Recently Asked Questions

Q: I have one account that should just play an announcement and never be presented to an operator. How do I set this up?

A: An easy way to set this up is to place an '**A**' in the *Auto-Announce* field on the *VMail* tab in **SDM**, and a '**C**' in the *Revert Tone* field on the account's *Announcement Control* tab in **Prism**. While an '**X**' in the *Revert Tone* field disables the revert feature on an account, a '**C**' tells Prism to **clear** the call after the announcement finishes **regardless of the status of the global '*Revert on Tone Only*' feature.** This way, you don't have to turn on the global setting for this one account.

Q: I have my **Spectrum Messenger** setup to forward my messages to my cell phone when I'm away from the office. I've noticed that I don't get the messages that are sent to multiple recipients. How do I set it up to receive these messages?

A: If you use the feature '**Put me in SMS mode**', any messages sent to your desktop will also be sent to your cell phone. However, Messenger will only forward messages to your cell phone that are addressed exclusively to you. Can you imagine how frustrating it would be if your phone kept beeping because a group discussion was going on at the office?

To send an SMS message to multiple people, use the Phone Book feature. Check each person and click the 'Close' button. The 'Cell Phone' number box will reflect that you are sending to a 'Group'.