

## GENESIS Phone System

Instructions - Settings

### Retrieving messages from the QUE from a phone outside of GENESIS

Ex: Snow day

Call GENESIS

When you first hear a recorded voice, press #8198 for General Messages  
#8398 for Support Messages

Our phone system will prompt you from this point.

### To set Clock/Calendar at a Multi line Terminal

This must be done from extension 100 - System Managers Phone

Handset has to be in the cradle.

Press Feature

Dial 9

Dial #

Dial current time (e.g. 03:29)

Press Recall to toggle AM/PM

When only setting the time, press Feature to end the procedure

Press Hold to advance to the calendar

Press Recall to select the day of the week

Press # to move the cursor to the day of month setting

Use the dial pad to enter the day

Press Recall to select the month

Press # to move the cursor to the year setting

Use the dial pad to enter the last two digits of the year

Press Feature

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# GENESIS Phone System

Flow Chart

## Specifications

<b>Voice mail boxes</b>	Front line	1
	Office	5
	Sales	2
	Support	6
<b>Day mode greetings</b>	Front lines	8am - 5pm, pacific standard, Monday - Friday
	Support lines	7am - 5pm, pacific standard, Monday - Friday

## Flow Chart

<b>Front Lines</b>	<b>Open</b>	8 am Front lines ring If not answered in 6 rings, falls into FRONT Office mail box.
	<b>Closed</b>	5pm Call falls immediately into Front Office voice mail box.
<b>Support Lines</b>	<b>Open</b>	7 am Support lines ring If not answered in 6 rings, falls into SUPPORT mail box.
	<b>Closed</b>	5pm Call falls immediately into SUPPORT voice mail box.

## Questions

How do we turn front lines night mode on and off?

How do we turn support lines night mode on and off?

Instruction manual - examples below

- Changing greeting messages, automated messages prior to voice mail

- Recording holiday messages

- Switching to night mode using holiday messages

- Change the hours of night mode for both Front lines and Support.

- Recording voice mail messages

- Changing system time for day light saving, etc

- Changing passwords

When a call transfers to a voice mail box, a Genesis employees voice to answer:

“Thank you for calling ...” After our message completes, may we have the call pass into the front office voice mail without other voice instructions from the phone system?

May we have all lines go into night mode - no rings - for all but ONE line. Family and Friends line.

## GENESIS Phone System

Phone Greetings

### Greetings - Person Answering

#### Open

##### Answered

"Thank you for calling Genesis Dental. How may I help you?"

##### Transferred to OFFICE voice mail

"Thank you for calling Genesis Dental.

Please leave your name, number, and message. We will return your call promptly."

##### Transferred to SALES voice mail

"Thank you for calling Genesis Sales. Our sales staff are currently assisting others.

Please leave your name, number, and message. We will return your call promptly."

##### Transferred to SUPPORT

###### Answered

"Thank you for calling Genesis. How may I help you?"

###### NOT Answered – Transferred to SUPPORT voice mail

"Our support team is currently assisting others. Please leave your name, number, and message. We will return your call promptly"

##### Not Answered – Transferred to GENERAL voice mail

"Thank you for call Genesis. Leaders in Dental Practice Management Software.

We are currently helping other customers.

Please leave your name, telephone number, and any message. We will return your call promptly"

#### Closed

##### Recorded Message

"Thank you for calling Genesis. Leaders in Dental Practice Management Software.

Our offices are currently closed.

Office hours are 7am to 5pm pacific time, Monday thru Friday.

Please leave your name, telephone number, and any message. We will return your call promptly.

#### Personal voice mail

"You have reached the voice mail for 'Larry Walter'.

At the tone, leave your name, telephone number, and any message.

I will return your call promptly."

"You have reached the desk of (name). I am presently unavailable to take your call. Please leave your name, number, and message. I will return your call promptly".

**GENESIS Phone System**  
Phone Greetings

**Greetings - With Into Options**

**Open** "Thank you for calling Genesis. Leaders in Dental Practice Management Software.  
For sales, press 1  
Support, press 2  
For all other departments, press 3"

**Pause and repeat for caller selection**

**1 - Sales**            **Open**    "Thank you for calling Genesis sales."            **Forward to sales line.**

**If the call falls into sales voice mail**

"Our sales staff are currently assisting others. Please leave your name, number, and message. We will return your call promptly."

**Option 2 - Forward to cell** "Your call is being transferred to Genesis sales."

**2 - Support**            **Open**    "Thank you for calling Genesis Support. Your call may be recorded or monitored for quality assurance."            **Forward to support services.**

**If the call falls into general support voice mail**

"Our support team is currently assisting others. Please leave your name, number, and message. We will return your call promptly"

**3 - Other**            **Open**    **Forward to general line.**

**If the call falls into general voice mail**

"Our staff is currently assisting others. Please leave your name, number, and message. We will return your call promptly"

**Closed** "Thank you for calling Genesis. Leaders in Dental Practice Management Software.  
Our offices are currently closed.  
Office hours are 7am to 5pm pacific time, Monday thru Friday.  
If you would like to leave a message for sales ... press 1, support ... press 2,  
for all other departments ... press 3"

**Pause and repeat for caller selection**

**1 - Sales**            **Closed**    "Thank you for calling Genesis sales. Please leave your name, number, and message. We will return your call our next business day."

**2 - Support**            **Closed**    "Thank you for calling Genesis support services. Please leave your name, number, and message. We will return your call our next business day."

**3 - Other**            **Closed**    "Thank you for calling Genesis Software. Please leave your name, number, and message. We will return your call our next business day."

**Personal voice mail**            "You have reached the desk of (name). I am presently unavailable to take your call. Please leave your name, number, and message. I will return your call promptly".