



User Guide



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



Where to find...

Messages

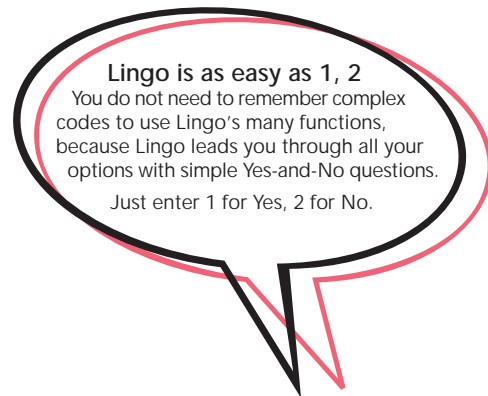
archive 4
cancel 11
check for new 2
delete 2, 8
deliver to other numbers 14
deliver to pager 14
Operator mailbox 2, 9
redirect 9
reply to 3
review old 5
save 2
send 3
send to group 10

Mailbox setup

directory listing 12
name, recorded or spelled 12
personal greeting 6
security code 7
send calls to voice mailbox 13

Shortcuts

diagram of options 17
message playback 8



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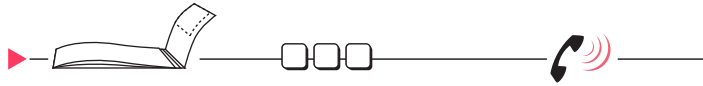
Project management by Patsy Cox

Special thanks to our reviewers: Bob Cordes, Judy Evans, Darren Massey, Jane Rygg

Personalizing your new voice mailbox

When you personalize your new voice mailbox, Lingo asks you to:

- State your name.
- Press the touchtone keys that correspond to the first three letters of your name.
- Indicate whether you want to be included in Lingo's directory listing.
- Record a personal greeting.
- Set up a security code.



Call Lingo

by following step 1 of the procedure on the back cover flap.

When Lingo greets you, enter your personal ID.

Follow Lingo's instructions.

Questions and answers

- Q What is the difference between a personal ID and a security code?
- A Your personal ID is the identification number that the system manager assigns to you. When you enter it, Lingo recognizes you as a subscriber. Usually, this number is based on your extension number, so it is easy to remember.

Your security code is a three- to ten-digit number that you set up to safeguard the privacy of your messages and voice mailbox settings.

- Q What is a subscriber?
- A A subscriber is a person who has a voice mailbox with Lingo.

Tip

- ◆ You can easily change your voice mailbox settings at any time.

See also

- Changing your personal greeting 6
- Changing your security code 7
- Changing your voice mailbox names
or directory listing status 12

2 Checking new messages

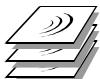


Access your voice mailbox by using the procedure on the back cover flap.

Lingo tells you if you have new messages waiting.

Follow Lingo's instructions to listen to your new messages.

Pat



First, Lingo plays messages from identified callers, grouped together by caller. Identified callers are subscribers who enter a personal ID before recording a message.

Terry



Unidentified caller



Next, Lingo plays all messages from unidentified callers in the order they arrived. Unidentified callers do not enter a personal ID before recording a message.

If you are the operator

Lingo plays Operator mailbox messages after all other messages have been played.

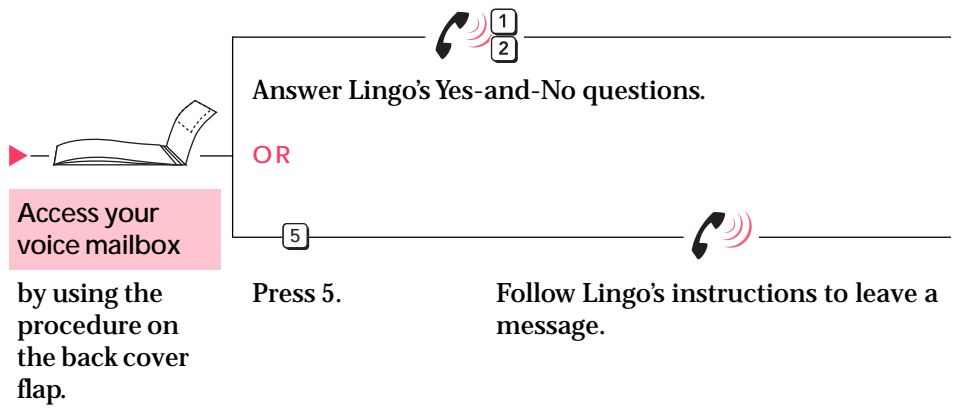
Questions and answers

- Q** How will I know if I have new messages?
- A** Many telephones activate a light or play a distinctive dial tone when you have new messages. If your telephone does not have a light or special dial tone, call Lingo to check for new messages. You can also set up Lingo to call you at another telephone or a pager to notify you of new messages. For details, see "Delivering messages to another telephone," page 14.
- Q** What happens to a new message after I listen to it?
- A** Unless you delete a new message after listening to it, it is saved for a short time (usually until midnight of the day you listened to it). To save a message for a longer time, archive it. Or, to keep the message with other new messages, press * while Lingo plays the time and date the message was sent.
- Q** How do I delete a new message?
- A** Your system manager can set up Lingo to ask if you want to delete the message after you listen to it. Press 1 for Yes to delete it.

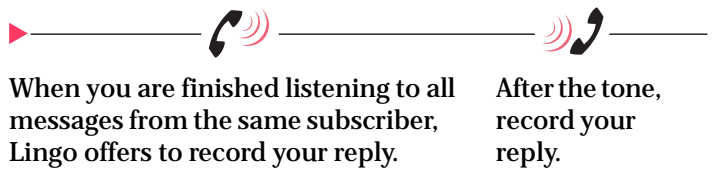
See also

Archiving messages	4
Shortcut keys for listening to messages	8
Delivering messages to another telephone	14

Leaving messages for other subscribers



Replying to a new message



Questions and answers

- Q** Does the other subscriber's telephone ring when I leave or reply to a message?
- A** No. Leaving or replying to the message connects you directly to the subscriber's voice mailbox without ringing the extension, so the exchange disturbs no one.
- Q** What types of messages can I reply to?
- A** You can reply to any new message from a subscriber.
- Q** Why are my messages to other subscribers marked as unidentified calls?
- A** When you dial a subscriber's extension directly and are then transferred to the voice mailbox, Lingo cannot identify who you are. If you call in this way, enter your personal ID as soon as you hear the person's greeting so Lingo can identify you.

Tip

- ◆ If you do not want to reply to a message immediately, press * while Lingo plays the time and date the message was sent. In this way, you can keep it with new messages, and then reply to it later.

See also

Frequently asked questions about leaving messages 16

4 Archiving messages

Unless you delete a new message after listening to it, Lingo saves it for a short time (usually until midnight of the day you listened to it). To keep a new message for a longer period, archive it.



Questions and answers

- Q Who determines how long an archived message is saved?
- A Your system manager sets the archive duration to meet the needs of your organization.
- Q If I archive a message and then review it, do I need to archive it again to keep it longer?
- A Yes. After you review an archived message, Lingo deletes it immediately. To keep an archived message after you have reviewed it, archive it again by pressing 1 for Yes when Lingo asks if you want to archive the message.

See also

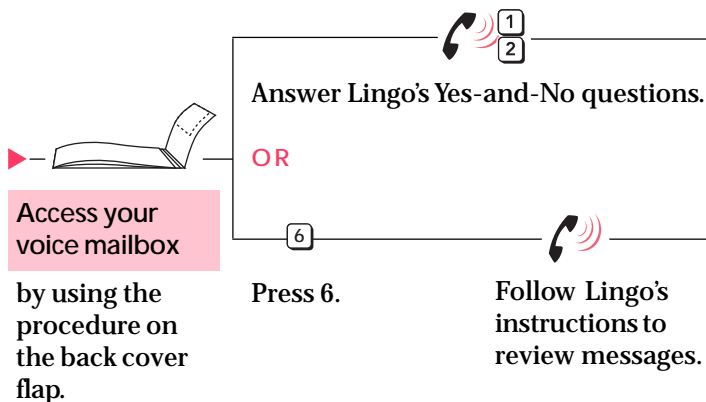
Redirecting a copy of a message 9

Reviewing messages

You can review:

- Messages that you have recently listened to (Lingo keeps them for a short time unless you delete them).
- Messages that you have archived.

After you review a message, Lingo deletes it, unless you press 1 for Yes when Lingo asks if you want to archive it.



Tip

- ♦ You can review a message and then redirect the message to yourself. Lingo plays it with new messages the next time you access your voice mailbox.



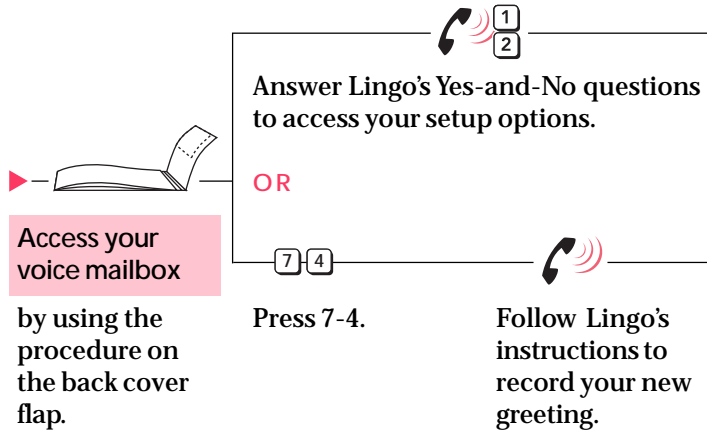
First, Lingo plays new messages, and asks you whether you want to leave any messages.



Next, Lingo offers to play messages you have already heard or archived.

Changing your personal greeting

Your personal greeting is the recording callers hear when you are unavailable to answer the call.



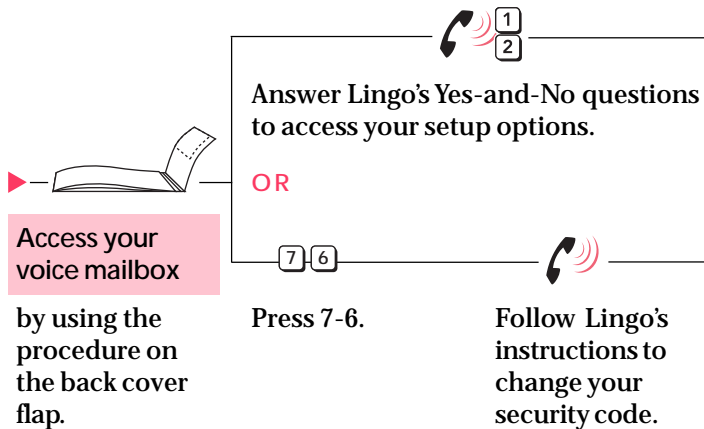
Tips

- ◆ To improve the sound quality of your greeting, hold the telephone slightly away from your mouth and speak clearly at a normal volume.
- ◆ Before offering to record a new greeting, Lingo plays your current greeting. To skip over your current greeting, press 1 while it is playing.
- ◆ If you record a special greeting explaining that you are out of the office, send a message to yourself as a reminder to record a new greeting when you return.

Sample greeting

- Greet callers and tell them whom they have reached. — Hello. You have reached Pat at Omni Corporation.
- Record your availability, if applicable. — I will be out of the office from January 17 through January 20.
- Invite callers to leave a message for you. — Please leave a message, and I will call you back when I return.
- Explain other options available to callers. — To speak to the receptionist, press zero now.

Changing your security code



Question and answer

- Q What should I do if I forget my security code?
- A Ask your system manager to delete your code, then set a new security code right away.

Tip

- ◆ Choose a security code that is easy to remember. For example, if your telephone has letters on the keypad, you can choose a word and spell it by pressing the touch-tone keys that correspond to the letters in the word.

Shortcut keys for listening to messages

Press these touchtone keys while a message is playing to control how Lingo plays it.



Skip the message and keep with other listened-to messages



Redirect or archive the message



Change the volume



Rewind



Pause



Fast forward



Tips

- ◆ Save a message as new and play the next one by pressing * while the message is playing.
- ◆ Your system manager can set up Lingo so you can delete a message by pressing 1-1-1 while it is playing.
- ◆ Press *-*-* at any time to disconnect from Lingo.

Redirecting a copy of a message



Access your voice mailbox
by using the procedure on the back cover flap.

While the message is playing, press 2.

When Lingo asks if you want to redirect the message, press 1 for Yes, and follow Lingo's instructions.

Question and answer

- Q How do I redirect a message to more than one subscriber or message group?
- A When you have completed redirecting a message, Lingo offers you the option of redirecting it to another subscriber or message group.

Tip

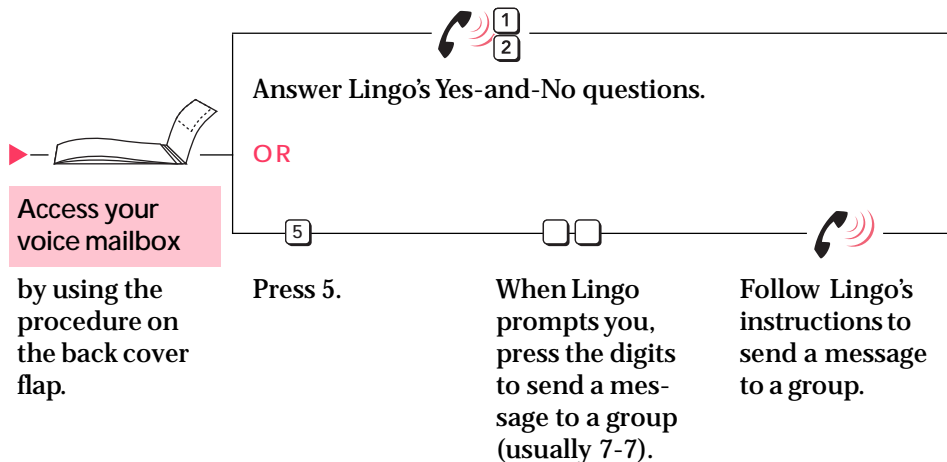
- ◆ You can record an introduction to a message that you redirect.

————— If you are the operator —————

Use this procedure to redirect Operator mailbox messages to the correct subscribers.

See also
Sending a message to a group 10

Sending a message to a group



Questions and answers

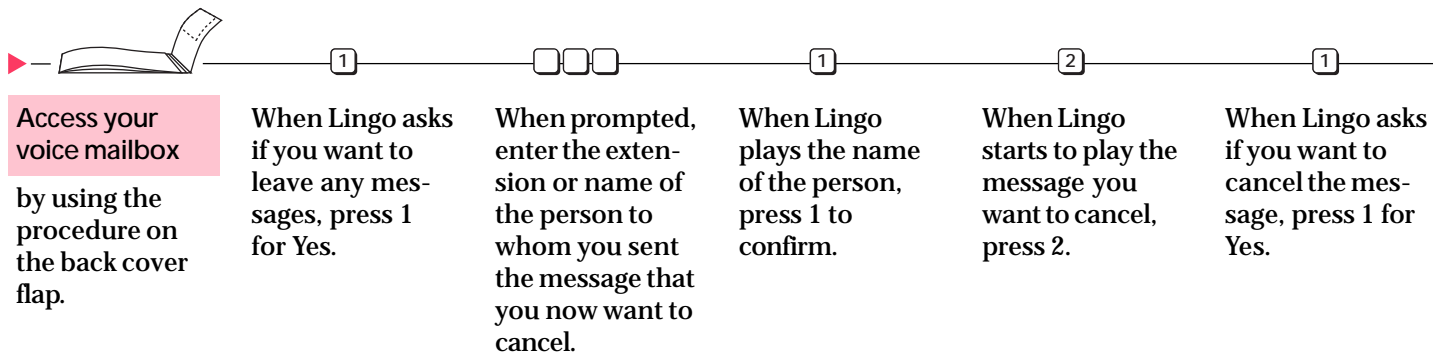
- Q Which groups can I send messages to?
- A Your system manager can create up to 10 message groups, which are numbered 100 through 109. Ask your system manager who belongs to each message group.
- Q Can I send a message to all subscribers?
- A Yes. When Lingo prompts you to enter the group number, press 2-5-5 (A-L-L on keypads with letters) to send the message to all subscribers.

Tip

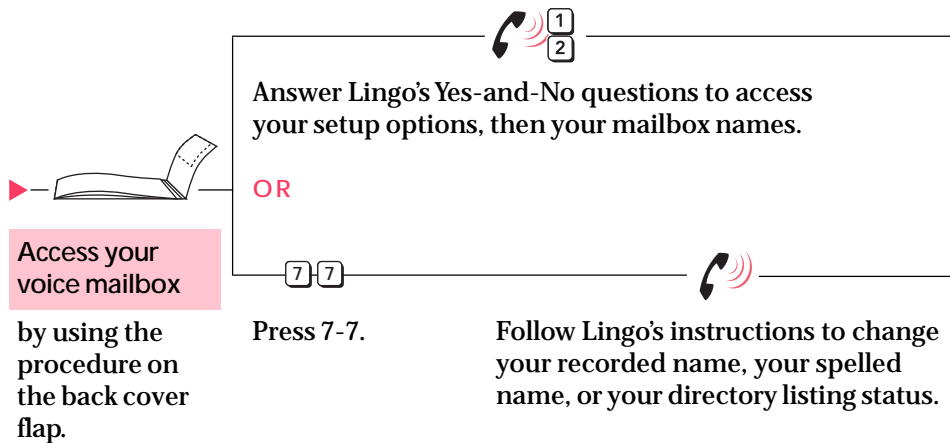
- ◆ To send a message to a group when you are calling from outside the organization, access your voice mailbox first.

Canceling a message

You can cancel a message you have sent, if the recipient has not already listened to the message.



Changing your voice mailbox names or directory listing status

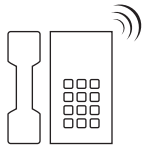


Question and answer

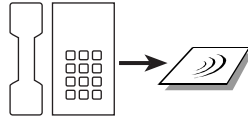
- Q** What are my voice mailbox names used for?
- A** You have a recorded name and a spelled name. When another subscriber listens to a message you have sent, Lingo plays your recorded name to identify you as the sender. Your recorded name is also played to callers who access directory assistance.

Your spelled name allows callers who do not know your extension to call you or send messages to you by entering the first three letters of your name.

Sending callers to your telephone or voice mailbox (call transfer)



Call transfer ON:
Your telephone rings
when callers dial your
extension.



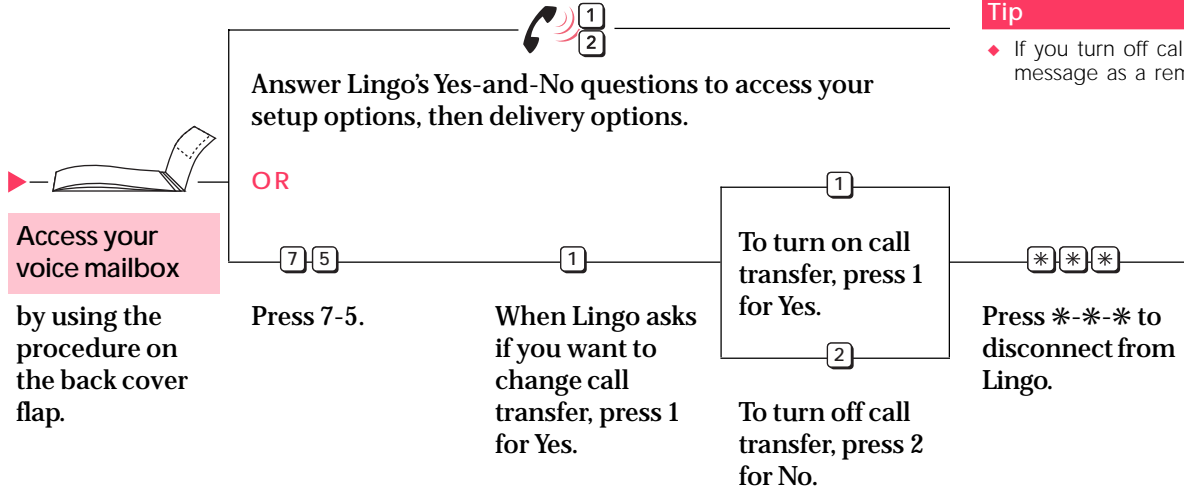
Call transfer OFF:
Callers are sent directly
to your voice mailbox
when they dial your
extension.

Question and answer

- Q Why does my telephone sometimes ring when I turn off call transfer?
- A Callers who do not use Lingo to reach your extension (for example, subscribers who dial your extension directly or external callers who are transferred to your telephone extension by the operator) are not affected by your call transfer setting.

Tip

- ◆ If you turn off call transfer, send yourself a message as a reminder to turn it back on.

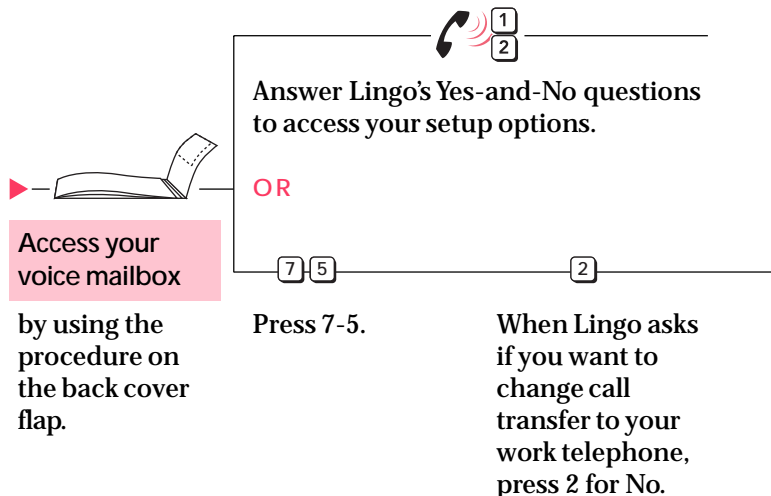


Delivering messages to another telephone

You can set up Lingo to call you at other telephone numbers and play your new messages. You specify the telephone numbers Lingo calls, and the days and hours when message delivery to these numbers is active.

Write your delivery telephone numbers and delivery schedules below. You can specify up to three different delivery numbers and schedules.

Setting up message delivery



Work number _____ from _____ A.M./P.M. to _____ A.M./P.M. S M T W T F S

Home number _____ from _____ A.M./P.M. to _____ A.M./P.M. S M T W T F S

Pager number _____ from _____ A.M./P.M. to _____ A.M./P.M. S M T W T F S

1-1

When Lingo asks if you want to change delivery to your work telephone, press 1-1 to turn on delivery.



Follow Lingo's instructions to set up a telephone number and schedule for your work telephone.



Follow Lingo's instructions to set up delivery to your home telephone and pager, as needed.

Special dialing characters

To get this result	Press these keys
Pause for one second	#-0-1
Disconnect	#-0-2
Insert #	#-0-3

Your system manager can help you determine which special characters you need.

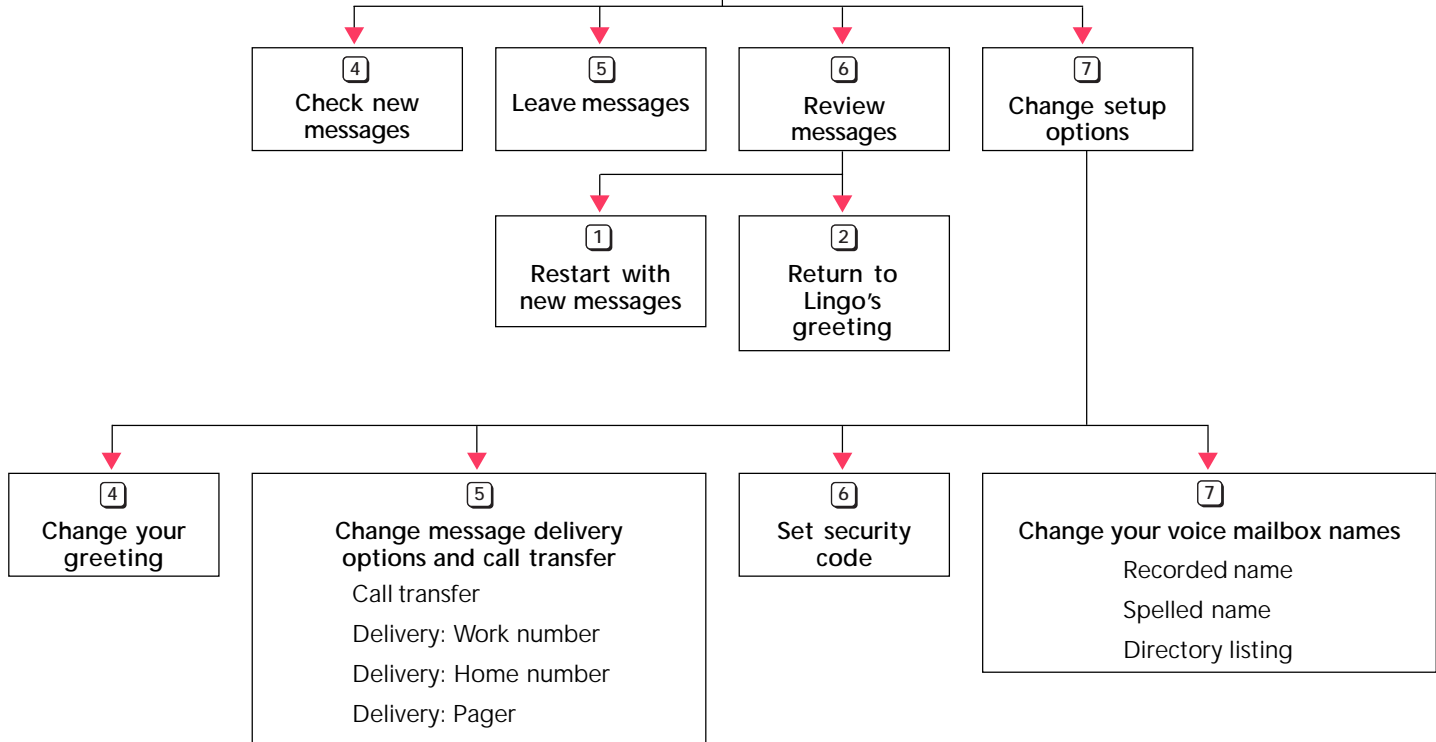
Questions and answers

- Q** How often does Lingo call with messages?
- A** During the days and hours that message delivery is active, Lingo calls you each time a new message arrives in your voice mailbox. If no one answers when Lingo calls you with messages, it calls again every 30 minutes until you listen to them. If you set up more than one delivery number, Lingo calls each number whose delivery schedule is active.
- Q** How do I change a telephone number or schedule after I have set up message delivery?
- A** When Lingo asks if you want to change delivery to a telephone, press 1-1. Message delivery remains on, and you can then change a telephone number or schedule by following Lingo's instructions.
- Q** How do I set up a pager number?
- A** Access your voice mailbox using the procedure on the back cover flap and press 7-5. Then press 2-2-2. When Lingo asks if you want to change your pager delivery, press 1 for Yes and follow Lingo's instructions.

Frequently asked questions about leaving messages

- Q *How do I leave a message for another subscriber by spelling a name when I don't know how to spell the name?*
- A If you aren't sure how to spell a subscriber's name, you can press 0 (zero) or 1 for any letters you don't know. Or, when Lingo asks you to enter the first three letters of the person's name, press 1-1-1 to hear a complete list of subscribers.
- Q *Can I dial a subscriber's extension without accessing my voice mailbox and still be transferred directly to the subscriber's voice mailbox?*
- A Yes. Call Lingo by following step 1 of the procedure on the back cover flap. When Lingo greets you, dial the subscriber's extension and immediately press any touchtone key. You will hear the subscriber's personal greeting.
- Q *Why are my messages to other subscribers marked as unidentified calls?*
- A When you dial a subscriber's extension and are transferred to the voice mailbox, Lingo cannot identify who you are. If you call someone in this way, enter your personal ID when you hear the person's greeting. Then Lingo can identify you as the one sending the message.

Access your voice mailbox



Access your voice mailbox **inside your organization**

- 1 Call Lingo _____
- 2 When Lingo greets you,
enter your personal ID _____
and your security code _____

System manager's name _____
extension _____

Shortcut keys

Access your voice mailbox, then press the keys indicated.

To do this	Press
Check new messages	4
Leave messages	5
Review messages	6
Change personal greeting	7-4
Change call transfer, message delivery	7-5
Change security code	7-6
Change voice mailbox names	7-7

Access your voice mailbox **outside your organization**

- 1 Call Lingo _____
- 2 When Lingo greets you,
enter your personal ID _____
and your security code _____

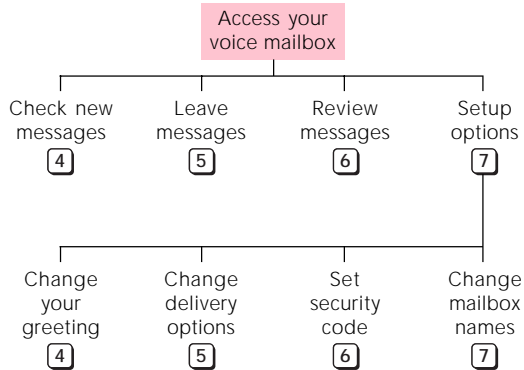
While the message is playing

To do this	Press
Skip message	1
Redirect/archive message	2
Change volume	5
Rewind	7
Pause	8
Fast forward	9

↑ Detach this card and carry it with you. ↑



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Detach this card and carry it with you.

Top Five Tips

- 1 If your telephone has letters on the keypad, use the letters to remember these shortcut keys:
- 2 When you are recording a message or greeting, press * to end the recording immediately.
- 3 Press * to skip a person's greeting and begin recording your message immediately.
- 4 You can enter your response before Lingo completes a statement or question.
- 5 Press # to repeat Lingo's last statement or question.

- Get messages G (4)
- Leave messages L (5)
- Old messages to review O (6)
- Setup options S (7)

