

Facet*Phone*TM

System Announcements



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Facet***Corp*** 1820 Preston Park Blvd., Suite 1000 Plano, TX 75093 USA

Telephone: 1-877-322-3846 (1-877-FacetGo) or 1-972-985-9901

FAX: 1-800-982-9901 or 1-972-612-2035

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Auto attendant prompts

company_overflow_greeting.wav

This is the main auto-attendant greeting used when the company is open, but all operators are busy.

Should be customized for each company to include your company name.

Script for recording:

Thank you for calling <your company>. All of our operators are currently busy.

company_overflow_menu.wav

This is the main auto-attendant menu used when the company is open, but all operators are busy. The script and announcements assume that all users' extensions begin with "1", thus leaving all other numbers available for menu choices.

May need to be customized for your company if any of the menu options are changed due to a different numbering of users' extensions or if you want the menu to be in the same voice as the greeting that is played just prior to the menu.

Script for recording:

If you know your party's extension, dial it now.

For the company directory, press 2.

To leave a message, press 3.

For hours and company contact information, press 4.

To hold for an operator, press 0.

To repeat this message, press pound.

operators_busy.wav

This is the announcement played when a person chooses to ask for an operator but all the operators are busy.

Not normally customized.

Script for recording:

All our operators are currently busy.

company_closed_greeting.wav

This is the main auto-attendant greeting used when the company is closed.

Should be customized for each company to include your company name.

Script for recording:

Thank you for calling <your company>. The office is now closed.

company_closed_menu.wav

This is the main auto-attendant menu used when the company is closed. The script and announcements assume that all users' extensions begin with "1".

May need to be customized for your company if any of the menu options are changed due to a different numbering of users' extensions or if you want the menu to be in the same voice as the greeting that is played just prior to the menu.

Script for recording:

If you know your party's extension, dial it now.

For the company directory, press 2.

To leave a message, press 3

For hours and company contact information, press 4.

To repeat this message, press pound.

company_open_greeting.wav

This is the main auto-attendant greeting used when the company is open and on auto-attendant.

Should be customized for each company to include your company name.

Script for recording:

Thank you for calling <your company>.

company_open_menu.wav

This is the main auto-attendant menu used when the company is open and on auto-attendant. The script and announcements assume that all users' extensions begin with "1".

May need to be customized for your company if any of the menu options are changed due to a different numbering of users' extensions or if you want the menu to be in the same voice as the greeting that is played just prior to the menu.

Script for recording:

If you know your party's extension, dial it now.

For the company directory, press 2.

To leave a message, press 3.

For hours and company contact information, press 4.

To transfer to an operator, press 0.

To repeat this message, press pound.

contact_info.wav

This is the announcement played when the caller selects 4 on the main menu.

Should be customized for each company.

Script for recording:

Include whatever company contact information you want. The default prompt shipped with FacetPhone says:

Sorry, the contact information has not yet been recorded.

enter_lname.wav

This is the announcement played when the caller is being prompted to enter the last name of a person in the company directory.

Not normally customized.

Script for recording:

Using the letters on your telephone keypad, enter the last name of the person followed by the pound key.

enter_fname.wav

This is the announcement played when the caller is being prompted to enter the first name of a person in the company directory.

Not normally customized.

Script for recording:

Using the letters on your telephone keypad, enter the first name of the person followed by the pound key.

enter_ename.wav

This is the announcement played when the caller is being prompted to enter either name of a person in the company directory.

Not normally customized.

Script for recording:

Using the letters on your telephone keypad, enter the first or the last name of the person followed by the pound key.

enter_ophone.wav

This is the announcement played when the caller is being prompted to enter the other name when allowing entry of either first or last name, and the one entered previously resulted in too many matches.

Not normally customized.

Script for recording:

Enter the other name of the person followed by the pound key.

too_many_match.wav

This is the announcement played when the caller has entered the last name to the company directory, but too many matches were found. This announcement explains the condition and leads into entering the first name also.

Not normally customized.

Script for recording:

The last name you entered resulted in too many matches. Next you will be prompted to also enter the first name in order to narrow the search.

still_too_many_match.wav

This is the announcement played when the caller has entered both the last name and first name to the company directory, and too many matches were still found.

Not normally customized.

Script for recording:

There are still too many results to your search. You may want to try again, providing more letters to the name if you did not enter it completely.

no_name_match.wav

This is the announcement played when the caller has entered a name to the company directory that was not found.

Not normally customized.

Script for recording:

No results to your search were found. You may want to check the spelling of the name you entered, or try the other name of the person.

name.wav

This is the announcement played when a user has been matched in the company directory but does not have a recording of his name in a name.wav file in his own directory

Not normally customized.

Script for recording:

The party who was matched in your search of the company directory has not recorded a name announcement.

name_match_menu.wav

This is the announcement played after the caller has listened to the name announcement of a person found when searching the company directory.

Not normally customized.

Script for recording:

To transfer to this party press 1.
Otherwise, press 2.

keyinv.wav

Played when the user presses a key that is not valid for the current menu.

Not normally customized.

Script for recording:

That key is invalid for this menu.

music_on_hold_instruct.wav

Played to the user before the music starts when music on hold is in effect.

Not normally customized.

Script for recording:

Thank you for holding.

While on hold, the following options are available:

To leave a voice mail, press 1.

To change the music selection, press 2.

To stop the music, press 3.

To transfer to an operator, press 0.

Music for music on hold

song1.wav

song2.wav

song3.wav

song4.wav

song5.wav

song6.wav

song7.wav

song8.wav

song9.wav

song10.wav

Played to the user in a random order when music on hold is in effect.

Replace with other wav files if desired.

Script for recording:

(Not a voice recording).

on_hold_message.wav

Played to the user when message on hold is in effect.

Customized for each company.

Script for recording:

You would include whatever "on hold" message you want along with the following instructions:

While on hold, the following options are available:

To leave a voice mail, press 1.

To transfer to an operator, press 0.

Error messages

err_bad_dial.wav

Played when user's phone is off-hook and an invalid number has been dialed.

Not normally customized.

Script for recording:

The number you dialed is not a valid number.

err_invalid_ext.wav

Played when a caller enters an invalid extension to the auto-attendant.

Not normally customized.

Script for recording:

The number you dialed is not a valid extension.

err_no_lines.wav

Played when the user phone has dialed an outside number, but there are currently no outside lines available.

Not normally customized.

Script for recording:

There are currently no outside lines available.

err_no_user_menu.wav

Played when user's phone is off-hook and the star key for the user menu has been pressed, but no user menu is defined for the user.

Not normally customized.

Script for recording:

No user menu is defined for you.

err_execution.wav

Played when there is an error in executing an IVR script.

Not normally customized.

Script for recording:

Script execution error.

err_memory.wav

Played when there is a memory error while executing an IVR script.

Not normally customized.

Script for recording:

Memory allocation error.

err_compile.wav

Played when there is an IVR script compilation error.

Not normally customized.

Script for recording:

Sorry, an error was encountered in the auto-attendant programs. Please try your call later.

err_media.wav

Played when there is an error opening an audio file for playing.

Not normally customized.

Script for recording:

Error opening audio file.

err_unknown.wav

Played when there is an unknown error while processing an IVR script.

Not normally customized.

Script for recording:

Unknown error.

err_not_auth.wav

Played when a user attempts to perform a function that he is not authorized to perform (such as changing system prompts).

Not normally customized.

Script for recording:

You are not authorized to perform that function.

err_vm_full.wav

Played when attempting to leave voice mail for a user whose voice mailbox is full.

Not normally customized.

Script for recording:

This user's voice mailbox is full.

User menu system prompts

enter_uid.wav

Played when a phone or line with no associated user enters the user menu.

Not normally customized.

Script for recording:

Please enter your user extension.

enter_pin.wav

Played after the enteruid.wav prompt.

Not normally customized.

Script for recording:

Please enter your PIN.

main_user_menu_new_1.wav

Prompt for the first option of the top level of the user menu. This option is only played if the user has voice mail in their new message folder.

Not normally customized.

Script for recording:

To listen to your new voice mail messages, press 1.

main_user_menu_saved_2.wav

Prompt for the second option of the top level of the user menu. This option is only played if the user has voice mail in their saved message folder.

Not normally customized.

Script for recording:

To listen to your saved voice mail messages, press 2.

main_user_menu_after_2.wav

Prompt for all options after 1 and 2 of the top level of the user menu.

Not normally customized.

Script for recording:

To listen to your new voice mail messages, press 1.

To listen to your saved voice mail messages, press 2.

To change your voice mail greeting, press 3.

To record your name for the company directory, press 4.

To change to the group menu, press 5.

To change to the call forwarding menu, press 6.

To send a voice mail, press 7.

To manage your voice mail distribution lists, press 8.

To change your PIN, press 9.

To repeat this menu, press pound.

To exit, hang-up or press star.

greetings_menu.wav

Prompt for selecting which voice mail greeting will be recorded.

Not normally customized.

Script for recording:

To record your generic voice mail greeting, press 1.

To record your "idle" voice mail greeting, for use when you are available for calls, but did not answer in time, press 2.

To record your "busy" voice mail greeting, for use when you are at work, but not available for calls, press 3.

To record your "out" voice mail greeting, for use when you are not at work, press 4.

To repeat this menu, press pound.

To exit this menu, press star.

no_new_mail.wav

Announcement to notify that you have no new mail messages.

Not normally customized.

Script for recording:

You have no new voice mail messages.

no_saved_mail.wav

Announcement to notify that you have no saved mail messages.

Not normally customized.

Script for recording:

You have no saved voice mail messages.

1_new_mail.wav

Announcement to notify you that you have 1 new mail message.

Not normally customized.

Script for recording:

You have 1 new voice mail message.

1_saved_mail.wav

Announcement to notify you that you have 1 saved mail message.

Not normally customized.

Script for recording:

You have 1 saved voice mail message.

you_have.wav

Beginning to the announcement of more than 1 mail message in either the new or saved voice mail folders.

Not normally customized.

Script for recording:

You have ...

new_msgs.wav

Played at the end of announcing the number of mail messages in the new voice mail folder.

Not normally customized.

Script for recording:

... new mail messages.

message_number.wav

Played before each voice mail to give the user an indication of which message is being listened to.

Not normally customized.

Script for recording:

Message number ..

saved_msgs.wav

Played at the end of announcing the number of mail messages in the saved voice mail folder.

Not normally customized.

Script for recording:

... saved mail messages.

new_mail_menu.wav

Menu for handling each new mail message.

Not normally customized.

Script for recording:

To replay this message, press 1.

To delete this message, press 2.

To move this message to your saved message folder, press 3

To play the previous message, press 4.

To reverse the order messages are played, press 5.

To play the next message, press 6.

To reply to this message, press 7.

To forward this message to another person, press 8.

To repeat this menu, press pound.

To exit this menu, press star.

saved_mail_menu.wav

Menu for handling each saved mail message.

Not normally customized.

Script for recording:

To replay this message, press 1.

To delete this message, press 2.

To move this message to your new message folder, press 3.

To play the previous message, press 4.

To reverse the order messages are played, press 5.

To play the next message, press 6.

To reply to this message, press 7.

To forward this message to another person, press 8.

To repeat this menu, press pound.

To exit this menu, press star.

deleted.wav

Played when the user deletes a message.

Not normally customized.

Script for recording:

Deleted.

message_moved_to_saved.wav

Played to confirm that a message has been moved from the new to the saved voice mail folder.

Not normally customized.

Script for recording:

Message has been moved to your saved message folder.

message_moved_to_new.wav

Played to confirm that a message has been moved from the saved to the new voice mail folder.

Not normally customized.

Script for recording:

Message has been moved to your new message folder.

vm_reply_menu.wav

Menu to determine if the user wants to reply only to the sender or to the sender and all other recipients.

Not normally customized.

Script for recording:

To reply to the sender of this voice mail, press 1.

To reply to the sender and all other recipients, press 2.

cannot_reply.wav

Played when the user has chosen to reply to a voice mail that is not from another FacetPhone user.

Not normally customized.

Script for recording:

You cannot reply to this voice mail.

cannot_group_reply.wav

Played when the user has chosen to group reply to a voice mail that is not from another FacetPhone user and has no other recipients that are FacetPhone users.

Not normally customized.

Script for recording:

You cannot group reply to this voice mail.

forward_vm_menu.wav

Menu to select between reply only to sender or group reply to sender and all other recipients.

Not normally customized.

Script for recording:

To forward this message to an individual person's mailbox, press 1.

To forward this message to a group's mailbox, press 2.

To forward this message to a list of people, press 3.

To exit this menu, press star.

To repeat this menu, press pound.

enter_forward_ext.wav

Played when the user has chosen to forward a voice mail.

Not normally customized.

Script for recording:

Enter the extension of the person to whom you want to forward this message.

validate_forward_recipient.wav

Played after the name of the person to whom a voice mail is being forwarded is played.

Not normally customized.

Script for recording:

To forward the message to this person, press 1.

Otherwise, press 2.

forward_prefix_menu.wav

Menu to allow a message to be recorded and prefixed onto the original message before forwarding it.

Not normally customized.

Script for recording:

To record a new message to add to the beginning of the forwarded message, press 1.

To forward the message as it is, press 2.

record_prefix_instruct.wav

Instructions for recording a prefix message and then forwarding the voice mail.

Not normally customized.

Script for recording:

Record the message to add to the forwarded voice mail.

End your recording by pressing the pound key.

The combined message will then be forwarded.

forwarded.wav

Played after a message has been forwarded to confirm that the message was successfully forwarded.

Not normally customized.

Script for recording:

Message has been forwarded.

current_prompt.wav

Played when recording a prompt that already exists.

Not normally customized.

Script for recording:

The current prompt is ...

no_current_prompt.wav

Played when recording a prompt that does not already exist.

Not normally customized.

Script for recording:

This prompt has not yet been recorded.

change_prompt.wav

Played after playing the current prompt when recording a prompt that already exists.

Not normally customized.

Script for recording:

To change this prompt press 1.
Otherwise, press 2.

record_prompt.wav

Played at the beginning of recording a prompt.

Not normally customized.

Script for recording:

Start recording after the tone.
To end the recording, press pound.

record_menu.wav

Played after recording a prompt.

Not normally customized.

Script for recording:

To play the prompt, press 1.

To re-record the prompt, press 2.

To save the prompt, press 3.

To exit without saving the prompt, press star or hang up.

To repeat this menu, press pound.

record_page_menu.wav

Played after recording a page.

Not normally customized.

Script for recording:

To listen to the page before sending it, press 1.

To re-record the page, press 2.

To send the page, press 3.

To exit without sending the page, press star or hang up.

To repeat this menu, press pound.

sent.wav

Played when sending a page.

Not normally customized.

Script for recording:

Sent.

err_save_prompt.wav

Played if there is an error when saving a prompt or greeting.

Not normally customized.

Script for recording:

There was an error saving the prompt.

prompt_not_changed.wav

Played when user has indicated to exit without saving the prompt.

Not normally customized.

Script for recording:

The prompt has not been changed.

saved.wav

Played when the user saves a prompt.

Not normally customized.

Script for recording:

Saved.

group_menu_for.wav

Played before the current group name at the top of the group menu.

Not normally customized.

Script for recording:

Group menu for ...

groupname.wav

Played in place of the group name when the group name has not been recorded.

Not normally customized.

Script for recording:

Group name has not been recorded.

main_group_menu_new_1.wav

Prompt for the first option of the top level of the group menu. This option is only played if the group has voice mail in its new message folder.

Not normally customized.

Script for recording:

To listen to your group new voice mail messages, press 1.

main_group_menu_saved_2.wav

Prompt for the second option of the top level of the group menu. This option is only played if the group has voice mail in its saved message folder.

Not normally customized.

Script for recording:

To listen to your group saved messages, press 2.

main_group_menu_record_34.wav

Prompt for the third and fourth options of the top level of the group menu. These options are only played if the user is an administrator or an operator for the group.

Not normally customized.

Script for recording:

To record your group voice mail greeting, press 3.

To record your group name announcement, press 4.

main_group_menu_change_5.wav

Prompt for the fifth option of the top level of the group menu. This option is only played if there is more than one group.

Not normally customized.

Script for recording:

To change to another group, press 5.

exit_star_repeat_pound.wav

Prompt for the final options of the top level of the group menu. These options are played unconditionally.

Not normally customized.

Script for recording:

To exit this menu, press star.

To repeat this menu, press pound.

group_greetings_menu.wav

Prompt for starting group voice mail greeting recorded.

Not normally customized.

Script for recording:

To record your group voice mail greeting, press 1.

Otherwise, press 2.

menu_for_change_group.wav

Prompt for the top level of the group menu - one group - not operator.

Not normally customized.

Script for recording:

To change your current group, press the key corresponding to the group name in the list that follows.

To exit this menu, press star.

To repeat this menu, press pound.

forward_off_menu.wav

Prompt for the forwarding menu when forwarding is off.

Not normally customized.

Script for recording:

Your calls are not currently being forwarded.

To turn forwarding on, press 1.

To exit this menu press star.

enter_forward.wav

Prompt to enter the number where calls are to be forwarded.

Not normally customized.

Script for recording:

Enter the number where your calls are to be forwarded.

For an outside number, include the leading 9 or 8 plus trunk group number.

For a station number, enter only the station number.

End your entry by pressing the pound key.

you_entered.wav:

Prompt to announce the forwarding number that has been entered.

Not normally customized.

Script for recording:

You entered ...

set_forward_menu.wav

Prompt to accept or re-record forwarding number.

Not normally customized.

Script for recording:

To forward your calls to this number, press 1.

To re-enter the number, press 2.

To exit this menu press star.

forwarding_on.wav

Prompt to announce that calls are now being forwarded.

Not normally customized.

Script for recording:

Your calls are now being forwarded.

forward_on_menu.wav

Prompt for forwarding menu when forwarding is on.

Not normally customized.

Script for recording:

Your calls are currently being forwarded.

To turn off forwarding press 1.

To hear the number where your calls are being forwarded, press 2.

To exit this menu press star.

forwarding_off.wav

Prompt to announce that forwarding has been turned off.

Not normally customized.

Script for recording:

Call forwarding has been turned off.

current_forward.wav

Prompt to announce the outside number where calls are currently being forwarded.

Not normally customized.

Script for recording:

Your calls are currently being forwarded to ...

station.wav

Prompt to announce the station where calls are currently being forwarded.

Not normally customized.

Script for recording:

station ...

forward_out_menu.wav

Prompt to announce to a caller that their call is being forwarded to an outside number and to give them the opportunity to leave voice mail instead.

Not normally customized.

Script for recording:

Your call is being forwarded to an outside number.

To be forwarded now, press 1 or stay on the line.

To leave voice mail instead of being forwarded, press 2.

send_vm_menu.wav

Prompt to select whether a voice mail is to be sent to an individual user's mailbox, a group's mailbox or the mailboxes of a list of users.

Not normally customized.

Script for recording:

To send voice mail to a single person's mailbox, press 1.

To send voice mail to a group's mailbox, press 2.

To send voice mail to a list of people, press 3.

To exit this menu, press star.

To repeat this menu, press pound.

enter_recipient_ext.wav

Prompt to enter the extension of the user to whom voice mail is to be sent.

Not normally customized.

Script for recording:

Enter the extension of the person to whom you wish to send voice mail.

validate_vm_recipient.wav

Prompt to validate the user to whom voice mail is being sent. Played after the user's name announcement has been played.

Not normally customized.

Script for recording:

To send voice mail to this person, press 1.

Otherwise, press 2.

select_group_by_number.wav

Prompt to select the group to which voice mail will be sent.

Not normally customized.

Script for recording:

To select the group to send voice mail, press the key corresponding to the group name in the list that follows.

To exit this menu, press star.

To repeat this menu, press pound.

use_existing_distlist_or_create.wav

Prompt to ask user if voice mail is to be sent to an existing distribution list or if a new list is to be created.

Not normally customized.

Script for recording:

To send voice mail to an existing distribution list, press 1.

To create a new distribution list, press 2.

To exit this menu, press star.

To repeat this menu, press pound.

err_all_vm_full.wav

Prompt played when all the voice mailboxes of all the recipients in a distribution list are full.

Not normally customized.

Script for recording:

All recipient mailboxes are full.

err_all_dist_invalid.wav

Prompt played when all the users in a distribution are no longer valid.

Not normally customized.

Script for recording:

All recipients in the distribution list are invalid.

select_distlist_instruct.wav

Prompt to select an existing distribution list to be used.

Not normally customized.

Script for recording:

As the name of each distribution list is played, you will be prompted to enter 1 to select the list or 2 to skip it.

To exit list selection, press star.

To repeat this menu, press pound.

select_or_skip_distlist.wav

Prompt to select the distribution list whose name was played or to skip to the next one.

Not normally customized.

Script for recording:

To select this list, press 1.

To skip this list, press 2.

edit_existing_distlist_instruct.wav

Instructions for editing an existing distribution list.

Not normally customized.

Script for recording:

To review the existing people in the list, press 1.

To add new people to the list, press 2.

To record the list name announcement, press 3.

To save the list press 4.

To stop editing the list without saving your changes, press 5.

edit_new_distlist_instruct.wav

Instructions for creating a new distribution list.

Not normally customized.

Script for recording:

To review the existing people in the list, press 1.

To add new people to the list, press 2.

To record the list name announcement if the list is to be kept as a permanent list, press 3.

To save the list as a permanent list, press 4.

To use the list without permanently saving it, press 5.

distlist_has_no_members.wav

Message played when the user has chosen to review the people in a distribution list, but the list has no members.

Not normally customized.

Script for recording:

This distribution list does not have any members.

distlist_member_edit_instruct.wav

Instructions played after the name of each user in a distribution list is played when the existing members of the list are being reviewed.

Not normally customized.

Script for recording:

To keep this person in the list, press 1.

To remove this person from the list, press 2.

To end review of the list, press star.

enter_member_ext.wav

Prompt to enter the extension of a user to be added to a distribution list.

Not normally customized.

Script for recording:

Enter the extension of the person to be added to the list.

add_member_instruct.wav

Instructions for adding a user to a distribution list after the user's extension has been entered and their name prompt has been played.

Not normally customized.

Script for recording:

To add this person to the list, press 1.

Otherwise, press 2.

create_distlist_menu.wav

Instructions played after a user has been added to a distribution list.

Not normally customized.

Script for recording:

To add another person to the list, press 1.

To end list creation, press 2.

record_distlist_name.wav

Prompt to record the name of a distribution list.

Not normally customized.

Script for recording:

Record the name of the distribution list.

manage_distlists_menu.wav

Instructions played when a user has chosen to manage their voice mail distribution lists.

Not normally customized.

Script for recording:

To review your existing distribution lists, press 1.

To create a new distribution list, press 2.

To exit this menu, press star.

To repeat this menu, press pound.

no_user_distlists.wav

Prompt played when a user has chosen to review their existing distribution lists but do not have any defined.

Not normally customized.

Script for recording:

You do not have any user defined distribution lists.

edit_del_skip_distlist.wav

Instructions when reviewing existing distribution lists.

Not normally customized.

Script for recording:

To edit this list, press 1.

To delete this list, press 2.

To skip to the next list, press 3.

enter_new_pin.wav

Prompt to enter a new PIN when the user has chosen to change their PIN.

Not normally customized.

Script for recording:

Enter your new PIN.

The PIN must be four digits and cannot contain the star or pound keys.

invalid_pin.wav

Error message when an invalid PIN is entered.

Not normally customized.

Script for recording:

That PIN is invalid.

reenter_new_pin.wav

Prompt to re-enter the PIN to confirm its new value.

Not normally customized.

Script for recording:

Re-enter your new PIN for confirmation.

new_pin_accepted.wav

Announcement that the new PIN has been accepted.

Not normally customized.

Script for recording:

Your new PIN is now in effect.

pins_dont_match.wav

Error message played if the confirmation PIN does not match the original entry of the new PIN.

Not normally customized.

Script for recording:

Your confirmation PIN did not match your original entry.

goodbye.wav

Prompt to let users know when they have exited the user menu.

Not normally customized.

Script for recording:

Goodbye.

call.wav

The beginning of the announcement of the call ID that has been parked.

Not normally customized.

Script for recording:

Call ...

parked.wav

The end of the announcement of the call ID that has been parked.

Not normally customized.

Script for recording:

... is parked.

Numbers

0.wav through 99.wav

Used alone or in combination to announce a number of voice mail messages in the new or saved voice mail folder.

Not normally customized.

Script for recording:

Each file announces the number indicated in the file name.

hundred.wav

Not normally customized

Script for recording:

... hundred. ...

thousand.wav

Not normally customized

Script for recording:

... thousand. ...

Weekdays, months, days, years, times

monday.wav through sunday.wav

Used in combination with other announcements to give the date of a voice mail.

Not normally customized.

Script for recording:

The name of the week corresponding to the file name.

january.wav through december.wav

Used in combination with other announcements to give the date of a voice mail.

Not normally customized.

Script for recording:

The name of each month corresponding to the file name.

day1.wav through day31.wav

Used in combination with other announcements to give the date of a voice mail.

Not normally customized.

Script for recording:

The day1.wav, etc files announce the day of the month indicated. For example, day1.wav should say "first".

2000.wav

Used in combination with other announcements to give the date of a voice mail.

Not normally customized.

Script for recording:

two thousand ...

today.wav

Played as part of announcing the date and time on a voice mail message that was left today.

Not normally customized.

Script for recording:

today ...

oh_1.wav through oh_9.wav

Not normally customized.

Script for recording:

"oh 1" through "oh 9" as in:

9:01 AM

4:02 PM

6:03 PM

2:04 AM

7:05 AM

2:06 PM

8:07 AM

3:08 PM

12:09 AM

am.wav and pm.wav

The files am.wav and pm.wav are used to distinguish between AM times and PM times.

Not normally customized.

Script for recording:

... AM and ...PM as in:

Be there at nine thirty-five AM.

At two fifteen PM, we will leave.

Voice mail prompts

vmgeneric.wav and vmidle.wav

Played when the user has not recorded a custom generic voice mail greeting. The generic voice mail greeting is played when a call is transferred directly to a user's voice mail or in any other voice mail condition where a script specific to that condition (busy, idle, out) has not been defined. Users will usually record their own personalized version of this greeting.

Should be customized by each user.

Script for recording:

The person you have called is not available.
Please leave a message.

vmbusy.wav

Played when the user has not recorded a custom "busy" voice mail greeting and has selective voice mail processing enabled, and is currently on the phone.

Should be customized by each user.

Script for recording:

The person you have called is currently on the phone.
Please leave a message.

vmout.wav

Played when the user has not recorded a custom "out" voice mail greeting and has selective voice mail processing enabled, and is currently not at work.

Should be customized by each user.

Script for recording:

The person you have called is currently out of the office.
Please leave a message.

vm_instruct.wav

Played after the greeting before recording.

Not normally customized.

Script for recording:

Begin recording your message at the tone.

After recording your message, hang-up to deliver your message, or press the pound key for more options.

vm_menu.wav

Played if the caller ends the message by pressing pound. Gives the option of reviewing the message and re-recording it.

Not normally customized.

Script for recording:

To play your message, press 1.

To re-record your message, press 2.

To deliver your message, press 3 or hang-up.

To cancel your message, press 4.

To transfer to an operator, press 0.

To repeat this menu, press pound.

vm_menu_no_oper.wav

Played if the caller ends the message by pressing pound. Gives the option of reviewing the message and re-recording it. Same as vm_menu.wav except this one does not offer the option of pressing 0 to ring the operator.

Not normally customized.

Script for recording:

To play your message, press 1.

To re-record your message, press 2.

To deliver your message, press 3 or hang-up.

To cancel your message, press 4.

To repeat this menu, press pound.

message_delivered.wav

Played after the voice mail message has been successfully placed in the users new voice mailbox.

Not normally customized.

Script for recording:

Message delivered.

message_cancelled.wav

Played after a voice mail message that was recorded and the caller pressed 4 to cancel the message.

Not normally customized.

Script for recording:

Message cancelled.

thank_you_for_holding.wav

Played when the caller is on hold.

Not normally customized.

Script for recording:

Thank you for holding.

Miscellaneous

beep.wav

Played to prompt caller to record

Not normally customized.

Script for recording:

(Not a voice recording)

silence.wav

200 milliseconds of silence.

Not normally customized.

Script for recording:

(Not a voice recording)