant is automatically enabled.

PROGRAM 28: RECORD DIRECTORY NAMES^M

1. While in programming mode, and when prompted for the program number, enter **28**.

2. Press **#**.

3. When prompted, record the directory, then press **#**.

Example: Record the directory by stating the extension number and/or voice mailbox number and name of the employee for example, "Dial 10 to reach Johnny Appleseed; dial 11 to reach Little Jack Horner.".

NOTE
Incoming callers must dial 9 during the greeting to access the directory.

HELPFUL HINT
Write out your directory listing before recording.

PROGRAM 29: MESSAGE-WAITING LIGHT^M

The message-waiting light, when disabled, will give the extension user a stutter tone before giving dial tone if there are new messages in the user's mailbox. This is especially useful if the extension in question does not have a message-waiting light for this feature to operate. Please note that telephone sets must be equipped with a 90-volt neon message-waiting light for this feature to operate.

1. While in programming mode, and when prompted for the program number, enter **29**.

2. Press **#**.

3. When prompted, consecutively dial station numbers that are to have a message-waiting light, and then press **#**. For example, for stations 10, 11, and 12 to light the message-waiting light press **101112#**. Or dial **99** for all extensions, and then press **#**.

**^M indicates that the program can be monitored using 50#.
See Program 50 for details.**

4. If there are no extensions that have a message-waiting light, dial # when prompted to enter the extension number and all message-waiting lights will be disabled.

Default: All stations have the message-waiting light enabled.

PROGRAM 30: SETS NUMBER OF RINGS BEFORE CALL IS FORWARDED TO AUTO-ATTENDANT^M

1. While in programming mode, and when prompted for the program number, enter **30**.

2. Press **#**.

3. When prompted, press **1** (for Line 1), and then press **#**.

4. Enter the number of rings before the call is transferred to auto-attendant (**0-99**), and then press **#**.

5. Repeat steps 3 and 4 to program the remaining line numbers.

Default: 3 rings for each line.

NOTE

If more than one line rings to a station, a busy call will automatically be answered by auto-attendant.

PROGRAM 31: ASSIGN INCOMING LINE TO FAX MACHINE^M

When fax switching is enabled on an incoming line, it is automatically answered by auto-attendant. This ensures that the fax tone will be detected and properly switched over to the fax machine.

1. While in programming mode, and when prompted for the program number, enter 31.

2. Press **#**.

3. When prompted, enter the line number that will receive fax transmissions, and then press #.

4. At the prompt, press **1** to enable or press **2** to disable, and then press #.

5. For multiple fax lines, repeat steps 3 and 4.

Default: None

NOTE

The system will listen for a fax tone for 2 to 5 seconds. If a fax tone is detected, the call is automatically switched to the fax machine; otherwise, the auto-attendant will answer the call. Refer to Program 7 for additional setup information.

PROGRAM 32: RECORD CALL-SCREENING GREETING[M]

1. While in programming mode, and when prompted for the program number, enter **32**.

2. Press **#**.

3. After the tone record your greeting.

4. When finished recording, press **#**.

Default: The following message plays, "Please record your name and a short message at the tone."

HELPFUL HINT

You may want to customize this greeting.

PROGRAM 33: SET TIME PERIOD FOR WEEKEND MODE[M]

This program determines the day and time the weekend greeting will play. When enabled, this program overrides day and night modes. Refer to Program 34 for recording the greeting.

1. While in programming mode, and when prompted for the program number, enter **33**.

2. Press **#**.

3. Enter the start day and press #. Use the following numbers:

   1 = Monday
   2 = Tuesday
   3 = Wednesday
   4 = Thursday
   5 = Friday
   6 = Saturday
   7 = Sunday

4. Enter the start hour (valid entries are **1–12**) and press **#**.

5. Enter the start minute (valid entries are **00–59**) and press **#**.

6. Press **1** for AM or **2** for PM, and then press **#**.

7. Enter the stop day using the numbers listed in step 3.

8. Enter the stop hour (valid entries are **1–12**) and press **#**.

9. Enter the stop minute (valid entries are **00–59**) and press **#**.

10. Press **1** for AM or **2** for PM, then press **#**.

Default: Minimal Weekend Mode: Starts Saturday 3:01 AM; Stops Saturday 3:02 AM. Contains Greeting 1.

IMPORTANT

Weekend mode cannot be disabled. Instead, set weekend mode to start and end when there is minimal telephone traffic.

PROGRAM 34: RECORD WEEKEND GREETING^M

Refer to Program 33 for additional setup information.

1. While in programming mode, and when prompted for the program number, enter 34.

2. Press #.

3. After the tone record your greeting.

4. When finished recording, press #.

Default: System greeting.

HELPFUL HINT

You may want to customize this greeting.

PROGRAM 35: OUTSTANDING MESSAGE NOTIFICATION

1. While in programming mode, and when prompted for the program number, enter **35**.

2. Press #.

Result: System will notify you which mailboxes have new/unheard messages.

PROGRAM 36: INSTALL "GREETING-ONLY" MAILBOXES[M]

This program has been disabled, since all mailboxes that are not associated with a valid extension number are set as greeting-only mailboxes. Greeting-only mailboxes differ from normal mailboxes in that they do not allow a caller to leave a voice-mail message. After the personal greeting of a mailbox of this type is played, the caller is returned to the system's main greeting if there is nothing dialed by the caller. The key element that makes the mailbox a "greeting-only mailbox" is the password. The password for a greeting-only mailbox starts with a "*". The default password for all greeting-only mailboxes is "**99". By changing the password to any other number, as long as it does not start with an asterisk "*", will result in turning the mailbox into a normal mailbox that can accept a voice-mail message. The password for either type of mailbox must be 4 to 6 digits long, including the "*" if it is to be a greeting-only mailbox.

Default: All mailboxes that do not have a valid extension number are assigned as greeting-only mailboxes.

Example: The FX700A mailboxes that can receive messages are 10–15. The FX701A mailboxes that can receive messages are 10–17. The FX702A mailboxes that can receive messages are 10–21.

PROGRAM 37: SELECT CALL-FORWARDING METHOD FOR ALL LINES[M]

1. While in programming mode, and when prompted for the program number, enter **37**.

2. Press **#**.

3. Select one of the following call-forwarding methods:

- Enter **0** and press **#** to have calls forwarded on 2 lines with supervision. Busy or unanswered calls are forwarded to a voice mailbox.

- Enter **1** and press **#** to enable one line to have 3-way calling feature. Note: You must subscribe to this service with your local phone company for this feature to operate properly. Also, you will have to press **#** every 120 seconds to extend the conversation, or * to extend the call indefinitely and eliminate any further prompts.

- Enter **2** and press **#** to enable one line with transfer (free up port at end of dial). Note: You must subscribe to transfer and disconnect (Centrex) lines with your local phone company for this feature to operate properly. Also, toll charges remain in effect until the transferred call is disconnected.

[M] indicates that the program can be monitored using 50#. See Program 50 for details.

• Enter **3** and press # to enable 2 lines to have blind transfer capabilities. Busy or unanswered calls are not transferred to a voice mailbox and will ring until answered.

Default: 0 (two lines with supervision).

NOTE
For additional information about this feature, refer to Section 5.13.

PROGRAM 39: ROTARY DIAL TELEPHONE SUPPORT^M

Calls from a rotary (pulse) telephone, or in some cases from overseas, are unable to dial any digits during the auto-attendant, since voice mail can only respond to DTMF (Dial Tone Multi Frequency) dialed digits. This feature allows the caller to automatically be transferred to the operator (extension 10 by default) if no DTMF digits are received, as opposed to being disconnected after the main greeting for no DTMF digit(s) dialed. Disconnecting the caller if there is no DTMF digit(s) detected will prevent callers who hang up during the main greeting from ever ringing through to the operator (extension 10), causing false ringing at the operator station. If your telephone company does not provide positive disconnect signal or your telephone lines are part of a building's PBX (Public Branch Exchange) system that is slow in sending positive disconnect, disconnecting the caller will help you avoid tying up your telephone lines for a period of time longer than necessary.

1. While in programming mode, and when prompted for the program number, enter **39**.

2. Press **#**.

3. When prompted, press **1** to enable or **2** to disable.

4. Press **#**.

Default: Rotary dial telephone support is enabled. Calls will transfer to the operator if no DTMF is received.

PROGRAM 40: TELEPHONE LINE CENTRAL OFFICE (CO) HOOK FLASH TIME^M

CAUTION
Do not change this setting without first consulting Black Box Technical Support at 724-746-5500.

The hook flash time(or flash time) that is sent over the CO line (flash 52) can be changed to accommodate different countries' flash times to better use the

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telephone company or PBX provider features. Telephone company features such as three-way calling, call waiting, and call transfer to another telephone number all require issuing a flash on the CO line. The flash time may be adjusted from 100 ms to 250 ms. Do not confuse this setting with the flash time needed to access Voice Pro system features, which is the flash sent from your telephone to the Voice Pro system.

Default: 5, which is equivalent to 500 ms.

PROGRAM 41: VOLUME ADJUSTMENT^M

The volume of voice prompts, greetings, and messages may be changed to better suit your volume preferences. The first part of this program controls the Voice Pro recorded prompts. The second part of this program controls the playback volume of voice-mail messages and recorded greetings. You can also increase or decrease the volume while listening to a voice-mail message from your mailbox by pressing 7 repeatedly to decrease the playback volume, and pressing 9 repeatedly to increase the playback volume.

1. While in programming mode, and when prompted for the program number, enter 41.

2. Press #.

3. When prompted, enter 1 for system prompt volume level or 2 for recorded messages volume level.

4. Enter new volume setting (15–31).

5. Press #.

6. Repeat this program from the beginning if you want to change both settings, selecting the volume adjustment not selected the first time.

Default: The system prompt volume level is 23. The recorded greetings and messages volume level is 21.

PROGRAM 42: ASSIGN TOLL RESTRICTION EXTENSIONS^M

This program assigns entered extensions to follow toll restriction for long-distance or toll dialing. When the extension number is entered on this program number, it will not be allowed to dial any of the numbers set forth in Program 43. If a number is dialed by any extensions that have been assigned to toll restriction, the outside line will be dropped and the extension user will hear an error/busy tone. Toll restricting an extension only affects the extension's ability to call out on the telephone CO line.

^M **indicates that the program can be monitored using 50#. See Program 50 for details.**

1. While in programming mode, and when prompted for the program number, enter **42**.

2. Press **#**.

3. When prompted, enter the extension(s) to follow toll restriction. For example, dial **10111415** for extensions 10, 11, 14, and 15.

4. Press **#**.

Default: No extensions are assigned to be toll restricted.

NOTE

For related programming, see Program 43 to set toll restriction and exception numbers.

PROGRAM 43: TOLL RESTRICTION AND EXCEPTION NUMBERS[M]

Toll restriction numbers are the numbers to be restricted when an assigned extension attempts to dial that particular number or numbers. For example, if (1) was entered as the restriction number, any extension assigned to follow toll restriction in Program 43 would not be allowed to connect. The line would be dropped and the error/busy tone would be issued to that extension. This will still allow the extension to dial local numbers and any combination of numbers as long as the first digit is not a (1). The most common restriction numbers are 1 and 0. Exceptions can override the restrictions. For example, if (1) was the restriction number, you may want to allow the exception of 1-800 and 1-888 since they start will a (1) but are toll-free. If 1-800 is entered as the exception, then any digits following 1-800-(XXX-XXXX) would not follow as a restriction, so all 1-800 calls would be allowed.

1. While in programming mode, and when prompted for the program number, enter **43**.

2. Press **#**.

3. When prompted, enter the numbers to be restricted, entering a **#** between each number(s). Example: 1 # 0 # 411

4. Press **# #**.

5. When prompted, enter the exceptions to the toll restricted numbers. Example: 1 800 # 1 888 # 1214.

6. Press **# #**.

Example results: In this example, restriction is set for no long distance (1) or operator assistance (0). With the exception of 1-800 and 1-888, toll-free calls to Dallas, Texas (1-214).

Default: No toll restrictions or exceptions assigned.

NOTE

For related programming, see Program 42 to set toll restriction and exception numbers to extensions. If you restrict 9 from being dialed in restriction programming, be sure to make the exception entry of 911.

PROGRAM 44: DIALED DIGIT(S) ASSIGNMENT[M]

Dialed digit(s) assignment is also referred to as single-digit dialing. As the Voice Pro digits 1–99 can be programmed, we call it dialed digit(s) assignment. This program allows you to pre-determine the assigned digits functionally. For example, from the auto-attendant main greeting, you may want to have the caller dial (1) for sales and (2) for customer support. Use this program to assign the action or pressing (1) or (2). Your choices are:

a. Transfer the caller to an extension or extensions.

b. Send the caller directly to a mailbox to hear a personal greeting and then leave a voice-mail message. Or, be returned to the main greeting after the personal greeting, if the mailbox is a greeting-only mailbox.

c. Send the caller to another greeting to select additional options.

Write down your main greeting. The term "auto-attendant" refers to the total process of the main greeting answering the incoming caller and the caller entering digit(s) to be transferred to the extension(s), mailbox, or other greetings of their choice. Auto-attendant does not have to answer the call immediately. You may choose to have the calls ring to extension(s) before the caller is answered by auto-attendant. Refer to Program 4 (CO line ringing assignment) and Program 30 (rings to auto-attendant).

1. While in programming mode, and when prompted for the program number, enter **44**.

2. Enter **#**.

3. When prompted to enter the menu number, enter the dialed digit(s) to be programmed.

4. When prompted, enter **1** for a mailbox, **2** for an extension, **3** for a greeting, or **0** to delete the dialed digit(s) previous setting. Example: 2 (for an extension). When prompted, enter the extension number(s). For example, **15101112** (for extensions 15, 10, 11, and 12).

5. Press **#**.

Example results: If a caller dials 1 from the main greeting of the auto-attendant, or from any greeting, the caller will be placed on hold and extensions 10, 11, 12, and 15 will begin to ring. If any one of the ringing extensions picks up, they will be connected to the caller. If no one picks up, the caller will be transferred to extension 15's voice mailbox, since it's the first extension assigned to ring.

Default: 0 is assigned to extension 10, 9 is assigned to greeting number 9, all valid extensions numbers are assigned to transfer to their prospective extensions.

NOTE

You must re-enter Program 44 for each digit(s) to be assigned. These assignments remain valid dialed digit(s) from any greeting (1–99). This means that a digit(s) dialed from Greeting 1 will have the same functionality as the same digit(s) dialed from Greeting 2.

PROGRAM 50: MONITOR SYSTEM SETTINGS

1. While in programming mode, and when prompted for the program number, enter **50**.

2. Press **#**.

3. Enter the program number to monitor its settings, then press **#**.

4. To monitor another program, press **#**, and then enter the next program number plus **#**.

NOTE

All programs listed with an M in the Quick Start and Voice Pro system program guide sections can be monitored. This feature enables you to check a program's settings before making any actual changes.

PROGRAM 91: HARDWARE VERSION NOTIFICATION

1. While in programming mode, and when prompted for the program number, enter **91**.

2. Press **#**.

Result: System will notify you as to the current hardware version of your Voice Pro.

PROGRAM 92: SOFTWARE VERSION NOTIFICATION

1. While in programming mode, and when prompted for the program number, enter **92**.

2. Press #.

Result: System will notify you as to the current software version of your Voice Pro.

PROGRAM 99: RESET SYSTEM

1. While in programming mode, and when prompted for the program number, enter **99**.

2. Press #.

3. At the prompt, press **1** to accept system reset, or press **2** to cancel, and then press #.

Result: Programming is reset to its default values. Mailbox greetings and messages remain intact.

EXIT SYSTEM

Dial ** at any time to exit programming mode.

IMPORTANT

All of the programs listed with an M can have their settings monitored by dialing 50# while in programming mode, and then the program number. This feature enables you to check a program's settings before making any actual changes.

4.5 System Operating Tips

The Voice Pro system comes with several features that you can easily customize to meet your special needs. Here are some tips on tailoring and using your Voice Pro system.

You can customize your Voice Pro system by:

- recording up to 99 greetings to direct your callers (Program 25).

- recording a weekend greeting and enabling weekend mode (Programs 33 and 34).

- recording a night greeting and enabling night mode (Program 12).

Customized greetings should:

- let the caller know they have reached you by introducing yourself or your company name.

- direct the caller by stating the available options. (For example, "If you know your party's extension, please dial it now.")

- inform the caller of your business hours.

- For night and weekend greetings, inform the caller that you are not currently in the office. Let the caller know when someone will be available to take their phone call.

Station mailboxes:

- are automatically assigned to each station.

- are accessed by dialing 3 + station number (for example 315 for station 15), from the main greeting. * + 3 + station number, from another extension on the Voice Pro System. * 300, from your extension, for auto login.

- can each be programmed to answer with a personal greeting.

- are automatically assigned the default password, 4321.

- can receive two messages simultaneously, which greatly reduces the risk of missing an important message.

4.6 Auto Attendant Mode

When the Voice Pro system is initially installed and powered up, it will default to auto-attendant mode and all callers are greeted by the system greeting. Once you program your system, your callers can be greeted with one of six customized greetings, as described below. The programmed greeting is played after a specified number of rings or if the system is put in auto-attendant mode.

Greeting	Option	Program Number
System greeting	Default until a main greeting is recorded.	N/A
Main greeting 1	Used during business hours.	21
Main greeting 2	Alternate for business hours.	22
Main greeting 3	Alternate for business hours.	23
Main greeting 4	Alternate for business hours.	24
Night greeting	When night mode is enabled.	25
Weekend greeting	When weekend mode is enabled.	34

While in auto-attendant mode, callers can:

- direct their call by dialing an extension number (10–21 for FX702A) or by dialing a mailbox number (310-399).

- dial a voice mailbox number to leave a message.

- dial 9 to hear the office directory.

- return to the main greeting for more options.

NOTE

If the caller does not dial an extension or mailbox number, or if an invalid number is dialed, the call will be transferred to station 10, which is the operator station.

Typical greeting for a small business:

"Thank you for calling Mom's Apple Pie Company. If you know your party's extension, please dial it now. If you would like to leave a message, please dial 310. Your call will be returned as soon as possible."

Typical greeting for a home office:

"You have reached Home Office Inc. I am either out of the office or on another phone call, so please dial 310 to leave a message. I will get back to you as soon as possible. Thank you."

4.7 Key System or PBX Operation

4.7.1 RINGING ASSIGNMENTS

You can install your Voice Pro system ahead of an existing key system or PBX. When doing so, it is recommended that the ringing assignments be done on a one-to-one basis. This is consistent with normal key system operations, so that ringing assignments should be Line 1 rings in on Line key 1, Line 2 will ring in on Line key 2, and so on.

4.7.2 STANDARD OPERATION

Incoming calls are processed like any normal key system. When installed ahead of a key system or PBX, outgoing calls are processed the same way. An access code is not needed to get an outside line. Simply lift the receiver and dial a phone number.

NOTE
For details on ringing assignments, see Section 4.4.

5. Using the Voice Pro System

This section provides you with detailed instructions for using all of the basic and advanced features on your Voice Pro system.

You will learn about:

- Internal and external calling
- Flash key
- Call waiting
- Call pickup
- Conference calling
- Using the door chime box
- Fax switching
- Placing calls on hold
- Hold recall
- Call screening
- Transferring calls

- Paging
- Call forwarding
- Intercom calls
- Music on hold feature
- Virtual extensions
- Two-way recording
- Accessing your voice mailbox
- Voice mailbox options
- Programming your voice mailbox
- Caller options
- Tips for using the system

5.1 To Make a Call

To make an outbound call:

1. Lift the receiver.

2. Listen for a dial tone.

3. Dial the phone number.

NOTE

The system automatically connects to an outside line when you pick up the receiver.

To make an outbound call on a specific telephone line:

1. Lift the receiver.

2. Press *****.

3. Dial 8 and the line number. (For example, 81 for Line 1, 82 for Line 2, 83 for Line 3, and 84 for Line 4.)

4. Listen for a dial tone.

5. Dial the phone number.

NOTE
This feature is often used for diagnosis or maintenance.

To make an internal call:

1. Lift the receiver.

2. Listen for a dial tone.

3. Press ***** for an internal dial tone.

4. Dial the number (for example 10 for Station 10 or 310 for a voice mailbox).

To make an internal call while on another call:

1. Press the **Flash** key to receive an internal dial tone.

2. Dial a number.

3. Press the **Flash** key to return to the previous call.

5.2 Flash Key

The Flash key on your telephone activates most of the Voice Pro features. If your phone does not have a Flash key, use the hook-switch instead.
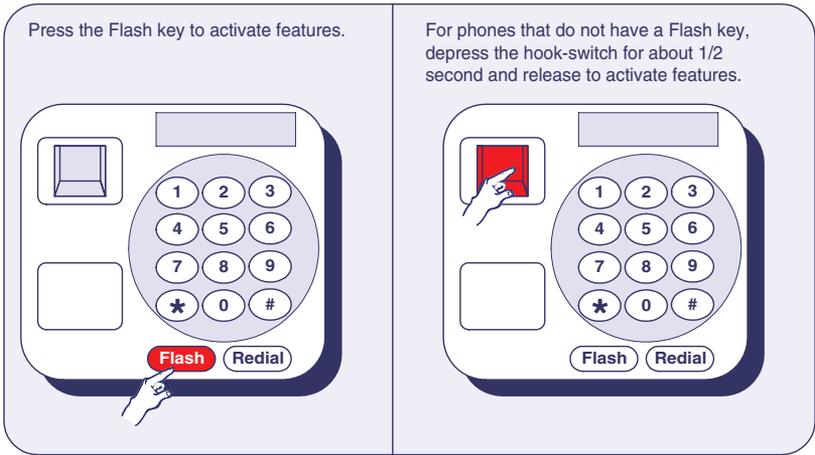

Figure 5-1. Flash key.

NOTE
The interrupt range is approximately 0.15 to 0.08 second.

5.3 Call Waiting

Follow the instructions in Figure 5-2 to use call waiting.

1. While on a call, you will hear a "call-waiting" beep.
2. Press the Flash key.

3. Dial 5 2.
The first caller is put on hold and you can speak with the second caller.

4. Press the Flash key again to return to the first caller.
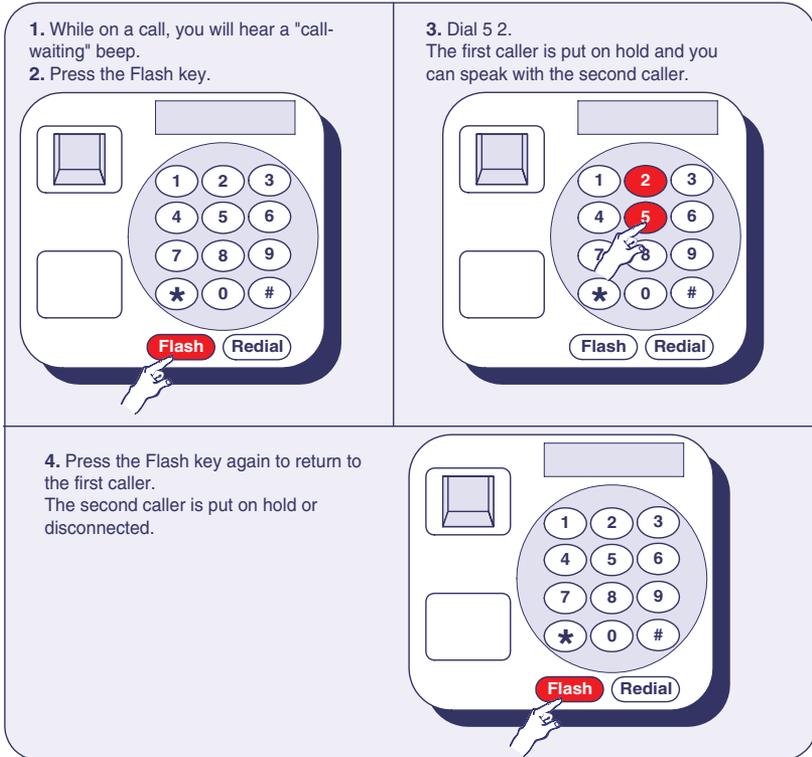The second caller is put on hold or disconnected.

Figure 5-2. Using call waiting.

NOTE

You must subscribe to call waiting service from your local telephone company to use this feature.

5.4 Call Pickup

You can answer a call that is ringing at another station from an idle station, or when you are on a call.

From an idle station:

1. Lift the receiver.

2. Dial *** 5 0**.

The call on the ringing station has been accessed.

From a station in use:

1. Press the **Flash** key.

2. Dial **5 0**. You are switched to the incoming call.

3. Press the **Flash** key to return to your original call.

HELPFUL HINT

You can switch back and forth between the two calls using the Flash key.

5.5 Conference Calls

The conference call feature allows you to speak with one outside party and two inside parties, or two outside parties and one inside party.
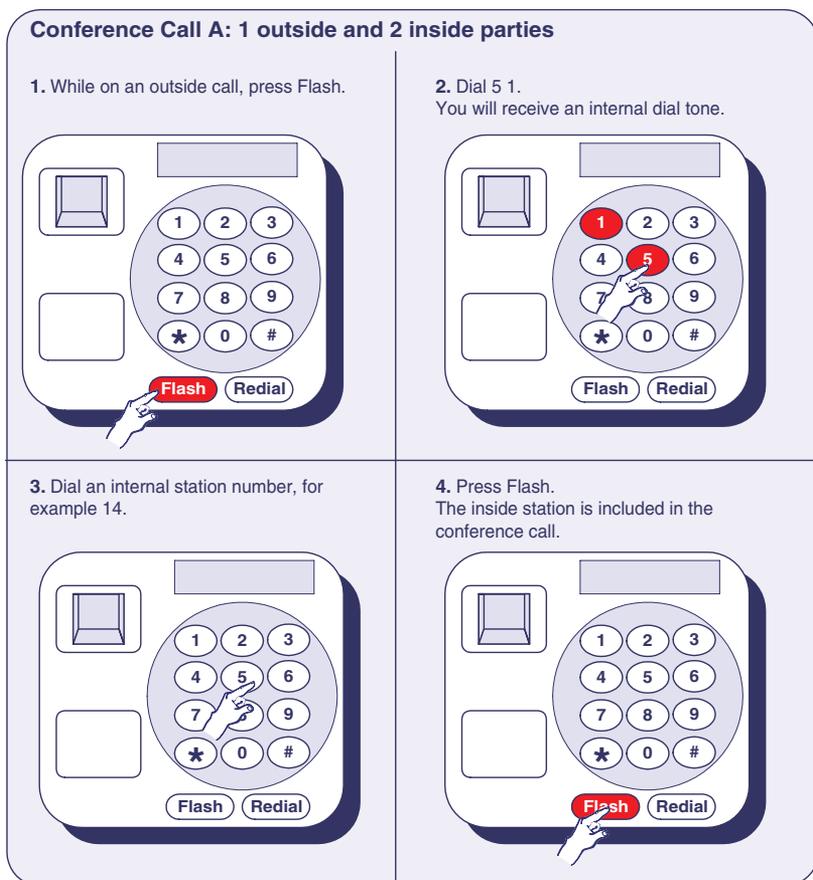
Conference Call A: 1 outside and 2 inside parties

1. While on an outside call, press Flash.

2. Dial 5 1.
You will receive an internal dial tone.

3. Dial an internal station number, for example 14.

4. Press Flash.
The inside station is included in the conference call.

Figure 5-3. Conference call, example 1.

Conference Call B: 2 outside and 1 inside party

1. While on an outside call, press Flash.

2. Dial 5 1.
You will receive an internal dial tone.

3. Dial 9 to access an outside line.

4. Listen for the dial tone and dial outside number.

5. Press Flash.
The outside number is included in the conference call.

Figure 5-4. Conference call, example 2.

HELPFUL HINT

If there are no lines available when you dial 9 to access an outside line, press the Flash key to return to the original party.

5.6 Door Chime Box

You can program any station on your Voice Pro as a door station. Once installed and programmed, the door chime can be accessed and answered like any other station on your system.

To answer the door:

1. Lift the receiver.

2. Press *.

3. Dial the station number for the door chime.

4. Speak to the guest at the door.

At the door (Hands-free speaking):

1. Press the door chime.

2. When answered, speak with the party.

We recommend that you have a professional telecommunications vendor install the door chime box.

5.7 Fax Switching
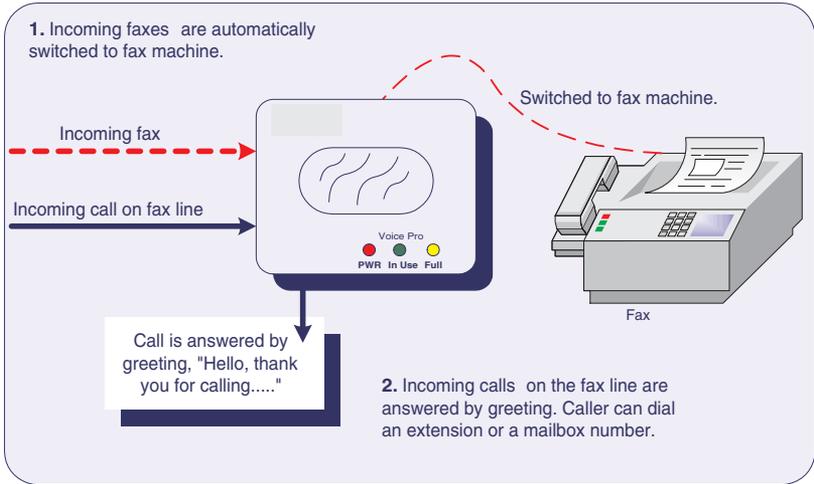
Follow the steps described in Figure 5-5 for fax switching.

Figure 5-5. Fax switching.

NOTE

Fax switching must be programmed on the designated line. See Programs 7 and 31 for programming instructions.

5.8 Place a Call on Hold

Follow the instructions listed in Figure 5-6 to place a call on hold.

1. Press the Flash key or depress the hook-swich for about 1/2 second and release.
The call is placed on hold.

-or-

2. Hang up.
Note: The call will ring back if the programmed timer expires.

3. To reconnect to the party on hold, lift the receiver and press Flash.
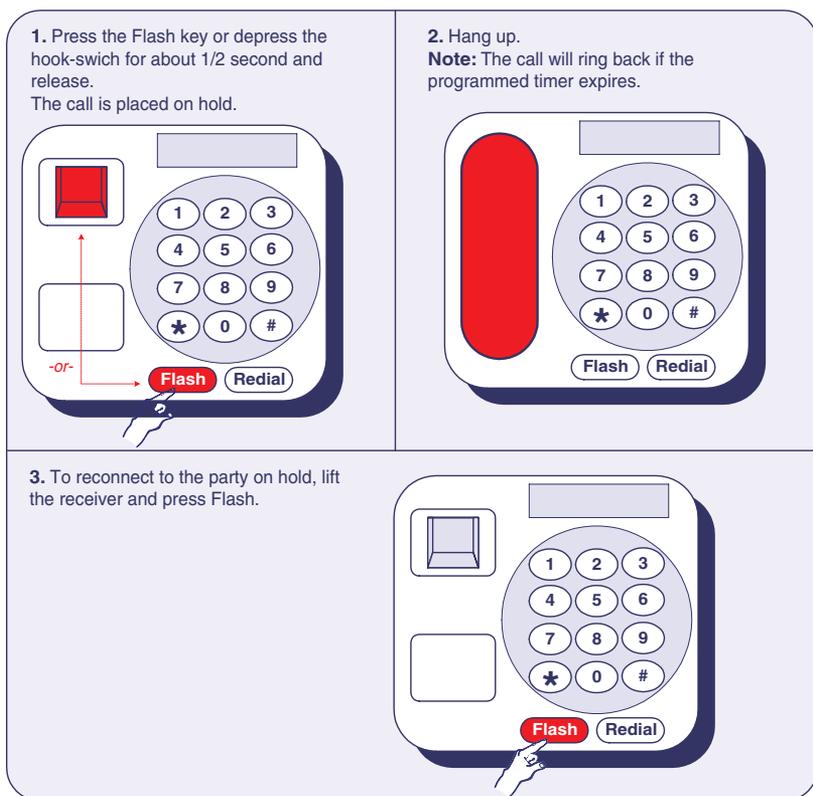
Figure 5-6. Place a call on hold.

5.9 Hold Recall

Calls that are placed on hold will ring back to its station after the programmed timer expires. Valid timeout range is 1 to 999 seconds.

To reconnect to a call ringing back to a station:

Lift the receiver.

You are reconnected to the call on hold.

5.10 Call Screening

You can screen your incoming telephone calls locally and remotely. All it takes is some simple programming and you can enable or disable screening mode.

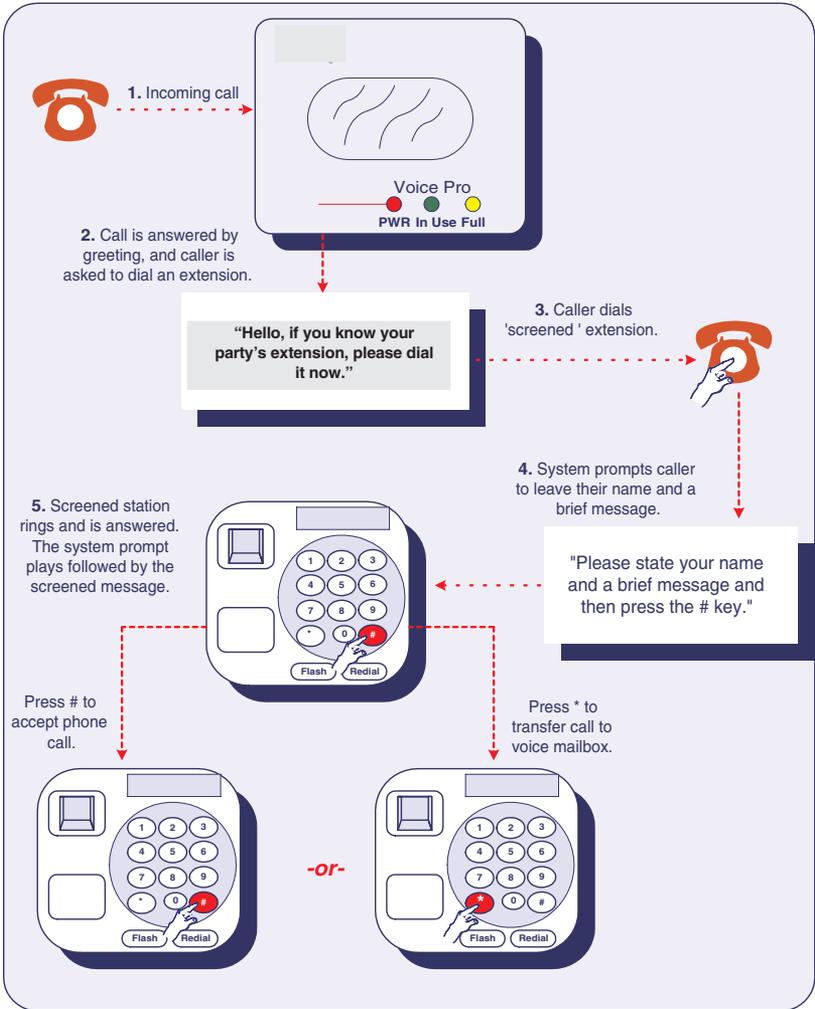### 5.10.1 HOW DOES CALL SCREENING WORK?

See Figure 5-7 for details.

Figure 5-7. Call screening.

5.10.2 ENABLE/DISABLE CALL SCREENING (LOCAL)

1. Lift the receiver.

2. Dial * #.

3. Dial **3 #**.

4. Do one of the following:

   To enable call screening, dial **1 #**.

   To disable call screening, dial **2 #**.

5. Dial * * to exit programming.

5.10.3 ENABLE CALL SCREENING (REMOTE)

1. Lift the receiver.

2. Dial * #.

3. Dial **2 #**.

4. Dial remote number.

5. Press **#**.

6. Dial * * to exit programming.

5.10.4 DISABLE CALL SCREENING (REMOTE)

1. Lift the receiver.

2. Dial * #.

3. Dial **2 #**.

4. Press **#**.

5. Dial * * to exit programming.

5.11 Call Transfer

You can perform three types of transfers: announced, unannounced and to a mailbox.

5.11.1 ANNOUNCED TRANSFER

1. While talking on an outside line, press **Flash**.

2. Dial a station number.

3. When the called party answers, announce the call.

4. Hang up.

5.11.2 UNANNOUNCED TRANSFER

1. While talking on an outside line, press **Flash**.

2. Dial a station number.

3. When you hear the extension ringing through, hang up.

5.11.3 TRANSFER TO A VOICE MAILBOX

1. Lift the receiver.

2. Press **Flash**.

3. Dial a mailbox number.

4. Hang up.

NOTES

If you receive a busy or ring-no-answer signal, press Flash to return to the caller.

If you are subscribed to Caller ID service from your local telephone company, and you are transferring a call to an interoffice station: wait for the second ring before picking up in order to transfer caller ID information.

5.12 Paging

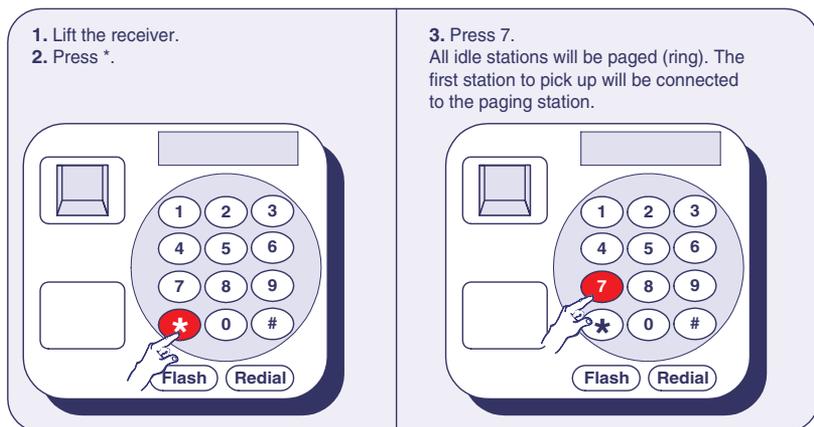You can page (ring) all idle stations, except the fax and door stations.

1. Lift the receiver.
2. Press *.

3. Press 7.
All idle stations will be paged (ring). The first station to pick up will be connected to the paging station.

Figure 5-8. Paging.

NOTE

If you are connected to an outside line when paging, you can transfer the call when it is picked up by another station.

5.13 Call Forwarding

You can forward your calls to another station, a mailbox, or to an off-site number. You also have the option of forwarding all of your calls or busy/ring-no-answer calls.

To enable/disable call forwarding (Local):

1. Lift the receiver.

2. Dial *** #**.

3. Dial **1 #**.

4. Dial:

   another station number, or

   a mailbox number, or

   an off-site number (toll charges may apply).

5. Press **#**.

6. Press:

   1 to forward all calls, or

   2 to forward busy or ring-no-answer calls.

7. Press **#**.

8. Dial ****** to exit programming.

To cancel call forwarding:

1. Lift the receiver.

2. Dial *** #**.

3. Dial **1 # #**.

5.14 Intercom Calls

5.14.1 PLACING AN INTERCOM CALL

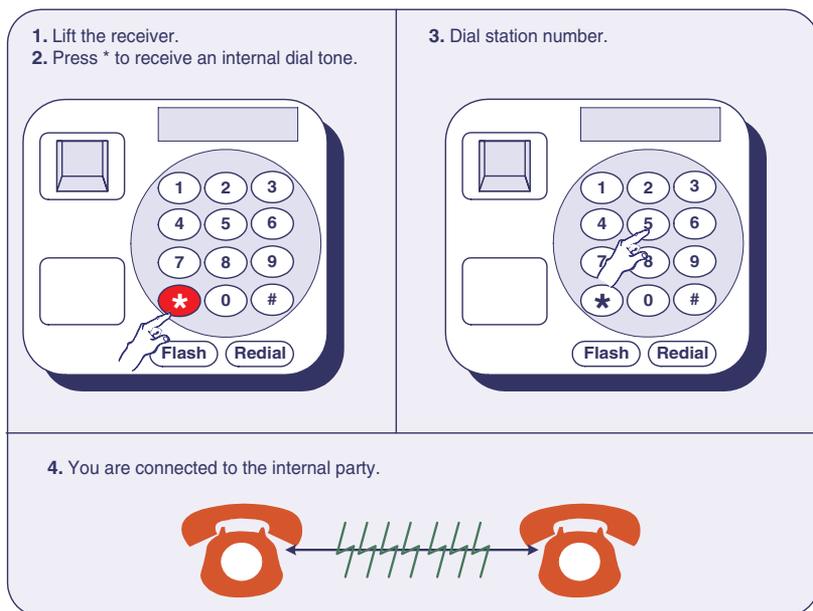To place an intercom call, follow the steps listed in Figure 5-9.

Figure 5-9. Placing an intercom call.

5.14.2 RECEIVING AN INTERCOM CALL

To receive an intercom call, lift the receiver on the ringing station.

5.15 Music on Hold

The music on hold feature is automatically enabled when a music source is connected to your Voice Pro. Calls placed on hold will be connected to the music source.

To disable music on hold:

Disconnect the music source, or turn off the music source. Callers do not hear music when placed on hold.

5.16 Virtual Extensions

You have access to virtual extensions or parking orbits. Place calls in a parking orbit when you want to place the call on hold and retrieve it from any station. The available orbit numbers are 60–69.

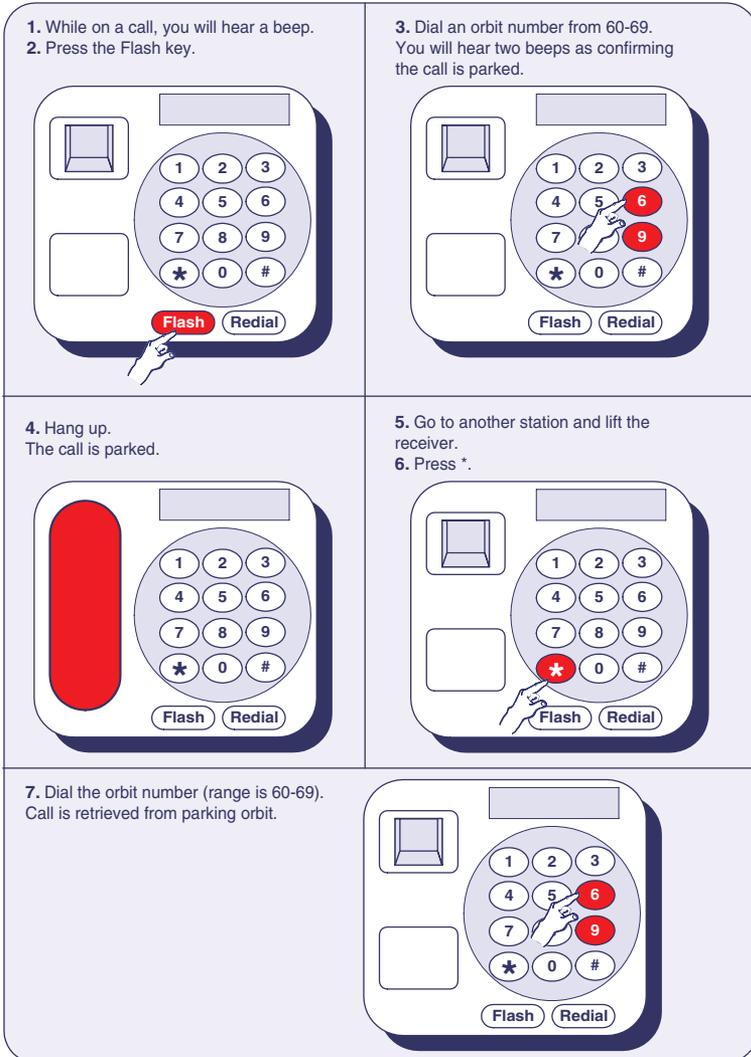To park and retrieve a call, follow the steps listed in Figure 5-10.

Figure 5-10. Parking and retrieving a call.

NOTES

If you do not receive a confirmation tone when dialing an orbit number (step 3), press Flash to retrieve the caller, and repeat procedure making sure to select an alternate orbit number.

A parked call will ring back to its original station if the recall timer expires before it is picked up at another station.

5.17 Two-Way Recording

You can record a conversation with an outside caller.

To record a conversation:

1. While talking on an outside line, press **Flash**.

2. Press **4**.

The conversation records to your voice mailbox.

To stop recording a conversation:

1. Press **Flash** and **4**.

   -or-

2. Disconnect the call.

WARNING

Recording a conversation without the caller's knowledge may not be lawful in your state.

5.18 Access Your Voice Mailbox

You can access your voice mailbox locally or remotely. Follow the steps listed in
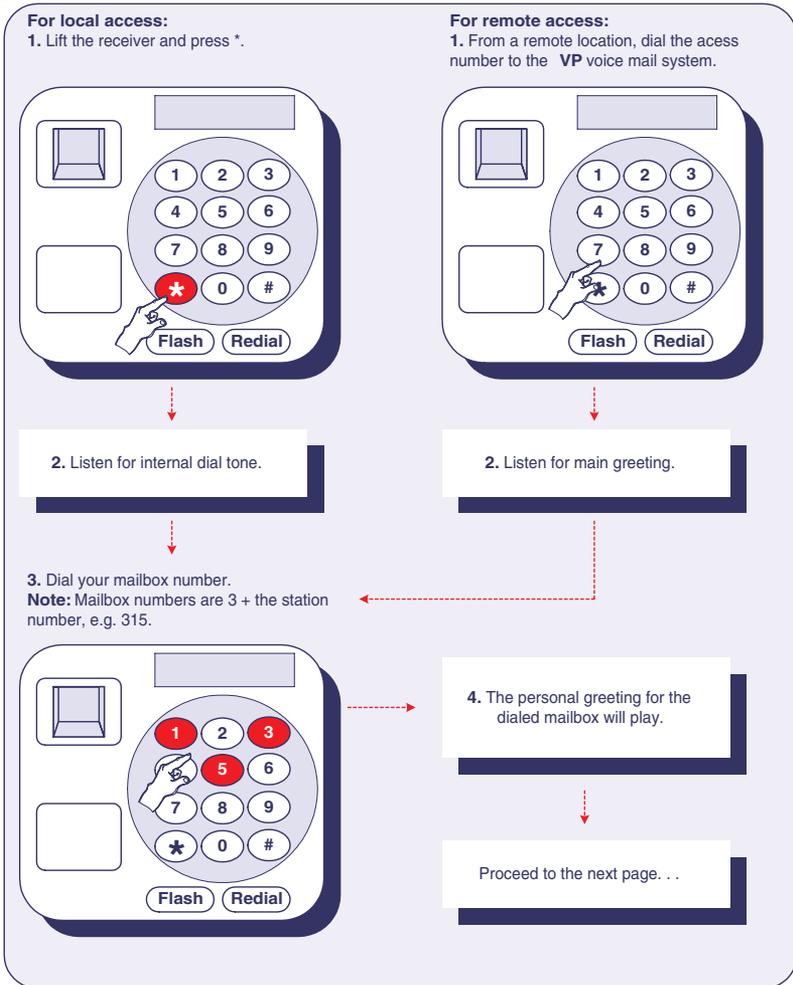Figures 5-11a and 5-11b.

For local access:
1. Lift the receiver and press *.

For remote access:
1. From a remote location, dial the acess
number to the **VP** voice mail system.

2. Listen for internal dial tone.

2. Listen for main greeting.

3. Dial your mailbox number.
Note: Mailbox numbers are 3 + the station
number, e.g. 315.

4. The personal greeting for the
dialed mailbox will play.

Proceed to the next page. . .

Figure 5-11a. Accessing your voice mailbox (local and remote).

5. While the personal greeting is playing, press *.

6. At the prompt, enter your mailbox password and then press #.
NOTE: The default password is 4321 for all mailboxes with extensions, and *99 for all announce-only mailboxes.

Result: You will hear about. . .

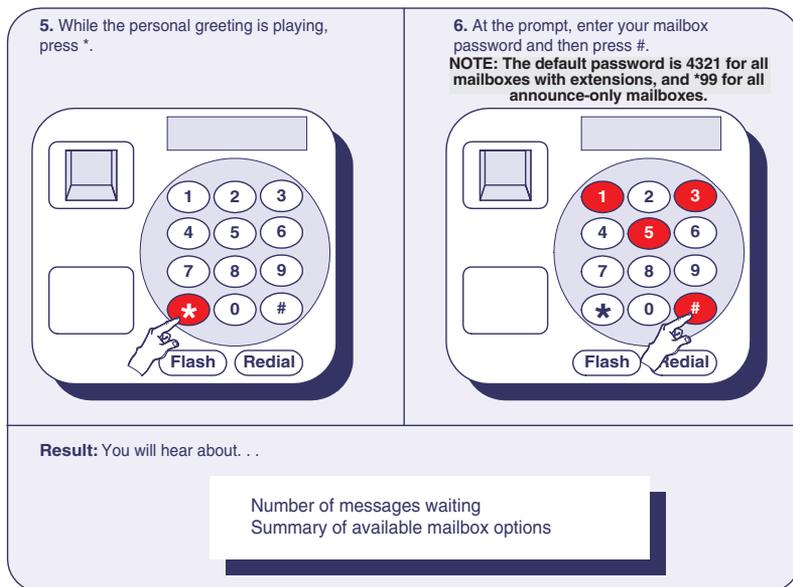Number of messages waiting
Summary of available mailbox options

Figure 5-11b. Accessing your voice mailbox (local and remote).

5.19 Voice Mailbox Options

After you have accessed your voice mailbox, you can select from a number of available options. These options depend upon the status of your mailbox.

- Messages waiting—all options available.

- No messages waiting—options 9, *, and 0 are available.

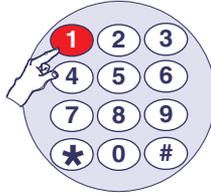- Press **1** to play the next message.

Figure 5-12. Press 1 to play messages.

- Press **2** to delete the message.

Figure 5-13. Press 2 to delete the message.

- Press **3** to play the first saved message.

Figure 5-14. Press 3 to play the first saved message.

• Press **4** to replay the message.

Figure 5-15. Press 4 to replay the message.

• Press **7** to undelete all previously deleted messages.

Figure 5-16. Press 7 to undelete all previously deleted messages.

NOTE

Once you exit your mailbox, messages can no longer be undeleted.

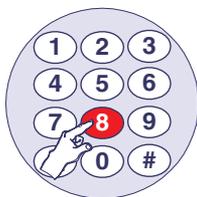• Press **8** to forward a message to another mailbox.

Figure 5-17. Press 8 to forward a message to another mailbox.

- Press **9** to program your voice mailbox.

Figure 5-18. Press 9 to program your voice mailbox.

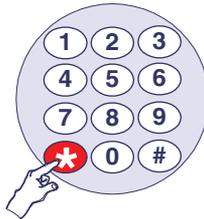- Press ***** to go to another mailbox.

Figure 5-19. Press * to go to another mailbox.

OPTION: WHILE LISTENING TO A MESSAGE

- Press **1** to play the current message from the beginning.
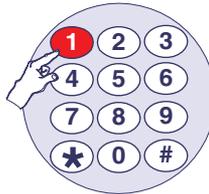

Figure 5-20. Press 1 to play the current message from the beginning.

- Press **2** to delete the current message being played.

Figure 5-21. Press 2 to delete the current message being played.
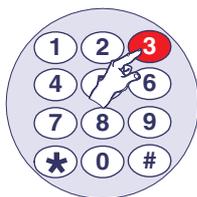
- Press **3** to skip to the next message.

Figure 5-22. Press 3 to skip to the next message.

- Press **4** to rewind in five-second increments.
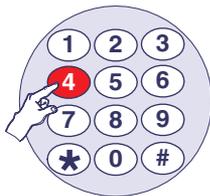
Figure 5-23. Press 4 to rewind in five-second increments.

- Press **5** to pause the message, then press **5** again to restart the message.
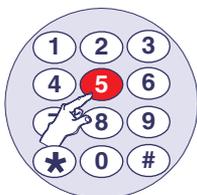
Figure 5-24. Press 5 to pause or restart the message.

• Press **6** to fast forward in five-second increments.

Figure 5-25. Press 4 to fast forward in five-second increments.

• Press **7** to decrease the message volume.
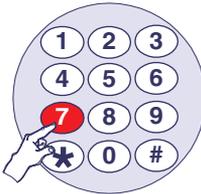
Figure 5-26. Press 7 to decrease the message volume.

• Press **8** to forward the message to another mailbox.

Figure 5-27. Press 8 to forward the message to another mailbox.

• Press **9** to increase the message volume.

Figure 5-28. Press 9 to increase the message volume.

NOTE

The message will automatically be saved when any option is pressed, with the exception of pressing 2.

5.20 Program Your Voice Mailbox

When you access your voice mailbox and select option 9, you can change your password, record your personal greeting, and program a message alert.

5.20.1 CHANGING YOUR PASSWORD

Follow the steps listed in Figure 5-29 to change your password.

1. Press 1.

2. At the prompt, dial the *new* password and then press #.
Note: Password cannot exceed 4 digits.

3. At the second prompt, re-enter your new password, and then press #.

Result: You will hear your new password.

Figure 5-29. Change your password.

NOTE

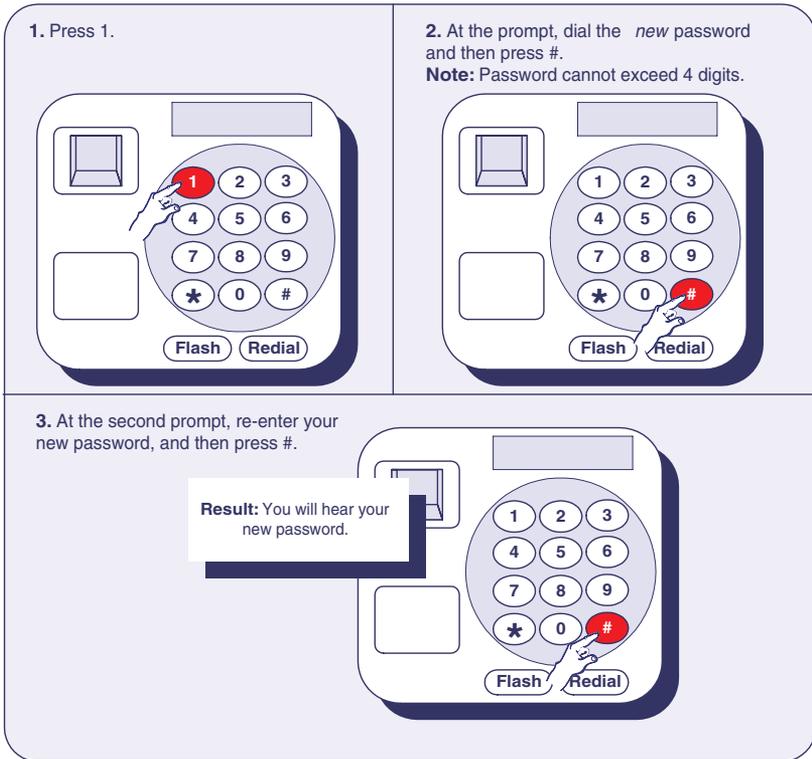**To disable password security of your mailbox, press # instead of entering a new password. This will allow full access to your mailbox by simply pressing #.**

5.20.2 RECORDING YOUR PERSONAL GREETING

Follow the steps listed in Figure 5-30 to record your personal greeting.

1. Press 2.

2. At the prompt, record your personal greeting and then press # or hangup to stop recording.

Result: If you remain on the line, you will hear your greeting replayed.

Figure 5-30. Recording your personal greeting.

5.20.3 PROGRAMMING MESSAGE ALERT

To program message alert:

1. Press **3**.

2. Press **1** for telephone/cell phone message alert, or press **2** for pager message alert.

3. When prompted, enter the telephone/pager number for message alert. See Figure 5-31 for examples of entering pager message alert numbers.

NOTE

A second page will be dispatched if the first page is not responded to within 15 minutes.
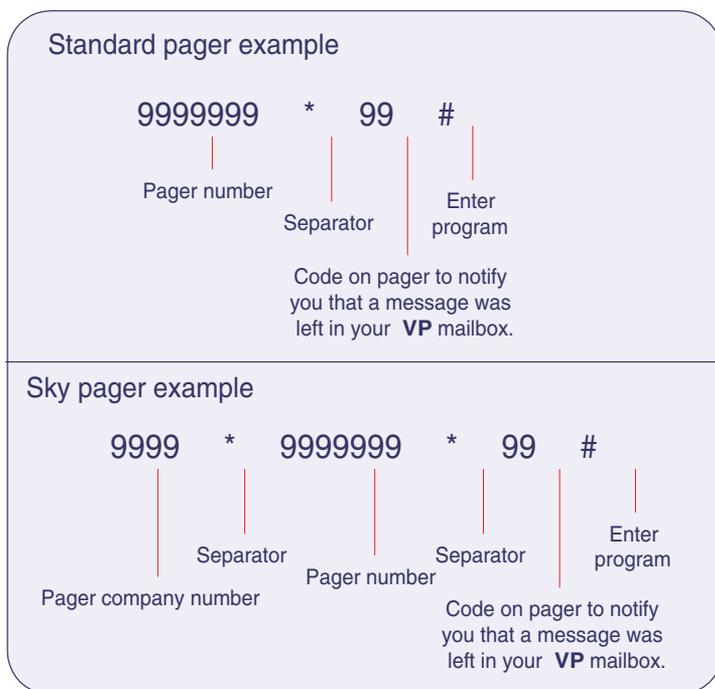
Standard pager example

```
9999999    *    99    #
```

Pager number

Separator

Enter program

Code on pager to notify you that a message was left in your **VP** mailbox.

Sky pager example

```
9999    *    9999999    *    99    #
```

Separator

Pager number

Separator

Enter program

Pager company number

Code on pager to notify you that a message was left in your **VP** mailbox.

Figure 5-31. Pager examples.

5.20.4 DISABLING MESSAGE ALERT

1. Press **3**.

2. At the prompt, do not dial any numbers.

After 5 seconds, you will hear "Message alert is disabled."

NOTE

The asterisk (*) inserts a 2-second delay. Continue to press * to extend the delay time as needed.

5.21 Caller Options

When a caller phones in to your Voice Pro system, they can:

• direct dial an extension.

- access the phone directory.

- access a voice mailbox and leave a message.

5.21.1 DIRECT DIALING AN EXTENSION

While the greeting is playing, dial the two-digit extension of the party the caller wants to reach. The call is transferred to the extension. You can then program the system to transfer unanswered calls to a voice mailbox.

5.21.2 ACCESSING THE PHONE DIRECTORY

While the greeting is playing, press **9** to access the phone directory. A pre-recorded directory plays for the caller.

5.21.3 ACCESS A VOICE MAILBOX AND LEAVE A MESSAGE

Figure 5-32 (on the next page) lists the steps needed to access a voice mailbox and leave a message.

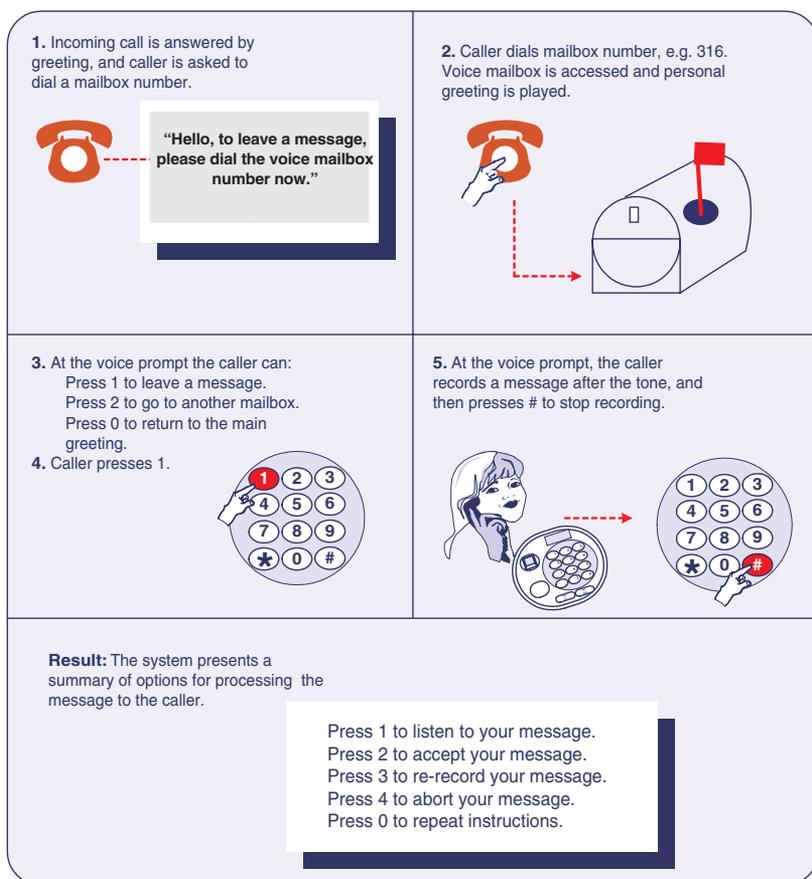**Figure 5-32. Accessing a voice mailbox and leaving a message.**

NOTE

You can access the voice-mail system to leave a message using an interoffice phone (locally). Follow the steps listed below.

1. Lift the receiver and press *.

2. Listen for the internal dial tone and then dial the voice mailbox number.

3. While the personal greeting is playing, press **1** to leave a message.

4. Record your message and hang up.

5.22 Additional Tips for Using the System

Try the following tips to use the system to your best advantage.

5.22.1 ACCESSING TELEPHONE COMPANY CUSTOM FEATURES

Many of the custom features offered by local telephone companies make use of the
* and # keys for activating a service. For example, you can call back the last phone
number that called you by dialing *** 6 9**. To gain access to these types of features:

1. Lift the receiver.

2. Dial *** *** and listen for the outside dial tone.

3. Dial the code for the feature, for example *** 6 9**.

5.22.2 USING THE SPEED DIAL FEATURE

If your telephone has a speed-dial feature, you can program speed-dial buttons to
activate Voice Pro features.

1. Lift the receiver.

2. Follow the instructions for your telephone to program a speed-dial button.

3. When instructed to dial a phone number, dial the Voice Pro code for the
   feature.

Example: When instructed to dial a phone number, dial *** 5 0**, which is the feature
code for call pickup from an idle station. When you press the speed-dial button in
the future, it will activate the "call pickup" feature.

Appendix: Programming Changes

Use this chart to keep track of all programming changes.

Program Number	Program Name	Default Setting	Programmed Setting
1	System Password	1234	
2	Lines Installed	1 2 3 4	
3	Line Access	All lines all ext.	
4	Line Ringing Assignment	Ext. 10 L-1 Ext. 11 L-2, etc.	
5	Door Ringing Assignment	None	
6	Door Port Assignment	None	
7	Fax Ext. Assignment	None	
8	Hold/Park Recall Timeout	180 seconds	
9	Prime Line Select	Ext. 10 L-1 Ext. 11 L-2, etc.	
10	Voice Message Length	120 seconds	
11	Greeting Length	120 seconds	
12	Night Mode Time Set	3:01 AM to 3:02 AM	
14	Ring No Answer Time-out	6 Rings	

Program Number	Program Name	Default Setting	Programmed Setting
16	Call Forwarding	None	
17	Remote Call Screen	None	
18	Extension Call Screening	None	
19	Time Set	12:01 AM	
20	Date Set	Jan. 1	
21	Record main greeting (See Program 25 for instructions on recording greeting.)	0 - All Lines 0 - night 0 - day 0 - weekend	
22	Day Greeting Assignment	Greeting 0	
23	Night Greeting Assignment	Greeting 0	
24	Weekend Greeting Assignment	Greeting 0	
25	Record System Greetings	Greeting 0	
26	Reset Mailbox Password	4 3 2 1	"*" plus the password will set the mailbox as an announce-only mailbox.
27	Enable/Disable Auto-Attendant	Enabled	

Program Number	Program Name	Default Setting	Programmed Setting
28	Record Directory	Greeting 9	
29	Message-Waiting Light	All enabled	
30	Rings to Auto-Attendant	3 for each line	
31	Fax Line Assignment	None	
32	Record Call Screening Greeting	Default Screening Greeting	
33	Weekend Time Set	Sat. 3:01 AM to Sat. 3:02 AM	
35	Outstanding Messages	None	
36	Greeting-Only Mailboxes	All *	*All the mailboxes except extension mailboxes are set to announce only.
37	Call Forwarding Method	0 = System Wide	0 = 2 line conf. method, supervised transfer 1 = 3-way calling 2 = Centrex or Central Office call transfer 3 = 2-line conf. method, blind transfer
39	Rotary Telephone Support	Enabled/ operator	

Program Number	Program Name	Default Setting	Programmed Setting
40	CO Hook Flash Time	0.5 seconds (500 ms)	
41	Volume Adjustment	System Grts. 23 Recorded Grts. 21	
42	Toll Restriction Stations	None	
43	Restriction Numbers	None	
	Exception Numbers	None	
44	Dialed Digits Assignment Any digit(s) from 1-99 may be assigned to an extension(s) (10–21), mailbox (10–99), or to play another greeting (0–99)	0 = Operator ext. 10 1 = Not assigned 2 = Not assigned 3 = Not assigned 4 = Not assigned 5 = Not assigned 6 = Not assigned 7 = Not assigned 8 = Not assigned 9 - Greeting 9	
	Additional Dialing Assignments		

Program Number	Program Name	Default Setting	Programmed Setting
50	Monitor System Settings	N/A	
91	Hardware Version	N/A	
92	Software Version	N/A	
99	System Reset	Default System	
**	Exit Program Mode		When finished doing administrative programming.