



## INTRODUCTION

### What is Lingo?

Lingo is *the* voice messaging system for organizations that have between 10 and 25 employees who frequently use the telephone. Developed by Active Voice, the world's leading manufacturer of PC-based voice processing systems, Lingo is easy to install, use, and maintain, and it has the flexibility and power to fit into any work environment. Available in either a 2- or 4-port version, Lingo offers organizations the critical voice mail features they need at a truly affordable price.

Getting started with Lingo is quick and easy. The technician simply mounts Lingo on the wall, plugs in the line and power cords, inserts the 8 AA backup batteries, and then configures the system from either a touchtone telephone or a laptop PC.

Organizations can begin using Lingo almost immediately. A designated system manager assigns the voice mailboxes, records the opening greeting, establishes the system schedule, and chooses a number of initial options. Individual subscribers within the company then set up their own voice mailboxes. And Lingo is ready to go.

Maintaining Lingo is equally easy. Other than replacing the 8 AA backup batteries (Lingo will send you a message when it's time), you never have to touch the box. In fact, you can't open the box without voiding the warranty. Because Lingo is a solid state system with no hard drive and no floppy drives, there are no moving parts to break down. Any changes that need to be made to the embedded system software are made via a touchtone telephone or laptop PC. Lingo is industrial strength voice mail.

### What Does Lingo Offer?

Lingo is a powerful communications tool at an affordable price. Active Voice designed Lingo to provide feature-rich voice mail without breaking an organization's communications budget. We've put a lot of power and sophistication into one small, easy-to-use product. Lingo's features can be divided into two general categories: voice mail and automated attendant. Please review the following information for a complete description of what Lingo offers.

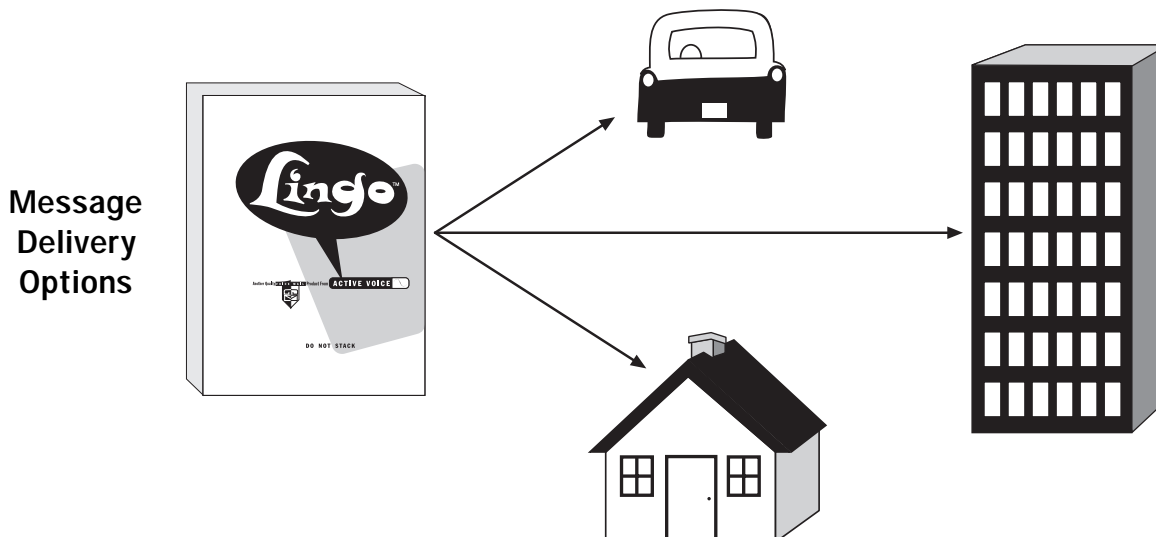
## VOICE MAIL

Voice mail allows outside callers and internal users (called subscribers) to leave detailed, private messages 24 hours a day, seven days a week. The recorded message is left in the caller's own voice with no intermediary, which eliminates misunderstood and inaccurate written messages and captures the tone of the caller's voice. Subscribers access and listen to their messages from any touchtone telephone.

- **Personal Mailbox** Each subscriber within an organization can have a private voice mailbox. A 2-port system offers up to 50 mailboxes; a 4-port system up to 100 mailboxes.
- **Easy Subscriber Self-Enrollment** Subscribers personalize their voice mailbox—set up their directory listing, record personal greetings, and set security codes—through an easy-to-use, touchtone telephone conversation. Because self-enrollment is so simple, subscribers can begin using Lingo immediately. There is no steep learning curve.



- **Directory Listing** Subscribers control whether they want to be listed in the automated attendant directory (see Automated Attendant features). Subscribers record and spell their name for the directory.
  - **Personal Greeting** Subscribers record their individual personal greeting. Callers hear the greeting before they are given an opportunity to leave a message. Subscribers can change the content of their greeting from any touchtone telephone at any time as needed to reflect changes in their schedule or plans. By providing a friendly, informative greeting, subscribers encourage callers to leave detailed messages.
  - **Personal ID** This number, which is usually based on a subscriber's extension number, identifies subscribers to the voice mail system when they are calling to access their mailbox.
  - **Personal Security Code** In addition to the Personal ID, each subscriber can also set a security code to safeguard his or her mailbox. The code, which can be from three to ten digits long, can be changed at any time from any touchtone telephone.
- **Message Notification Options** Depending on the telephone system, Lingo can notify a subscriber of new messages in one or more of the following ways: activate a message waiting lamp on the extension telephone, activate a special dial tone at the extension telephone, call the extension telephone at 30 minute intervals, or announce that messages are waiting when the subscriber calls the system.
  - **Message Delivery Options** Subscribers can specify where their messages will be delivered—home, work extension, pager, mobile telephone, etc. Lingo can call up to three different telephone numbers to deliver messages. Subscribers simply specify their delivery telephone number and schedule. Each number can have a different schedule. If the delivery is not successful, Lingo tries again after a preset period of time, and continues to try until it succeeds or the schedule ends.



- **Multiple User Interfaces** Lingo offers both “1 for Yes and 2 for No” and keypad shortcuts to enable subscribers and callers to navigate the system easily.



- **Subscriber-to-Subscriber Messaging** Lingo is a powerful and flexible tool that substantially improves communications among co-workers. Subscribers can dial Lingo directly to leave a message for a fellow subscriber without ringing that extension. In this way, co-workers can exchange routine information and ask questions without disturbing one another.

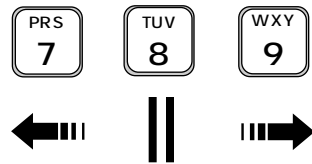
Of course, it is still possible to dial a co-worker directly. If that person is unavailable, the call is automatically forwarded to the co-worker's voice mail. The caller can then enter his or her personal ID. The ID identifies the caller to Lingo and allows the co-worker to reply easily to the message. Alternatively, if Lingo is configured for automatic subscriber-to-subscriber messaging, Lingo allows co-workers to leave each other messages without having to enter a Personal ID.

Lingo also provides the following features as part of subscriber-to-subscriber messaging:

- **Message Cancellation** If the recipient hasn't listened to a message yet, the subscriber who sent the message can delete it and, if he or she wants, record a new message.
- **Message Redirection** Lingo allows subscribers to forward a copy of a message to another subscriber easily. Subscribers can also record an introduction to the forwarded message.
- **Customized Groups** The system manager can create up to 10 groups of subscribers. This allows the same message to be delivered efficiently to many people at once. Subscribers can belong to more than one group, and can be added and deleted via touchtone telephone by the system manager.
- **The "All" Group** Lingo also improves efficiency by allowing a subscriber to send the same message simultaneously to every subscriber on the system.
- **Mailbox Transfer Rings** Subscribers can specify the number of rings that Lingo waits before it transfers a call from their extension to their voice mailbox. This allows Lingo to be customized to accommodate each subscriber's response time.
- **Maximum Message Length** Depending on the needs of the organization and the volume of telephone activity, the system manager can limit the amount of time available to record a message to optimize the system's storage capacity.
- **Day and Time Stamp** At the end of every message, Lingo indicates the day and time the message was received, providing subscribers with accurate information about their telephone and fax activity.
- **Delete Messages Option** Gives subscribers the option of manually deleting messages from their voice mailbox that have just been listened to. Otherwise Lingo automatically deletes the old messages at the regularly scheduled time. For an organization with a high volume of messages, this helps free up storage space. Please note: new messages (messages that have not been listened to) are NOT automatically deleted unless the technician configures the system to delete new messages after a specific amount of time (typically 60 days).
- **Message Archiving** To save important messages from automatic deletion for several days, subscribers can archive their messages. The number of days Lingo will archive a message is determined by the system manager.



- **Save Message As New** Subscribers can save a message as new after they've listened to it and it will be stored with other new messages.
- **Pause, Rewind, Fast Forward** When listening to a message, subscribers press "7" to move backward, "8" to pause, or "9" to move forward.



- **Volume Control** Subscribers can press "5" during message playback to adjust the volume up or down. The "5" key serves as a toggle switch: press once and volume goes up, press again and volume returns to normal, press again and volume goes down, etc.

## AUTOMATED ATTENDANT

Lingo can act as an electronic receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting that gives them instructions, information, and options. Using the automated attendant, callers can reach a subscriber directly by dialing the extension number during the opening greeting.

- **Options for Using Automated Attendant** *If, when, and how* Lingo's automated attendant will answer and route incoming calls can be configured depending on the needs of the organization.
  - **No Automated Attendant** Lingo is used only as voice mail and the receptionist answers and routes all incoming calls.
  - **Private Attendant** Lingo serves as an automated attendant only to subscribers and outside callers who know the dedicated telephone number for Lingo. Special customers and vendors can connect directly to the right person, and the receptionist doesn't have to waste time transferring subscribers into voice mail to check messages while they are on the road. Except for these select callers, the receptionist answers and routes all incoming calls.
  - **Secondary Attendant** Overflow calls are routed to Lingo when the receptionist is busy or unavailable. Lingo also answers calls dialed directly to the secondary telephone number. The receptionist answers and routes most incoming calls and has backup support to ensure that all calls are answered promptly.
  - **Primary Attendant** The main telephone line is routed directly to Lingo. The automated attendant answers most incoming calls, allowing callers to route themselves directly to the extension they want or press "0" for the receptionist. The receptionist answers and routes overflow calls, and is free to offer more personalized attention to the callers who need it the most.
- **Opening Greeting** Lingo plays a pre-recorded greeting to callers when it answers a call. The greeting is recorded by the organization's system manager. The greeting typically includes the organization's name, how to reach an extension, how to reach the operator, how to send a fax,



how to reach the directory, etc. During the greeting, callers can enter extension numbers, access the directory, or hold for assistance.

- **Directory Listing** A caller who does not know the extension number can enter the first three letters of the subscriber's name (first or last, depending on how the system is configured) and the system offers the extension number of each match. If there is only one match, the system can then dial the extension automatically. If the extension is not answered or is busy, Lingo automatically routes the caller to the subscriber's voice mailbox.
- **Answer Call On First Ring** Lingo can be programmed to answer calls on the first ring so incoming calls are handled as quickly as possible.
- **Variable System Schedules** To accommodate organizations with operating hours that vary from day to day, Lingo can store up to three schedule ranges. A range consists of a time span and the days of the week that the time span is in effect.

DAILY OPERATING SCHEDULE							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9:00 am	R A N G E  1	R A N G E  1	R A N G E  1	R A N G E  2	R A N G E  1	R A N G E  1	
Noon							
5:00 pm							
9:00 pm							

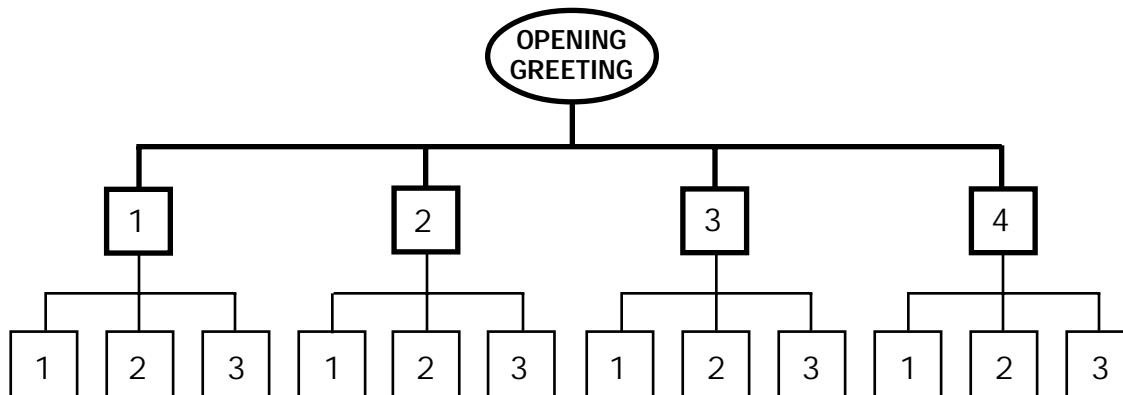
Day Mode                       Night Mode

- **Multiple Opening Greetings** Depending on the time of day and the system schedule, Lingo can answer a call with one of three opening greetings—a day, night, and holiday greeting.
  - **Day Mode** During the day mode (normal business hours), Lingo answers the call with the daytime greeting and offers to route callers to the requested extension.
  - **Night Mode** During the night mode (nonbusiness hours), Lingo plays the special nighttime greeting and also offers to route callers to the requested voice mailbox so they can leave a message. If they don't know which subscriber should receive the message, callers are routed to the public mailbox.



- **Holiday Mode** Lingo answers calls with the holiday greeting and callers who need assistance are routed to the operator's voice mailbox to leave messages. Holiday mode overrides day and night mode and is turned on and off manually by the system manager.

- **Fax Detect, Routing, and Notification** If Lingo hears a fax tone when it answers a call it automatically transfers the call to a fax machine. Callers can also dial the fax extension during the opening greeting and send a fax manually. This eliminates the need for a separate fax telephone number and a dedicated outside line.
- **Voice Detect to Operator** Callers who talk during the opening greeting are transferred to the operator automatically. Individuals who call from a rotary telephone can be prompted to respond verbally and be automatically connected to the operator.
- **Operator Assistance Always Available** Lingo requires that an extension be assigned to the operator. Callers with a touchtone telephone can press "0" to reach an operator at any time.
- **Menu Keys** Lingo's 16 menu keys are easy to program and can be accessed independently. System managers can create simple menus that lead callers to frequently requested extensions ("press '1' for sales, '2' for customer service") or pre-recorded information ("press '3' for our current special, press '4' for directions to our downtown office") with the convenience of single-digit dialing. The menu tree consists of four keys at the top level and three under each of these (see diagram).



- **Call Transfer Option** Subscribers can turn off the transfer of calls from the automated attendant to their extension. Calls are routed directly to the voice mailbox, allowing the subscriber to work undisturbed if necessary.



## INSTALLATION AND MAINTENANCE

- **Options for the Technician** The technician can access Lingo for installation and maintenance through either the Technician's Conversation or the Technician's Screen. Access is controlled by the Technician's password, which also allows the technician access to the System Manager's Screen.
  - **Technician's Conversation** Through this easy-to-use, touchtone telephone conversation, the technician can quickly identify the telephone system, select the extensions that will have voice mail, indicate how the automated attendant will work, initiate the Learn Call Progress Tones process, and set any additional options.
  - **Technician's Screen** This screen, which is available via modem or serial cable (see Remote Maintenance below), provides a visual representation of the Technician's Conversation. Anything that can be done in the Technician's Conversation can be done on the Technician's Screen. In addition, the screen allows the technician to generate system reports.
- **System Manager** The system manager is the employee of the organization who is responsible for routine administration of the voice mail system. Lingo does not require a full-time system manager.
- **Options for the System Manager** The system manager can access Lingo for routine administrative tasks through either the System Manager's Conversation or the System Manager's Screen:
  - **System Manager's Conversation** Through this easy-to-use touchtone telephone conversation, system managers can add, delete, and reset voice mailboxes, change the opening greetings and system schedule, and perform other routine administration operations.
  - **System Manager's Screen** This screen, which is available via modem or serial cable (see Remote Maintenance below), provides a visual representation of the System Manager's Conversation. Anything that can be done in the System Manager's Conversation can be done on the System Manager's Screen.
- **Learn Call Progress Tones** The tones used to identify the status of a call, including the dial, busy, ring back, disconnect, and do-not-disturb tones, vary from one telephone system to another. Lingo has the ability to learn these tones automatically in five minutes or less without taking the system off line. Learn Call Progress Tones uses both cadence and frequency to get the most accurate reading of the tones. In most cases the learning process can be accomplished automatically, although in a few cases the technician must provide manual supervision.
- **Remote Maintenance** Lingo's remote maintenance software allows a technician or system manager to troubleshoot, maintain, or administer a system from a support computer. The support computer can be connected directly to Lingo through a serial cable or through a modem connection. External modems are available as an option with Lingo, and include a mounting rack for convenient installation. Everything that can be done through the Technician's or System Manager's Conversation can be done through screens on the support computer.
- **Remote Restart** Occasionally, a technician might want to restart Lingo from a remote location when there is no one on site to perform that task. Using Remote Maintenance, a technician can take Lingo off and on line, if necessary.





- **Database Archiving** Lingo can be configured to check the databases daily and archive them if any subscribers have been added or deleted, or any system options have been changed.
- **Backup Power** In case of a power failure, Lingo's backup power supply consists of 8 AA batteries (no expensive, hard-to-find specialty batteries). The backup power ensures that important data is stored if the main power supply goes down. Note: The backup power does not keep Lingo running. Lingo automatically monitors battery voltage and sends a message to the system manager when the batteries need to be changed.
- **System Backup** Lingo's backup utility provides an easy way to store the entire voice mail system on a support computer. The backup differs from the database archive in that it stores everything, including all messages, greetings, and menu keys. Active Voice recommends that the system manager or technician perform backups after making significant changes to the system.
- **System Reports** Using a support computer with keyboard, monitor, and Remote Maintenance, a technician can generate several different types of reports about the system:
  - **Usage Report** Shows how much the system is being used during a specified period of time. Can be set for an individual subscriber, an extension, or the entire system.
  - **Subscriber Report** Lists subscribers and a variety of information about the status of each subscriber's voice mailbox.
  - **Call Log** Provides a record of every call the system answers, dials, or transfers. Can be set for an individual subscriber, an extension, or the entire system.
- **Telephone System Codes** Lingo supports more than 115 telephone system integrations. To configure Lingo for a particular telephone system, the technician simply enters a four-digit code that is listed in the *Technician's Guide*. This code is entered during the Technician's Conversation and does not require that the system be brought off line.
- **System Information** By entering "0" during the System Manager's Conversation, Lingo will provide information about the system, including product version, available recording time, operator message count, extension for operator, extension for the operator mailbox, and whether the system is in day, night, or holiday mode.
- **Year 2000 Compliant** Lingo is fully Year 2000 Compliant. None of its operations, including the Day and Time Stamp will be affected by the arrival of the year 2000.



*Active Voice is a world leader in developing PC-based voice messaging systems and Computer-Telephony Integration (CTI) solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, India, the Netherlands, and the United Kingdom. With more than 58,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that help businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.*



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