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SAMSUNG
TELECOMS

Technical Bulletin SAMSUNG CAD 003	
Issued by: D Ridley Date: 10/04/01 Approved: David Ridley Date: 10/04/01	Signed: Signed:
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Subject : Conversion of Cadence Voice Prompts	Number of pages: 3

Converting Cadence Prompts from American English to conventional English.

In our pursuit of our goal of superior product quality and our ultimate aim of complete customer satisfaction, we have taken the initial steps to satisfy one of the main requests from our dealers.

This request was for the voice messages within Cadence to be changed from American English to conventional English. As you can appreciate there are over 4000 messages held within the card and to change them all at one attempt has proved to be a monumental task. With this in mind we have looked at positive alternatives to deliver a satisfactory solution to those functions most commonly used day to day. We remain however, fully committed to totally changing all of the messages to conventional English, in the near future.

We have identified the 15 most common used messages in the majority of systems installed at this moment in time, and these are detailed on the attached sheets.

We would recommend that a qualified Cadence engineer, to maintain the system integrity and deliver customer satisfaction, carries out the re-recording procedure. By you or the end user re-recording these messages we believe this will provide a conventional English response on the majority of occurrences when the Cadence card is accessed.

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Technical Bulletin   STARS ref2803 Page 1 of 3

technical bulletin

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Cadence Prompts Recording - (what the caller would hear)

N.B. THE CADENCE MUST FIRST BE DEFAULTED IN THE NORMAL MANNER AND THEN PROGRAMMED TO RUN AS LANGUAGE 4 BEFORE ATTEMPTING THE RE-RECORD SYSTEM PROMPTS. FAILURE TO DO THIS CAN CAUSE LOSS OF RECORDINGS IF PROGRAMMED INCORRECTLY WITH NO DEFAULT RECORDINGS TO RETURN TO.

For Voicemail.

No re-recording would be necessary if a default mailbox is used and the Direct Access, Beep Only, Skip Status and No Options features are set so that no options are played, assuming that the mailbox user is recording their own greetings.

For Auto-Attendant.

With simple AA only
- 1000 – One moment please…
- 1003 – The selection you've made is not valid. Please make another one
- 1004 – We're sorry you're having difficulties. Please try your call later.

With extension transfer with *Dial by name* (with no extension number played)
- 1001 – The number you've entered is…
- 1002 – If this is the correct number, press 1. To re-enter, press 2.
- 1006 - Please enter the extension number, followed by the hash key.
- 1016 – You are being transferred to extension
- 1017 – No match was found
- 1018 – the extension you dialled is busy
- 1019 – There is no answer at the extension you dialled
- 1094 – You are being transferred to…
- 1272 – Using the keys on your touch-tone keypad, please enter the first 3 letters of the last name of the person you wish to reach. For the letter Q press 7, for the letter Z press 9. If you make a mistake, press the star key to restart.
- 1273 - Using the keys on your touch-tone keypad, please enter the first 3 letters of the first name of the person you wish to reach. For the letter Q press 7, for the letter Z press 9. If you make a mistake, press the star key to restart.
- 1274 - Using the keys on your touch-tone keypad, please enter the middle initial of the person you wish to reach. For the letter Q press 7, for the letter Z press 9. If you make a mistake, press the star key to restart.

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Technical Bulletin   STARS ref2803 Page 2 of 3

technical bulletin

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- 1075 - Using the keys on your touch-tone keypad, please enter the first 3 letters of the name of the person you wish to reach. For the letter Q press 7, for the letter Z press 9. If you make a mistake, press the star key to restart.

Above are the very minimum prompts that will need to be recorded for a system running in **default** and does not include any numbers, times or dates etc. Further prompts will need to be re-recorded as required to cover a Cadence running other or more enhanced features.

To access system prompt recording:

Access the System Administrators Mailbox, Mailbox 999
Press 9 to enter programming mode
Press 5 to record system prompt or press 6 to listen to existing prompt
Enter 4 digit prompt number
Follow instructions as listed by Cadence

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Technical Bulletin   STARS ref2803 Page 3 of 3