

Application Note 5

Preventing Blank and Unwanted Voicemail Messages

The events below will answer incoming calls and prompt callers to press 1, 2 or 3 to leave a message for the corresponding family member. If the caller doesn't make a selection, Stargate will hang up after 1 minute when the "Answer" timer (T:Answer) expires. If they do make a selection, the caller is directed to a corresponding mailbox.

The key to eliminating blank and unwanted voicemail messages is to record a greeting (User Voice Response) that repeats the instructions to the caller several times with a short pause between each (see example). When callers hear the same instructions repeat, they will realize they must make a selection in order to proceed. Live solicitors will typically hang up. Abandoned calls (caller hangs up without leaving a message) and automated/computer-generated calls will never get through since no selection is made.

Example greeting:

*"Hello, you have reached the Smith residence.
To leave a message for John, press 1.
To leave a message for Mary, press 2.
To leave a message for Junior, press 3.
(5 second pause)
To leave a message for John, press 1.
To leave a message for Mary, press 2.
To leave a message for Junior, press 3.
(5 second pause)
To leave a message for John, press 1.
To leave a message for Mary, press 2.
To leave a message for Junior, press 3.
(5 second pause)
You have not made a selection, please call again later."*

Under "Define - Voicemail/Remote Access," general mailbox #1 is not enabled.

Make sure the greeting is under 1 minute in length or load the Answer timer with additional time to allow the greeting to complete.

For each of the subsequent mailboxes (#2, #3, #4), have each family member record their own personal greeting in their own voice to instruct the caller to leave a message.

Greeting for Mailbox 2:

"Hi, this is John. I can't come to the phone right now so leave a message at the beep and I will call you back."

Greeting for Mailbox 3:

"Hi, this is Mary. I can't come to the phone right now so leave a message at the beep and I will call you back."

Greeting for Mailbox 4:

"Hi, this is Junior. I can't come to the phone right now so leave a message at the beep and I will call you back."

Under "Define - Voicemail/Remote Access," set the number of rings to a high number (8 or higher) so the "ANSWER On 5th RING" event answers, not the built in voicemail function.

EVENT: ANSWER On 5th RING

```
If
CO: Ring 5
Then
Go OFF Hook
Disable TouchTone System
(T:Answer) LOAD with 0:01:00
Voice: Greeting [CO]
End
```

EVENT: Press 1, 2 or 3

```
If
(T:Answer) is Running
Then
If
TelePhone Seq:'1' Received within 2 seconds
Then
(T:Answer) STOP
Enable TouchTone System
VM:Force VoiceMail - MailBox 2
Nest End
If
TelePhone Seq:'2' Received within 2 seconds
Then
(T:Answer) STOP
Enable TouchTone System
VM:Force VoiceMail - MailBox 3
Nest End
If
TelePhone Seq:'3' Received within 2 seconds
Then
(T:Answer) STOP
Enable TouchTone System
VM:Force VoiceMail - MailBox 4
Nest End
End
```

EVENT: ANSWER Timer Expires

```
If
(T:Answer) is Expiring
Then
Go ON Hook
Enable TouchTone System
End
```