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Lingo™

System Manager's Guide

ACTIVE VOICE®

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Active Voice Corporation  
Seattle, Washington  
U.S.A.

# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

### Batteries

The battery compartment holds 8 AA, alkaline batteries.

**CAUTION** To Reduce the Risk of Fire or Injury to Persons, Read and Follow these Instructions.

- A** Use only the following type and size batteries: 8 AA, alkaline batteries.
- B** Do not dispose of the batteries in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
- C** Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- D** Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

### Fuses

Fuses in location F1 through F8 are rated at .5 Amp, 125 Volts. Do not remove or replace these fuses. Send unit back to manufacturer for servicing.

### Wall Mounting

The unit can be placed on any sturdy, flat surface, or it can be wall-mounted using the screw slots located on the bottom of the unit. The wall-mount is preferred. Use four  $\frac{9}{32}$  by 1 in. long screws, with the applicable wall anchors to mount unit to the wall. Locate the unit so that the LEDs are not blocked from view. If a console or PC will be permanently connected, a screw-lock connector is recommended.

## **Limitations Notice:**

The Industry Canada label identifies certificated equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Industry Canada label 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. 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 Canadian maintenance facility designated by the supplier. 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.

The ringer equivalence number (REN) is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all systems the sum of all REN's connected to one line should not exceed 5.0.

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.

## **Interference Causing Emissions Notice:**

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

# FCC Registration Information

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## User's responsibility

If a need arises in the future, the Telephone company will call the user and request the following information for any terminal equipment being connected to the Public Switched Telephone Network:

### Information for this equipment:

Manufacturer: Active Voice Corporation

Model numbers: AV1200, AV1400

Registration number:

5CVUSA-31748-PX-T

Ringer equivalence: 0.4 A

Jack(s) which may be used with unit:

RJ-11

## Registration

**Note** FCC registration does not constitute an expressed or implied guarantee on performance. Only the Manufacturer's Warranty set forth in this booklet covers the performance of the unit.

## Telephone company rights and responsibilities

If your unit causes harm to the Telephone Network, the Telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the situation and you will be informed of your right to file a complaint with the FCC.

Your Telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of your unit. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted service.

## Repair instructions

If you experience trouble with the unit, follow the procedure outlined below.

Determine whether the problem is your unit. If the problem is in your unit, refer to the following guidelines for obtaining service:

- If the unit is covered by the Manufacturer's Warranty, follow the procedure set forth in the Warranty (Purchaser's responsibility) for obtaining repair or replacement of the unit.
- If the unit is no longer covered by the Manufacturer's Warranty, you may return the unit to the Manufacturer for repair or refurbishment. You will be billed for any repairs. The Manufacturer's policy and procedure on repair and refurbishment is available upon request by writing to or calling:

Active Voice Corporation

2901 Third Ave.

Seattle, WA 98121

(206) 441-4700

Repair to this equipment can only be made by the above Manufacturer and its authorized agents, and by others who may be authorized by the FCC.





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# System overview

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# Welcome to Lingo

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The Lingo™ system allows you to design a voice mail and call handling system that best meets the needs of your organization.

The voice messaging system is easy to use—there are no confusing codes or special commands to remember. You communicate with the system entirely by touchtone telephone. To use any of the system's features, you listen to the system conversation and respond to short instructions, either by pressing 1 for Yes and 2 for No, or by selecting menu choices.

## The system conversations

All users of the voice messaging system—the system manager, subscribers, and people calling in to your organization—communicate with the system through system conversations. Different conversations are used for different parts of the system:

- You hear the system manager's conversation when you are setting up and maintaining your system.
- Subscribers hear the message conversation when checking messages in their mailboxes.
- Subscribers hear the setup conversation when changing setup options.
- External callers hear the opening greeting conversation.

## See also

Using the system manager's conversation ..... 4

## System IDs

System managers and subscribers identify themselves to Lingo with system IDs. When you dial Lingo, it answers with your organization's opening greeting. At this point, you are an "external," or unidentified, caller, able to enter an extension, leave a message, send a fax, use the directory, or choose commands from menus. Lingo treats every call as an external call until it hears a system ID—either a valid personal ID or the system manager's password.

### Subscribers have personal IDs

Your personal ID identifies you to the system and lets you use your mailbox. Each subscriber has a unique personal ID, which is formed by adding the number 9 to the beginning of the extension number. For example, the personal ID for extension 250 would be 9250.

**Note** If your organization uses easy message access, subscribers can access their mailboxes directly, instead of hearing the opening greeting and entering a personal ID.

Because personal IDs are not private, each subscriber should set a secret security code to safeguard his or her mailbox. A subscriber may change this security code at any time.

### The system manager's password

The system manager's password identifies you as the system manager so you can customize and maintain Lingo.

# System manager responsibilities

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As system manager, you are responsible for the following tasks:

- Helping the technician determine the best way to set up your system
- Getting the people in your organization started using the voice messaging system by recording greetings and training subscribers
- Maintaining the voice messaging system on an ongoing basis

This guide gives you the information you need to decide how best to use your system and to perform each of these tasks quickly. Each chapter covers one of the system manager's four main areas of responsibility.

“Planning your system” helps you decide how you want your system to answer incoming calls and helps you plan your greetings and schedules.

“Setting up your system” explains the parts of your system the technician has set up and guides you through your part of the setup.

“Training users” covers the points you need to convey to your organization's operator and to all subscribers on the voice messaging system.

“Maintaining your system” describes the ongoing tasks you will perform to keep your system running efficiently. It also introduces menu keys, a powerful feature that provides you with flexibility in handling calls.

# Using the system manager's conversation ---

As system manager, you use the system manager's conversation to add, delete, and reset mailboxes; to change the opening greeting message and system schedule; and to perform other maintenance operations.

## The system manager's password

The system manager's password identifies you as system manager. This is different from the personal ID and security code that identify you as a subscriber.

When the voice messaging system is first installed, the system manager's password is 797647 (SYSMGR on lettered telephone keypads). Change the password immediately, and protect your system by changing your password regularly.

## Using the system manager's conversation

You use the system manager's conversation to perform all of the setup and maintenance of Lingo. Once you log in to the conversation, you follow simple instructions, either by pressing 1 for Yes or 2 for No, or by selecting choices from short menus.

The system manager's conversation diagram shows the structure of the entire system manager's conversation. Before accessing the conversation, it might be useful to become familiar with the information you must supply.

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### To log in to the system manager's conversation

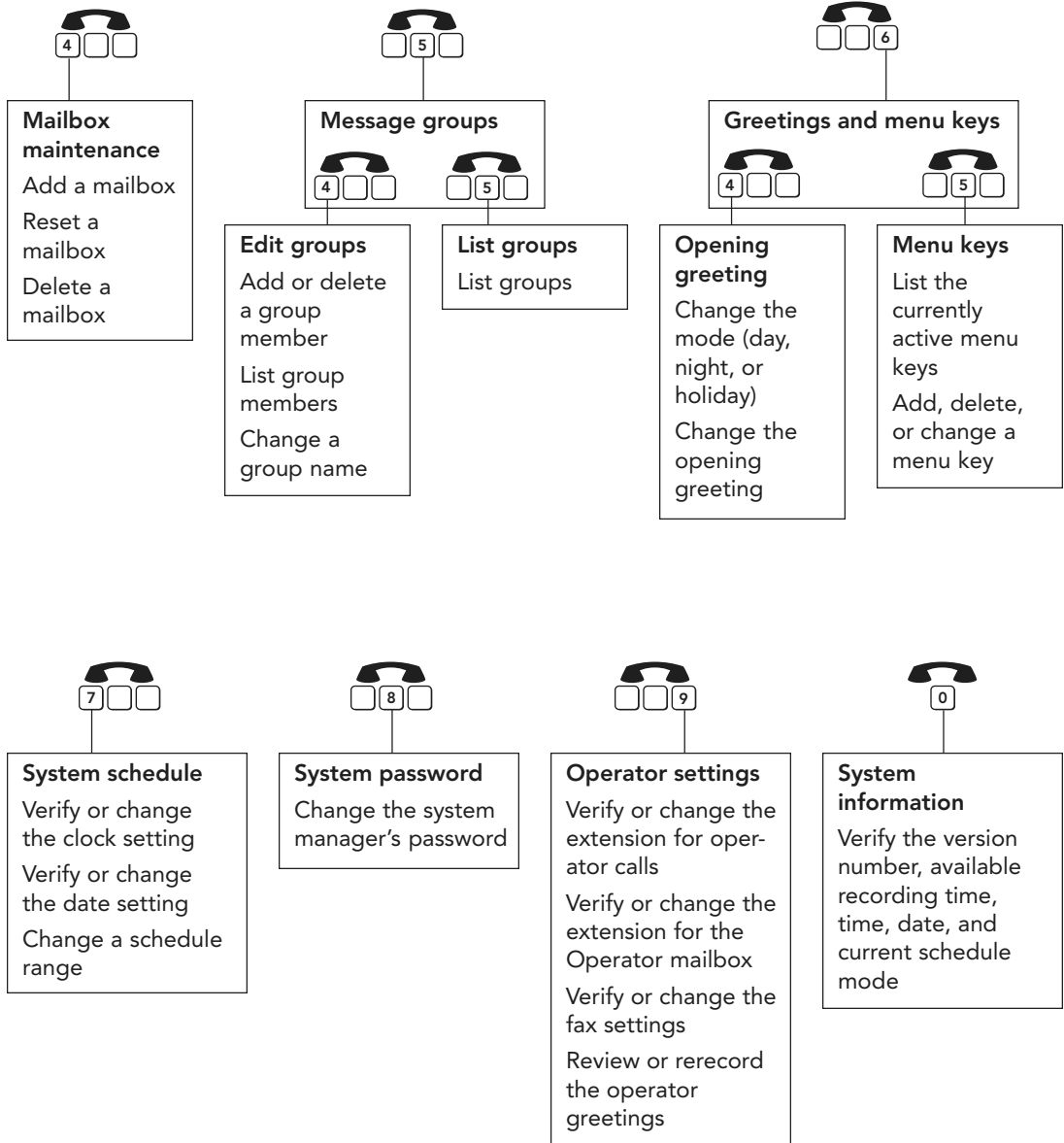
- 1 Call the extension for Lingo.
- 2 When you hear the opening greeting, enter the system manager's password.

**See also** 

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Changing the system manager's password ..... 28

System manager's conversation







# Planning your system

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## How the system handles calls

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As part of the voice messaging system installation, you must decide whether and how you want to use the system's automated attendant to answer incoming calls. This determines how calls are distributed between the voice messaging system and the operator.

You may prefer to have the operator continue handling all incoming calls and use Lingo primarily for its voice mail features. Or you may want to use Lingo's automated attendant, which helps the operator answer incoming calls and transfer calls to extensions.

### **What does the automated attendant do?**

The automated attendant acts as a receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting for your organization that gives them instructions and options. For example:

“Hello. Thank you for calling Omni Corporation. If you are calling from a touchtone telephone, you may enter the extension at any time. For sales, press 1. For product information, press 2. To send a fax, press 3. For a directory of extensions, enter 800. Otherwise, please stay on the line and an operator will be right with you.”

---

Several features of Lingo can assist you in handling incoming calls to meet your organization's needs.

**Callers route themselves**

Through the automated attendant, external callers can reach a person directly by dialing the extension number. Using the directory assistance feature, a caller who does not know the extension number can spell the subscriber's first or last name, and the system routes the call appropriately. When an extension does not answer or is busy, the system automatically routes the caller to the subscriber's voice mailbox.

**Note** The system directory is automatically set up during installation. Subscribers enter individual information while enrolling.

**Fax routing, detection, and notification**

If the system detects a fax tone when it answers a call, it transfers the call to your fax machine automatically. Callers can also dial the fax extension during the opening greeting, and, once connected to the fax extension, send a fax manually. This eliminates the need for a separate fax telephone number and dedicated outside line. The system can even prompt fax callers to add a brief voice mail message to describe their fax and tell the operator who it is for. The operator can then send this message to the person's voice mailbox as notification that a fax is waiting.

**Menu keys give quick access**

The system's menu keys let you create simple menus that lead callers to frequently requested extensions or information. By entering a single digit, callers go to a specified extension ("For sales, press 1.") or hear an audio message ("For product information, press 2.").

**Operator assistance is always available**

The voice messaging system does not completely replace an operator. Callers who need personal assistance can reach the operator at any time by dialing 0. Callers who do not respond during the opening greeting, such as those not using a touchtone telephone, are transferred automatically to the operator.

### **Deciding how to use the automated attendant**

Your technician needs to know if and how you want to use the automated attendant with your operator to handle outside calls. If you will use the automated attendant, will it be a private, secondary, or primary attendant? Your choice tells the technician how to connect your system. Note that your technician can change this feature later, if the needs of your organization change.

### **No automated attendant**

Lingo is used for internal voice mail only. The system is not connected to any outside telephone lines. It is connected as an extension on your telephone system. Lingo is available only to internal callers and callers transferred to it by the operator.

### **Private attendant**

Lingo is reserved for subscribers only. This makes the voice messaging system available from outside the office to subscribers and to selected clients, but external callers cannot reach a voice mailbox unless the operator transfers them to it.

**Secondary attendant**

Your operator answers most incoming calls. Overflow calls are routed to Lingo when the operator is busy or unavailable (if supported by your telephone system). Lingo also answers calls dialed directly to the secondary telephone number.

The point at which calls overflow to Lingo depends on the number of lines and the number of calls you receive. Your technician can help you choose the appropriate secondary line for the voice messaging system.

**Primary attendant**

Your main telephone lines are connected directly to the voice messaging system. The system answers most of your incoming calls. Your operator helps only those callers who need personal assistance and takes overflow calls when all Lingo ports are busy (if supported by your telephone system).

# Planning your opening greeting

---

The opening greeting plays to a caller when the voice messaging system answers a call. During the opening greeting, callers can enter extension numbers, access the system directory, or hold for assistance. So, you must plan your opening greeting to tell callers the options that are available to them.

Plan an opening greeting for business hours (day greeting) as well as one for after business hours (night greeting).

**Note** Record a new holiday greeting before each holiday.

For best results, your greeting should convey all the necessary information in the least amount of time. You need to include:

- Your organization's name
- How to reach an extension with a touchtone telephone
- How to reach the operator
- How to send a fax
- How to reach the system directory
- An alternative method for callers who want general information or who do not have a touchtone telephone

## See also

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**Note** Later you can incorporate instructions for using menu keys into your opening greeting as well. For now, just make sure that your opening greeting gives the basic information needed to direct callers. After you have planned and set up your menu keys, be sure to rerecord your opening greeting.

Explaining all of your information clearly in the opening greeting requires careful wording. “The opening greeting and the system schedule” later in this chapter suggests effective wording for day, night, and holiday greetings.

**Tip** Write and practice your greeting before recording it.

## The opening greeting and the system schedule

Lingo answers a call with one of three opening greetings, depending on the time of day and your system schedule.



### Day greeting:

Hello. Thank you for calling Omni Corporation. If you are calling from a touchtone telephone, you may enter the extension at any time. If you do not know the extension, enter 800 for a directory. Otherwise, please stay on the line and an operator will be right with you.



### Night greeting:

Hello. Thank you for calling Omni Corporation. Our normal business hours are 8 A.M. to 5 P.M., Monday through Friday. If you are calling from a touchtone telephone, you may enter the extension at any time. If you do not know the extension, enter 800 for a directory. Otherwise, please leave a message.



### Holiday greeting:

Hello. Thank you for calling Omni Corporation. Our office is closed for the holiday. We will reopen tomorrow. If you are calling from a touchtone telephone, you may enter the extension at any time. If you do not know the extension, enter 800 for a directory. Otherwise, please leave a message.



## System directory

The voice messaging system reserves the ID number 800 to identify the system directory, a directory of the extension numbers and names of subscribers. Entering 800 lets an external caller find an extension number by using the keypad to spell the first three letters of the subscriber's last name or first name. (Mention the system directory in your opening greeting only if callers are likely to have lettered telephone keypads.) Since subscribers choose whether or not to list their names in the system directory, the directory does not necessarily make all subscribers available to external callers.

**Note** Lingo's default setup prompts callers for the first three letters of the subscriber's last name. Your technician can change the setup to ask for the first three letters of the first name.

## Tips

- ◆ If your office telephones do not have lettered keypads, you can use menu keys to create a directory of subscribers.
- ◆ If you don't want external callers to be able to reach subscribers directly, don't mention the directory in your opening greeting.

# Determining the system schedule

---

The system schedule that you define in Lingo determines when your system is in day mode and when it is in night mode. Day mode is active during your normal business operating hours. When day mode is active, callers hear the day greeting, and external callers who need assistance are transferred to the operator. A single schedule stores a single time span (for example, 8:00 A.M. to 6:00 P.M.) and the days of the week that the time span is in effect (for example, Monday through Friday).

Night mode is active during all hours outside your normal business hours, defined by the system schedule you set. When night mode is active, callers hear the night greeting, and external callers who need assistance are routed to the Operator mailbox to leave a message.

**Note** A third operating mode, holiday mode, overrides your normal system schedule. When holiday mode is active, callers hear the holiday greeting and callers who need assistance are always routed to the Operator mailbox to leave a message. You turn holiday mode on and off manually through the opening greeting question in the system manager's conversation.

When you define a schedule, you identify only the day mode. Lingo automatically goes into night mode during the hours not included in the range you have identified.

To accommodate organizations with operating hours that vary from day to day, Lingo stores up to three system schedules.

---

## See also

Recording your opening greeting .....	24
Setting up your system schedule .....	25
Maintaining Lingo .....	42

## System schedules

Your organization's schedule		Lingo's schedule setting	
You have the same business hours every day you are open.	8 A.M.–6 P.M., Mon.–Fri.	Use schedule 1 only.	Schedule 1: 8–6, Mon.–Fri.
You are open longer on some days than others.	9 A.M.–5 P.M., Mon.–Fri., 9 A.M.–12 P.M., 1 P.M.–4 P.M., Sat.	Use schedules 1, 2, and 3	Schedule 1: 9–5, Mon.–Fri. Schedule 2: 9–12, Sat. Schedule 3: 1–4, Sat.
You close for lunch from 1:00 to 2:00 each day.	9 A.M.–1 P.M., 2 P.M.–5 P.M., Mon.–Sat.	Use schedules 1 and 2	Schedule 1: 9–1, Mon.–Sat. Schedule 2: 2–5, Mon.–Sat.

You specify the system schedule for your organization in the system manager's conversation.



# Setting up your system

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# Understanding your system setup

---

As part of installation, your technician sets up Lingo to work with your telephone system and to meet the needs of your organization. After installation, ask your technician to complete the Setup Information Record. This record lists the settings that allow Lingo to work with your telephone system.

Some of Lingo's features require the support of the telephone system. These features include call forward to personal greeting and easy message access. The Setup Information Record indicates whether your telephone system supports these features.

## **Call forward to personal greeting and easy message access**

With call forward to personal greeting, extension-to-extension calls and external calls are transferred to voice mail automatically if an extension does not answer or is busy.

To do this, your telephone system monitors calls made from one extension to another. If an extension is busy or not answered, the telephone system transfers the call to Lingo automatically. The telephone system adds routing information so that the call bypasses the opening greeting, and puts the caller directly into voice mail. The caller hears several rings or a busy signal followed by the subscriber's personal greeting.

If call forwarding is not supported by your telephone system, internal callers must hang up if a line is busy or unanswered and then call Lingo to leave a message.

With easy message access, subscribers access their mailboxes by pressing a message button or speed dial key on the telephone extension.

## **Enabling call forwarding and easy message access at each extension**

On some telephone systems, call forwarding and easy message access must be enabled by entering an activation code or pressing a special button on each extension. Your technician can show you how to enable call forwarding and easy message access for your telephone system, so that you can show your coworkers.

---

## Setup Information Record

---

### Contacting Lingo

---

To call the system from outside the office, dial \_\_\_\_\_

To call the system from inside the office, dial \_\_\_\_\_

Valid extension (mailbox) numbers start at \_\_\_\_\_ and end at \_\_\_\_\_

System manager's personal ID \_\_\_\_\_ Operator's personal ID \_\_\_\_\_

---

### Fax settings

---

The fax extension is: \_\_\_\_\_

Fax notification:

*is enabled*

*is not enabled*

---

### Message notification

---

The system will:

light message waiting lamps

announce messages when called

activate a special dial tone

call every 30 minutes

---

### Telephone system functions

---

Call forward to personal greeting:

*is supported by your telephone system*

*is not supported by your telephone system*

If supported, the sequence to enable call forwarding at an extension is \_\_\_\_\_

---

Easy message access:

*is supported by your telephone system*

*is not supported by your telephone system*

If supported, the sequence to enable easy message access at an extension is \_\_\_\_\_

---

Although your technician has completed most of the setup tasks necessary to get Lingo running, there are a few you need to complete right away to customize the system for your organization. These tasks are described in the following checklist. To complete these tasks efficiently, use the following guidelines:

- Complete the steps in order. You may miss important details if you skip or rearrange steps.
- Complete each step fully, including steps that direct you to read other material.

## Getting started

- Familiarize yourself with how Lingo works and the decisions you need to make about customizing it for your organization. Chapter 1, “System overview” and Chapter 2, “Planning your system” provide the information you need.
- Log in as system manager.
- Record your opening greeting.
- Set up your organization’s system schedule.
- Set up your operator’s extension and mailbox.
- Change the system manager’s password.
- Open your voice mailbox and become familiar with the things you can do with Lingo.

## See also

---

Using the system manager’s conversation .....	4
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Setting up operator’s extension and mailbox .....	26
Changing the system manager’s password .....	28
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*User Guide*



- 
- ❑ **Leave a welcoming message to all mailbox owners.**

To send the same message to everyone at once, send it to the special ALL group, which has the system ID 255. Your message can be similar to the following:

“Welcome to Lingo! Now that your mailbox is open, please spend a few minutes reading the *User Guide*, which introduces you to the new system. Also, leave a short reply to this message, so I will know that you successfully heard my message.”

If you have a large number of mailboxes on your system, you might want to keep a checklist of individual replies. Then you will be able to contact those people who have not opened their mailboxes after a reasonable time.

- ❑ **Train your coworkers.**
- ❑ **Perform your ongoing duties as system manager.**  
This chapter explains those ongoing duties.

Once you have set your system up, you can increase its capabilities by adding menu keys and message groups. Menu keys offer callers a way to get information or reach an extension quickly by choosing from a menu. Message groups enable subscribers to send the same message to many people at once. To learn how to set up menu keys and message groups, see Chapter 5, “Maintaining your system.”

# Recording your opening greeting

---

Callers hear the opening greeting when they call Lingo. Lingo plays the appropriate greeting during business hours, after business hours, and for holidays.

The system manager's conversation prompts you to record both a day greeting for business hours and a night greeting for after business hours. If you have already recorded these greetings, you can review them and rerecord them. You also record a holiday greeting in this part of the conversation.

---

## To record your opening greeting

- 1 Access the system manager's conversation.
- 2 Select option 6, as prompted, to change greetings and menu keys.
- 3 Select option 4, as prompted, to change the opening greeting.
- 4 Record your greeting.

## Tips

- ◆ To present the best image of your organization to a caller, your greeting should sound crisp and professional. A friendly tone encourages people to dial an extension directly and reduces the number of calls the operator receives.
- ◆ You control the volume and clarity of the recording by the loudness of your voice and the distance between the telephone handset and your mouth. Practice recording your greeting until you are satisfied with its sound.
- ◆ Tell callers how they can reach the operator for personal assistance.
- ◆ Practice your pace and phrasing. You might speak a little too quickly at first.
- ◆ Record in a quiet area because many telephones pick up background noises easily.

## See also

---

- Planning your opening greeting ..... 12
- Maintaining Lingo ..... 42

# Setting up your system schedule

---

The system schedule determines whether your system is in day mode or night mode, which opening greeting and operator greeting callers hear, and where callers are routed when they do not press any keys.

**Note** There is no holiday schedule. You turn holiday mode on and off manually through the opening greeting question in the system manager's conversation.

## See also

---

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Recording your opening greeting .....	24
Setting your operator's extension and mailbox .....	26
Maintaining Lingo .....	42
Creating a special opening greeting for holidays .....	43

---

## To set the system schedule

- 1 Access the system manager's conversation.
- 2 Select option 7, as prompted.
- 3 Verify that the current time and date are correct.
- 4 Indicate which schedule range you want to change.
- 5 Enter the start time for the schedule.
- 6 Enter the end time for each schedule.
- 7 Enter the days of the week that each schedule is in effect:

1 = Sunday

2 = Monday

3 = Tuesday

4 = Wednesday

5 = Thursday

6 = Friday

7 = Saturday

**Note** When the system asks you to enter the time, you can use either a 12- or 24-hour format (either 2:00 P.M. or 1400 hours). The system asks you to specify "A.M." or "P.M." if necessary.

For example, enter the time as 430 for 4:30.

# Setting your operator's extension and mailbox ---

During installation, your technician indicates the extension number assigned to the operator's telephone. This is the extension that the system transfers callers to when:

- They dial 0 during the opening greeting.
- They do not press any keys during the opening greeting.

Your technician also indicates the Operator mailbox ID, which may or may not be the same as the extension that operator calls are transferred to. Callers are transferred to the Operator mailbox when the operator is busy or unavailable.

The Operator mailbox also receives a system-generated message when it detects that Lingo's batteries are low.

The person designated to receive the Operator mailbox messages, including any fax notifications, is responsible for acting on each caller's request and for redirecting messages to the appropriate subscriber for follow-up action.

**Warning!** To prevent messages from accumulating in the Operator mailbox, resulting in a serious shortage of available recording space, you must indicate an actual extension ID for the Operator mailbox. An individual must be designated as operator to regularly check the messages left in the Operator mailbox.

---

## To confirm or change the extension for operator calls and the Operator mailbox ID

- 1 Access the system manager's conversation.
- 2 Select option 9, as prompted.
- 3 Verify that the extension for operator calls is correct. If not, enter the correct ID.
- 4 Verify that the Operator mailbox extension is correct. If not, enter the correct ID.

### See also ---

The operator's additional responsibilities .....	36
Maintaining Lingo .....	42

## Operator mailbox greetings

Callers who are transferred to the Operator mailbox hear either a day greeting or night greeting, depending on which schedule is active. Lingo includes prerecorded operator greetings for both day mode and night mode. You can rerecord these greetings to suit your organization's needs.

---

### To review or change the Operator mailbox greetings

- 1 Access the system manager's conversation.
- 2 Select option 9, as prompted.
- 3 After confirming the Operator mailbox extension and the fax settings, review the greetings for day mode and night mode. Change them if necessary.

## Setting up fax notification

During installation, your technician also indicates the extension number of your fax machine. If you turn on fax notification, the system prompts fax callers to leave a short voice message identifying their fax and stating who it is for. The system sends this message to the Operator mailbox. The operator can then redirect it to the specified person as notification that a fax is waiting.

**Tip** If you change your fax extension, remember to update your opening greeting.

---

### To set up fax notification

- 1 Access the system manager's conversation.
- 2 Select option 9 when prompted.
- 3 After confirming the Operator mailbox extension ID, indicate or confirm the fax extension and whether to turn fax notification on or off.

# Changing the system manager's password

---

With the system manager's password, you can access the system manager's conversation to set up and maintain Lingo.

For greatest security and protection, change the system manager password regularly. Use the system manager's conversation to change the initial system manager's password to a secure password known only to you.

Choose a password that cannot be easily guessed. If your telephone keypad has letters, a good strategy is to pick a memorable word and spell it out on the telephone. If you forget the system manager's password, your Lingo technician can recover it for you.

The system manager's password may be any combination of four to ten digits. However, it cannot be the same as any current personal ID or extension number.

---

## To change the system manager's password

- 1 Access the system manager's conversation.
- 2 Select option 8 to change the password.
- 3 Enter the new password and press \*. Reenter it for confirmation.

---

## See also

Using the system manager's conversation ..... 4

# Becoming familiar with the system

---

Your coworkers will rely on you to answer their questions about using Lingo. Review the *User Guide* carefully so that you are familiar with Lingo's capabilities. The instructions in the *User Guide* will also help you make the best use of your own voice mailbox.

**See also** \_\_\_\_\_  
Training subscribers ..... 32





# Training users

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## Helping subscribers to get started

- ❑ **Prepare a copy of the *User Guide* for each subscriber.**  
Fill in the system information on the back cover of the guide. This information comes from the Setup Information Record that your technician completes.
- ❑ **Distribute the *User Guide* to all subscribers.**  
Encourage subscribers to follow the steps in the *User Guide* to open their new voice mailboxes right away.
- ❑ **Be available to answer questions.**

## Conducting training

- ❑ **Demonstrate the tasks subscribers can do with the voice messaging system.**
  - Leave messages by extension number or, in some cases, by name.
  - Leave messages to a group of extensions.
  - Leave messages to all mailboxes simultaneously.
  - Reply to a subscriber's message immediately after hearing it.
  - Cancel a message after it is sent.
  - Review the current day's messages at any time.
  - Archive individual messages for up to three days.
  - Redirect a message to another mailbox.
  - Include an introduction to a redirected message.

- Pause, fast forward, and reverse messages while listening to them.
  - Control the volume of messages while listening to them.
  - Pause a message while recording.
  - Be notified when new messages are waiting.
  - Be notified when a message sent to a subscriber has been received.
  - Set the system to deliver messages to work, home, and pager telephones. In this part of the demonstration, explain how special dialing characters can be used when indicating message delivery numbers.
- ❑ **Explain how calls are forwarded to a subscriber's voice mailbox and how to use easy message access, if available on your telephone system.**  
If your telephone system requires call forwarding and easy message access to be programmed at each extension and if you are having your coworkers program their own extensions, show them how. The call forwarding and easy message access activation sequences for your telephone system are on the Setup Information Record.
- ❑ **Explain to subscribers the importance of saving space on Lingo by deleting messages once they have been heard.**
- ❑ **Tell subscribers how to reach Lingo from outside the office if the system answers on a secondary telephone line.**  
Send everybody a voice message giving them Lingo's telephone number. Also give this number to customers and vendors who call your company often—they appreciate being able to reach frequently called extensions directly.
- ❑ **Explain call transfer.**  
To have external calls ring a subscriber's extension, the subscriber must turn on call transfer. When call transfer is turned off for an extension, external callers who dial the extension are routed to the subscriber's voice mailbox immediately—the extension does not ring. Call transfer applies to external calls only. Callers who dial the extension directly from inside the office are not affected.

❑ **Explain the benefits of using a personal ID when accessing Lingo.**

Lingo treats subscribers as external callers until they enter a personal ID. To leave a message, subscribers should enter a personal ID during the mailbox greeting. There are three advantages to doing this:

- The subscriber can review or cancel the message after sending it.
- The system identifies to the recipient who the message is from.
- The recipient can respond to the message without entering any digits.

**Note** If your organization uses easy message access, subscribers can access their mailboxes without entering a personal ID, and then leave a subscriber-to-subscriber message.

- **Explain how to use special dialing characters for message delivery numbers.**  
To insert a pause or pager disconnect as part of the telephone number dialing sequence, see the table below.

To get this result	Press these keys
Pause for one second	#01
Disconnect	#02
Insert #	#03

If your pager normally requires a # at the end of the sequence, use #03. Otherwise, use #02 to indicate disconnect.

For example, if you want Lingo to call your pager number (555-1234) to notify you to call the office (555-9999 ext 110) for messages, enter the pager number, pauses, your office phone number, and a disconnect (5551234#015559999#01#01110#02).

# The operator's additional responsibilities ---

The operator's responsibilities may be shared by more than one person in your organization. Be sure to train all individuals with operator responsibilities in the tasks described in this topic.

## **Redirecting messages in the Operator mailbox**

The operator must screen and redirect all messages in the Operator mailbox.

**Warning!** To prevent messages from accumulating in the Operator mailbox, resulting in a serious shortage of available recording space, you must indicate an actual extension ID for the Operator mailbox. An individual must be designated as operator to regularly check the messages left in the Operator mailbox.

## **See also** ---

Setting your operator's extension and mailbox .....	26
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---

**To redirect a new message**

- 1** Listen to the message long enough to determine who it is for.
- 2** Press 2 to interrupt the message.
- 3** When the system asks if you would like to redirect the message, press 1 for Yes, and then enter the appropriate mailbox ID as prompted.
- 4** Press 1 to confirm.
- 5** If needed, record an introduction when prompted.

---

**To redirect an old message**

- 1** When the system says, "You have <number> messages to review. Would you like to check them?" press 1 for Yes.
- 2** Listen to the message long enough to determine who it is for.
- 3** Press 2 to interrupt the message.
- 4** When the system asks if you would like to redirect the message, press 1 for Yes, and then enter the appropriate mailbox ID as prompted.
- 5** Press 1 to confirm.
- 6** If needed, record an introduction when prompted.

### **Transferring external callers to a voice mailbox**

Your operator transfers external callers to subscribers' voice mailboxes. The operator's procedure differs depending on whether easy message access is enabled.

---

#### **To transfer an external caller to a voice mailbox on systems not using easy message access**

- 1** Begin to transfer the call as you would to an extension. This step varies depending on your telephone system.
- 2** Dial the voice messaging system.
- 3** When Lingo answers, dial the mailbox number you want and then press 2 to place the caller directly into the voice mailbox instead of transferring the call to the subscriber's extension.
- 4** Complete the call transfer. This step varies depending on your telephone system.



---

**To transfer an external caller to a voice mailbox on systems using easy message access**

- 1** Begin to transfer the call as you would to an extension. This step varies depending on your telephone system.
- 2** Dial the voice messaging system. You are placed in your voice mailbox.
- 3** Do one of the following to hear the opening greeting:
  - If you are asked to enter your security code, press #.
  - If you don't have a security code, press \*2 when you hear the voice name of the mailbox.
- 4** Dial the mailbox number you want and then press 2 to place the caller directly into voice mail (instead of transferring the call to the subscriber's extension).
- 5** Complete the call transfer.



# Maintaining your system

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# Maintaining Lingo

---

Once you have set up Lingo and have become familiar with it, you need no more than a few minutes each week to perform all the maintenance.

Details about maintenance tasks are in Chapter 3, “Setting up your system” (those tasks that were first performed during setup) and in this chapter.

The ongoing maintenance tasks include:

- Adding and deleting mailboxes
- Adding, deleting, and changing message groups
- Recording opening greetings, including special greetings for holidays
- Setting up and using menu keys
- Maintaining the system schedule
- Maintaining operator and fax settings
- Monitoring system status
- Changing Lingo’s batteries

## See also

---

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Monitoring system status .....	56
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# Creating a special opening greeting for holidays —

The greetings option of the system manager's conversation enables you to put Lingo in holiday mode and record your holiday greeting.

The system has just one holiday greeting, so you must rerecord it for each holiday that your organization schedules.

**Tip** Use holiday mode in emergencies—to announce your office is closed because of poor weather, for example. You can call the system from any touchtone telephone, change the greeting, and put Lingo in holiday mode.

---

## To put Lingo in holiday mode and create a holiday greeting

- 1 Access the system manager's conversation.
- 2 Select option 6, as prompted, to change greetings and menu keys.
- 3 Select option 4, as prompted, to change the opening greeting.
- 4 Press 1 for Yes, when prompted, to put Lingo in holiday mode.
- 5 Record the holiday greeting.

**See also** —————  
Planning your opening greeting ..... 12

# Adjusting the system time and date

---

The system schedule option of the system manager's conversation enables you to check and adjust the system time and date.

You might need to adjust these settings because of daylight saving time or because of a power failure.

These settings must be accurate, because Lingo announces the recording day and time after each message.

---

## To adjust the system date and time

- 1 Access the system manager's conversation.
- 2 Select option 7, as prompted.
- 3 Enter the current time, as prompted, and then press \*. For example, enter 100 for 1:00.
- 4 Indicate A.M. or P.M.
- 5 Enter the current month, day, and year, as prompted.

## See also

---

- Determining the system schedule ..... 16
- Setting up your system schedule ..... 25

# Changing the extension for the Operator mailbox or the fax machine

---

The operator settings option of the system manager's conversation allows you to:

- Change the extension for the operator if you need to reassign operator duties temporarily or permanently. Lingo requires that you indicate an actual extension ID for the Operator mailbox.

**Warning!** Accumulated messages in the Operator mailbox can cause a shortage of recording space. The person designated as operator must regularly check the messages left in the Operator mailbox.

- Change the fax extension number.
- Change the day and night greetings for the Operator mailbox.

**See also** 

---

Setting your operator's extension and mailbox ..... 26

## mailboxes

Voice mailboxes store messages for each subscriber on Lingo. When setting up Lingo, your installer specified which extensions to create voice mailboxes for. Each extension on your telephone system can have a corresponding voice mailbox. Lingo can

support up to 50 voice mailboxes on a two-port system and 100 on a four-port system.

The mailbox maintenance option of the system manager's conversation allows you to:

- Add a new voice mailbox.
- Delete a mailbox. Do this when a person leaves your organization.
- Reset a mailbox. Resetting a mailbox clears it so a new person can open it. Do this instead of deleting a mailbox when someone takes it over immediately.
- Delete a security code. You can do this when a security code is forgotten. The subscriber can then reset the security code.

**Note** You can also determine if a mailbox has a security code, because the conversation allows you to delete a security code only if one exists.

**See also** 

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 Training subscribers ..... 32



---

**To add, delete, or reset a mailbox, or delete a security code**

- 1** Access the system manager's conversation.
- 2** Select option 4 and respond as prompted.

## Message groups

---

Message groups enable any subscriber to send the same message to many people at once. A message group is simply a distribution list. Subscribers send a message to a group the same way they send a message to another subscriber, identifying the group by its system ID.

Lingo comes with 10 message groups, with the system IDs 100–109. The groups' recorded names are "Group number 0" through "Group number 9", but you can rerecord the name of the group. For example, you might replace the standard group names ("Group number 1") with descriptive recorded names that include a meaningful name for the group, such as "Group 101: Salespeople."

**Note** Group system IDs can be the same as other system IDs. This is because you indicate that you are addressing a message to a group by first pressing 77 and then the group's system ID. Lingo can always differentiate between a group's system ID and another system ID.

**See also** 

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*User Guide*

---

In addition to these 10 message groups, the system comes with a special ALL group, automatically set up and consisting of all subscribers. The system ID for the ALL group is 255.

The *User Guide* explains how to address messages to message groups.

As system manager, you can change a group's recorded name and add or delete group members. You cannot add or delete groups, although you can choose not to use them. You can also hear a list of message groups.

---

#### To edit your message groups

- 1 Access the system manager's conversation.
- 2 Select option 5, and respond as prompted.

**Tip** To simplify adding members to a group, write down the names and extension numbers you want to add, and then access the system manager's conversation.

# Using menu keys

---

Menu keys allow callers to press a single touchtone key during the opening greeting to:

- Choose from a submenu of up to three options.
- Be routed to a mailbox that transfers the caller to an extension.
- Hear an audio message.

You configure and activate individual menu keys by using the system manager's conversation. Your opening greeting acts as a menu, telling callers what action each touchtone key provides.

## Telling callers to use menu keys

Hello, thank you for calling the Omni Corporation. If you are calling from a touchtone phone, you may dial an extension at any time. For the Sales Department, press 1; for Service, press 2; for a list of current products, press 3. Otherwise, please stay on the line and an operator will be right with you.



Routes the caller to the Sales Department mailbox



Routes the caller to the Service Department mailbox



Routes the caller to an audio message

**Note** If you turn on call transfer for these mailboxes, then the caller is transferred to the Sales or Service extension.

**See also** 

---

Recording your opening greeting ..... 24

---

## Why use menu keys?

Menu keys provide flexibility that allows you to customize Lingo to meet the specific needs of your organization. Some of the ways you might use menu keys include:

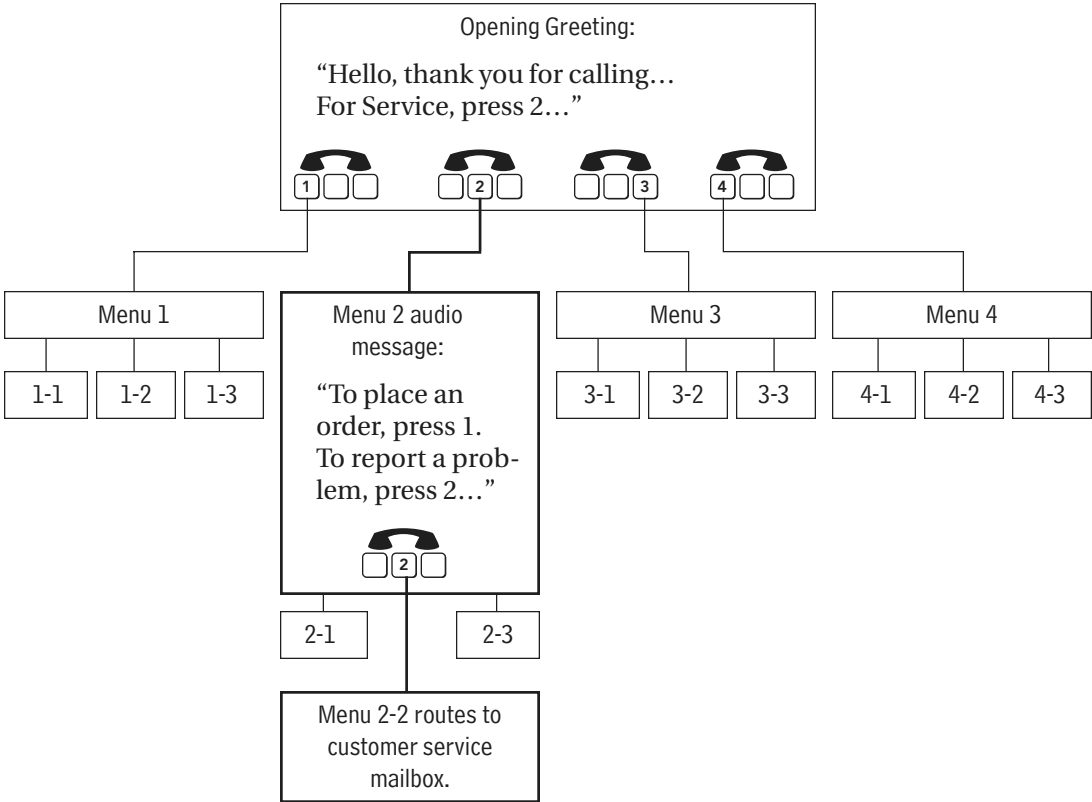
- Providing access to audio messages to answer frequently asked questions. (“For instructions on reaching our facility, press 1.”)
- Directing routine calls to departments (“For Sales, press 1. For Support, press 2.”)
- Providing an alternative extension directory when callers are not likely to have letters on their telephone keypads.

For example, callers can press 1 instead of 800 for directory assistance, and then choose another submenu to narrow their search. (“For last names that start with A through G, press 1. For H through P, press 2. For Q through Z, press 3.”) You create the directory yourself by reading a list of names and extensions as a menu key audio message. When callers hear the extension they want, they can dial the number immediately.

## How menu keys work

The system listens for menu keys during the opening greeting and during any audio message reached by a menu key. At these times, callers may press any active menu key to route to an extension or audio message. Callers may also press 0 for the operator or dial an extension number to transfer to a subscriber.

### Menu key structure



---

### Steps for setting up menu keys




- 1 **Plan the menu key structure on the Menu Planning Worksheet.**
- 2 **Set up the menu keys.**
- 3 **Rerecord your opening greeting to reflect the options offered by the menu keys.**

### Planning your menu keys

Careful planning and diagramming of your menu key structure before you begin helps make the setup go smoothly. Use the Menu Planning Worksheet to plan the structure as well as the greetings and other audio messages you want to use.

Level-1 menu keys that play an audio message can direct callers to level-2 menu keys, which may play another audio message or send the caller to an extension. Level-1 menu keys that send callers to an extension cannot direct callers to level-2 menu keys.

### Menu Planning Worksheet

<b>Menu</b> _____ <input type="checkbox"/> Route to ID _____ <input type="checkbox"/> Audio message _____ _____ _____ _____ _____ _____ _____ _____		
		
<b>1</b> _____ <input type="checkbox"/> Route to ID _____ <input type="checkbox"/> Audio message _____ _____ _____ _____ _____ _____ _____ _____ _____	<b>2</b> _____ <input type="checkbox"/> Route to ID _____ <input type="checkbox"/> Audio message _____ _____ _____ _____ _____ _____ _____ _____ _____	<b>3</b> _____ <input type="checkbox"/> Route to ID _____ <input type="checkbox"/> Audio message _____ _____ _____ _____ _____ _____ _____ _____ _____



---

**To set up menu keys**

- 1 Access the system manager's conversation.
- 2 Select option 6, as prompted, to change greetings and menu keys.
- 3 Select option 5, as prompted, to change menu keys.
- 4 Set up the menus as prompted by the system. For example, to set up level-2 menus for menu 1, enter the following keys.

Level-2 Menu	Keys
1	1-1
2	1-2
3	1-3

- 5 For each menu, specify either routing (indicate a voice mailbox ID), or audio message (record the audio message).

**Notes**

- You must set up a level-1 menu before you can set up any of its corresponding level-2 menus.
- When you use a menu key to route callers to an extension, be sure that a mailbox exists for the extension.

**Tips**

- ◆ You can photocopy the Menu Planning Worksheet and enlarge it up to 121% for more writing space. To plan each branch of your menu key structure, make four copies of the worksheet.
- ◆ Keep menus simple. Guide callers to the right person or information clearly and quickly. If the choices are clear and short, callers will find your menu keys easy to use.
- ◆ Tell callers the choice or destination first, and then the key to press (“For Sales, press 1...”).
- ◆ In each audio message, tell callers that they can return to the previous menu by pressing 4.

# Monitoring system status

---

In addition to the system maintenance tasks described in this chapter, you can check important system information from the system manager's conversation. The system information summary in the system manager's conversation gives you the following information:

- The version of Lingo you are using
- The available recording time
- The Operator mailbox message count (including new and old messages, as well as the total recording time)
- The extension for operator calls
- The extension for the Operator mailbox
- The current time
- The current date
- Whether Lingo is currently in day, night, or holiday mode

If the audio messages leave only 3% of the total recording time available, Lingo does three things:

- Stops recording messages
- When you access the system manager's conversation, notifies you that the system is out of recording space
- When callers try to leave messages, informs them that the system is out of recording space

To prevent running out of recording time, regularly monitor the available recording time in the system information summary of the system manager's conversation. When the available recording time approaches 3%, remind subscribers to delete all unnecessary messages.

---

## To check the system information summary

- 1 Access the system manager's conversation.
- 2 Select option 0, and listen to the system information summary.

# Changing Lingo's batteries

---

Lingo uses eight AA batteries, which are necessary for its proper functioning and which provide the power to store the voice messaging system files during a power outage.

**Note** Lingo's operation is interrupted when your organization loses power.

Lingo automatically monitors battery voltage, and when the batteries need to be changed, it notifies you in four ways:

- By emitting a short alarm every four seconds until the batteries are changed
- By flashing all of the LEDs on the Lingo unit on and off in unison
- By warning you at the beginning of the system manager's conversation
- By sending a message to the Operator mailbox

**Note** We recommend Eveready Energizer batteries for best results.

**Warning!** Valuable data can be lost if your batteries are unable to provide backup power. To avoid the loss of your database, do the following:

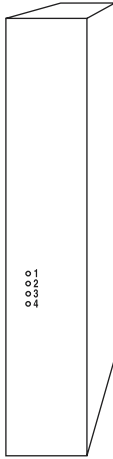
- Change the batteries when Lingo tells you to.
- Do not unplug Lingo when you are changing the batteries.

# Lingo's LED patterns

---

## Normal operation

When Lingo is operating normally, you can determine certain status information by observing the LED patterns on the side of the unit.



## Startup sequence

Occasionally Lingo restarts. During the startup process, Lingo goes through several steps to check the status of various parts of the system. As it goes through these steps, you see three phases of LED activity:

- LEDs flash for eight to nine seconds. If the flashing stops within this time and any LEDs remain lit, contact your dealer.
- LEDs remain off for about two seconds.
- LEDs again begin flashing, briefly displaying a series of patterns. If your system stops on any of these LED patterns, tell your dealer the corresponding number.

LED pattern		Meaning
○	(An LED is not lit.)	The port is not available.
●	(An LED is lit.)	The port is available but idle.
○-●	(An LED is flashing.)	The port is active (off-hook).
○-●	(All LEDs are flashing, descending from top to bottom.)	The recording space is full.
○-●	(All LEDs are flashing, ascending from bottom to top.)	System error. Contact your dealer.
○○○○-●●●●	(All LEDs are flashing together.)	Change the batteries.

LED patterns and corresponding number to report to dealer

LED pattern	Number to report	LED pattern	Number to report
● ○ ○ ○	1	○ ○ ○ ●	8
○ ● ○ ○	2	● ○ ○ ●	9
● ● ○ ○	3	○ ● ○ ●	10
○ ○ ● ○	4	● ● ○ ●	11
● ○ ● ○	5	○ ○ ● ●	12
○ ● ● ○	6	● ○ ● ●	13
● ● ● ○	7	○ ● ● ●	14

● = Lit   ○ = Not lit



# Glossary

## A–B

### ARCHIVED MESSAGE

Any message a subscriber listens to and then saves for a number of days. Your technician sets the number of days that messages are archived. All old or archived messages must be saved each time they are heard or they are deleted. *See also* new message; old message.

### AUDIOTEXT

Recorded information that is available to callers 24 hours a day about whatever your organization wants callers to hear. You can provide menus of information or other messages, and you can use audiotext messages in menu keys.

### AUTOMATED ATTENDANT

A way of setting up Lingo so that the voice messaging system acts as a receptionist, answering and routing incoming calls.

### AUTOMATIC DIRECTORY ASSISTANCE

A directory of subscriber extension IDs that is available to callers when they spell the first three letters of the subscriber's last or first name, depending on your setup, on the telephone keypad.

### AWAIT ANSWER

One of three types of call transfer in which Lingo waits for the extension to be answered before completing a transfer to that extension. *See also* release; wait for ringback.

## C

### CALL FORWARDING TO A PERSONAL GREETING

The ability of some telephone systems to automatically forward calls to Lingo when an extension is busy or unanswered. The telephone system sends a follow-along ID with the forwarded call. This ID identifies for Lingo the extension the call was forwarded from.

### CALL ROUTING

The processing of calls through Lingo without being transferred to the telephone system. *See also* await answer; call transfer; release; wait for ringback.

### CALL TRANSFER

The transfer of calls from Lingo to the telephone system, which takes control of connecting the call to an extension. You can turn call transfer on and off. *See also* await answer; release; wait for ringback.

### CONVERSATION

The collection of prerecorded questions, choices, and responses that Lingo plays to guide callers through the voice messaging system. The conversation consists of greetings and prompts. Greetings can be changed over the telephone.



---

## D

### DAY GREETING

The greeting that plays during the days and times you have designated as normal business hours. *See also* night greeting.

### DAY MODE

Lingo's operating mode during normal business hours. You can set up Lingo to function differently during day mode and night mode hours. You define what days of the week and hours of the day are day mode. All other hours are assigned to night mode. *See also* holiday mode; schedule.

### DEFAULT

The option the system uses if you do not select another option.

### DIRECTORY ASSISTANCE

A directory of subscribers' extension IDs that is available to callers with lettered keypads. Callers can use directory assistance to reach a subscriber's extension ID without speaking to an operator.

## E

### EASY MESSAGE ACCESS

A function enabling subscribers to check messages by pressing a single button on their telephones. The availability of this function depends on the capabilities of the telephone system.

### EXTENSION

The actual telephone number of a telephone in your system.

## F

### FAX DETECT

A function that allows Lingo to detect an incoming fax tone and automatically deliver faxes to the Operator mailbox.

### FAX NOTIFICATION

A function that allows Lingo to notify the operator each time it delivers a fax. When this function is enabled, the fax sender is given the opportunity to record a message describing the fax and who it is for.

## G

### GREETING

A recording that gives information, welcomes callers to the system, offers menu options, or offers a chance to leave a message. If your organization uses the automated attendant, the opening greeting is what callers hear when they dial the main telephone number for your organization. A subscriber's personal greeting is what callers hear when they reach a subscriber's voice mailbox.

### GROUP

*See* message group.

## H-L

### HOLIDAY MODE

A special schedule mode that overrides your normal schedule. You activate holiday mode and record a holiday greeting in the greetings part of the system manager's conversation.

## M

### MAILBOX

The location where Lingo stores messages from callers. For example, Lingo keeps messages for a subscriber in that subscriber's mailbox.

### MENU KEYS

The organization of menus, audio messages, and call routing choices, which you design and set up, that provides callers with easy access to frequently requested departments and information.

### MESSAGE GROUP

A list of subscribers to whom a subscriber can send the same message at once. Any subscriber can be a member of any message group. The system manager assigns subscribers to groups in the system manager's conversation.

### MESSAGE NOTIFICATION

Lingo's ability to call subscribers at any telephone number they specify when they have new messages. The system can also activate pagers and message waiting indicators.

### MESSAGE WAITING INDICATOR

A feature on a telephone, such as an indication light, a distinctive dial tone, or an LCD display, that lets subscribers know when they have messages waiting.

## N

### NEW MESSAGE

A message that has not yet been heard by the recipient. *See also* archived message; old message.

### NIGHT GREETING

The greeting that plays during all days and times except those specified in day mode.

### NIGHT MODE

Lingo's operation mode outside of normal business hours. You can set up Lingo to handle calls differently during day mode and night mode hours. You define what days and hours are day mode. All other hours are assigned to night mode. *See also* holiday mode; schedule.

---

## O

### OLD MESSAGE

A message that has been heard, but not deleted or archived. You decide how long old messages are saved. *See also* archived message; new message.

### OPENING GREETING

The greeting that callers hear when they call your main telephone number, if your organization uses the automated attendant.

### OPERATOR MAILBOX

A mailbox used exclusively for storing calls that go to the person with operator responsibilities at your organization.

### OUTSIDE CALLER

*See* unidentified caller.

## P

### PERSONAL ID

A unique system ID that identifies a subscriber to the system.

### PORT

The standard modular telephone jacks located on the side of the Lingo unit that the system uses to connect to and communicate with the telephone system.

### PROMPT

A recording that is played at specific places in the system conversation.

### PUBLIC MESSAGES

Messages collected in the Operator mailbox. The operator screens these messages and routes them to the appropriate subscribers.

## Q

### QUICK OPTION MENU

An alternative to the Yes-and-No conversation, in which subscribers select menu options by pressing digits.

## R

### RECORDED NAME

The audio recording of the subscriber's name that Lingo plays in prompts requiring identification of the source or destination of a message or call. This may also be referred to as the voice name.

### RELEASE

One of the three types of call transfer, in which Lingo completes the transfer without checking whether the call is answered or whether there is a busy signal. *See also* await answer; call transfer; wait for ringback.

## S

### SCHEDULE

The method for determining how calls are handled at different times and/or different days. You can define up to three different schedules for the system. *See also* day mode; holiday mode; night mode.

### SECURITY CODE

A series of characters that subscribers set so that no one else can access their voice mailboxes.

### SUBSCRIBER

Anyone who is enrolled in Lingo. The system identifies a caller as a subscriber when the subscriber enters a personal ID.

### SUBSCRIBER'S PERSONAL GREETING

The greeting callers hear when they reach a subscriber's voice mailbox.

### SWITCH

The telephone system.

### SYSTEM GREETINGS

*See* opening greeting.

### SYSTEM ID

A unique system ID that you assign to each subscriber.

### SYSTEM MANAGER

The individual in an organization who sets up and maintains Lingo.

### SYSTEM MANAGER CONVERSATION

The collection of prerecorded prompts, questions, choices, and menus that the system plays to the system manager to allow the system manager to maintain Lingo.

## T

### TOUCHTONES

The sounds made by pressing the keys on touchtone telephones.

### TRANSFER

*See* call transfer.

## U

### UNIDENTIFIED CALLER

An individual calling from outside Lingo. If a subscriber calls the system and does not enter a personal ID, that subscriber is treated as an unidentified caller.

---

## V

### VOICE MAILBOX

The location where Lingo stores messages. Lingo gives each extension on the telephone system a separate voice mailbox.

### VOICE NAME

The recorded name of a subscriber. Lingo plays the voice name in prompts that require identification of the source or destination of a message or call. *See also* recorded name.

## W-Z

### WAIT FOR RINGBACK

One of three types of call transfer, in which Lingo waits for an extension to ring a certain number of times before transferring the call. *See also* await answer; release.



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