

Sprint[®] Flash Voice Mail

Quick Start Guide

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Welcome to Sprint Flash Voice Mail

*Voice Mail &
Automated
Attendant
for Your
Phone
System*

Sprint® Flash Voice Mail Automated Attendant

- Answers incoming calls with a recorded main greeting (also called an Script Menu). It typically begins with the phrase *Thank you for calling XYZ company* followed by a list of dialing options. If this default greeting is too generic, the Script Menu Greeting can be customized at any time.
- Lets outside callers dial digits on their touchtone telephone to process their own call. Dialing option can be customized to aid callers with such options as *For sales, press 1. For customer service, press 2. For accounting, press 3.*, etc. Or, the default selection of dialing options can be used.

Sprint Flash Voice Mail

- Lets a caller leave a recorded message for an extension if the extension is busy, does not answer, or is in Do Not Disturb mode. Or, the caller can return to the Automated Attendant Script Menu.
- Provides a Subscriber Mailbox for each extension user. This Subscriber Mailbox holds the recorded messages; lets the extension users record and send messages to each other, plus more.
- Retains any customized programming in the event of a power failure.

About This Guide

This guide explains how to get Sprint Flash Voice Mail up and running with the Protegé® 616 telephone system. Once the setup procedure is completed:

- Each telephone keyset extension will have a Subscriber Mailbox, and
- The Automated Attendant will answer calls using the default main greeting and dialing options.

To customize Sprint Flash Voice Mail, refer to the *Voice Mail Installation and Programming Manual*.

Other Guides With Sprint Flash Voice Mail

• User Guide

This guide explains Sprint Flash Voice Mail's subscriber mailbox features and how to use them. It is for extension users. (Subscriber mailboxes are referred to as *Voice Mailboxes* in the User Guide.)

• Voice Mail Installation and Programming Manual

This document is a detailed explanation of Sprint Flash Voice Mail's programmable features. These features customize the Subscriber Mailboxes, the Automated Attendant and the system-wide features of Sprint Flash Voice Mail. In addition, a user guide, programming forms and a quick reference to programming commands is included in this document. This manual is intended for the installer and/or the person who maintains the voice mail on a daily basis.

Chapter 1: Introducing the Voice Mail System

Hardware Specs

Voice Processing Engine

Number of Ports	Two ports
Analog network interface	On-board loop start interface circuits
Central Processor	DS80C310 (Dallas)
Digital Signal Processors	D6571D (DSP)
Memory	K9F5608 (Samsung)
Application Integrity	Real Time Clock with battery back up
Serial Ports	One DB-9 RS232

Telephone Interface

Trunk Type	Loop Start (Ground Start for answer only)
Impedance	600 Ohms nominal
Ring Detection	40 Vrms min., 15.3 to 68 Hz, 130 Vrms max.
Loop Current Range	20 to 120 mA, dc (polarity insensitive)
Crosstalk Coupling	-70dB at 3KHz channel-to-channel
Frequency Response	300 Hz to 3400 Hz ± 3 dB (transmit and receive)
Connector	RJ-11 type

Power Requirements

External Wall Transformer	120VAC 60Hz
Plug-in Power Cord	provides 9vDC 800mA
Base Unit	Consumers 12W max.
Operating Temperature	32°F to +104°F (0°C to + 40°C)
Storage Temperature	32°F to + 158°F (0°C to + 70°C)
Humidity	20% to 50% non-condensing

Physical Dimensions

Base Unit	Wall or desktop mount
Height	198 mm
Width	213 mm
Depth	42 mm
Weight	650g

Power Requirements

External Power Supply	Wall transformer, 6 foot power cord
Height	73 mm
Width	51 mm
Depth	58 mm (with pins)
Weight	305 g

Regulatory Certifications

United States
FCC part 68 ID#: TEG-082202-150926-16811
UL: 13TT ITE, File No. E330088

Canada
ULC: 13TT ITE, File No. E330088

Warranty

One (1) Year

Chapter 1: Introducing the Voice Mail System

Software Specs

Storage Capacity	10 hours
Subscriber Mailboxes	Maximum 128 mailboxes
Programming Interface	From a telephone via touch tone programming, or a computer running the Voice Mail Utility Program (VUP) on Windows 95 or greater.

Default Voice Mail Setup

- Sprint® Flash Voice Mail provides 16 Subscriber Mailboxes, mailboxes numbered 10 to 25.
- Sprint Flash Voice Mail telephone integration defaults to the Protégé 616 telephone system numbering plan.
- Sprint Flash Voice Mail lets extension users know when they have a new message in their Subscriber Mailboxes. The voice mail feature key on the telephone flashes when the mailbox has a new message.
- The system is defaulted to the DAY mode of operation

Default Automated Attendant Script Menu

The dialpad keys 1-9 can be used to customize a script menu. The factory default script menu is as follows:

- The Automated Attendant answers with this pre-recorded main greeting: *Thank you for calling. If you are calling from a touchtone telephone, please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a rotary dial telephone, please stay on the line for assistance.* A customer main greeting can be re-recorded at any time
- Dialing extension number 10 through 25 transfers the caller to the dialed extension.
- Dial **[9]** followed by the mailbox number and password to retrieve or send a message, or change mailbox options.
- Dial **[0]** to reach the operator at extension 10.

Note: The End of Message Timeout function when a caller is routed to extension 10 if the caller doesn't press a key after the Main Greeting finishes playing. At default the EOM Timeout is set to five (5) seconds.

Contacting Technical Support

For questions regarding Sprint® Flash Voice Mail, contact Sprint Products Group Technical Support at 1-800-791-1110.

Chapter 2: Installation Checklist

Before Installing the Voice Mail and Telephone Systems

Sprint® Flash Voice Mail is easy to install and maintain if the details of the installation are outlined before the telephone or voice mail are installed. Before beginning the installation, talk with the customer and make sure that you have a complete understanding of how the customer wants the systems to function. This will keep you from having to make changes after installation and initial programming.

Some of the questions that you will need answers to are outlined below.

- Will Dial by Name be used?
- If Dial by Name is used, will it be first or last name?
- How many greetings need to be recorded?
- Who will record the greetings?
- What information will the greetings contain?
- Will the site use the Automated Attendant feature?

Refer to the *Voice Mail Installation and Programming Manual* for complete feature and programming information. Programming forms are also available in this manual for pre-installation planning.

STEP 1

Check Equipment

Protegé® System Equipment Requirements:

- Check the Installation and Maintenance Manual of the Protegé 616 telephone system you are installing to see that you have all of the equipment required. Plus, it contains the installation information needed to install the telephone system.
- An analog station port from the telephone system will be needed for each Voice Mail port. On the Protegé® 616 telephone system, this will be an Analog Adapter. Refer to the Protegé® 616 Installation and Maintenance Manual for Analog Adapter installation instructions.

Sprint® Flash Voice Mail Equipment Requirements:

- Sprint Flash Voice Mail cabinet (see Figure 1)
- Sprint Flash Voice Mail AC power adapter, AC outlet (120V, 60Hz)
- Two Modular line cord(s) (2-wire or 4-wire)
- Computer (optional). Sprint Flash Voice Mail is configured to work with the Protegé® 616 telephone system. Upon the completion of the installation, the unit is operational.

Package Contents

Each Sprint Flash Voice Mail should be unpacked and inspected:

- Remove the Sprint Flash Voice Mail from its packaging and place it on a level surface.
- Check that all components are included in the package. These include
 - One (1) voice mail unit
 - Two (2) mounting screws
 - Two (2) wall anchors for drywall installation
 - One (1) 120VAC 60Hz Power Supply
 - One (1) Wall-Mounting Template

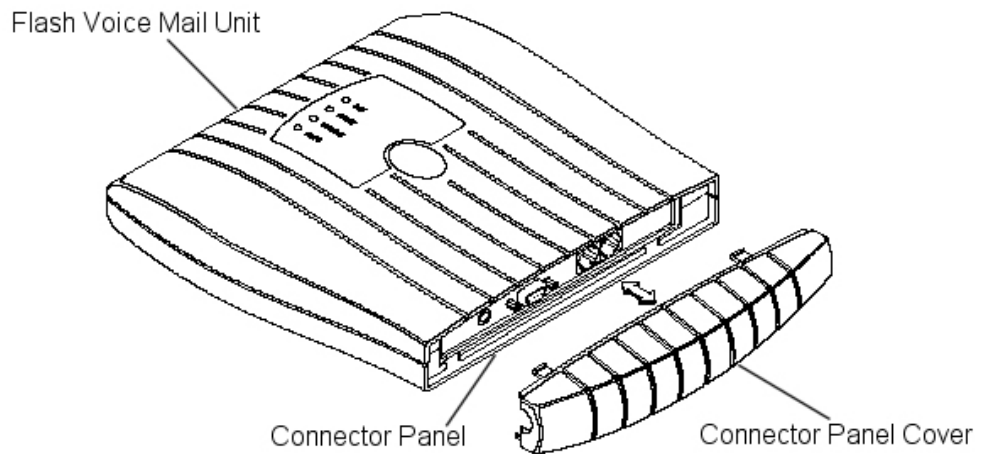


Figure 1: Sprint Flash Voice Mail Cabinet

STEP 2

Observe Safety Precautions

Telephone System Safety Precautions:

Before beginning installation of a Protegé® 616 telephone system, read through *Important Safety Instructions* found in the Installation and Maintenance Manual.

Sprint® Flash Voice Mail Safety Precautions:

- Do not expose this product to rain or any type of moisture.
- Do not locate the unit near heating appliances.
- Do not expose the operating unit to direct sunlight.
- Locate the unit away from devices that generate electrical noise like fluorescent lamps and motors.
- Protect the unit from dust, high temperatures, and vibration.
- Do not place any covering over the unit while it is in operation.
- Do not obstruct the ventilation holes on the sides of the unit.
- Allow at least two inches of clearance from any adjacent surface.
- Keep the environment at a temperature of 50° to 104° F (10° to 40° C) with a 10 - 90% relative humidity (non-condensing).

STEP 3

Install Your Protegé® 616 telephone system

Install Your Protegé® 616 telephone system:

If this is a new installation, install the Protegé® telephone system and an analog adapter for the Protegé® Flash Voice Mail System in accordance with the telephone system Installation and Maintenance Manual.

The Analog Adapter can be installed and connected to any unused keyset extension on the telephone system. The Analog Adapter converts one keyset extension to two single line (analog) extensions. The two single line extensions are used for the two ports of voice mail. Connect an unused keyset extension to the jack labeled “IN” on the Analog Adapter. Make note of the keyset extension number used.

Program the Protegé® 616

Program the extension numbers for the Analog Adapter ports as “**Voice Mail Group Members**” in the Control category of the 616 programming menus.

The single line extension numbers can be determined as follows: The first single line extension equals the keyset extension number being used to connect the Analog Adapter to. The second single line extension equals the first extension number plus 48.

$$\begin{aligned}\text{Single Line 1 Extension Number} &= \text{Keyset Extension Number} \\ \text{Single Line 2 Extension Number} &= \text{Keyset Extension Number} + 48\end{aligned}$$

For example, connect the Analog Adapter to keyset extension number 17. Using the formulas from above, the first single line extension is 17 and the second extension number is 65. These extensions, 17 and 65, would be programmed as Voice Mail Group Members in the Protegé® 616 telephone system.

Chapter 3: Getting the Voice Mail System Up and Running

IMPORTANT NOTE ABOUT THE OUTSIDE LINES

Request outside lines with open loop flash disconnect supervision from the telephone company. Outside lines with open loop disconnect supervision prevent the recording of unwanted silence or dial tone in voice mail messages. This can happen when an outside caller records a message and then hangs up but Sprint Flash Voice Mail is unable to detect the hang up.

Also, request that the telephone company apply an open loop of at least 300 milliseconds. If this feature is not available in the area, request that continuous dial tone be sent upon disconnect from the outside caller on the far end.

Once the Protegé® telephone system is installed, the analog adapter extensions are connected and operational, proceed with Step 4.

STEP 4

Install your Sprint® Flash Voice Mail

To install the Sprint® Flash Voice Mail:

1. Mount the Sprint Flash Voice Mail on a wall, using the screw slots located on the bottom of the cabinet. Use the template provided in the voice mail unit box as a guide when wall mounting. Position the cabinet so that the side panel of the voice mail is not blocked and the connector panel can be readily accessed.

OR

Place Sprint Flash Voice Mail on any sturdy flat surface.

2. Plug the Sprint Flash Voice Mail power supply cord into the connector labeled “9VDC 800mA.” Place the adapter box into a 120V, 60 Hz grounded outlet. Refer to Figure 3.
3. When power is applied to the voice mail, the lamps will illuminate and extinguish in sequence from DAY to AUTO. During operation, the illuminated lamp indicates which mode of operation the system is currently in. Only one lamp will be illuminated at a time during normal operation. Refer to Figure 2

Tools Needed for Wall-Mounting

Onto Plywood
Drill
1 / 8 in. Bit
Phillips screwdriver

Onto Drywall
Drill
1 / 4 in. bit
Hammer
Phillips screwdriver

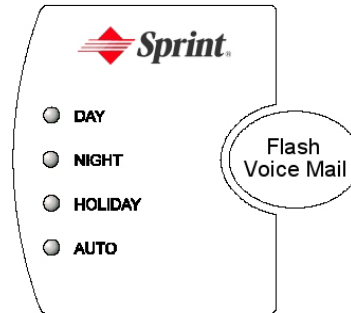


Figure 2: Sprint Flash Voice Mail Front Panel

Note: When power is applied to the voice mail, the lamps will illuminate and extinguish in sequence from DAY to AUTO. During operation, the illuminated lamp indicates which mode of operation the system is currently in. Only one lamp will be illuminated at a time during normal operation.

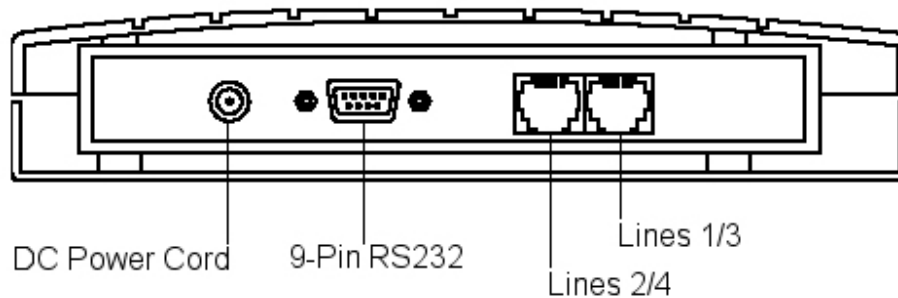


Figure 3: Installing the Sprint Flash Voice Mail

STEP 5

Connect the Voice Mail to the Protegé® 616 Telephone System

To connect the Sprint® Flash Voice Mail to a Protegé® 616 system:

1. To connect the first port of voice mail, plug one end of a modular line cord into the jack labeled “**LINES 1/3**” on the Sprint Flash Voice Mail. See Figure 3.
2. Connect the other end of the modular line cord into the jack labeled “**OUT1**” of the Analog Adapter.
3. To connect the second port of voice mail, plug one end of another modular line cord into the jack labeled “**LINES 2/4**” on the Sprint Flash Voice Mail.
4. Connect the other end of this modular line cord into the jack labeled “**OUT2**” of the Analog Adapter.
5. Verify that all cabling and connections are correct.

Chapter 3: Getting the Voice Mail System Up and Running

6. To test that voice mail is now operational, from a Protegé® telephone, lift the handset and dial **82**.
7. Voice mail should now answer; you should hear *Please enter your password*.

IMPORTANT NOTE

Extensions will receive notification of new messages (flashing message waiting lamps) only when voice mail line 2 is connected to the system. This is the factory default and cannot be modified.

STEP 6

Program the Protegé® 616 Voice Mail Entries

Specific programming entries are required in the Protegé® 616 telephone system when integrated with Sprint® Flash Voice Mail.

Protegé® 616

When installing Sprint Flash Voice Mail on a Protegé 616 system, the following settings must be changed on the telephone system through the System Administrator's mailbox using a display keyset.

Program the following:

- **Extension – Ring Assignment:** Under Extension change Ring Assignment for all voice mail ports to NO. At default on the Protegé® 616 system all extensions are assigned to ring for all lines in Day Mode operation. If the voice mail ports' ring assignments are YES, then all voice mail ports will answer incoming calls simultaneously.
- **Trunkline – Voice Mail Group Answer:** Program Voice Mail Group Answer to allow ring in to the Automated Attendant based on the time of day when the Auto Attendant should answer. If no Automated Attendant is used, the field should be set to NEVER. The other valid entries are ALWAYS, DAY or NIGHT.

Verify the following defaults:

- **Call Handling – Voice Mail Dialing Ratio:** Set both the Tone Time and Int_Dgt Time to 90.
- **Control – Voice Mail:** Program all of the fields in this category as follows:
 - VM Group Member – enter all the voice mail extensions that are used.
 - Prefix Codes – ICM/VM: 12
 - Transfer: 11
 - Busy FWD: 11
 - No Ans: 11
 - Direct FWD: 11
 - Suffix Code – NULL
 - Record Code: 14 (available in system software version UF1.F1 and greater)
 - Disconnect Digits - *****

STEP 7

Set Voice Mail Time and Date

To set the time and date on the Sprint® Flash Voice Mail:

1. From any extension: Get intercom dial tone. Access Voice Mail by pressing the voice mail feature key on the telephone, or by dialing **82** to access the voice mail group.
2. When voice mail answers and you hear *Please enter your password* prompt, enter your password. The default password for all mailboxes is **1234**.
3. Wait for the voice prompt, *You have no messages. To retrieve messages press one, to change mailbox settings press two, to send a message press eight, to return to the main menu press nine.*
4. Return to the main menu by pressing **9**.
5. When you hear the main greeting, dial ***900** to enter the administrator programming.
6. When voice mail asks, enter the administrator password. The default administrator password is **1234**.
7. **To set the time:** Dial ***420** plus 2-digits for the hour in a 24 hour clock format followed by 2-digits for the minute. For example, dialing ***4201525** sets the time to 3:25pm.
8. **To set the date:** Dial ***430** plus 2-digits for the day of the month, 2-digits for the month, followed by 2-digits for the year. For example, dialing ***430150397** sets the date to March 15, 1997.

The basic setup is complete. The default Sprint Flash Voice Mail is up and running.

- By default, there are 16 Subscriber Mailboxes.
- The Automated Attendant will answer incoming calls. When the Automated Attendant answers, callers can dial a desired extension number to which to transfer their call.

STEP 8 and STEP 9 show you how to verify the Subscriber Mailboxes and the Automated Attendant operation.

STEP 8

Call (Log Onto) a Subscriber Mailbox

To call a Subscriber Mailbox from its own (corresponding) extension:

1. From any extension: Get intercom dial tone. Access Voice Mail by pressing the voice mail feature key on the telephone, or by dialing **82** to access the voice mail group.
2. If you hear the Main Greeting, dial **9** and your mailbox number (which is your extension number) followed by your password.
Or, if you hear just the *Please enter your password* prompt, enter your password. The default password for all mailboxes is **1234**.
3. Wait for the voice prompt, *You have no messages. To retrieve messages*

Chapter 3: Getting the Voice Mail System Up and Running

press one, to change mailbox settings press two, to send a message press eight, to return to the main menu press nine.

4. Listen for the above voice prompt. If you do not hear it, return to STEP 3 (*Install and Program Your Protégé® 616 telephone System*).

STEP 9

Test the Automated Attendant

Call in on one of your outside lines, and wait for the Automated Attendant to answer.

The Automated Attendant will answer and play the following main greeting: *Thank you for calling. If you are calling from a touchtone telephone please dial the extension number you wish to reach or dial 0 (zero) for assistance. If you are calling from a rotary dial telephone, please stay on the line for assistance.*

The Automated Attendant allows callers to select options from a dialing menu. To change the dialing menu, see the *Voice Mail Installation and Programming Manual*. For now, leave the dialing menu alone and go on to STEP 10.

STEP 10

Customize Three Basic Subscriber Mailbox Features

The basic features are: Mailbox Greeting, Mailbox Password, and Mailbox Name. Subscribers do this from their own mailbox.

- The typical recorded Mailbox Greeting is *Hello. This is John. I can't answer the telephone right now . . .* Note that at default, Automated Attendant callers can dial zero (0) during or after the greeting to transfer the call to the operator extension, at default the operator is extension 10. Subscribers can include this information in their greetings.
- A Mailbox Password can be assigned to prevent unauthorized access to a Subscriber Mailbox. The code can be up to 4 digits long. No one can log onto the mailbox without entering the code. Note the default password for all mailboxes is *1234*.
- A recorded Mailbox Name will play a personalized voice prompt instead of the corresponding extension or mailbox number when a caller looks up a name in the company directory.

IMPORTANT NOTE

All unused voice mailboxes should be disabled to prevent unauthorized access. Change the default password for each unused mailbox, or actually delete the mailbox in programming.