Chapter 4 Full System Configuration

The Configuration Window

Once the system is fully installed, you can configure it (set it up) more fully to fit your specific needs.

You can also use the procedures in this chapter to change system features that you initially set up during installation.

All configuration changes are made from the Configuration window:

The configuration options display in the left panel of the window. They are:

CyberGenie Customize the CyberGenie interface, including system inbox voicemail greetings and rejection message.

Base Station Change the base station authorization code or view other base station information.

External Lines Add or delete a line, and customize external line functions such as welcome greetings, business hours, and call routing.

Handsets Delete handsets and view handset properties.

Users Add or delete users, edit user records, and set up personal voicemail greetings.

Call log Customize the call log information.

An Overview of Types of Greeting Messages

There are four types of customizable messages:

Welcome greetings What the caller hears if you set up incoming calls to go directly to the CyberGenie auto attendant. You have three options for setting the welcome greetings: what the caller hears during business hours, during non-business hours, and a temporary message for special instances, such as holidays, that does not overwrite the other two messages.

System voicemail greetings The system inbox accepts messages from callers who do not ask for a specific user. You have two greeting options: a main greeting, which serves as a default, and a temporary greeting that does not overwrite the main greeting.

Personal voicemail greetings Each user can set his or her own personal voicemail greeting: a main or default greeting and a temporary greeting that does not overwrite the main greeting.

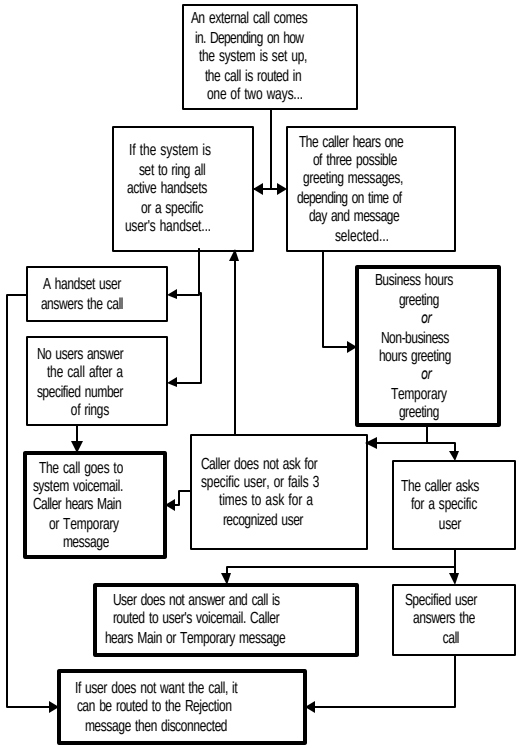
System rejection message A message to which you can route unwanted calls, such as telemarketing calls. You can use the default message, or record your own customized message.

NOTE: *Messages can also be recorded from the handset. See "Changing the Rejection Message" on page128.*

Specific procedures for recording each type of message are covered throughout this chapter.

How Incoming Calls are Routed

NOTE: *The bolded boxes indicate where your custom-recorded messages can be heard by the caller.*



CyberGenie System Setup

Click **CyberGenie** in the Configuration Resource Panel to access CyberGenie system setup.

The voicemail greetings configured in this panel are for the system inbox. A caller hears this message if CyberGenie cannot route the caller to a specific user. (For information on how calls are routed, see "Setting Call Routing" on page70.)

Changing System Setup

The optional *system PIN* controls access to system configuration by prompting users for a PIN number before allowing access to any configuration functions. This prevents unauthorized system access from both the PC and the handset. A system PIN is not required.

To set or change the system PIN:

1. Access the Configuration window if not already there.
2. Click **CyberGenie** from the Configuration resources panel.
3. On the Change System Setup panel, click **System PIN Required** .
4. Click **Setup System PIN**. A dialog box will open.
5. Type the new PIN in the **Enter new PIN** box. It must be four digits.
6. Type it again to confirm the number in the **Re-enter new PIN** box.
7. Click **OK**.
8. Make a note of your system PIN.

***NOTE**: If you forget the system PIN, you will need to uninstall then reinstall the software to regain system access. In the process, you will lose all your custom settings, including self-recorded outgoing messages.*

To remove the system PIN:

Click the **System PIN Required** checkbox to clear the checkmark.

Changing the CyberGenie Voice

CyberGenie uses a synthesized human voice to assist callers and interact with users. You have two options: male or female.

***NOTE**: CyberGenie's voice gender only affects the voice that assists callers and interacts with users. It does not affect recorded outgoing messages.*

To change the CyberGenie voice:

1. Click the down arrow on **CyberGenie Voice** to view a dropdown list.
2. Click the desired gender.

Setting Voicemail Length

You can limit the length of a message a caller can leave in increments of 1 to 10 minutes.

To change the voicemail length:

Click the up or down arrow on 1 minutes to adjust the maximum length of incoming messages.

Setting the Ring-all-Handsets Timer

You can set the number of seconds before an incoming call rolls over to the system inbox voicemail if no user answers from a handset. The minimum you can select is 20 seconds. The maximum is 60 seconds.

To change the timer:

Click the down arrow on 50 seconds to select from a dropdown list.

Changing On-Hold Music

On-hold music is what a caller hears when on hold. The music will play on a continuous loop when the user is on hold.

NOTE: *CyberGenie comes with a default .wav file called* musichld.wav*, but any .wav file can be used.*

If you have a sound recording application on your PC, you can use this feature to record your own promotions or other special messages or music for on-hold listening.

To change the existing on-hold music:

1. To hear the existing on-hold music, click on the **On-Hold Music** file description. A media window will open and play the music. The player will close automatically.

NOTE*: If you want no music or sound while the caller is on hold, select the* silent.wav *file in the default directory.*

2. To change the music, click to browse through your directories. Unless you have set up the software in a different directory from the recommended default, the default directory is *Program Files/CG@Work/Data*.
3. Click the desired .wav file. To hear the file selected, repeat step 1.

Recording System Inbox Voicemail Greetings

The system voicemail greeting is what a caller hears when the call is routed to system inbox voicemail. A caller will be routed to system voicemail if:

- The system is set to "ring all handsets" and no users pick up within the specified time,
- The caller fails to identify a specific user, *or*
- The caller fails after three tries to successfully identify a system user.

System voicemail greetings can be recorded at your computer if you have a microphone. They can also be recorded using the handset, as described in "Changing Welcome Greetings" on page125.

The system voicemail greeting is a different message than what the caller hears when a call first comes in or when a call is routed to a personal mailbox (see "An Overview of Types of Greeting Messages" on page58, and "How Incoming Calls are Routed" on page59.)

You can record two types of system voicemail greetings:

Main The main system voicemail greeting that should rarely, if ever, change.

Temporary A temporary greeting that can be changed without overwriting the main greeting. This is typically used to record a special message for holidays.

To record a system greeting:

NOTE: *You cannot use main and temporary greetings at the same time.*

1. Click for the greeting you want to record. A dialog box opens.

NOTE: *Recording a new greeting will overwrite the existing one.*

2. Click to start recording.
3. When done, click .
4. To listen to the message, click .
5. To save the message, click **Save.** The .wav file will be saved in the default directory (usually *Program Files/CG@Work/ Data*).

Recording a Rejection Message

The rejection message is what a caller hears when you *reject* a call.

Rejection messages can be recorded at your computer if you have a microphone. They can also be recorded using the handset, as described in "Changing the Rejection Message" on page 128.

NOTE: *Recording a new message will overwrite the existing one.*

Your CG 2400 system comes with a default rejection message:

> *"I am sorry but we do not accept calls of this nature. Please remove this number from your database. Thank you."*

This message can be changed.

To record a rejection message:

1. Click on **Set Rejection message**. A dialog box opens.
2. Click to start recording.
3. When done, click .
4. To listen to the message, click .
5. To save the message, click **Save.** The .wav file will be saved in the default directory (usually *Program Files/CG@Work/Data*) as *junkcall.wav*.

Base Station Setup

The base station *authorization code* is used to subscribe a new handset to the system. Most data on the Base Station panel is for information only.

If not already highlighted, click **Base Station** to access the Base Station Properties panel:

NOTE: *Changing the authorization code does not affect handsets already subscribed to the base station.*

The authorization code is always eight digits. The default code is **11111111**. You can change this code to prevent unauthorized handsets from subscribing to your base station, or to control base station access if you use more than one base station by assigning different codes to different base stations.

To change the base station authorization code:

NOTE: *It is recommended that you change the base station authorization code to a unique code after initial installation.*

1. Access the Configuration window if not already there.
2. Click **Base Station** on the Configuration resources panel.
3. On the Base Station Properties panel, highlight the existing authorization code at the bottom of the panel.
4. Type the new code over the existing code.

External Line Setup

The External Line Summary panel shows which analog line sockets on the base station are used and the descriptions assigned to each. (If you have only one phone line connected to your CG 2400 system, only one line will display.)

NOTE: *Line setup must be done for each analog phone line connected to your base station.*

The following can be configured from this panel and its panel tabs:

- Adding or deleting a line, or changing a line description.
- Setting the general properties for all outgoing calls.
- Defining business hours and non-business hours.
- Setting how calls on a specific line are routed during business or non-business hours.
- Setting which outgoing messages play for business and non-business hours. Recording the outgoing messages. Defining which message a caller receives.

If not already highlighted, click **External Lines** to access the External Line Summary panel:

Changing Dialing Properties

NOTE: *The dialing properties should already be set up in Windows. This option is available from this window for convenience should you need to change them.*

Dialing properties are the "rules" you can set or change that affect how outgoing calls are automatically handled.

Dialing properties address how the system treats *all* outgoing calls. Unlike all other line configuration in CyberGenie@Work, it is system-specific, not line-specific.

The Dialing Properties button on the External Line Summary panel takes you directly to the Dialing Properties window used in Microsoft Windows.

To access the Dialing Properties panel:

NOTE: *Refer to your Microsoft Windows help for specific questions on dialing properties.*

1. Access the Configuration window if not already there.
2. Click **External Lines** on the configuration menu.
3. When the External Line Summary panel displays, click the **Dialing Properties** button.

Adding and Deleting External Phone Lines

The system supports two analog phone lines. From this panel, you can add or delete a line, or change a line description.

To add an external line:

1. Access the Configuration window if not already there.
2. From the CyberGenie@ Work menu bar, click . A dialog box opens.
3. Type a line description, then click **OK**. To set general properties, business hours, routing,

and auto attendant features for the new line, see "Setting General Properties" on page 68.

To delete an external line:

1. Highlight the phone line to be deleted.
2. From the CyberGenie@Work menu bar, click .
3. Click **Yes** to confirm the deletion.

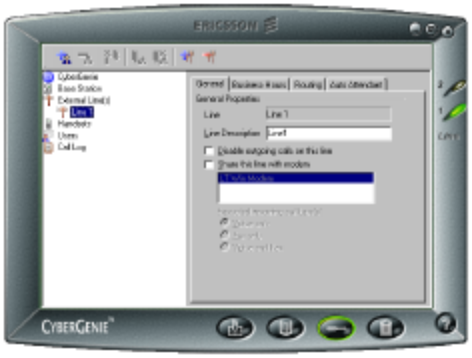
You can also remove a line by right-clicking **Line 1** or **Line 2** from either the Configuration resources panel or the External Line Summary panel then selecting the **Delete** option.

Setting General Properties

From the General Properties tab, you can change the description of an existing line, disable outgoing calls for a particular line, and, for Line 1 only, configure the line for voice calls, fax calls, or both.

To set general properties:

1. Access the Configuration window if not already there.
2. Click **Line #** from the Configuration resources panel, or double click the line number or description on the External Line Summary panel. The detail panel will change.



3. If the General Properties tab is not on top, click the **General** tab, then select the desired settings:

- To change the line description, type over the existing description.
- To disable outgoing calls, click the **Disable outgoing calls on this line** checkbox. This feature lets you disable outgoing calls for a single line without disabling incoming calls, which allows a dedicated incoming call line.
- To allow the line to accept fax calls, click **Share this line with modem**, then click **Fax only** or **Both** if you also want to receive voice calls on the line. (The default is **Voice only**.)

NOTE: *If you want to share a line between CyberGenie and your PC's fax/modem, you must use Line 1.*

Setting Business Hours

Depending on how you set up call routing (see "Setting Call Routing" on page 70), your incoming calls can ring through to one or more handsets, or they can ring through to the CyberGenie welcome greeting.

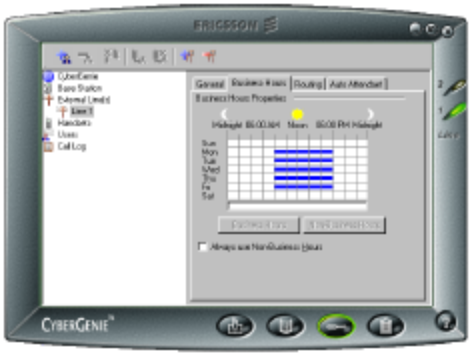
If they ring through to CyberGenie, you can set different greeting messages based on the time of day and day of week.

These options are set by defining business hours and non-business hours. Default business hours are Monday through Friday, 8:00 A.M. to 6:00 P.M.

To change business hours:

1. Access the Configuration window if not already there.
2. Click **Line #** from the Configuration resources panel, or double click the line number or description on the External Line Summary panel.

3. Click the **Business Hours** tab.



4. The blue bars on the graph represent business hours. Click and drag across a single day to set the office hours for that day. The actual hours you're selecting will display under the weekly grid.
5. When you have that day set to the hours you want, click either the **Business Hours** button or the **Non-Business Hours** button to set the hours for that day of the week.
6. Repeat for each day.

If you click the **Always use Non-Business Hours** checkbox, then the entire week will gray out, and only the non-business hours greeting will play. This is useful, for example, if you leave town or temporarily close the office.

Setting Call Routing

Call routing determines how a call is received and forwarded.

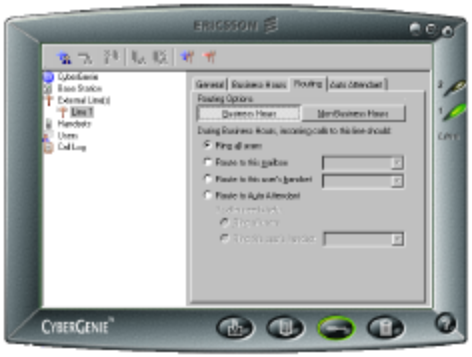
You can set up different call routings for each line based on business and non-business hours.

***NOTE** : You may want to verify call routing choices after you have added users and handsets.*

For each set of hours, you can further specify how you want calls handled by directing the calls to specified users, to specified mailboxes, or to CyberGenie.

To set call routing:

1. Access the Configuration window if not already there.
2. Click **Line #** from the Configuration resources panel, or double click the line number or description on the External Line Summary panel.
3. If the Routing tab is not on top, click the **Routing** tab.



4. Determine which routing to use for business hours. The options are:

   Ring all users Ring all active handsets when a call comes in. (*Active* refers to a handset that is on and able to accept incoming calls.) If the call remains unanswered, it is forwarded to the system inbox. (For how to set the length of time before a call is routed to the system inbox, see "Setting the Ring-all-Handsets Timer" on page61.)

NOTE: *If the user to whom the calls will be forwarded does not answer the call and has selected* ***Do not forward my calls****, the call will go unanswered.*

Route to this mailbox Routes incoming calls to a personal or system mailbox from a dropdown list of users with mailboxes set up. (For more information on how to set up users and user mailboxes see "User Setup" on page80.)

Route to this handset Routes incoming calls to a specific handset, selected from a dropdown list of users with assigned handsets. (For how to subscribe additional handsets and assign users to them, see "Subscribing a Handset to the Base Station" on page76 and "Assigning a Handset to a User" on page77.)

Route to Auto Attendant All calls are first routed to auto attendant and the caller hears a business hours, non-business hours or temporary welcome greeting. After the welcome greeting, a caller can say the user's name or enter the user's extension from a touchtone keypad.

If a caller doesn't know a specific user's name or extension, or if CyberGenie cannot understand the caller's request, the call may require further routing. You then have two more routing options:

Ring all users The call will ring through to every active handset.

NOTE: *Auto attendant will only ring users during business hours. During non-business hours, auto attendant routes the call to the system inbox.*

Ring this user You can select from a dropdown list of users with active handsets.

If the incoming call is not answered by a user, it will then go to the system voicemail.

5. Repeat steps 2 through 4 for **Non-Business Hours**.

Setting Up Auto Attendant

Auto attendant configuration lets you set welcome greetings, select and unselect temporary greetings, and determine the users to which CyberGenie routes calls.

Recording Welcome Greetings

The welcome greeting is the message a caller first hears if you have set up incoming calls to go directly to CyberGenie. (For more information, see "Setting Call Routing" on page 70.)

There are three possible welcome greetings:

- Business Hours
- Non-business Hours
- Temporary

To record a welcome greeting:

1. Access the Configuration window if not already there.
2. Click **Line 1** from the Configuration resources panel, or double-click the line number or description on the External Line Summary panel.
3. If the Auto Attendant tab is not on top, click the **Auto Attendant** tab.

4. Under Welcome Greetings, click the message type you want to record.

5. Click to access the recording dialog box.
6. Click to start recording.
7. When done, click .

8. To listen to the message, click .
9. To save the message, click **Save.** The .wav file will be saved in the default directory (usually *Program Files/CG@Work/Data*).

To use the temporary greeting:

Click the **Use Temporary Greeting** checkbox.

Selecting Users for Call Acceptance

When calls are set to route to the auto attendant, the **Only Accept Calls for Selected Users** option is available. Two lists of users will display under this option:

Available users A list of all users that have been set up on the system.

Selected users A list of users for which CyberGenie will accept calls.

Users are set up for the entire system, not for a single line.

Since user call acceptance selection is per line, this feature is useful, for example, if you want to set up one line in your home office for business and the other line for the family. You could then set up the business line to take calls only to your name, and the family line to take calls for all family members.

To select or unselect users for call acceptance:

1. Highlight the available user name, then click .
2. To select all users, click .
3. To un-select a user, click .

Handset Setup

The CG 2400 system comes with one pre-subscribed handset, but can support up to nine additional handsets.

Additional handsets must be *subscribed* to your base station before they can be used.

Subscribing a Handset to the Base Station

Handset *subscription* establishes a wireless connection between the handset and the base station. When a fully charged handset is not subscribed, the handset goes directly to the subscribe menu when turned on.

Once a handset is subscribed, it can be assigned to a user, as described in the next topic.

To subscribe a new handset to the base station:

1. Press and hold NO to turn the handset on.
2. Ensure that your new handset is fully charged. The on the handset display indicates a fully charged handset.
3. **Subscribe** should display. Press YES. (If **Subscribe** does not display, see the next procedure.)
4. The display will prompt for the system's authorization code with **Enter AC**.
5. Enter the authorization code and press YES.
6. The handset displays **Subscribing** while it attempts to communicate with your base station.
7. If the subscription process is successful, the handset displays **Subscription Ready**. After a moment the handset will display **AVAILABLE ##** (the symbol **##** is the assigned handset number).

NOTE: *If you are not sure of the base station's authorization code, see "Base Station Setup" on page65.*

If subscription is unsuccessful, the display reads **Subscription Failed.** Try again, or refer to "Troubleshooting" on page 183.

To subscribe a previously subscribed handset to the base station:

1. Press or to access the handset menu and scroll through the options.
2. Scroll to **>BaseStation** and press YES, then to **>Subscribe** and press YES.
3. **Enter AC** appears. Enter the authorization code and press YES.
4. The handset displays **Subscribing** while establishing a connection to the base station.
5. If the subscription process is successful, the handset displays **Subscription Ready**. After a moment the handset displays **AVAILABLE ##** (**##** is the assigned handset number).

Assigning a Handset to a User

Once a handset has been subscribed, a user can be assigned to the handset.

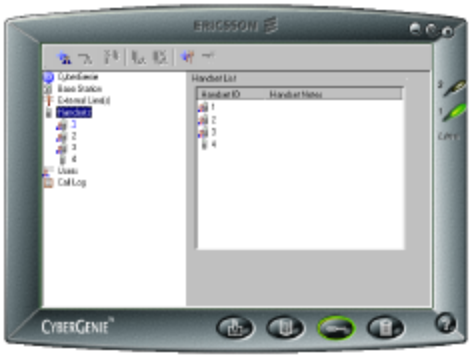
NOTE: *Handset assignment does not affect a user's extension number.*

Users can be unassigned from handsets and reassigned easily. For example, if the handsets are being used in a small office environment where different users work different hours, you can change handset assignment to match whoever is in the office at a given time with any available handset.

Handset assignment is done from the Configuration window.

If not already highlighted, click **Handsets** to access the Handset List panel.

Click **Handsets** again to access a list of subscribed handsets.



The Handset List panel shows which handsets have been subscribed to the base station, and any notes that may have been entered for each handset.

To assign a handset to a user:

1. Right-click the handset number on either the resources panel or the Handset List panel. The Handset Properties panel appears, and a menu opens.
2. Position the mouse pointer over the **Assign to User** option and a list of users who do not have handsets available displays.
3. Click the user name to whom the handset will be assigned.
4. If desired, type in any notes regarding the handset, such as the day or time the handset was assigned.

To unassign a handset:

1. Right-click on the handset number on either the resources panel or the Handset List panel.
2. Click **Unassign User**. Notes entered for this handset will remain unless manually removed.

Unsubscribing a Handset

If you no longer want to use a specific handset with your base station, you should unsubscribe it. Unsubscribing is a two-step process:

- Unsubscribe from the application.
- Unsubscribe from the handset.

***NOTE**: Before unsubscribing a handset from the application, unassign the user assigned to the handset.*

To unsubscribe from the application:

1. Access the Configuration window if not already there.
2. Click **Handsets** in the system resources area.
3. Right-click the handset to be unsubscribed.
4. Click **Unsubscribe Handset**.
5. Click **OK** to confirm.

To unsubscribe from the handset:

1. Ensure the handset is switched on. Press and hold NO to turn it on.
2. When the idle display appears, press or to scroll through the menu.
3. Scroll to **>BaseStation** and press YES, then scroll to **>Delete** and press YES.

   The handset will display a list of base stations. In most cases, there will be only one base station. However, there may be situations where the handset is subscribed to multiple base stations. If needed, scroll to the desired base station, then press YES.
4. Confirm deletion when prompted.

User Setup

The system supports up to 20 users. Users can be assigned to an available handset or assigned mailbox only.

User setup is done from the Configuration window.

If not already highlighted, click **Users** to access the User List panel.

Click **Users** a second time to display a list of all users in the resources panel.

Setting up a New User

CyberGenie@Work uses four tabs for information when setting up a new user:

General General user data such as name and extension.

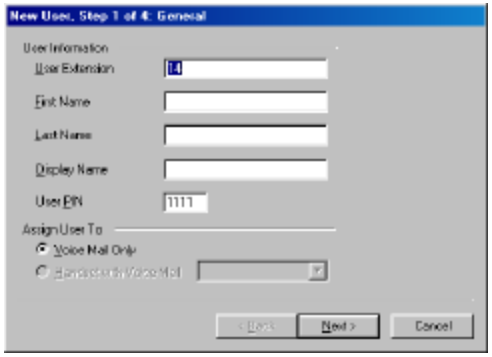
External number The user's contact information.

Call forwarding How to route unanswered calls.

Messaging How and where to notify the user when messages arrive.

To access the User Panel:

1. Access the Configuration window if not already there.
2. From the CyberGenie@Work menu bar, click . The first panel will display:



To set up a new user—General:

1. Enter the following:

   User Extension The system defaults to the next available extension number. Change it by typing over the existing number with any two digits between 10 and 98.

   First Name

   Last Name

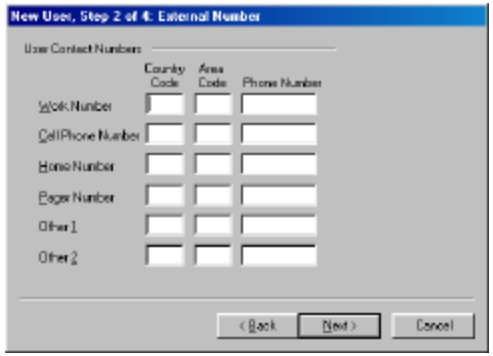
   Display Name The user name to display on the handset. You are limited to eight characters, including spaces. If you leave this field blank, the handset display will default to the user's name, first and last, using as many characters as will fit in the eight-character limit.

   User PIN You must enter a user PIN (or accept the default of **1111**).

NOTE: *Handsets can also be assigned from the Handset resource. See "Assigning a Handset to a User" on page77.*

Voicemail Only or Handset with Voicemail
Handset with Voicemail is only available if there are unassigned handsets subscribed to the system. To assign a handset from this panel, click the down arrow to view and select from a list of available handsets. All users entered are assigned a mailbox whether or not a handset is available.

2. Click **Next** to move to the second panel:

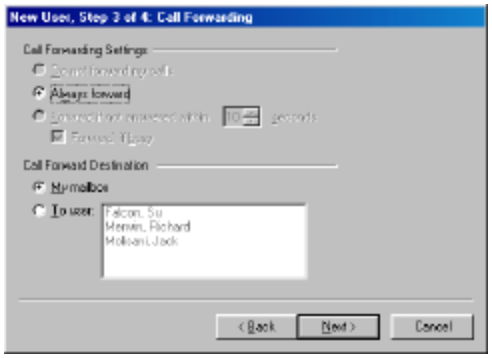


To set up a new user—External Number:

Contact numbers are not required. However, if you want CyberGenie@Work to be able to forward message notices to this user on a remote phone, you must enter a number to which notices can be forwarded.

1. Enter the contact numbers for this user.

2. Click **Next** to move to the third panel:



To set up a new user—Call Forwarding:

NOTE: *CyberGenie call waiting allows you to switch between phone lines if you have two analog phone lines connected to your base station. Call waiting on your public phone service switches between calls on the same line. CyberGenie's call waiting uses a different tone to distinguish from public phone service call waiting. The FLASH key on your handset switches between phone service call-waiting calls. The YES key answers CyberGenie call-waiting calls.*

Call forwarding determines how unanswered calls to this user are routed.

1. Select the user's call forwarding settings from the following options:

   Do not forward my calls Unanswered calls will not be forwarded to voicemail. (This option is only available to users with assigned handsets.)

   Always forward All calls are forwarded according to the Call Forward Destination selection below.

   Forward if not answered within __ seconds Use the up and down arrow keys to select the number of seconds, from 5 to 60, before an unanswered call is forwarded. This also applies to incoming second calls.

   Forward if busy Check this box if you want the user's call forwarded if the handset is in use. If unchecked, the user will hear a call-waiting tone on the handset when a second call comes in.

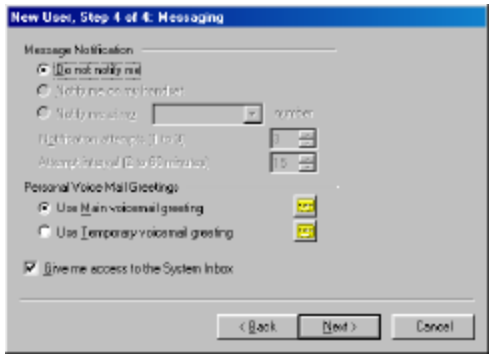
2. If you select **Do not forward my calls** above, Call Forward Destination options are not available. If you select one of the other options,

you must then select a destination for forwarded calls:

My mailbox Routes the call to the user's mailbox.

To user Routes the call to another user's handset or voicemail. Click from the list of displayed users to select.

3. Click **Next** to go to the final panel:



To set up a new user—Messaging:

Message notification determines whether the user will be notified when new messages arrive in the user's mailbox, and where notification will be routed.

1. Select from the following options:

   Do not notify me

   Notify me on my handset

   Notify me at my _____ number Only available if at least one phone number is entered for this user. Click the down arrow to view, and select from a list of available numbers.

   Notification attempts (1 to 3) The number of times CyberGenie will place a notification call to the user. Use the up and down arrow keys to adjust the number of tries.

   Attempt interval (2 to 60 minutes) The frequency with which notification attempts will be placed by CyberGenie.

2. A personal voicemail greeting is the greeting a caller hears when a call is routed to the user's mailbox. The user has two options: a main message, which serves as the default, and a temporary message that can be recorded without overwriting the main message.

   To record a message at the computer, select **Main** or **Temporary**, then click . A recording dialog box opens.

   Click to begin recording. When done, click , then **Save**.

NOTE: You can also record personal voicemail greetings from the handset. See "Changing Voicemail Greetings" on page127.

3. If you check the **Give this user access to the system inbox** option, the user will be able to access messages left in the system inbox. Leaving it blank will restrict the user to accessing messages from his or her own personal mailbox only.

4. Click **Next** when done.

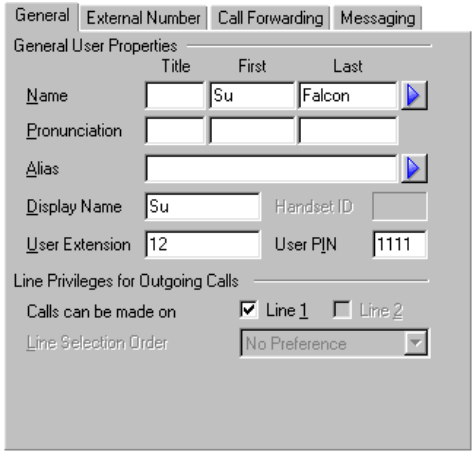
Changing User Information

You can edit or delete user records once a user has been set up.

User record edit procedures are very similar to the procedures for adding a new user, with one exception: the General tab lets you add information that is not available during new user setup.

To edit user information—General:

1. Access the CyberGenie Configuration window.
2. Click **Users** in the system resources area.
3. Highlight the specific user record to be edited. The record for that user will appear:



4. Edit or add the following information:

Title (optional) Enter a title for this user if desired.

First Name

Last Name

NOTE: *For tips on how to improve CyberGenie's pronunciation and understanding of contact names, see "CyberGenie Pronunciation" on page171.*

Pronunciation (optional) You can control CyberGenie's understanding and pronunciation of a user name from these fields. Once a name is entered, click ▶ beside the **Last Name** field to test CyberGenie's pronunciation. If the name is not pronounced correctly, enter the name phonetically (as it sounds) under **Pronunciation**. For example, you could enter the name "Kaellagh Reilley" as **KAYla RYElee**.

Alias (optional) Any *nickname* you might use for this contact. For example, *Uncle George*. If you enter an alias, CyberGenie will hear either the alias or the user's proper name.

Display Name The user name to display on the handset. You are limited to eight characters, including spaces. If you leave this field blank, the handset display will default to the user's name, first and last, using as many characters as will fit in the eight-digit limit.

Handset ID This field is for information only and cannot be edited from this screen. If no handset is assigned to this user, the field will be empty.

User Extension Change the extension number by typing over the existing number with any two digits between 10 and 98.

NOTE: *Handsets cannot be assigned from this tab. To assign a handset to this user, or to change handset assignment, see "Assigning a Handset to a User" on page77.*

Setup User PIN The User PIN is a security measure that lets a user control access to that user's mailbox. A user PIN must be four digits.

If you click the **Setup User PIN** button, a dialog box opens. Enter the user PIN, then enter it a second time to confirm. When done, click **OK**.

Line Privileges for Outgoing Calls You can restrict outgoing calls for this user, if desired. If you have more than one external phone line connected to your base station and set up in CyberGenie@ Work, you can control access to which lines the user can call from. For example, you can prevent a family member from using your business line if you have a home office.

If you have more than one line, you can also select the preferred order in which the handset will access a line for outgoing calls.

5. When done, click on the next tab, or on another feature in CyberGenie@Work.

To edit other user information:

The remaining tabs contain the same information as the new user tabs. For specific procedures or descriptions, see:

- "To set up a new user—External Number:" on page82
- "To set up a new user—Call Forwarding:" on page83
- "To set up a new user—Messaging:" on page84

To delete a user record:

NOTE: *Deleting a user record will also delete any personal messages stored on the system for that user.*

1. Access the CyberGenie Configuration window.
2. Click **Users** in the system resources area.
3. Click the specific user.
4. From the CyberGenie@Work menu bar, click .
5. Click **Yes** to confirm.

Call Log Setup

The *call log* is a running record of calls coming in and/or out of the system.

You can configure the call log to capture call data for specific time periods, and for specific types of calls.

To configure the call log:

NOTE*: For more information, see* "Call Log" on page101.

1. Access the Configuration window if not already there.
2. Click **Call Log** to access the Call Log configuration panel.
3. Set the **Keep call log information** for duration. This option determines whether you want to keep the call records for days or months, and the quantity of either.

   Click **Days** or **Months**.

   Type in the number of days or months you want the call log information to remain in the system.
4. Select the type of calls you want to log: incoming calls, outgoing calls, and/or calls from one handset to another. You can select some, all, or none.