

# ***VoiceSupport LX***

## ***Linux Based Voice Mail System***

**System Guide**  
December 2006

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# Chapter 1: Introduction

The VoiceSupport LX provides Voice Mail services with Automated Attendant in a PSTN telephone network. Callers can leave messages and hear recorded messages.

## Typical Configuration

In the simple configuration shown in Figure 1-1, a VoiceSupport LX unit with one analog port is integrated with a phone system through an Analog Station Interface (ASI). The ASI is a digital/analog convertor and is seen by the phone system as a digital phone with an extension. The telephone system has been programmed to recognize ext. 304 as the Voice Mail port.

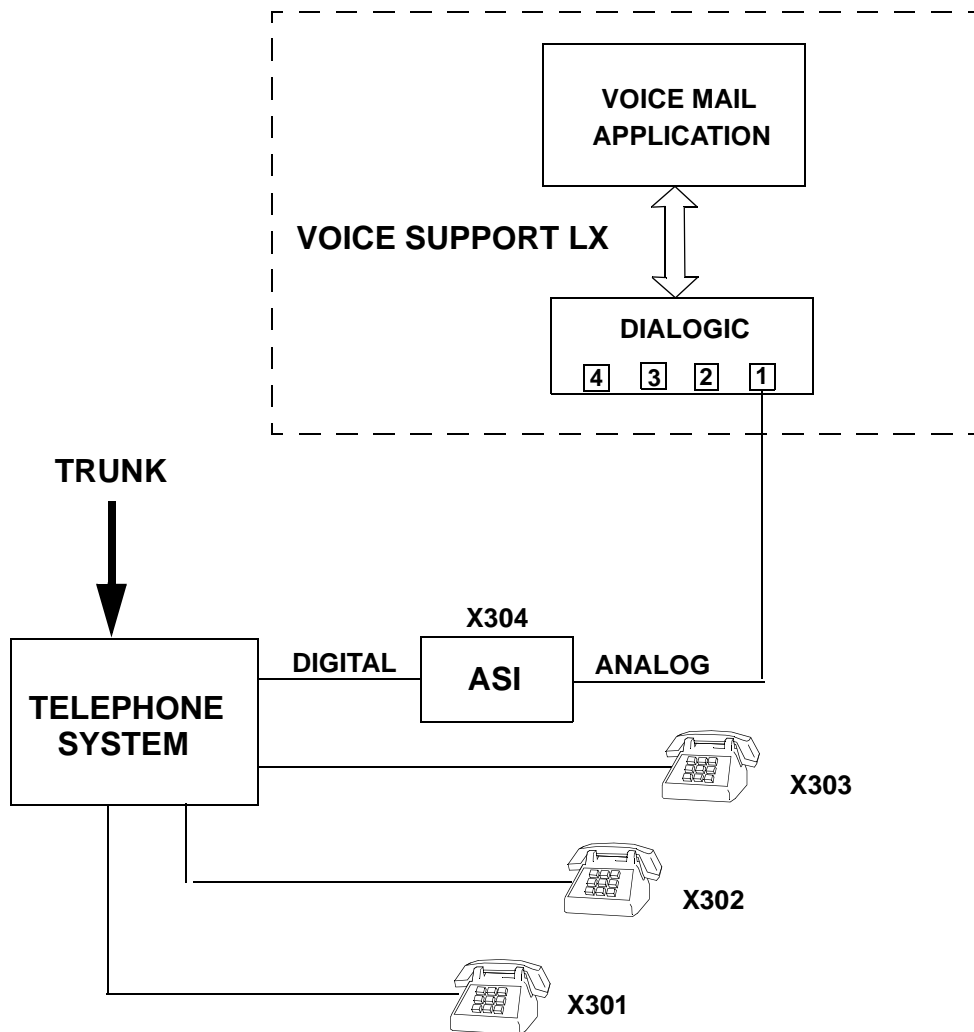


Figure 1-1: Typical Phone Network

## Sequence for Incoming Calls

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### Sequence for Incoming Calls

- 1) An incoming call gets routed to ext 304. The ASI sends a signal to the Voice Mail software.
- 2) The Voice Mail application processes the call, instructs the caller to enter an extension number, and then puts the caller on hold.
- 3) The Voice Mail sends a command through the ASI to the Telephone System to ring the extension.
- 4) If the extension picks up, a connection is made from the caller to the extension via the Telephone System. The ASI and Voice Mail are no longer involved in the process.
- 5) If the extension does not pick up (after a predetermined number of rings), a connection is made from the caller to the Voice Mail.
- 6) The Voice Mail instructs the caller to leave a message and then records and stores the message in the subscriber's mailbox.
- 7) The Voice Mail sends a command to the Telephone System to light the message lamp at the extension.
- 8) When the subscriber responds to the message lamp, a command is sent to the Voice Mail to play the recorded message for that extension.

### Sequence for Outgoing Calls

For outgoing calls initiated by an extension, the Voice Mail does not play an active roll. However there are several instances when the Voice Mail will initiate an outgoing call:

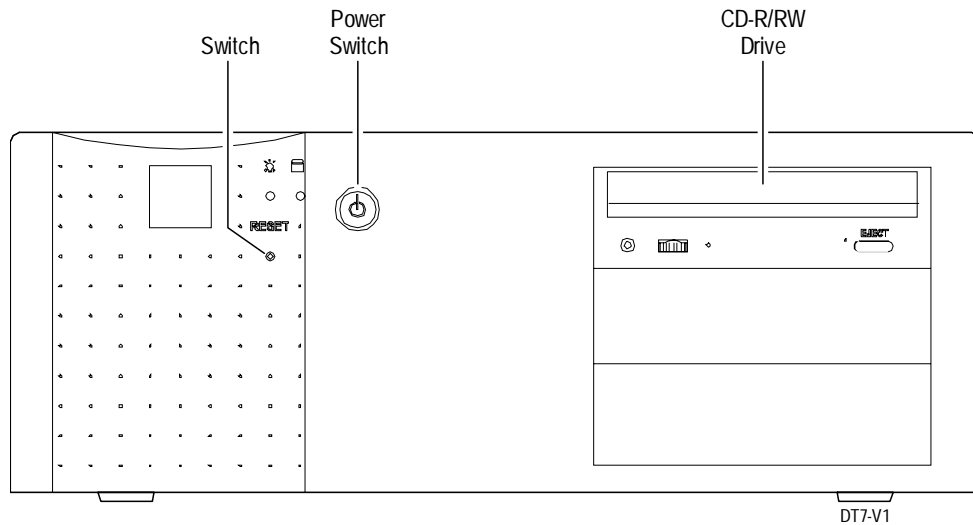
- Caller ID Automatic Transfer - Voice Mail compares the Caller ID of an incoming call with entries in a Caller ID table to help the Automated Attendant know where to transfer the call.
- Message Notification - If enabled, Voice Mail can dial up to three pre-programmed local or long distance telephone numbers when a mailbox receives a voice or Fax message.

Any outgoing call made by the Voice Mail is subject to the same rules as any outgoing call such as access digits that may be required or whether a "1" is needed for long distance.

## Hardware Description

The VoiceSupport LX is a single processor Voice Mail server contained in a desktop enclosure. The Operating System and all application software are contained on a 40 GB hard drive. The unit contains four expansion slots that house port interface cards.

Network and power connections are made at the rear of the unit. All controls and indicators are located on the front panel.



**Figure 1-2: VoiceSupport LX Front Panel**

### Front Panel Controls and Indicators

The VoiceSupport LX front panel contains the following controls and indicators:

**Power** - Green LED that indicates that AC power is being supplied to the unit

**Power Switch** - Key switch that enables or locks out main power. When the key switch is locked, the AC Power switch on the rear of the unit is disabled.

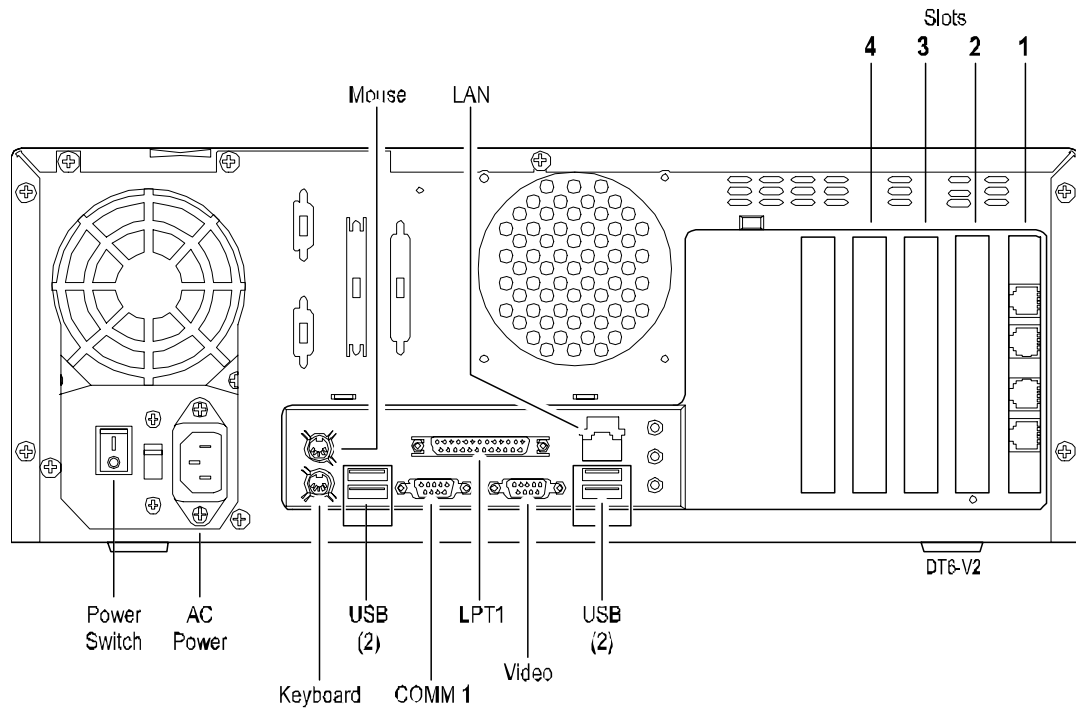
**Reset** - Button that reboots the system

**CD-R/RW Drive** - The CD drive is used for reloading system files from the Recovery CD in case of a catastrophic failure.

# Hardware Description

## Rear Panel Connectors

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**Figure 1-3: VoiceSupport LX Rear Panel**

### Rear Panel Connectors

- The VoiceSupport LX unit contains the following rear panel connectors:
- Power Switch - Applies and removes AC power from the VoiceSupport unit
  - AC power connector - 3-prong receptacle for 110 VAC power
  - Keyboard port (PS2)
  - (2) USB ports
  - COM port - DB-9 connector
  - LPT1 - 25 pin connector used for the dongle
  - LAN - RJ45 Ethernet connector to connect the unit to a Local Area Network
  - Card slots - Four PCI slots that are used to house the D/4PCIUF port cards. Each card has four RJ11 port connectors for connecting the VoiceSupport unit to the phone system.

## Features

The VoiceSupport system has many features that enhance Voice Mail operation. Some of these features are standard and only need to be enabled or configured for your application. Other features are optional, and can be purchased separately.

All standard VoiceSupport features are listed below along with a brief description of each:

### System Features

- **Caller ID** - Helps the Voice Mail identify the trunk that an outside caller uses to leave a message. The phone system must support this feature.
- **Caller ID Automatic Transfer** - The Automated Attendant knows where to transfer a call by looking at the caller's telephone number (Caller ID). The Voice Mail will direct the call to the required destination without the caller dialing additional digits.
- **Voice Mail Networking** - Lets Voice Mail mailbox users exchange messages with mailbox users at another Voice Mail system that is AMIS compatible.
- **Voice Prompts** - The recorded voice prompts are step-by-step instructions telling callers what codes to press to access Voice Mail features.

### Automated Attendant Features

- **Answering Schedule Override** - Lets the System Administrator override the answering schedule that is currently in effect.
- **Call Announcing** - Lets the Automated Attendant screen calls for Subscribers. The Auto Attendant asks the caller to record his name and then calls the Subscriber extension and announces who is calling by playing the recorded name.
- **Call Blocking** - Prevents a Subscriber extension from receiving Automated Attendant calls.
- **Call Parking/Paging** - Parks (holds) a caller at a Subscriber extension and then pages the Subscriber by playing a recorded paging message over a page zone in the phone system.
- **Call Queuing** - Lets Auto Attendant callers queue (wait in line) for a Subscriber extension when it is busy.
- **Selecting Voice prompts in another language** - The Auto Attendant caller can press a single code to switch from one language to another.
- **Directory Dialing** - A caller dials the first few letters of a person's name to connect to that person's extension.
- **Interactive Messaging** - The Auto Attendant asks a question and the caller's response is recorded. This feature can be used for order taking or conducting call-in polls.
- **Music on Hold** - Provides music or announcement to callers who are queuing for a busy extension.

# Features

## System Messaging and Recording Options

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### System Messaging and Recording Options

- **Automatic Message Erase/Save** - Lets the Voice Mail automatically erase or save each message in a Subscriber, Message Center, or Guest mailbox.
- **Directory Dialing Message** - Tells a caller what letters to dial to call an extension or mailbox.
- **Distribution List** - Lets a caller record a message once and send it to every mailbox that is placed on the list just by entering the Distribution Mailbox number.
- **First Time Tutorial** - Plays an Announcement Message when someone logs into a Subscriber or Guest mailbox for the first time.
- **Instruction Menu** - Tells Automated Attendant callers what keys to press in order to route their calls. The instructions are recorded by the System Administrator.
- **Interactive Prompts** - Recorded by the System Administrator, and consists of questions or requests for information from the caller.
- **Message Notification** - Calls up to three programmed phone numbers when a Subscriber, Message center, or Guest mailbox user receives a message. The numbers can be local or long distance, and calls can be made to a phone, a radio pager, or a digital pager.
- **Message Retention** - Determines how many days the Voice Mail will retain any new, held, or saved message in a mailbox before erasing them.
- **Welcome Message** - Commonly referred to as the Company greeting, this message greets Automated Attendant callers.

### User Features

- **Auto Forward** - The Voice Mail will forward a Subscriber's message to a partner mailbox. As a result, if the user goes on vacation, the partner can immediately respond to any messages.
- **Auto Help** - Users can hear automatic voice prompts to help them use the system.
- **Auto Time Stamp** - When Auto Time-Stamp is turned on by the user, the Voice Mail will play the time and date that the message was left and the name or number of the sender.
- **Call Announcing** - Lets the Automated Attendant screen calls for Subscribers. The Auto Attendant asks the caller to record his name and then calls the Subscriber extension and announces who is calling by playing the recorded name.
- **Calling a Mailbox** - Subscribers can call (log on to) their mailboxes from any extension, including their own, or from outside the Company through the Automated Attendant.
- **Call Waiting** - This feature is available on telephones with multiple line buttons. Automated Attendant callers can send a signal (a series of beeps) to the user's extension while it is busy. If the user does not pick up the call, the caller can leave a message.

### User Features (cont'd)

- **Getting Recorded Help** - Mailbox users can get recorded help if they press an incorrect code or forget what code to press.
- **Getting the Time and Date** - Mailbox users can get the current time and date.
- **Listening Options** - while listening to a message, or after message playback, a user can select several listening options such as to save or erase a message, listen to the next message, reverse the order, pause or replay a message.
- **Recording Options** - While recording a message, a user can pause and restart, back up and listen to the message, erase the recording, hear the time and date of the recording, etc.

### System Administration and Maintenance

- **Local Backup and Restore** - Lets the System Administrator capture the system database, voice messages, and feature files and save them. These files can be reloaded after a system failure.
- **Port Activity** - Provides a list of all activity on a Voice Mail port
- **Real-Time Trace** - Allows system activity to be recorded in real-time in order to assess system operation and troubleshoot potential problems.
- **Trace Viewer** - Lets the System Administrator view trace messages and events recorded in the Trace Database.
- **Reports** - Shows the database options, messaging options, and errors in easy-to-read format. The following is a partial list of reports that can be printed or viewed on the screen:
  - Answering Schedules
  - Caller ID Tables
  - Callout Log
  - Dial Action Tables
  - Distribution Lists
  - Mailboxes

## Related Documentation

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### Related Documentation

- VoiceSupport Lx User's Guide
- VoiceSupport Lx Text-To-Speech
- VoiceSupport Lx Desktop Call Control
- VoiceSupport Lx SMTP Email Integration
- VoiceSupport Lx Unified Messaging
- VoiceSupport Lx Setting Up and Using Fax Mail
- VoiceSupport Lx Voice Prompts
- VoiceSupport Lx AMIS Networking
- VoiceSupport Lx Hospitality

# Chapter 2: Installation and Setup

## Installing the Hardware

### Tools

Phillips screwdriver

### Required

**Note** VoiceSupport systems will have the required software preloaded at the factory. The software is provided in the event of a system failure requiring the software to be reloaded.

### Mounting the VoiceSupport Unit

The VoiceSupport unit is suitable for mounting in a 19 inch rack or can be placed on a flat surface. There is also a wall mount bracket included with the unit to allow mounting on a solid flat surface.

### Connecting VoiceSupport to a LAN

The VoiceSupport unit contains a **LAN** connector on the rear panel. This is an RJ-45 connector providing a Gbit Ethernet connection to a local network. Connect an Ethernet cable from the LAN port on the rear of the VoiceSupport LX to the network.

### Connecting AC Power

The VoiceSupport Power Supply is auto voltage sensing and will accommodate either 110 or 220 Vac, 60 Hz, single phase power.

- 1) Connect an AC line cord from the **AC receptacle** on the rear of the unit to a grounded 110VAC receptacle. (See Figure 1-3.)
- 2) Press the **Power** switch on the rear panel of the unit. Make sure that the green **Power** indicator on the front panel is lit. (See Figure 1-2)

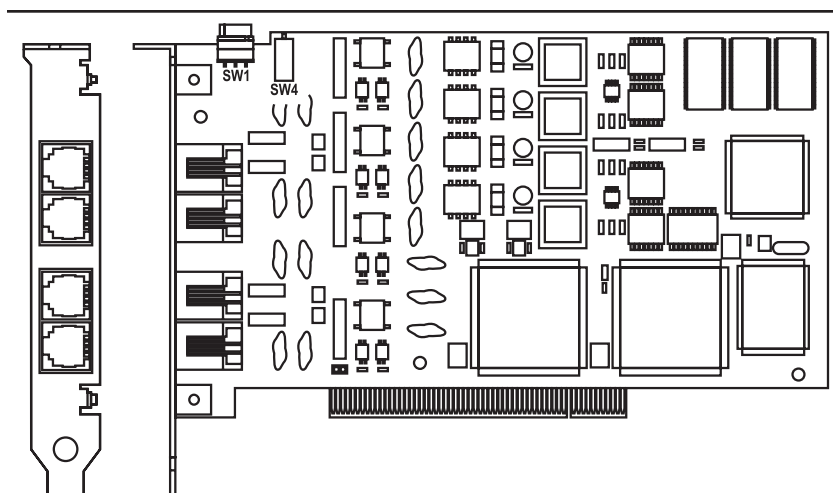
# Connecting the VoiceSupport Unit to the Telephone System

## The Port Card

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## Connecting the VoiceSupport Unit to the Telephone System

**The Port Card** The port card used in the VoiceSupport LX unit is the Dialogic D/4PCIUF card containing four ports of Voice, Fax, and Speech processing. If the Fax option was installed at the factory, at least one port will already be configured as a Fax port. The ports consist of RJ11 connectors that will accept standard modular telephone cables.



**Figure 2-1: D/4PCIUF Port Card**

Connect a modular cable from the VoiceSupport unit's port card to the telephone system interface starting with Port 1 (top).

### Phone System Integration

The VoiceSupport is designed to operate with many different phone systems. The VoiceSupport unit must be integrated with the specific system that it will be working with. See the Phone System Integration Guide for a list of the required parameters that must be set. Also refer to the documentation that came with your Phone System.

## Setting Up the Voice Mail Server

The Voice Mail is configured via a web-based user interface. Access to the interface is obtained from a laptop or workstation connected to the VoiceSupport LX unit either directly or over a network.

### Accessing the User Interface Directly

You can initially access the Web-based user interface using a laptop with a crossover cable connected to the Voice Mail LAN port. The Voice Mail unit is shipped with a default IP address (10.10.10.20) and subnet mask (255.255.255.0).

- 1) Using a crossover cable, connect a laptop or workstation to the LAN port on the back of the VoiceSupport LX. Apply power to the laptop and wait for bootup to complete.
- 2) Use the Network Configuration utility to change the IP address of the laptop so that it is in the same domain range as the Voice Mail. (Use 10.10.10.22)
- 3) Open Internet Explorer (version 6.0 or newer) on the laptop and type in the default address of the Voice Mail (10.10.10.20). Once you have gained access, the VoiceSupport LX Welcome screen is displayed.

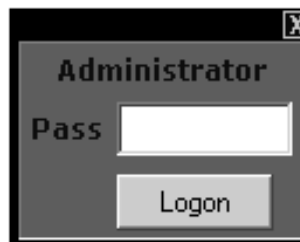
**Note** - Once you have performed an initial setup and the Voice Mail is working, you can change the IP address of the Voice Mail unit so that you can access the Web-based user interface remotely over a network. See *Accessing the User Interface Remotely* on page 2-17)

### Logging On to the Voice Mail

Once the web based user interface is accessed, the Welcome screen is displayed prompting you to select a logon type. In order to access the functions you will need to install the system, you must log on with Administrator privileges.



- 1) Click the **Administrator** button. You will be prompted to enter a password.



# Setting Up the Voice Mail Server

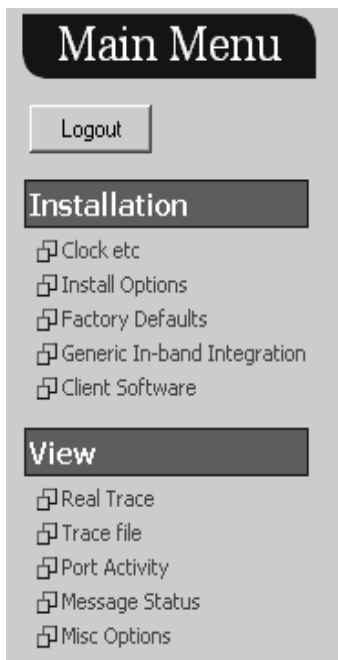
## Logging On to the Voice Mail

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2) Use the following default password for the initial login: **CTL**

Once you are logged in, you can create a new password. See *System Options, System Password* in Chapter 3.

3) Once the system accepts your password, the main menu is displayed as shown:



All functions that are required to install and setup the VoiceSupport unit are accessed from the main menu.

Note - Once you are logged in, you can change the default login password. See *To View and Customize System Options* on page 3-76.

# Setting Up the Voice Mail Server

## Setting the Install Options

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### Setting the Install Options

In order to complete the Voice Mail installation, certain options must be selected and a numbering plan must be established for the extensions.

#### To customize the Install Options:

- 1) Select **Install Options** from the **Installation** section of the main menu. The following screen is displayed:

Phone System	GENERIC	...
Ports	4	
Compression	32kbits/sec	...
Default Security	None	
Default Bilingual	English (1)	...
Numbering Plan	<input checked="" type="checkbox"/> Numbering Plan	
Option	<input type="button" value="Install System"/>	<input type="button" value="Install Ports"/> <input type="button" value="Update Status"/>
Status	Done	

- 2) Select or type in the desired options in the following fields:

- **Phone System** - Scroll through the drop-down list and select the phone system. If a Generic phone system is selected, integration strings must be entered manually. See *In-band Integration for a Generic Phone System*.
- **Ports** - Enter the number of ports that are active in the VoiceSupport LX.
- **Compression** - Select one of the available compression rates - 32kbits/sec or 24kbits/sec
- **Default Security** - The first time you start up Voice Mail, a default security code is automatically set up for each Subscriber mailbox. All subscribers must use this code to log on to their mailbox for the first time. After initially logging on, a subscriber can change the security code for his mailbox.
- **Default Bilingual** - This identifies the language that Voice Mail uses for system voice prompts played to an Auto Attendant caller or a caller accessing the Voice Mail by dialing the Voice Mail extension. Two languages are installed in your Voice Mail by default:
  - American English Mnemonic prompts the caller to use letters, such as: *To listen to a message, press L*. This is the primary language and is referred to as English 1.
  - American English Numeric prompts the caller to use numbers, such as: *To listen to a message, press 5*. This is the secondary language and is referred to as English 2.
- **Numbering Plan** - All Subscriber extensions must be registered. See *Establishing a Numbering Plan for the Phone Extensions* on page 2-6.

# Setting Up the Voice Mail Server

## Establishing a Numbering Plan for the Phone Extensions

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- 3) Click the **Install System** button. While the system options are loading, a Status of "Busy" is displayed.
- 4) Wait a few seconds and then click the **Update Status** button. If the options have finished loading, the Status will indicate "Idle".

### Establishing a Numbering Plan for the Phone Extensions

Subscriber extensions must be registered in the Numbering Plan.

- 1) Click on the Numbering Plan hyperlink on the Install Phone System/Ports screen. The Numbering Plan screen is displayed with default values reflecting the default number of mailboxes:

	Number Of Extensions	Starting Extensions	Extension Type
1	16	100	Subscriber ...
2	0	None	Undefined ...
3	0	None	Undefined ...
4	0	None	Undefined ...
5	0	None	Undefined ...
6	0	None	Undefined ...
7	0	None	Undefined ...
8	0	None	Undefined ...
9	0	None	Undefined ...
10	0	None	Undefined ...

Numbering Plan      Apply Changes

- 2) Change or add data to the following fields according to the configuration of your system:
  - **Number of Extensions** - The total number of extensions in a range of extensions for all Subscriber and Trunk mailboxes.
  - **Starting Extension** - The first extension number in the range of extensions.
  - **Extension Type** - Select the extension type from the drop-down list; Subscriber, Trunk, or Undefined.
- 3) Click the **Apply Changes** button.

# Setting Up the Voice Mail Server

## *In-band Integration for a Generic Phone System*

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### **In-band Integration for a Generic Phone System**

If a generic phone system is being installed, you can enter the in-band integration strings manually. These are DTMF digit sequences sent by a PBX to the Voice Mail to provide incoming call information.

- 1) Select **Generic In-band Integration** from the **Installation** section of the main menu:

	Integration String	Integration Function
1	<input type="text"/>	None <input type="button" value="..."/>
2	<input type="text"/>	None <input type="button" value="..."/>
3	<input type="text"/>	None <input type="button" value="..."/>
4	<input type="text"/>	None <input type="button" value="..."/>
5	<input type="text"/>	None <input type="button" value="..."/>
6	<input type="text"/>	None <input type="button" value="..."/>
7	<input type="text"/>	None <input type="button" value="..."/>
8	<input type="text"/>	None <input type="button" value="..."/>
9	<input type="text"/>	None <input type="button" value="..."/>
10	<input type="text"/>	None <input type="button" value="..."/>
11	<input type="text"/>	None <input type="button" value="..."/>
12	<input type="text"/>	None <input type="button" value="..."/>
13	<input type="text"/>	None <input type="button" value="..."/>
14	<input type="text"/>	None <input type="button" value="..."/>
15	<input type="text"/>	None <input type="button" value="..."/>

In-band Integration

- 2) Click on the drop-down list and select a function such as Direct Logon or Forward Busy. Then enter the integration string for that function.

Note - In order to perform this step, the installer must be familiar with the phone system and have a knowledge of the integration strings required for each function.

- 3) Click the **Apply Changes** button.

# Setting Up the Voice Mail Server

## Setting the Dialing Rules

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### Setting the Dialing Rules

You need to define the area code where the Voice Mail is located. In addition, you need to define which office codes (or prefixes) within the area code should be regarded as long distance calls (requiring that the Voice Mail dials **1** plus the area code) and which office codes within the area code should be regarded as local calls (requiring that the Voice Mail dials only the prefix).

#### To edit the dialing rules:

- 1) Select **Dial Plan** from the **Tools** section of the main menu:

- 2) To create a new dialing rule, click the **New** button.

To delete an existing rule, use the arrow buttons to scroll through the list of rules to find the one you want to delete, and click the **Delete** button.

To edit an existing rule, use the arrow buttons to scroll through the list of rules to find the one you want to edit.

- 3) Create a new rule or edit an existing rule by entering the appropriate data into the following fields:

- **Rule** - A unique number from 1000 to 9999 that controls the order in which patterns are looked at. The lower numbers are looked at first and if a match is found, the Change is applied to the number and the lookup stops.
- **Pattern** - A regular expression that matches one or more phone numbers.  
For example - 203[0-9]{7} = The digits 203 followed by exactly 7 digits 0-9
- **Change** - Action taken when a pattern matches. Changes are applied in the order listed and are separated by a vertical line. Possible actions are RMV (remove) or INS (insert).  
For example - INS(0)1 = insert 1 in front of the number
- **Active** - Enables or disables this pattern.
- **Comments** - Enter any notes pertaining to this dialing pattern

- 4) Click the **Update** button to save the Dial Plan.

# Setting Up the Voice Mail Server

## Setting the Dialing Rules

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### To display a list of all dialing rules:

- 1) Click the **List Mode** button on the Dial Plan Edit Mode screen:

Dial Plan List View

List Mode Test Mode Edit Mode

Record:   Click on a listed field below to edit.

Field:  =

Save Reset

LST MOR

### To test a dialing rule:

- 1) Click the **Test Mode** button on the Dial Plan Edit Mode screen:

Dial Plan Test Mode

List Mode Test Mode Edit Mode

Phone Number:

```
2039254266 match(1000) 203[0-9]{7}
Apply:INS(0)1 on 2039254266
MapNumber:2039254266 -> 12039254266
```

- 2) Enter a phone number containing a pattern that you want to test.
- 3) Click the **Test** button.
- 4) A summary is displayed showing the rule number, the dialing pattern and the action, and the resulting change to the number.

In the sample screen above, the number being tested is 2039254266. This number matches the dialing pattern "203 followed by 7 digits 0-9". The action prescribed for this match is to insert a "1" in front of the number. The result is to change 2039264266 to 12039254266.

# Setting Up the Voice Mail Server

## Assigning Access Digits

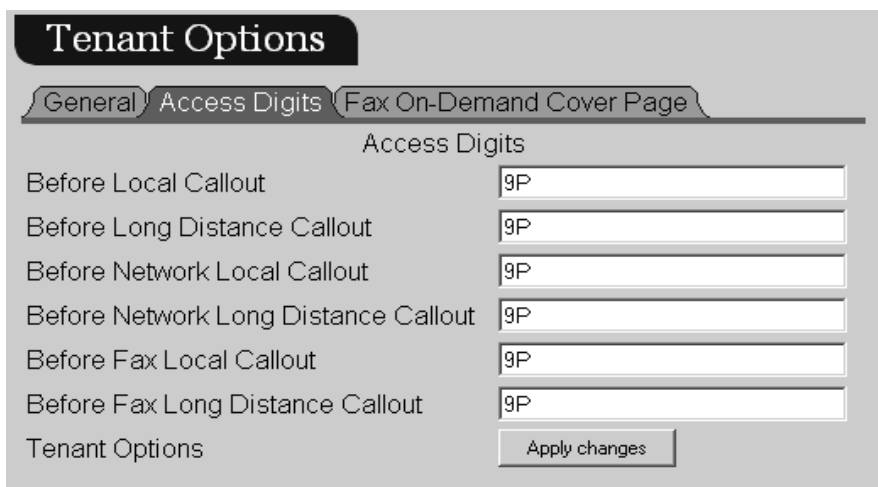
---

### Assigning Access Digits

You may need to assign the access digits that the Voice Mail must dial for both local and long distance callouts.

#### To assign access digits:

- 1) Select **Tenant Options** from the **Customize** section of the main menu.
- 2) Click the **Access Digits** tab. You see a screen similar to the following:



The screenshot shows a web interface titled "Tenant Options" with three tabs: "General", "Access Digits", and "Fax On-Demand Cover Page". The "Access Digits" tab is selected. Below the tabs, the heading "Access Digits" is centered. There are six input fields, each with a label and a value of "9P":

Label	Value
Before Local Callout	9P
Before Long Distance Callout	9P
Before Network Local Callout	9P
Before Network Long Distance Callout	9P
Before Fax Local Callout	9P
Before Fax Long Distance Callout	9P

At the bottom right of the form is an "Apply changes" button.

- 3) Type the appropriate access digits in the following fields:

- **Before Local Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a local call for message notifications to a home phone, cell phone, or digital pager. The string can contain up to 30 digits including any of the following special codes:
  - F** - Flash
  - W** - Wait for dial tone
  - P** - Pause (Voice Mail pauses 2 seconds, then dials the next digit.)
  - M** - Monitored pause (Voice Mail pauses 2 seconds, then dials the next digit.)  
Call Progress tones stop the pause
  - A** - Analyzed pause (Voice Mail pauses 4 seconds, then dials the next digit.)  
Answer tones stop the pause.
  - S** - Wait for any type of sound
- **Before Long Distance Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a long distance call. The string can contain up to 30 digits including any of the special codes listed above.
- **Before Fax Local Callout** - This field will not be displayed unless the Fax Mail option is included in this installation. See separate document *Setting Up and Using Fax Mail*
- **Before Fax Long Distance Callout** - This field will not be displayed unless the Fax Mail option is included in this installation. See separate document *Setting Up and Using Fax Mail*

- 4) When you are finished, click the **Apply changes** button to apply the changes.

# Setting Up the Voice Mail Server

## Default Language Types

### Default Language Types

Five languages are available for the Voice Mail system: two types of American English, one Spanish, one French Canadian, and one British English. The Voice Mail can use two of these languages to provide voice prompts and greetings. Automated Attendant callers can select either of the two default languages.

Unless specified otherwise, the two languages that will be installed in your Voice Mail by default are: American English Mnemonic and American English Numeric. American English Mnemonic prompts the caller to use letters, such as: *To listen to a message, press L*. American English Numeric prompts the caller to use numbers, such as: *To listen to a message, press 5*. American English Mnemonic is referred to as Language 1 (which is the primary language) and American English Numeric is shown as Language 2 (which is the secondary language).

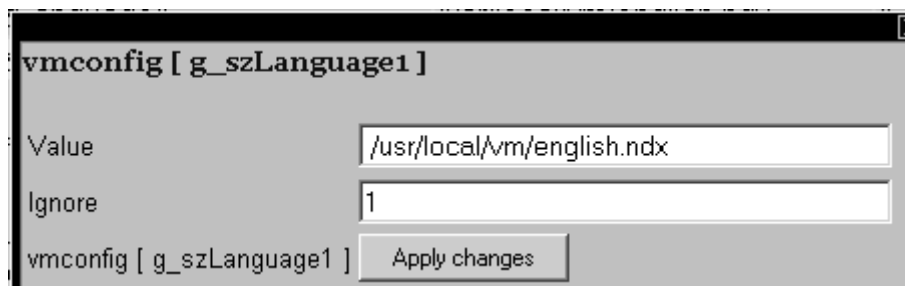
Either of the default languages can be changed to another language.

### To change the default language:

- 1) Select **Misc Setup** from the **Tools** section of the main menu.
- 2) Scroll to the bottom of the list, where the default languages are listed:

g_nNetServiceNumber	2000	1
g_nRepeatStartUpPeriod	5	1
g_szEmailDllPath	/usr/local/vm/lib/libsmtp3.so	0
g_szLanguage1	/usr/local/vm/english.ndx	1
g_szLanguage2	/usr/local/vm/engl2.ndx	1

- 3) Click on the "1" in the Ignore column next to the language you want to change. This will open a dialog box for editing:



- 4) Edit the string in the Value field by writing over the current language with the new language. The following language choices are available:

- british.ndx
- english.ndx
- engl2.ndx
- spanish.ndx
- span2.ndx
- french.ndx

- 5) Change the Ignore value to "0" and click the **Apply changes** button.
- 6) Reboot the VoiceSupport LX to affect the new default language.

# Serial Communications Ports

---

## Serial Communications Ports

You can use the Comm Port Options to adjust certain aspects of the protocol for data transmission over the two serial ports, COM1 and COM2. This is needed for integration with Hotel Property Management systems and with PBX/SMDI integration.

- 1) Select **Comm Port Options** from the **Tools** section of the main menu.

**Comm Port Options**

<< 1   < 1   **Move to**   2 >   2 >>

Viewing: 1

Baud Rate   9600   ...

Parity   No   ...

Stop Bits   1

Word Length   8

RTS/CTS   No   ...

Xon/Xoff   Yes   ...

Data Link   No   ...

Comm Port Options   Apply changes

- 2) Select the Comm Port that you want to configure.
- 3) You can change the current setting for any of the following parameters:
  - **Baud Rate** - This value specifies the speed in terms of the number of bits per second at which the data is transmitted over the phone line.
    - 300
    - 1200
    - 2400
    - 4800
    - 9600 (default)
    - 19200

# Serial Communications Ports

---

- **Parity** - A parity check is the Voice Mail process for detecting if any data bits have been altered during transmission. When the transmitting device frames a word (byte), it counts either the number of 0's or 1's in the data bits and then adds a parity bit that corresponds to whether or not the count of the data bits was even or odd. The receiving device also counts the data bit 0's or 1's as it receives them and then compares its computation to the parity bit. If a transmission error is detected, a flag can be set and retransmission may be requested.

If you set Parity to **No**, no parity check will be performed.

If you set Parity to **Even**, the parity bit will be set at 0 if the number of 1s in the data bits is even and set to 1 if the number of 1s is odd.

If you set Parity to **Odd**, the parity bit will be set at 1 if the number of 1s in the data bits is even and set to 0 if the number of 1s is odd.

- **Stop Bits** - the number of bits placed at the end of each transmitted word (byte) by the sending device. This number of bits indicates to the receiving device that the word has been transmitted.

1 bit (default)

2 bits

- **Word Length** - the number of bits in a transmitted word or byte.

5

6

6

7

8 (default)

- **RTS/CTS** - a protocol that regulates the flow of data between a computer and a serial device by means of the CTS and RTS signals between them. CTS signals a Clear To Send. RTS signals a Request To Send.

No - disabled (default)

Yes - enabled

- **Xon/Xoff** - a protocol that regulates the flow of data between a computer and a serial device by means of the XON and XOFF signals from the receiving device to the sending device:

The XON signal means: Turn on the computer and start sending data.

The XOFF signal means: Turn off the computer and stop sending data.

No - disabled (default)

Yes - enabled

- **Data Link** - N/A

4) When you have finished making changes on this dialog box, click the **Apply changes** button.

# SMDI

---

## SMDI

The Simplified Desk Message Interface (SMDI) option is a serial interface between the Voice Mail system and the phone system. This interface provides information about each call that enters the Voice Mail. If the Voice Mail is connected to one of the following, you can install the SMDI feature:

- a Voice-Bridge product
- Calista DM14
- Fujitsu 9600 phone system
- Centrex SMDI
- NEC NEAX 1000/2000 MCI link
- Any other phone system that supports standard 7-digit (Type 1) or 10-digit (Type 2) SMDI

### To install the SMDI feature:

- 1) Select **Install SMDI** from the **Installation** section of the main menu.

**Install SMDI**

Generation	1st 7 Dgt	...	
Aging	12		
Significant Extension	4		
Negative Ack. Buffer	12		
Message Desk	1		
Logical Terminal	<input type="checkbox"/> Logical Terminal		
Active Comm Port	None	...	
Ignore Carrier Detect	Yes	...	
Option	Update Status	Disable Smdi	Install Smdi
Status	Done		

- 2) Select the SMDI options on the form:

**Generation** - Select the appropriate type of number generation from the drop down list:

If you plan to use standard 7-digit SMDI, select **1st 7Dgt**

If you plan to use 10-digit SMDI where every extension number in the system is the same length, select **2nd Full 10 Dgt**

If you plan to use 10-digit SMDI where the length of extension numbers may vary from two to ten digits, select **2nd Var 10 Dgt**

**Aging** - This value determines the maximum length of time (in seconds) that the system will hold a received SMDI packet before the Voice mail will consider the packet to be outdated.

The range is from 13 to 30 but the default of 12 will work in most phone systems. You can change the default value if Voice Mail is experiencing any of the following:

- The Voice Mail port receives ringing, but the serial port does not receive an SMDI packet to match the ringing within the specified time frame.
- The serial port receives an SMDI packet, which it delivers to the Voice Mail, but there is no call on the Voice Mail port for which the packet was intended.

Before increasing the default value for aging, make sure that a delay in receiving packets or ringing is not caused by a problem with the serial interface or the connected phone system.

**Significant Extension** - This value refers to the maximum number of digits that the Voice Mail will try to match to a mailbox number, when it receives an SMDI packet. Set this value to match the number of digits in the longest mailbox number in the Voice Mail system.

**Negative Ack Buffer** - This value specifies the number of negative acknowledgments that the Voice Mail will accept in its buffer before it will reject the SMDI packet. The range is from 12 to 24 but the default of 12 will work in most phone systems.

**Message Desk** - This value specifies the number of valid Message Desk packets that will be presented to the Voice Mail system. If you are using a Fujitsu 9600 phone system, set this value to 0. If you are using SMDI through Centrex, consult your local Centrex carrier.

**Logical Terminal** - This value specifies the logical terminal number (LTN) of any Voice Mail port that is used for SMDI calls.

**Active Comm Port** - This value specifies which serial communication port will be used for SMDI calls.

Note - The Comm Port Options should already have been set for the port that you want to assign to SMDI. See *Serial Communication Ports* on page 2-12

**Ignore Carrier Detect** - The Carrier Detect signal (High or Low) shows that the data carrier is being received from the distant modem. **Yes** enables the Ignore Carrier Detect parameter, so that the Voice Mail will ignore a Carrier Detect High signal during SMDI call processing. **No** disables the Ignore Carrier Detect parameter, so that the Voice Mail will look for a Carrier Detect High signal during SMDI call processing.

Do not enable this parameter when the Voice Mail is connected to a Centrex SMDI. In this case, the Telco provides a modem connection to the communications port, and this connection will establish Carrier Detect. Do not enable this parameter when the Voice Mail is connected to any other interface that links the communications port with another device, such as the phone system.

# Testing the Voice Mail Service

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## Testing the Voice Mail Service

Once the Voice Mail has been installed, perform the following tests to confirm that it is operating correctly.

### Automated Attendant Test

- 1) Call into the Voice Mail unit from an outside line.
- 2) Listen for the prompt:

*Thank you for calling. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.*

### Voice Mail Test

- 1) Dial a Voice Mail extension number from any other extension.
- 2) If you hear the voice prompt: *Thank you for calling. If you...*
  - press #
  - wait for the prompt: *Please enter your mailbox number*
  - dial your mailbox number
- 3) If you hear the voice prompt: *Please enter your mailbox number*
  - dial your mailbox number
- 4) After dialing your mailbox number, you should hear one of the following prompts:
  - Please enter your security code (if a security code is enabled)*
  - You have \_\_\_ messages*

# Accessing the User Interface Remotely

## Connecting VoiceSupport to a Network

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## Accessing the User Interface Remotely

The Voice Mail's user interface can be accessed remotely from a PC connected to a LAN as long as the Voice Mail unit is connected to the same LAN. The Voice Mail IP address will have to be changed from its default value to one that is compatible with the network.

### Connecting VoiceSupport to a Network

The **LAN** port on the VoiceSupport rear panel is an RJ-45 connector providing a Gbit Ethernet connection to a local network. Connect an Ethernet cable from the LAN port to the network

### Changing the Voice Mail IP Address

The new IP address can be entered manually, or it can be assigned by a DHCP server on the network. There are two methods for accomplishing this.

#### To change the IP address from a command line interface:

- 1) Plug a keyboard and VGA monitor into the rear panel connectors on the VoiceSupport unit.
- 2) At the local host login prompt, enter the user name (root)
- 3) At the password prompt, enter the password (rootroot)
- 4) At the # prompt, enter **ifconfig** and press Enter.

Several lines of data will be displayed. The top line will show the units MAC address. The second line will show the current IP address as shown in the following example:

```
Ethernet HWaddr 00:13:20:98:6C:94
inet addr:10.10.10.27 Bcast:10.255.255.255 Mask:255.0.0.0
```

- 5) At the # prompt, enter **netconfig** and press Enter. Respond to the prompt "Would you like to set up networking?" by selecting **Yes**. The Configure TCP/IP screen is displayed.
- 6) If the IP address will be assigned by a DHCP server, tab down to **Use dynamic IP configuration** and press the spacebar. This will insert an asterisk (\*).

If you are going to manually enter an IP address, tab down to **IP address** and type in the new address.

- 7) Tab through **Netmask** and **Default gateway** and make changes as necessary.
- 8) When you are done, tab down to the OK button and select.
- 9) Reboot the unit to affect the changes. You may have to power the unit off and then on. Verify that the new IP address is in effect by returning to the ipconfig routine, and examining the second line (inet addr).

# Accessing the User Interface Remotely

## Accessing the User Interface

---

### To change the IP address through the System Administrator:

The IP address can be changed through the System Administrator menu using the dialpad keys of any telephone connected to the Voice mail system.

- 1) Dial the extension number of the Voice Mail unit.
- 2) When the Auto Attendant answers, enter the mailbox number of a System Administrator mailbox. (By default this is mailbox 100.) Ex. **#100**
- 3) When prompted, enter the security code. Use the default security code if it hasn't already been changed.
- 4) Press **SA** to enter the System Administrator menu.
- 5) Enter **TCPIP**. The Auto Attendant will read the current entry.
- 6) After the prompt, enter the new IP address including the mask. Separate each component with an asterisk. When complete, press #. For example: 10\*10\*10\*22\*24#. If a DHCP server is going to assign an address, enter 0\*0\*0\*0\*0#. The Auto Attendant will read back the entry.
- 7) Enter **GATE**. After the prompt, enter the address of the default gateway. Both the Gateway and IP address must be specified in order for any change to take place.
- 8) If necessary, enter **NS** to change the DNS server address.
- 9) When you are done, enter **SD** to reboot the system. When prompted, enter your security code.

### Accessing the User Interface

From a PC connected to the LAN, open your web browser and type in the new IP address of the Voice Mail. Once you have gained access, the VoiceSupport LX Welcome screen is displayed.

## Minimum Voice Mail Configuration

At the factory, some basic Voice Mail features have been created with default parameters. This basic configuration should be adequate to test the system after initial installation. However, in most cases, you will need to expand these features to accommodate your specific phone system.

The defaulted features are described briefly below. Instructions for creating and editing these features are contained in detail in Chapter 3.

A **Subscriber Mailbox** must be created for each phone extension that will have Voice Mail service. A Subscriber Mailbox must also be created for the Voice Mail server. After calling a Subscriber Mailbox, a user can record and listen to messages, record a mailbox greeting, turn on Message Notification, etc.

Several Subscriber Mailboxes have been created at the factory with basic default settings and minimal features enabled. You can use these mailboxes as they are configured, or you can customize them for your environment. You can also create additional Subscriber Mailboxes.

The **Automated Attendant** answers incoming calls to a mailbox by playing a recorded greeting (Welcome Message) and instructing the caller on which keys to press to route the call or access system features (Instruction Menu). A default Welcome Message and Instruction Menu is created at the factory but they can be turned off or replaced with a new message and instructions.

The **Answering Schedule Table** helps the Automated Attendant greet a caller with the appropriate Welcome Message and route incoming calls according to the day/date. You can create and program up to 50 tables. Each table can contain up to 20 schedules for delivering greetings.

Each Answering Schedule Table points to a **Call Routing Mailbox** which is used to deliver the Welcome Message to the caller. The Call Routing mailbox also contains a Dial Action Table which provides the call routing instructions. Several default Call Routing Mailboxes have been created at the factory. The defaults can be edited or new mailboxes can be created for your application.

A **Dial Action Table** (DAT) is a table for the Automated Attendant which is assigned to a Call Routing Mailbox. The DAT tells the Automated Attendant how to handle the digits that are dialed during an inbound call.

# Minimum Voice Mail Configuration

## *Accessing the User Interface*

---

# Chapter 3: Customizing Voice Mail

Once the Voice Mail system components are installed and determined to be working, certain basic system parameters can be customized for the specific customer environment. This section contains details for creating and customizing the following components:

- Answering Schedule Tables
- Mailboxes
- Welcome Messages and Instruction Menus
- Dial Action Tables

Other system parameters are either turned off or set for default values at the factory. The following options can be enabled or customized in order to take advantage of all the VoiceSupport features

- Caller ID Tables (Default = no caller ID).
- Callout Options (Default values will allow nominal system operation)
- System Options (Default values will allow nominal system operation)

Once the Voice Mail configuration has been customized for a specific installation, it is recommended that the system database be backed up to a separate location, such as a CD drive. See *Backing Up the Voice Mail Database* in Chapter 6.

## Web Based User Interface

All customizing is done from the main menu which appears on a web-based user interface that can be accessed from any laptop or workstation connected to the VoiceSupport LX.

Once the user interface is accessed, the logon screen is displayed. In order to access the functions that you will need to customize the system, you must log on with Administrator privileges.



## Web Based User Interface

---

Click the Administrator button and you will be prompted to enter your password.



Once the system accepts your password, the main menu is displayed as shown:



The remaining paragraphs in this chapter outline the steps necessary to create and edit the tables, lists, mailboxes, and options necessary for customizing your system. All functions that are described are accessed from the main menu.

## Answering Tables

An Answering Table helps the **Automated Attendant** provide a Welcome Message to callers who dial in to the Voice Mail system. The Welcome Message consists of both a greeting to callers and the call-routing options appropriate for the day of the week, the date, and the time of day when the call was received.

The programmed Answering Table tells the Automated Attendant how to route an inbound call to the mailbox containing the appropriate **Welcome Message**. For example, you might program your table so that the Automated Attendant will answer incoming calls by using Mailbox *A* for weekday Welcome Messages, Mailbox *B* for weeknight Welcome Messages, Mailbox *C* for weekend Welcome Messages, and Mailbox *D* for holiday or other special Welcome Messages. When a call reaches the mailbox pointed to by an answering schedule, the caller will hear the Welcome Message recorded for that mailbox.

The mailbox used to deliver the Welcome Message to the caller is typically a **Call Routing Mailbox** that you have created. The Call Routing Mailbox contains a **Dial Action Table** and may also contain a Welcome Message. Or it may contain an exact copy of the **Instruction Menu** so that the caller, who dials an invalid entry and has already listened to the greeting, can hear only the call-routing options again.

Several default Answering Tables have already been created at the factory. These default tables can be edited, or new tables can be created. Before they can be used in your Voice Mail system, you need to program (customize) the Answering Table with the schedules for business and non-business hours at the company where the Voice Mail system is located.

### Filling Out an Answering Table Worksheet

Before you begin programming Answering Tables, find out how many different greetings are required. The number of greetings will determine how many schedules belong in each table. For example, suppose the customer wants a special greeting for mornings, for afternoons, for evenings, for weekends, and for holidays. In this case, five schedules would belong in the table. Determine the time when each greeting should begin to take effect and which Call Routing Mailbox will answer the call.

Include the information indicated below for each schedule (1–20) that you enter in an Answering Table:

- **Date or day(s)** that the mailbox should start answering the call. This may be a single day, such as *Fr*, or a single date, such as *8/27*, or a range of days, such as *Mo–Fr*. However, do not enter any range that bridges Sunday, such as *Fr–Mo*. Instead, convert your Sunday-bridging range to 2 separate schedules: one for *Fr–Su* (for non-regular business hours) and one for *Mo–Fr* (regular business hours).
- **Time of day** that the mailbox should start answering the call entered as hours and minutes in the *HH:MM* format, where *HH* represents the hour (00–23) and *MM* the minutes (00–59).
- **Number of the Call Routing Mailbox** that will answer the call.

# Answering Tables

## Creating/Customizing Call Routing Mailboxes

---

### To display a list of default settings for Answering Tables:

- 1) Select **Answering Tables** from the **Reports** section of the main menu.
- 2) On the **Answering Tables Report** dialog box:
  - Enter in the **Minimum** box the number of the first table you would like to see listed.
  - Enter in the **Maximum** box the number of the last table you would like to see listed.
  - Enter a file name in the **Report File Name** field.
  - Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done", the report is ready to view.

You might see a list of default schedules for Answering Table #1 that looks like this:

	Day(s) or Date	Time	Mailbox
1	Mo-Fr	08:00	811
2	Mo-Th	17:10	812
3	Fr	17:00	813
4	2/16	08:00	814
5	2/16	17:00	815

### Creating/ Customizing Call Routing Mailboxes

Before you can program the number of a Call Routing Mailbox into an Answering Table, you must make sure that the mailbox exists. Several default Call Routing Mailboxes have already been created for your Voice Mail system. These default mailboxes can be edited, or new mailboxes can be created. See *To create/edit Call Routing Mailboxes* on page 3-14

### To see a numerical list of default Call Routing Mailboxes:

- 1) Select **Mailbox Numeric List Report** from the **Reports** section of the main menu.
- 2) On the report screen, enter a file name and click **Generate**. Then click the hyperlink **Report Results**.
- 3) A list of all the default mailboxes is displayed and shows the mailbox number of each Call Routing mailbox.

Each default Call Routing Mailbox contains a Dial Action Table and other programmable options. The default values for these options should be adequate to get your basic system up and running. These default DATs can be edited, or new DATs can be created. See *Dial Action Tables* on page 3-63

# Answering Tables

## Creating and Customizing Answering Tables

---

### Creating and Customizing Answering Tables

You can create and program up to 50 Answering Tables in your Voice Mail system. Each table can contain up to 20 schedules.

Following the instructions in this section will help you to:

- create a new Answering Table
- customize an existing table to match a schedule used at your company
- assign to each schedule the mailbox number containing the appropriate greeting

#### To create/customize Answering Tables:

1) Select **Answering Tables** from the **Customize** section of the main menu.

Answering Table number 1 is displayed showing that Call Routing Mailboxes 811, 812, 813, 814, and 815 have been assigned to each of the first five schedules:

- Schedule 1 Morning (Mo-Fr, 8AM)
- Schedule 2 Afternoon (Mo-Th, 5PM)
- Schedule 3 Afternoon (Fr, 5PM)
- Schedule 4 Weekend (8AM)
- Schedule 5 Weekend (5PM)

	Day(s) or Date	Time	Mailbox
1	Mo-Fr	08:00	811
2	Mo-Th	17:00	812
3	Fr	17:00	813
4	Sa-Su	08:00	814
5	Sa-Su	17:00	815
6	None	None	None
7	None	None	None
8	None	None	None
9	None	None	None
10	None	None	None

These default schedules are commonly used by the Automated Attendant at many businesses when answering incoming calls. But if the schedules do not match the days, date, and/or time at your company, or if they do not agree with the mailbox numbering in your Voice Mail system, you can change any of the default values for these options. You can also create new schedules (6-20) on this screen.

# Answering Tables

## *Creating and Customizing Answering Tables*

---

2) To edit a default table, change or add information in the following fields:

- **Day(s) or Date** - Enter the days or date when the Voice Mail will start answering calls by using the mailbox that you associate with the Schedule number:

Single day, such as Mo, Tu, We, Th, Fr, Sa, Su

Range of days, such as Mo-Fr

A date in the month-and-day format, such as 01-12/01-31

None - No value entered yet

You can enter any range of days except a range that bridges Sunday, such as Fr-Mo. To enter Friday through Monday, create 2 ASTs: Fr-Su and Mo.

The Voice Mail will change a "Mo-Su" entry to "Su-Sa", which is the correct entry if you wanted the Automated Attendant to use that greeting throughout the entire week.

- **Time** - Enter the time in hours and minutes, when the Voice Mail will start answering calls by using the mailbox that you associate with the Schedule number. Entries are expressed in military time, which uses a 24-hour clock.
- **Mailbox Number** - Enter the mailbox number where the Voice Mail will direct a call on the Date and Time specified in this Schedule number. You can program an AST to direct a call to any of the following mailbox types, although a Call Routing mailbox is most often used:

Call Routing

Message Center

Announcement

Interactive

Directory Dialing

3) Click the **Apply Changes** button to save the table.

4) To create a new table, click the advance button on the top of the screen until a table is displayed with "None" appearing in all the fields. Fill in the appropriate data field as described in step 2.

## Mailboxes

Voice Mail uses a variety of mailboxes including:

- **Announcement** - Plays pre-recorded announcements to Automated Attendant callers, such as meeting schedules or new product information.
- **Call Routing** - Lets callers use the keypad to route their calls to the desired location or features.
- **Directory Dialing** - Same as Call Routing except lets the caller name-dial an extension immediately.
- **Distribution** - Lets someone record a message once and have the Voice Mail send it to everyone whose mailbox is listed on the Distribution List.
- **Future Delivery** - Lets someone record a message and have the Voice Mail send it to any mailbox at a future date and time.
- **Guest** - Lets outside vendor have a mailbox for receiving and sending messages.
- **Interactive** - The Automated Attendant asks a question or requests information. The Voice Mail stores the responses in a mailbox that can be accessed by the System Administrator.
- **Message Center** - Lets an Automated Attendant caller leave a message in a common mailbox without dialing codes.
- **Subscriber** - This type of mailbox is assigned to an extension so that the extension user (Subscriber) can access the Voice Mail features. A Subscriber mailbox must also be created for the Voice Mail server.
- **Fax** - Used with the Fax Mail option. See *VoiceSupport LX, Setting Up and Using Fax Mail*.
- **Network** - A Network Mailbox allows Voice Mail users to exchange messages with any other Voice Mail system that allows AMIS networking.

# Mailboxes

## Default Numbering Plan

---

### Default Numbering Plan

Default quantities of certain types of mailboxes are created at the factory:

Type of Mailbox	Default Number of Mailboxes Created	Default Mailbox Numbers
Announcement	10	800-809
Call Routing	17	810-818, 831-838
Distribution	10	845-854
Future Delivery	1	855
Guest	4	823-824, 843-844
Message Center	8	819-822, 839-842
Subscriber	16	100-115

### To see a list of installed mailboxes:

- 1) Select **Mailbox Numeric List Report** from the main menu.
- 1) Click the **Generate** button.
- 2) On the report screen, click the **Report Results** link.
- 3) A numerical listing is displayed for all mailboxes by type and mailbox number.

### Variable Length of Mailbox Numbers

The Voice Mail System supports both fixed-length numbering of extensions and numbers of varied length. The Voice Mail supports up to seven digits in a mailbox number.

Note - If you use a variable-length numbering plan, all mailbox numbers beginning with the same leading digit must be the same length. For example, if you create a three-digit mailbox with a leading digit of 3, all remaining mailbox numbers with a leading digit of 3 must contain three digits.

### Creating and Accessing Mailboxes

You can create a mailbox from scratch (add a mailbox), delete a mailbox, or you can edit the parameters of an existing mailbox. The different types of mailboxes are described in detail later in this section.

#### To add a new mailbox:

- 1) Select **Mailbox Options Add** from the **Customize** section of the main menu.



The screenshot shows a dialog box titled "Add Mailbox". It contains three rows of input fields. The first row is "Mailbox Type" with a dropdown menu showing "Subscriber" and a small square button with three dots. The second row is "Mailbox" with a text input field containing "116". The third row is "Add" with a button labeled "Apply".

- 2) Scroll through the **Mailbox Type** list and select the type of mailbox that you want to create.
- 3) Type the mailbox number in the **Mailbox** field:
  - To create a single mailbox, enter the desired mailbox number
  - To create several mailboxes, enter the desired mailbox numbers separated by a comma, e.g. 12, 14, 15
  - To create a range of mailbox numbers, separate the beginning and ending numbers with a hyphen, e.g. 24-48
- 4) Click **Apply**.

# Mailboxes

## Creating and Accessing Mailboxes

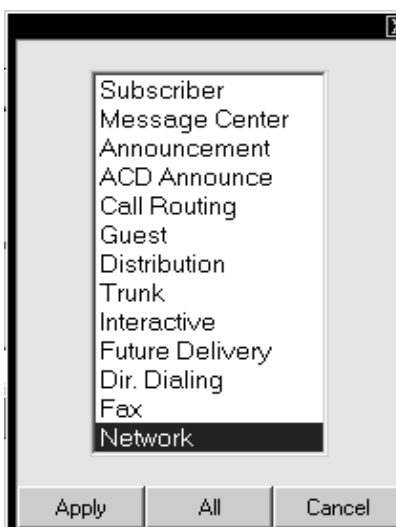
---

### To edit an existing mailbox:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu. Navigation buttons are displayed on the top of the screen.



- 2) Click **Filter** to display a list of all available mailbox types.



- 3) Select the type of mailbox that you want to edit and click **Apply**. The mailbox number next to "Viewing" will indicate the number of the current mailbox being displayed.
- 4) You can increment or decrement the current mailbox number by "1", or you can specify a specific mailbox number by clicking on the **Move to** button to display the following dialog box:



Type in the mailbox number and click **OK**.

- 5) Change the parameters for the selected mailbox by selecting or typing new data into the appropriate fields. Refer to the specific mailbox type explained in this chapter for information about each parameter.

### To specify the same parameters for multiple mailboxes:


If several mailboxes are going to be set up with the same parameters, a range of mailboxes can be specified, and the **Copy** button can be used to apply the same parameters to all mailboxes in the range. Even if some of the parameters will be different, but most will be the same, this feature can be used first, then the individual mailboxes can be edited for unique parameters.

- 1) With the Navigation buttons displayed, click the **Copy** button. A dialog box is displayed.
- 2) Enter the mailbox number of the highest number in the range and click **OK**.
- 3) The **Copy** button will display the range of mailboxes that will have the same parameters applied to them. Also, checkboxes will appear next to each field. Checking a box before specifying a parameter will apply that setting to each mailbox in the range. Not checking the box means that you will have to set that parameter individually for each mailbox in the range.

Note that not all fields will contain a checkbox. This is because some parameters, such as password, have to be set for each mailbox individually.

### To delete a mailbox:

- 1) Select **Mailbox Options Delete** from the **Customize** section of the main menu.



- 2) Scroll through the **Mailbox Type** list and select the type of mailbox that you want to delete.
- 3) Type the mailbox number in the **Mailbox** field:
  - To delete a single mailbox, enter the desired mailbox number
  - To delete several mailboxes, enter the desired mailbox numbers separated by a comma, e.g. 12, 14, 15
  - To delete a range of mailbox numbers, separate the beginning and ending numbers with a hyphen, e.g. 24-48
- 4) Click **Apply**.

# Mailboxes

## Announcement Mailbox

---

### Announcement Mailbox

An Announcement Mailbox is an information only mailbox that plays an announcement (such as a meeting schedule, insurance claim information, etc.). A caller dials into the Voice Mail and listens to the recorded announcement. Once the announcement has finished playing, the Voice Mail says *good-bye* and either hangs up or sends the caller back to the Automated Attendant.

### To create/edit Announcement Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once an Announcement Mailbox has been selected, the Mailbox Options screen for that mailbox is displayed.

Type	Announcement
Security Code	
Name	
Department	
Next Call Routing Mailbox	None
Tenant	1
Directory List	All
Repeat Count	0
Hang-Up After	No
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:
  - **Type** - If you selected a mailbox number of an Announcement Mailbox, this field will already contain **Announcement**. Otherwise, click the scroll down list and select **Announcement**.
  - **Security Code** - Password protect the Announcement Mailbox by entering a security code, up to six digits in length. If no security code is desired, enter **None**.
  - **Name** - If desired, you can assign a name to this mailbox, up to 25 alpha-numeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.
  - **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.
  - **Next Call Routing Mailbox** - The Call Routing Mailbox provides options for where to send the call. Indicate the mailbox number of the next Call Routing Mailbox. Make sure that a Call Routing Mailbox has been created and that a Dial Action Table has been assigned to it.

- **Tenant** - Enter the Tenant number associated with the Announcement mailbox.
  - **Directory List** - This option determines whether a caller can name-dial this Announcement Mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Possible entries are:
    - 1-100** Allows a caller to name-dial this Announcement Mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List.
    - All** Allows a caller to name-dial this Announcement Mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
    - None** Does not allow a caller to name-dial this Announcement Mailbox.
  - **Repeat Count** - Indicate the number of times (1-10) that the Announcement Message is to be repeated to the caller.
  - **Hang Up After** - The Voice Mail will disconnect the caller after the specified number of announcement repeats.
- 3) When you are done editing the Mailbox Options, click the **Apply changes** button to apply the changes.

### ACD Announcement Mailbox

An Automatic Call Distribution (ACD) mailbox lets you record a customized ACD announcement for an ACD group. A sample ACD Announcement might be: *Thank you for calling. All of our technicians are currently with customers. Please hold and a technician will be with you shortly.* This type of mailbox can be used with VDS (PBX) and Onyx IV phone systems.

The ACD Announcement Mailbox has the same Mailbox Options as the Announcement Mailbox except that there are no **Security Code**, **Repeat Count**, and **Hang-Up After** fields.

# Mailboxes

## Call Routing Mailbox

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### Call Routing Mailbox

The Call Routing Mailbox is the core of the Automated Attendant because it provides callers with secondary routing options. You can assign a Call Routing Mailbox to a Subscriber, Message Center, or Interactive mailbox.

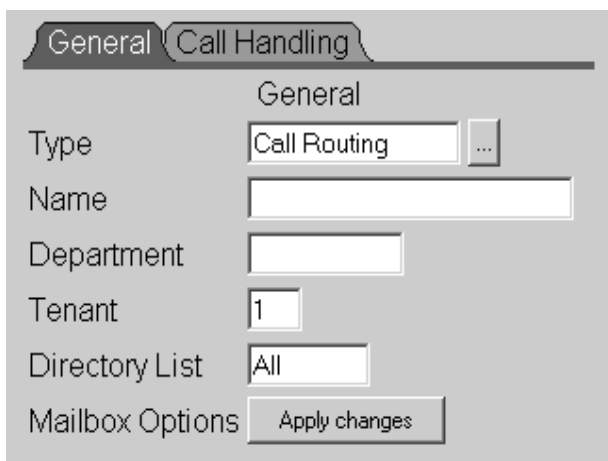
Each Call Routing Mailbox is assigned a Dial Action Table (DAT) that tells the Automated Attendant how to handle the digits dialed during an inbound call. How a call is routed depends on the dialpad key pressed by the caller (0–9, \*, #). Each Call Routing Mailbox may also contain a recorded Welcome Message (greeting to the caller) and a recorded Instruction Menu (call routing options).

- A **Dial Action Table** lets you assign an action (routing option) to each dialpad key. For example: You could assign "Screened Transfer to 306" to key 1. When a caller presses key 1, the Voice Mail transfers the caller to extension 306.
- A **Welcome Message** greets the caller. A typical Welcome Message is: *Thank you for calling XYZ Company.*
- An **Instruction Menu** lets a caller know routing options, as defined in the Dial Action Table.

To have the Automated Attendant provide routing options to outside callers, you must assign a Call Routing Mailbox to an Answering Schedule Table.

### To create/edit Call Routing Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Call Routing Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed.



The screenshot shows a software interface for editing mailbox options. At the top, there are two tabs: "General" (selected) and "Call Handling". Below the tabs, the "General" section contains several fields:

- Type: A dropdown menu showing "Call Routing" with a small "..." button to its right.
- Name: An empty text input field.
- Department: An empty text input field.
- Tenant: A text input field containing the number "1".
- Directory List: A dropdown menu showing "All".
- Mailbox Options: A button labeled "Apply changes".

2) Select or type in the desired settings for each of the following data fields:

- **Type** - If you selected a mailbox number of a Call Routing Mailbox, this field will already contain **Call Routing**. Otherwise, click the scroll down list and select **Call Routing**.
- **Name** - If desired, you can assign a name to this mailbox, up to 25 alpha-numeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.
- **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. Otherwise, enter **None**.
- **Tenant** - Enter the Tenant number associated with the Call Routing mailbox.
- **Directory List** - This option determines whether a caller can name-dial this Announcement Mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Assign a Directory List to this mailbox. Possible entries are:
  - 1-100** Allows a caller to name-dial this Call Routing Mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List.
  - All** Allows a caller to name-dial this Call Routing Mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
  - None** Does not allow a caller to name-dial this Call Routing Mailbox.

3) Click the **Call Handling** tab on the **Mailbox Options** screen:

The screenshot shows the 'Call Handling' tab of the 'Mailbox Options' screen. The title bar includes 'General' and 'Call Handling'. The main title is 'Call Handling'. The settings are as follows:

Dial Action Table	3	⊕
Re-direct Transfer	12	
Directory List To Use	All	
Time Limit for Dialing Commands	5	
Play Default Messages	Yes	...
Mailbox Options	Apply changes	

# Mailboxes

## Directory Dialing Mailbox

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- 4) Enter the desired settings in each data field for the following Call Handling options:
- **Dial Action Table** - Enter the number of the DAT associated with this Call Routing Mailbox.
  - **Redirect Transfer** - This field sets the number of seconds (0-255) that a screened transfer rings an extension before the system retrieves the call and tells the caller of other available dialing options (e.g., *To leave a message, press 1*).
  - **Directory List to Use** - This list code determines the extensions (or mailboxes) that a caller can name-dial from this Call Routing Mailbox. Allowable entries are:
    - 1-100** Allows the caller to name-dial only the extensions or mailboxes with the Directory List specified.
    - All** Allows a caller to name-dial extensions or mailboxes with any Directory List.
    - None** Does not allow callers to name-dial any extension or mailbox.
  - **Time Limit for Dialing Commands** - The amount of time in seconds (0-99) that a caller has to respond to voice prompts (or other recorded instructions) that play in the Call Routing Mailbox. If the caller does not dial a code within this time limit, the Voice Mail replays the prompt.
  - **Play Default Messages** - This field determines whether the Voice Mail plays the default Welcome Message and Instruction Menu. The default Welcome Message/Instruction Menu is: *Thank you for calling. If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial zero (0) for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.*
- 5) When you are done editing the Mailbox Options, click the **Apply changes** button to apply the changes.

### Directory Dialing Mailbox

Directory Dialing is a means of enabling a caller to reach a desired extension or mailbox. Like a Call Routing Mailbox, a Directory Dialing Mailbox contains a Dial Action Table, as well as a recorded Welcome Message and an Instruction Menu. Once the caller reaches the mailbox, the Voice Mail will play the Welcome Message and the Instruction Menu. This unique menu instructs the caller to dial either someone's name (as it appears in the Name field of the Subscriber mailbox) to reach that person's extension or someone's mailbox number in order to reach that person's mailbox.

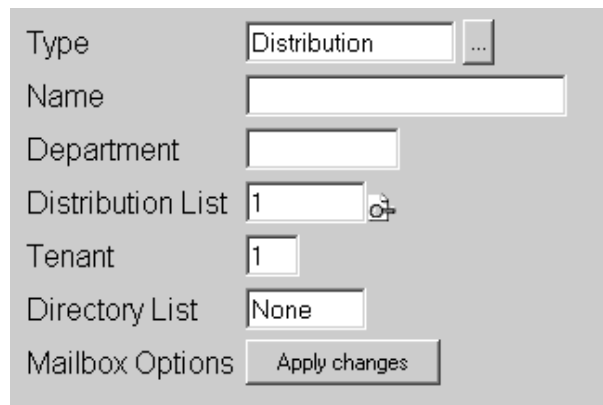
The Direct Dialing Mailbox has the same Mailbox Options as the Call Routing Mailbox except that there is no **Play Default Messages** field on the Call Handling tab.

### Distribution Mailbox

Distribution Mailboxes allow users to record a message once and have the Voice Mail send it to a list of destination mailboxes. To send the message, the user enters the Distribution Mailbox number (or name) and records or forwards a message. The Voice Mail then distributes the message to each Subscriber, Message Center, or Guest mailbox on the corresponding Distribution List.

#### To create or customize Distribution Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Distribution Mailbox has been selected, the Mailbox Options screen for that mailbox is displayed.



The screenshot shows a form with the following fields and values:

Type	Distribution
Name	
Department	
Distribution List	1
Tenant	1
Directory List	None
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:

- **Type** - If you selected a mailbox number of a Distribution Mailbox, this field will already contain **Distribution**. Otherwise, click the scroll down list and select **Distribution**.
- **Name** - If desired, you can assign a name to this mailbox, up to 25 alpha-numeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.
- **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.
- **Distribution List** - Enter the number of the Distribution List (1-100) that is assigned to this mailbox.
- **Tenant** - Enter the Tenant number associated with the Distribution mailbox.
- **Directory List** - This option determines whether a Subscriber or Guest Mailbox user can enter the Distribution Mailbox name to send a message to the assigned Distribution List. Allowable entries are:
  - 1-100** Allows name-dialing by a Subscriber or Guest Mailbox user that has a Directory List entry of 1-100.
  - All** Allows name-dialing by a Subscriber or Guest Mailbox user with any Directory List entry other than None.
  - None** Does not allow name-dialing.

- 3) When you are done editing the Mailbox Options, click the **Apply changes** button.

# Mailboxes

## *Distribution Mailbox*

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### To add or remove mailboxes from a Distribution List:

- 1) Select **Distribution Lists** from the **Customize** section of the main menu.
- 2) Use the Number buttons at the top of the screen to select a specific list.

All the mailboxes contained on the Distribution List are displayed at the bottom of the screen under Current List:

Enter MailBox[s] below:

Remove

Add

List

Current List:

100,101,102,103,104,105,106,107,108,109,110,111,  
112,113,114,115

- 3) To add a mailbox to the list, type in the mailbox number and click the **Add** button.
- 4) To remove a mailbox from the list, type in the mailbox number and click the **Remove** button.
- 5) Click the **List** button to see the current list of mailboxes for this Distribution List. The current listing is updated automatically whenever a mailbox is added or deleted.

### Future Delivery Mailbox

A Future Delivery Mailbox lets a Subscriber or Guest Mailbox user record a message and have the Voice Mail deliver it to other mailboxes at a future date and time. Future Delivery Messages are commonly used to remind other people of meetings, appointments, etc. The Voice Mail allows only one Future Delivery Mailbox, which is automatically created during the installation procedure. Therefore, if you want to change the number of this mailbox, you must first delete the current Future Delivery Mailbox and then create another one with the new number.

#### To create/edit Future Delivery Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Future Delivery Mailbox has been selected, the Mailbox Options screen for that mailbox is displayed.



The screenshot shows a form with the following fields and values:

Type	Future Delivery	...
Security Code		
Name		
Department		
Directory List	None	
Number of Messages	100	
Mailbox Options	Apply changes	

- 2) Select or type in the desired settings for each of the following data fields:
  - **Type** - If you selected a mailbox number of a Future Delivery Mailbox, this field will already contain **Future Delivery**. Otherwise, click the scroll down list and select **Future Delivery**.
  - **Security Code** - Password protect the mailbox by entering a security code, up to six digits in length. If no security code is desired, enter **None**.
  - **Name** - If desired, you can assign a name to this mailbox, up to 25 alpha-numeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.
  - **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.
  - **Directory List** - This list code determines the extensions (or mailboxes) that will receive the message from a Future Delivery Mailbox.
  - **Number of Messages** - Enter the number of messages (1-1000) that the mailbox can receive.
- 3) When you are done editing the Mailbox Options, click the **Apply changes** button to apply the changes.

# Mailboxes

## Guest Mailbox

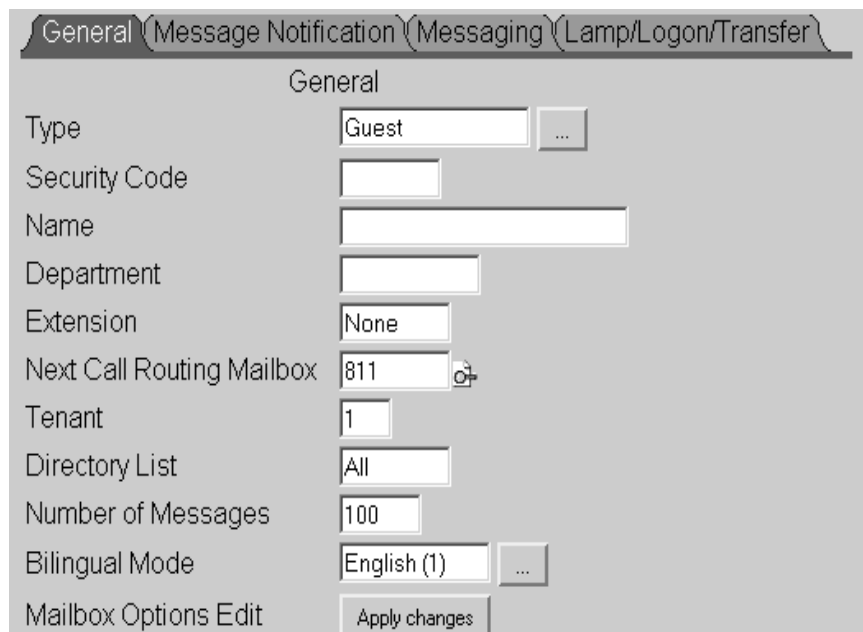
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### Guest Mailbox

A Guest Mailbox is a mailbox you can reserve for an outside party, typically a vendor. Users can record and send messages to the Guest Mailbox. The Guest can then call in through the Automated Attendant and listen to them.

#### To create/edit Guest Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Guest Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed.



The screenshot shows the 'General' tab of the 'Mailbox Options Edit' screen. The title bar at the top indicates the current mailbox is 'Guest'. The form contains the following fields and values:

Field	Value
Type	Guest
Security Code	
Name	
Department	
Extension	None
Next Call Routing Mailbox	811
Tenant	1
Directory List	All
Number of Messages	100
Bilingual Mode	English (1)
Mailbox Options Edit	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:
  - **Type** - If you selected a mailbox number of a Guest Mailbox, this field will already contain **Guest**. Otherwise, click the scroll down list and select **Guest**.
  - **Security Code** - Password protect the mailbox by entering a security code, up to six digits in length. If no security code is desired, enter **None**.
  - **Name** - If desired, you can assign a name to this mailbox, up to 25 alpha-numeric characters. The name will appear on system reports. The name is also used for Guest Directory dialing. A caller dials this name from a Directory Dialing Mailbox to reach this Guest Mailbox or an extension. If you don't want to name the mailbox, enter **None**.
  - **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.

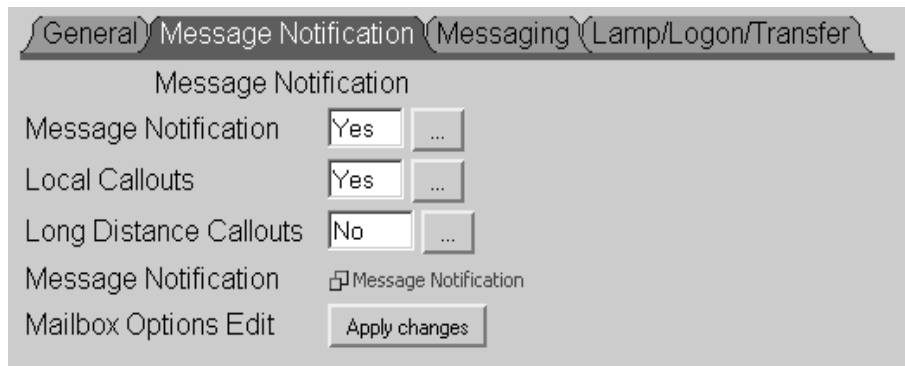
- **Extension** - Enter a unique extension number, up to 7 digits. Assigning an extension allows:
  - Automated Attendant callers to transfer to that extension and leave a message if the transfer is incomplete.
  - a user to log onto the Guest Mailbox from that extension.
  - the Guest to have a Message Waiting Lamp indication when the mailbox receives messages.
- **Next Call Routing Mailbox** - Enter a Call Routing Mailbox number that will provide options for where to send a call. Routing options can be provided to:
  - callers who enter the Guest Mailbox to leave a message. During or after the greeting, the caller can dial **0** to route this call to another destination (e.g., the operator). Program the destination in the Next Call Routing Mailbox's Dial Action Table for Key 0.
  - outside callers who are transferred (by the ICM key) or forwarded to the Guest Mailbox. After the beep sounds, the caller can leave a message, then dial **#** to be connected to the Next Call Routing Mailbox. The caller hears an Instruction Menu and can dial a code to route the call. Enter the routing options in the Next Call Routing Mailbox's Dial Action Table.
  - guests who dial **9** to exit their mailbox from an inside extension. The Guest can then dial **\*** to go to the Next Call Routing Mailbox. Guests will know they can dial **\*** because the Voice Mail plays: *To go to the Automated Attendant, press the star key.* The Voice Mail plays the Welcome Message and Instruction Menu for the Next Call Routing Mailbox, and then lets the caller dial a code to route the call. Enter the routing options in the Next Call Routing Mailbox's Dial Action Table.
- **Tenant** - Enter the Tenant number associated with the Guest mailbox.
- **Directory List** - This option determines whether a caller can name-dial this Guest Mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Possible entries are:
  - 1-100** Allows callers to name-dial this Guest Mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.
  - All** Allows callers to name-dial this Guest Mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
  - None** Does not allow callers to name-dial this Guest Mailbox.
- **Number of Messages** - Enter the number of messages (1-1000) that the Guest Mailbox can receive.
- **Bilingual Mode** - Select the language that the Voice Mail uses for all the voice prompts that play after a user calls (logs onto) the Guest Mailbox (e.g., *You have \_\_\_ messages. To listen to your messages...*). You have a choice between two languages. Click in the box to view the other selection.

# Mailboxes

## Guest Mailbox

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3) Click the **Message Notification** tab on the **Mailbox Options** window:



The screenshot shows the 'Message Notification' tab of the 'Mailbox Options' window. The window has a title bar with tabs for 'General', 'Message Notification', 'Messaging', and 'Lamp/Logon/Transfer'. The 'Message Notification' tab is selected. Below the title bar, the text 'Message Notification' is centered. There are four rows of settings:

Message Notification	<input type="text" value="Yes"/>	<input data-bbox="906 407 951 445" type="button" value="..."/>
Local Callouts	<input type="text" value="Yes"/>	<input data-bbox="906 457 951 495" type="button" value="..."/>
Long Distance Callouts	<input type="text" value="No"/>	<input data-bbox="906 508 951 546" type="button" value="..."/>
Message Notification	<input type="checkbox"/> Message Notification	

At the bottom of the window, there is a 'Mailbox Options Edit' label and an 'Apply changes' button.

4) The following Callout Options can be enabled or disabled:

- **Message Notification** - If this option is enabled, the Voice Mail will dial up to three programmed telephone numbers when the Guest Mailbox receives a voice message. See *Setting Up Message Notification* below.
- **Local Callouts** - If this option is enabled, the Voice Mail will dial a pre-programmed local telephone number containing 5-8 digits. The Voice Mail also recognizes the following toll free numbers as local calls:  
1-800-XXX-XXXX    1-877-XXX-XXXX    1-888-XXX-XXXX
- **Long Distance Calls** - If this option is enabled, the Voice Mail will dial a pre-programmed long distance telephone number containing 9 or more digits.

### Setting Up Message Notification

4a) Click the **Message Notification** link to display the Message Notification dialog box:

	Phone Number	Call Type	Mode	Security Req
1	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
2	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
3	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...

Message Notification

4b) Enter the appropriate data in the following fields:

**Phone Number** - Enter up to three different telephone numbers that the Voice Mail will dial when the Guest Mailbox receives messages. Include any of the following special codes:

**F** - Flash

**W** - Wait for dial tone

**S** - Wait for sound

**P** - Pause

**M** - Monitored pause

**A** - Analyzed pause

**Call Type** - Select the Call Type (**Internal**, **Local**, or **Long Dis**) from the drop-down menu.

**Mode** - This option allows you to assign the type of notification that will be used for the Guest Mailbox. The following choices are available:

**Normal** - an extension number of a telephone

**R. Pager** - a radio pager number

**D. Pager** - a digital pager number

**Security Code Required** - If this option is enabled (**Yes**), a user will be prompted to enter a Mailbox Security Code after accepting a notification call at a non-pager number in order to gain access to the messages in the mailbox.

4c) When you are done, click the **Apply Changes** button to apply the changes.

Note - If Message Notification is enabled, you must also:

Specify any Access Digits that are required to connect the Voice Mail to an outside trunk. See *Tenant Options, Access Digits* on page 3-84

Set up the notification schedule as outlined in the *VoiceSupport User's Guide*.

# Mailboxes

## Guest Mailbox

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5) Click the **Messaging** tab on the **Mailbox Options** window:

The screenshot shows the 'Messaging' tab of the 'Mailbox Options' window. The window has four tabs: 'General', 'Message Notification', 'Messaging', and 'Lamp/Logon/Transfer'. The 'Messaging' tab is active. Below the tabs, the title 'Messaging' is centered. The settings are as follows:

Message Playback	FIFO	...
Message Listen Mode	All	...
Auto Forwarding	Fwd Save	...
Auto Erase/Save	Erase	...
Message Retention	Indefinite	
Urgent Message Return Time	None	
Record Conversation Beep	Yes	...
Ask Callers Number	No	...
Record Reply Only	Yes	...
Mailbox Options Edit	Apply changes	

6) Enter the desired settings in each data field for the following Messaging options:

- **Message Playback** - This option determines the order in which the Voice Mail plays messages in the Guest Mailbox. FIFO (First In, First Out) plays the first message first. LIFO (Last In, First Out) plays the last (most recent) message first.
- **Message Listen Mode** - This option determines the type of messages that will play when a user presses **L** to listen to the messages in the Guest Mailbox. The listen modes are as follows:
  - New** - These are messages which a user has not listened to.
  - Saved** - These are messages that have been saved during a previous session.
  - Held** - These are messages that have been partially listened to and not saved in a previous session. The Voice Mail leaves these type of messages in the mailbox.
  - All** - These are the new, saved, and held messages.

- **Auto Forwarding** - This option sets up the Auto Forwarding feature (which allows an initiator to copy a message into a partner mailbox). This option determines whether the initiator's copy of the message is saved or erased. Possible entries are:
  - No** - Auto Forwarding not allowed
  - Fwd Save** - Save message in initiator's mailbox after copying it to partner
  - Fwd Erase** - Erase message in initiator's mailbox after copying it to partner
- **Auto Erase/Save** - This option determines whether the Voice Mail automatically erases or saves the message after a Guest has listened to it and exited the mailbox. The selections are **Erase** or **Save**.
- **Message Retention** - This option determines how long the Voice Mail retains a message in the Guest Mailbox. Message retention applies to any message that the Voice Mail or mailbox user does not erase. When the message retention time expires, the Voice Mail automatically erases the message. Allowable entries are **1** to **90** days, or **Indefinite** (Voice Mail will not erase the message).
- **Urgent Message Return Time** - The Voice Mail can notify a sender of an urgent message if the recipient of that message does not listen to it within the time entered for this option (1-9999 minutes or None). The sender receives the following mailbox notification: *The following urgent message has been returned to you because the recipient has not listened to it,* followed by a copy of the urgent message.
- **Record Conversation Beep** - When this feature is enabled (Yes), the caller to this mailbox will hear a short tone to indicate that he can start to record his message.
- **Ask Callers Number** - This option determines whether the Voice Mail asks a caller to enter his telephone number before he leaves a message in the mailbox. The Voice Mail asks the caller to enter his number right after the Mailbox Greeting plays. If the caller enters a number, the mailbox user can make a call to the message sender while listening to the message by pressing **MC** (Make Call). The Ask Caller's Number option is intended for phone systems that do not already provide a Caller ID feature.
- **Record Reply Only** - This option determines if the guest can use the mailbox to only record replies to messages (by pressing **RE** while in the Listen mode). If this option is enabled, the Guest cannot record and send messages (by pressing **RS**) nor forward a message (by pressing **MF**) in the Listen mode.

# Mailboxes

## Guest Mailbox

---

7) Click the **Lamp/Logon/Transfer** tab on the **Mailbox Options** window:

The screenshot shows the 'Mailbox Options' window with the 'Lamp/Logon/Transfer' tab selected. The window has a title bar with tabs for 'General', 'Message Notification', 'Messaging', and 'Lamp/Logon/Transfer'. The 'Lamp/Logon/Transfer' tab is active. The window contains the following fields and controls:

Field Name	Value / Control
Message Wait Lamp	No [...]
Lamp On String	None
Lamp Off String	None
Forced Unscreened Transfer	No [...]
Transfer Only Mailbox	No [...]
Use Remote Login As Direct	No [...]
First Login Option	None [...]
Login Announcement Mailbox	None
External Extension	No [...]
External Number	None
Mailbox Options Edit	Apply changes

8) Enter the desired settings in each data field for the following options:

- **Message Wait Lamp** - When this feature is enabled, the Message Waiting Indicator lamp on the Guest phone will light indicating that the mailbox contains an unread message.
- **Lamp On String** - This dial string tells the phone system how to turn on the Message Lamp at an extension. Lamp Strings can contain up to 20 digits including these additional special codes:
  - X** - The Voice Mail replaces the "X" with an extension number
  - G** - Number of messages in a mailbox. Any Lamp String must include an X.Entering a dial string in this field will overwrite the global dial string specified under *System Options, Dial Strings*. If you want the global string to apply to this extension, enter **None** in this field.
- **Lamp Off String** - Should be left as **None**.
- **Forced Unscreened Transfer** - If this option is enabled, all Automated Attendant transfers to the Subscriber extension are unscreened transfers. The Voice Mail transfers the call to the extension and releases it. An incomplete transfer is handled by the phone system. Select this transfer option if **External Extension** is going to be enabled.
- **Transfer Only Mailbox** - When this option is enabled, an Automated Attendant caller can only transfer to the mailbox extension. The caller cannot leave a message. If the transfer is incomplete, the Voice Mail lets the caller know the extension status (e.g., *Extension \_\_\_\_ is busy*) and automatically returns the caller to the Welcome Message for the Call Routing or Directory Dialing Mailbox that transferred the call.

The Transfer-only Mailbox option is commonly used for transfers to Hunt Group extension numbers, or single line extensions that should not receive messages through the Automated Attendant.

- **Use Remote Logon as Direct** - If this option is enabled, a user can dial a Voice Mail extension number from a Guest extension and then log onto the Guest Mailbox. If the option is disabled, a user must dial the Guest extension number after the Voice Mail extension number to log onto the Guest Mailbox.
- **First Login Option** - If this option is selected, the Voice Mail plays an Announcement Message when a user logs onto a Guest Mailbox for the first time. The Voice Mail plays the Announcement Message only (Option 1) or plays the Announcement Message, then explains how to record a Mailbox Greeting/Name, and assign a Security Code (Option 2).
- **Login Announcement Mailbox** - This is the number of the Announcement Mailbox (up to 7 digits) that plays the Announcement Message when the **First Log In Option** (above) is enabled.
- **External Extension** - This option lets an Automated Attendant call be transferred to an outside telephone. If External Extension is enabled, make sure you also do the following:
  - Set the External Transfer String. Voice Mail uses this string to obtain dial tone and retransfer the call. See *System Options, Transfer Strings* on page 3-80.
  - Verify that the **Extension** number for this mailbox matches the Mailbox number.
  - Select Forced Unscreened Transfers to the external extension.
- **External Number** - Enter the number where the call should be transferred to. The number can be up to 15 digits including any of the following special codes:
  - F** - Flash
  - W** - Wait for dial tone
  - S** - Wait for sound
  - P** - Pause
  - M** - Monitor pause
  - A** - Analyzed pause

9) When you are done editing the Mailbox Options for this Guest mailbox, click the **Apply changes** button.

# Mailboxes

## Interactive Mailbox

---

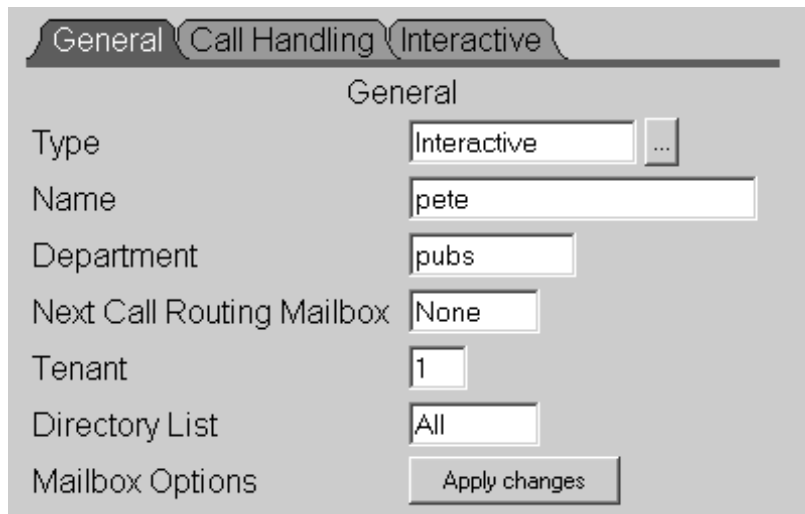
### Interactive Mailbox

Interactive Mailboxes are used mostly for placing orders or taking polls. Each Interactive Mailbox enables the Automated Attendant and a caller to maintain a two-way conversation. In the dialogue between them, the Automated Attendant issues a set of interactive prompts to request information. The caller responds to each prompt with the appropriate information, and the caller's responses are then recorded. To enable this dialogue, you simply need to record a set of interactive prompts for the Automated Attendant.

When the interactive session is over, the Voice Mail says *Good-bye* and hangs up, unless the caller reached the mailbox through a Call Routing or Directory Dialing mailbox. In this case, the Voice Mail sends the caller back to the Instruction menu for that mailbox.

### To create/edit Interactive Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once an Interactive Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed.



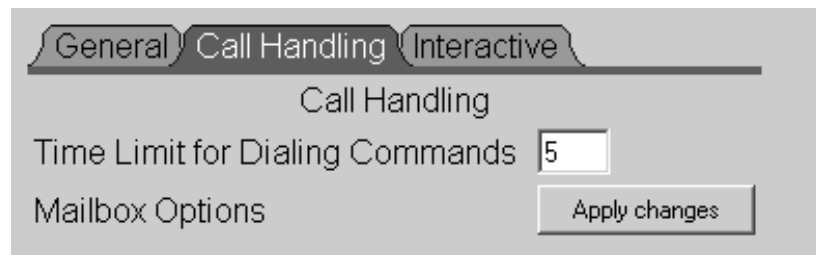
The screenshot shows the 'General' tab of the Mailbox Options screen. The tabs at the top are 'General', 'Call Handling', and 'Interactive'. The 'General' tab is active. The fields and their values are:

Field	Value
Type	Interactive
Name	pete
Department	pubs
Next Call Routing Mailbox	None
Tenant	1
Directory List	All
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:
  - **Type** - If you selected a mailbox number of an Interactive Mailbox, this field will already contain **Interactive**. Otherwise, click the scroll down list and select **Interactive**.
  - **Name** - If desired, you can assign a name to this mailbox, up to 25 alphanumeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.

- **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.
- **Next Call Routing Mailbox** - This Call Routing Mailbox lets a caller dial 0 while recording responses. Dialing 0 sends the caller to another destination. You program the destination in the Next Call Routing Mailbox's Dial Action Table for Key 0. If you assign a Next Call Routing Mailbox to an Interactive mailbox, you may wish to include the information about dialing 0 in the first interactive prompt.
- **Tenant** - Enter the Tenant number associated with the mailbox.
- **Directory List** - This option determines whether a caller can name-dial this mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Possible entries are:
  - 1-100** Allows callers to name-dial this Interactive Mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List To Use entry of 1-100 or All.
  - All** Allows callers to name-dial this Interactive Mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List To Use entry.
  - None** Does not allow callers to name-dial this Interactive Mailbox.

3) Click the **Call Handling** tab on the **Mailbox Options** window:



The screenshot shows a software window titled "Mailbox Options" with three tabs: "General", "Call Handling", and "Interactive". The "Call Handling" tab is selected and highlighted. Below the tabs, the text "Call Handling" is centered. There is a field labeled "Time Limit for Dialing Commands" with a text box containing the number "5". Below this field is the label "Mailbox Options" and a button labeled "Apply changes".

4) In the **Time Limit for Dialing Commands** field, enter the amount of time (0 -99 seconds) that the caller has to respond to the interactive prompts. If the caller does not enter a code within this time limit, the Voice Mail replays the prompt.

# Mailboxes

## Interactive Mailbox

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5) Click the **Interactive** tab on the **Mailbox Options** window:

The screenshot shows the 'Interactive' tab of the 'Mailbox Options' window. The window has three tabs: 'General', 'Call Handling', and 'Interactive'. The 'Interactive' tab is selected. Below the tabs, the word 'Interactive' is centered. The settings are as follows:

Silence Limit	<input type="text" value="3"/>
Mailbox	<input type="text" value="None"/>
Review Mode	<input type="text" value="None"/> ...
Record Incomplete Response	<input type="text" value="No"/> ...
Pre-Greeting/Closing Announcement Mailbox	<input type="text" value="None"/>
Reference Number for Call	<input type="text" value="No"/> ...
Mailbox Options	<input type="button" value="Apply changes"/>

6) Select or type in the desired settings for each of the following data fields:

- **Silence Limit** - Enter the amount of time (1-25 seconds) that a caller can be silent while recording a response before the Voice Mail sends the caller to the next interactive prompt.
- **Mailbox** - The Subscriber, Message Center, or Guest mailbox that stores the recorded responses. If the responses will not be stored, enter None.
- **Review Mode** - This option lets the Voice Mail play back the responses so that callers can review what they said and change it, if necessary. The Voice Mail can play back responses in one of two ways:
  - After each one is recorded
  - After all responses have recorded

For either review mode, the Voice Mail says *Your recorded response is ....* and then says *If this is correct, press C. If this is incorrect press I.*

- **Record Incomplete Response** - When this option is enabled, the Voice Mail stores an incomplete set of responses as long as the caller records at least one response.
- **Pre-Greeting/Closing Announcement Mailbox** - The Voice Mail goes to this mailbox and plays its announcement after the caller records the last response or after the reference number plays. A typical closing announcement might say: *Thank you for ordering with ABC company.*
- **Reference Number for Call** - This option assigns a reference number to a set of responses. After the caller records the last response, the Voice Mail says: *Please note, the reference number for your call is XXXXYYYYY* where XXXX is the time (in a 24 hour clock) and YYYY is the identification number.

7) When you are done editing the Mailbox Options for this Interactive Mailbox, click the **Apply changes** button.

### Message Center Mailbox

A Message Center Mailbox is intended primarily for use by rotary dial callers, so that an outside caller can leave a recorded message through the Automated Attendant without dialing any codes. After the call is transferred to a Message Center Mailbox, the caller will hear the Welcome Message, followed by a beep. The caller can leave a message after the beep.

At some point in the day, someone in the company should call (log onto) the Message Center Mailbox, listen to each message, and then forward it to the appropriate person's mailbox.

#### To create/edit Message Center Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Message Center Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed.

General	
Type	Message Center ...
Security Code	
Name	
Department	
Extension	None
Next Call Routing Mailbox	831
Next CRMB Dial Mode	Option 1 ...
Tenant	1
Directory List	All
Number of Messages	100
Bilingual Mode	English (1) ...
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:

- **Type** - If you selected a mailbox number of a Message Center Mailbox, this field will already contain **Message Center**. Otherwise, click the scroll down list and select **Message Center**.
- **Security Code** - Password protect the mailbox by entering a security code, up to six digits in length. If no security code is desired, enter **None**.
- **Name** - If desired, you can assign a name to this mailbox, up to 25 alphanumeric characters. The name will appear on system reports. If you don't want to name the mailbox, enter **None**.

# Mailboxes

## Message Center Mailbox

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- **Department** - You can identify the department associated with this mailbox, up to 10 alpha-numeric characters in length. If you don't want a department name, enter **None**.
- **Extension** - Enter a unique extension number, up to 7 digits. Assigning an extension allows:
  - Automated Attendant callers to transfer to that extension and leave messages if the transfer is incomplete.
  - a user to log onto the Message Center Mailbox from that extension.
  - a Message Waiting Lamp indication when the mailbox receives messages.
- **Next Call Routing Mailbox** - Enter a Call Routing Mailbox number that will provide options for where to send a call.
  - Outside callers who enter the Message Center Mailbox to leave a message after the beep can dial **0** to route the call to another destination (e.g., the operator). You program the destination in the Next Call Routing Mailbox's Dial Action Table for Key 0.
  - A user who calls the Message Center Mailbox from an extension can dial **9** to exit the mailbox, then dial **\*** to connect the call to the Next Call Routing Mailbox. After hearing the Welcome Message and Instruction Menu, the caller can dial a code to route the call. You program the routing options in the Next Call Routing Mailbox's Dial Action Table.
- **Next CRMB Dial Mode** - This feature provides additional routing options to callers when a Next Call Routing Mailbox is assigned to the Message Center Mailbox:
  - None** - When the caller enters the mailbox, the Voice Mail plays the Message Center's welcome message, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or dial 0.
  - Option 1** - When the caller enters the mailbox, the Voice Mail plays the Message Center's welcome message, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or select one of the routing options assigned to keys 0-9 of the Next Call Routing Mailbox's Dial Action Table.
  - Option 2** - N/A
- **Tenant** - Enter the Tenant number associated with the Message Center mailbox. Click in the Tenant field so that the possible entries are displayed in the Information field.
- **Directory List** - This option determines that a caller can name-dial this Mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Possible entries are:
  - 1-100** Allows callers to name-dial this mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.
  - A** Allows callers to name-dial this mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
  - N** Does not allow callers to name-dial this mailbox.

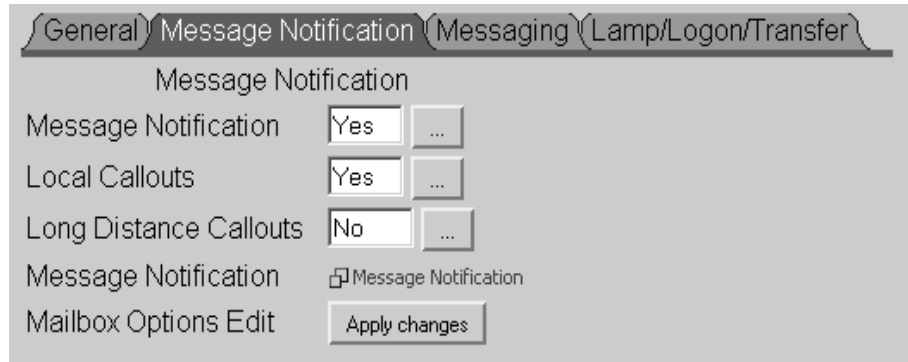
# Mailboxes

## Message Center Mailbox

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- **Number of Messages** - Enter the number of messages (1-1000) that the Message Center Mailbox can receive.
- **Bilingual Mode** - Select the language that the Voice Mail uses for all the voice prompts that play after a user calls (logs onto) the Message Center Mailbox (e.g., *You have \_\_\_ messages. To listen to your messages...*). You have a choice between two languages. Click in the box to view the other selection.

3) Click the **Message Notification** tab on the **Mailbox Options** window:



4) The following Callout options can be enabled or disabled:

- **Message Notification** - If this option is enabled, the Voice Mail will dial up to three programmed telephone numbers when the mailbox receives a voice message. See *Setting Up Message Notification* below.
- **Local Callouts** - If this option is enabled, the Voice Mail will dial a pre-programmed local telephone number containing 5-8 digits. The Voice Mail also recognizes the following toll free numbers as local calls:  
1-800-XXX-XXXX    1-877-XXX-XXXX    1-888-XXX-XXXX
- **Long Distance Calls** - If this option is enabled, the Voice Mail will dial a pre-programmed long distance telephone number containing 9 or more digits.

# Mailboxes

## Message Center Mailbox

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### Setting Up Message Notification

4a) Click the **Message Notification** link to display the Message Notification dialog box:

	Phone Number	Call Type	Mode	Security Req
1	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
2	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
3	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...

Message Notification

4b) Enter the appropriate data in the following fields:

**Phone Number** - Enter up to three different telephone numbers that the Voice Mail will dial when the Message Center mailbox receives messages. Include any of the following special codes:

- F** - Flash
- W** - Wait for dial tone
- S** - Wait for sound
- P** - Pause
- M** - Monitored pause
- A** - Analyzed pause

**Call Type** - Select the Call Type (**Internal**, **Local**, or **Long Dis**) from the drop-down menu.

**Mode** - This option allows you to assign the type of notification that will be used for the Message Center Mailbox. The following choices are available:

- Normal** - an extension number of a telephone
- R. Pager** - a radio pager number
- D. Pager** - a digital pager number

**Security Code Required** - If this option is enabled (**Yes**), a user will be prompted to enter a Mailbox Security Code after accepting a notification call at a non-pager number in order to gain access to the messages in the mailbox.

4c) When you are done, click the Message Notification button to apply the changes.

Note - If Message Notification is enabled, you must also:

Specify any Access Digits that are required to connect the Voice Mail to an outside trunk. See *Tenant Options, Access Digits* on page 3-84

Set up the notification schedule as outlined in the *VoiceSupport User's Guide*.

5) Click the **Messaging** tab on the **Mailbox Options** window:

The screenshot shows the 'Messaging' tab of the 'Mailbox Options' window. The window has a title bar with tabs for 'General', 'Message Notification', 'Messaging', and 'Lamp/Logon/Transfer'. The 'Messaging' tab is selected. Below the title bar, the word 'Messaging' is centered. The main area contains several settings, each with a text field and a button with three dots (indicating a dropdown menu):

Message Playback	FIFO	...
Message Listen Mode	All	...
Auto Forwarding	Fwd Save	...
Auto Erase/Save	Erase	...
Message Retention	Indefinite	
Urgent Message Return Time	None	
Record Conversation Beep	Yes	...
Ask Callers Number	No	...
Mailbox Options Edit	Apply changes	

6) Enter the desired settings in each data field for the following Messaging options:

- **Message Playback** - This option determines the order in which the Voice Mail plays messages in the mailbox. FIFO (First In, First Out) plays the first message first. LIFO (Last In, First Out) plays the last (most recent) message first.
- **Message Listen Mode** - This option determines the type of messages that will play when a user presses **L** to listen to the messages in the mailbox. The listen modes are as follows:
  - New** - These are messages which a user has not listened to.
  - Saved** - These are messages that have been saved during a previous session.
  - Held** - These are messages that have been partially listened to and not saved in a previous session. The Voice Mail leaves these type of messages in the mailbox.
  - All** - These are the new, saved, and held messages.

# Mailboxes

## Message Center Mailbox

---

- **Auto Forwarding** - The Auto Forwarding feature allows an initiator to copy a message into a partner mailbox. This option determines whether the initiator's copy of the message is saved or erased. Possible entries are:
  - No** - Auto Forwarding not allowed
  - Fwd Save** - Saves message in initiator's mailbox after copying it to the partner
  - Fwd Erase** - Erases message in initiator's mailbox after copying it to the partner
- **Auto Erase/Save** - This option determines whether the Voice Mail automatically erases or saves the message after it has been listened to. The selections are **Erase** or **Save**.
- **Message Retention** - This option determines how long the Voice Mail retains a message in the mailbox. Message retention applies to any message that the Voice Mail or mailbox user does not erase. When the message retention time expires, the Voice Mail automatically erases the message. Allowable entries are **1** to **90** days, or **Indefinite** (Voice Mail will not erase the message).
- **Urgent Message Return Time** - The Voice Mail can notify a sender of an urgent message if the recipient of that message does not listen to it within the time entered for this option (1-9999 minutes or None). The sender receives the following mailbox notification: *The following urgent message has been returned to you because the recipient has not listened to it,* followed by a copy of the urgent message.
- **Record Conversation Beep** - When this feature is enabled (Yes), the caller to this mailbox will hear a short tone to indicate that he can start to record his message.
- **Ask Caller's Number** - This option determines whether the Voice Mail asks a caller to enter his telephone number before he leaves a message in the mailbox. The Voice Mail asks the caller to enter his number right after the Mailbox Greeting plays. If the caller enters a number, the mailbox user can make a call to the message sender while listening to the message by pressing **MC** (Make Call). The Ask Caller's Number option is intended for phone systems that do not already provide a Caller ID feature.

7) Click the **Lamp/Logon/Transfer** tab on the **Mailbox Options** window:

The screenshot shows the 'Lamp/Logon/Transfer' tab of the Mailbox Options window. The window title is 'Lamp/Logon/Transfer'. The settings are as follows:

Setting	Value
Message Wait Lamp	No
Lamp On String	None
Lamp Off String	None
Forced Unscreened Transfer	No
Transfer Only Mailbox	No
Use Remote Login As Direct	No
External Extension	No
External Number	None
Mailbox Options Edit	Apply changes

8) Enter the desired settings in each data field for the following Lamp/Logon/Transfer options:

- **Message Wait Lamp** - When this feature is enabled, the Message Waiting Indicator lamp on the Message Center phone will light indicating that the mailbox contains an unread message.
- **Lamp On String** - This dial string tells the phone system how to turn on the Message Lamp at an extension. Lamp Strings can contain up to 20 digits including these additional special codes:
  - X** - The Voice Mail replaces the "X" with an extension number
  - G** - Number of messages in a mailbox. Any Lamp String must include an X.Entering a dial string in this field will overwrite the global dial string specified under *System Options, Dial Strings*. If you want the global string to apply to this extension, enter **None** in this field.
- **Lamp Off String** - Should be left as **None**.
- **Forced Unscreened Transfer** - If this option is enabled, all Automated Attendant transfers to the Subscriber extension are unscreened transfers. The Voice Mail transfers the call to the extension and releases it. An incomplete transfer is handled by the phone system. Select this transfer option if **External Extension** is going to be enabled.
- **Transfer Only Mailbox** - When this option is enabled, an Automated Attendant caller can only transfer to the mailbox extension. The caller cannot leave a message. If the transfer is incomplete, the Voice Mail lets the caller know the extension status (e.g., *Extension \_\_\_\_ is busy*) and automatically returns the caller to the Welcome Message for the Call Routing or Directory Dialing Mailbox that transferred the call.

The Transfer-only Mailbox option is commonly used for transfers to Hunt Group extension numbers, or single line extensions that should not receive messages through the Automated Attendant.

# Mailboxes

## Message Center Mailbox

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- **Use Remote Logon as Direct** - If this option is enabled, a user can dial a Voice Mail extension number from his extension and then log onto the mailbox. If the option is disabled, a user must dial the mailbox extension number after the Voice Mail extension number to log onto the mailbox.
- **External Extension** - This option lets an Automated Attendant call be transferred to an outside telephone. If External Extension is enabled, make sure you also do the following:

Set the External Transfer String. Voice Mail uses this string to obtain dial tone and retransfer the call. See *System Options, Transfer Strings* on page 3-80.

Verify that the **Extension** number for this mailbox matches the Mailbox number.

Select Forced Unscreened Transfers to the external extension.

**External Number** - Enter the number where the call should be transferred to. The number can be up to 15 digits including any of the following special codes:

- F** - Flash
- W** - Wait for dial tone
- S** - Wait for sound
- P** - Pause
- M** - Monitor pause
- A** - Analyzed pause

- 9) When you are done editing the Mailbox Options for this Message Center Mailbox, click the **Apply changes** button to apply the changes.

### Subscriber Mailbox

A Subscriber Mailbox is assigned to an extension, so that the extension user can access the Voice Mail features. After transferring the call to the Subscriber Mailbox, the Voice Mail plays, *You have \_\_\_ messages*. The caller can then listen to the messages or use the other features.

A Subscriber mailbox must also be created for the Voice Mail server. This will allow users to dial in to the Voice Mail simply by using an extension.

### To create/edit Subscriber Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Subscriber Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed:

General

Type	Subscriber
Security Code	
Name	
Department	
Extension	100
Next Call Routing Mailbox	811
Next CRMB Dial Mode	Option 1
Tenant	1
Directory List	All
Number of Messages	100
Bilingual Mode	English (1)
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:

- **Type** - If you selected a mailbox number of a Subscriber Mailbox, this field will already contain **Subscriber**. Otherwise, click the scroll down list and select **Subscriber**.
- **Security Code** - Password protect the mailbox by entering a security code up to six digits in length. If no security code is desired, enter **None**.
- **Name** - The name entered in this field is used for directory dialing.
- **Department** - You can identify the department associated with this mailbox by entering up to 10 alpha-numeric characters. If you don't want a department name, enter **None**.

# Mailboxes

## Subscriber Mailbox

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- **Extension** - Enter a unique extension number, up to 7 digits. Assigning an extension allows:

Automated Attendant callers to transfer to that extension and leave messages if the transfer is incomplete.

a user to log onto the Subscriber Mailbox from that extension.

a Message Waiting Lamp indication when the mailbox receives messages.

- **Next Call Routing Mailbox** - Enter a Call Routing Mailbox number that will provide options for where to send a call.

Outside callers who enter the mailbox to leave a message after the beep can dial **0** to route their call to another destination (e.g., the operator). The destination is programmed in the Next Call Routing Mailbox's Dial Action Table for Key 0.

Subscribers who dial **9** to exit their mailbox from an inside extension can then dial **\*** to connect the call to the Next Call Routing Mailbox.

Subscribers will know they can dial **\*** because the Voice Mail plays *To go to the Automated Attendant, press the \* key*. The Voice Mail plays the Welcome Message and Instruction Menu for the Next Call Routing Mailbox, then lets the caller dial a code to route the call. Program the routing options in the Next Call Routing Mailbox's Dial Action Table.

Subscribers who forward their direct lines to their mailboxes can call their lines and dial **\*** before the beep to connect to the Next Call Routing Mailbox. After hearing a Welcome Message and Instruction Menu, Subscribers can dial a code to route their calls. Routing options are entered in the Next Call Routing Mailbox's DAT.

- **Next CRMB Dial Mode** - This feature provides additional routing options to callers when a Next Call Routing Mailbox is assigned to the Subscriber Mailbox:

**None** - When the caller enters the mailbox, the Voice Mail plays the Subscriber's mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or dial 0.

**Option 1** - When the caller enters the mailbox, the Voice Mail plays the Subscriber's mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or select one of the routing options assigned to keys 0-9 of the Next Call Routing Mailbox's Dial Action Table.

**Option 2** - lets a caller use the routing options assigned to Keys 0-9, \*, #, and the TIMEOUT function of the Next Call Routing Mailbox's Dial Action Table. When the caller enters the mailbox, the Voice Mail plays the Mailbox Greeting, which must be recorded, and possibly a pre-recorded voice prompt, such as *Start recording at the tone. When you are done, press the pound key or hang up*. Voice Mail then waits for the caller to dial a digit to select one of the routing options.

- **Tenant** - Enter the Tenant number associated with the Subscriber mailbox.
- **Directory List** - This option determines that a caller can name-dial this Mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Assign a Directory List to this mailbox. Possible entries are:
  - 1-100** Allows a caller to name-dial this mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.
  - A** Allows a caller to name-dial this mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
  - N** Does not allow a caller to name-dial this mailbox.
- **Number of Messages** - Enter the number of messages (1-1000) that the Subscriber Mailbox can receive.
- **Bilingual Mode** - Select the language that the Voice Mail uses for all the voice prompts that play after a user calls (logs onto) the Mailbox (e.g., *You have \_\_\_ messages. To listen to your messages...*). You have a choice between two languages. Click in the box to view the other selection.

3) Click the **Message Notification** tab on the **Mailbox Options** window:

The screenshot shows a window titled "Message Notification" with the following controls:

Message Notification	<input type="text" value="Yes"/>	<input style="border: none;" type="button" value="..."/>
Local Callouts	<input type="text" value="Yes"/>	<input style="border: none;" type="button" value="..."/>
Long Distance Callouts	<input type="text" value="No"/>	<input style="border: none;" type="button" value="..."/>
Message Notification	<input type="checkbox"/> Message Notification	
Mailbox Options Edit	<input type="button" value="Apply changes"/>	

4) The following Callout options can be enabled or disabled:

- **Message Notification** - If this option is enabled, the Voice Mail will dial up to three programmed telephone number when the mailbox receives a voice message. See *Setting Up Message Notification* below.
- **Local Callouts** - If this option is enabled, the Voice Mail will dial a pre-programmed local telephone number containing 5-8 digits. The Voice Mail also recognizes the following toll free numbers as local calls:
  - 1-800-XXX-XXXX    1-877-XXX-XXXX    1-888-XXX-XXXX
- **Long Distance Calls** - If this option is enabled, the Voice Mail will dial a pre-programmed long distance telephone number containing 9 or more digits.

# Mailboxes

## Subscriber Mailbox

---

### Setting Up Message Notification

4a) Click the **Message Notification** link to display the Message Notification dialog box:

	Phone Number	Call Type	Mode	Security Req
1	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
2	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...
3	<input type="text" value="None"/>	<input type="text" value="Internal"/> ...	<input type="text" value="Normal"/> ...	<input type="text" value="No"/> ...

Message Notification

4b) Enter the appropriate data in the following fields:

**Phone Number** - Enter up to three different telephone numbers that the Voice Mail will dial when the Subscriber Mailbox receives messages. Include any of the following special codes:

- F** - Flash
- W** - Wait for dial tone
- S** - Wait for sound
- P** - Pause
- M** - Monitored pause
- A** - Analyzed pause

**Call Type** - Select the Call Type (**Internal**, **Local**, or **Long Dis**) from the drop-down menu.

**Mode** - This option allows you to assign the type of notification that will be used for the Subscriber Mailbox. The following choices are available:

- Normal** - an extension number of a telephone
- R. Pager** - a radio pager number
- D. Pager** - a digital pager number

**Security Code Required** - If this option is enabled (**Yes**), a user will be prompted to enter a Mailbox Security Code after accepting a notification call at a non-pager number in order to gain access to the messages in the mailbox.

4c) When you are done, click the Message Notification button to apply the changes.

Note - If Message Notification is enabled, you must also:

Specify any Access Digits that are required to connect the Voice Mail to an outside trunk. See *Tenant Options, Access Digits* on page 3-84

Set up the notification schedule as outlined in the *VoiceSupport User's Guide*.

5) Click the **Messaging** tab on the **Mailbox Options** window:

Messaging

Message Playback	FIFO	...
Message Listen Mode	All	...
Auto Forwarding	Fwd Save	...
Auto Erase/Save	Erase	...
Message Retention	Indefinite	
Urgent Message Return Time	None	
Record Conversation Beep	Yes	...
Ask Callers Number	No	...
Mailbox Options	Apply changes	

6) Enter the desired settings in each data field for the following Messaging options:

- **Message Playback** - This option determines the order in which the Voice Mail plays messages in the mailbox. FIFO (First In, First Out) plays the first message first. LIFO (Last In, First Out) plays the last (most recent) message first.
- **Message Listen Mode** - This option determines the type of messages that will play when a user presses **L** to listen to the messages in the mailbox. The listen modes are as follows:
  - New** - These are messages which a user has not listened to.
  - Saved** - These are messages that have been saved during a previous session.
  - Held** - These are messages that have been partially listened to and not saved in a previous session. The Voice Mail leaves these types of messages in the mailbox.
  - All** - These are the New, Saved, and Held messages.
- **Auto Forwarding** - The Auto Forwarding feature enables the Voice Mail to copy a message from a Subscriber's mailbox into a partner mailbox. The partner mailbox number is specified by the Subscriber from the User Options menu. (See the VoiceSupport User's Guide.)

The entry in this field determines whether the original message is saved or erased after it is copied into the partner mailbox. Possible entries are:

  - No** - Auto Forwarding not allowed from this mailbox
  - Fwd Save** - Saves message in Subscriber mailbox after copying it to the partner
  - Fwd Erase** - Erases message in Subscriber mailbox after copying it to the partner

# Mailboxes

## Subscriber Mailbox

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- **Auto Erase/Save** - This option determines whether the Voice Mail automatically erases or saves the message after it has been listened to. The selections are **Erase** or **Save**.
- **Message Retention** - This option determines how long the Voice Mail retains a message in the mailbox. Message retention applies to any message that the Voice Mail or mailbox user does not erase. When the message retention time expires, the Voice Mail automatically erases the message. Allowable entries are **1** to **90** days, or **I** for indefinite (Voice Mail will not erase the message).
- **Urgent Message Return Time** - The Voice Mail can notify a sender of an urgent message if the recipient of that message does not listen to it within the time entered for this option (1-9999 minutes or None). The sender receives the following mailbox notification: *The following urgent message has been returned to you because the recipient has not listened to it,* followed by a copy of the urgent message.
- **Record Conversation Beep** - When this feature is enabled (Yes), the caller to this mailbox will hear a short tone to indicate that he can start to record his message.
- **Ask Caller's Number** - This option determines whether the Voice Mail asks a caller to enter his telephone number before he leaves a message in the mailbox. The Voice Mail asks the caller to enter his number right after the Mailbox Greeting plays. If the caller enters a number, the mailbox user can make a call to the message sender while listening to the message by pressing **MC** (Make Call). The Ask Caller's Number option is intended for phone systems that do not already provide a Caller ID feature.

7) Click the **Lamp/Logon/Transfer** tab on the **Mailbox Options** window:

Lamp/Logon/Transfer

Message Wait Lamp	Yes	...
Lamp On String	None	
Lamp Off String	None	
Forced Unscreened Transfer	No	...
Transfer Only Mailbox	No	...
Use Remote Login As Direct	No	...
First Login Option	None	...
Login Announcement Mailbox	None	
External Extension	No	...
External Number	None	
Mailbox Options	Apply changes	

8) Enter the desired settings in each data field for the following Lamp/Logon/Transfer options:

- **Message Wait Lamp** - When this feature is enabled, the Message Waiting Indicator lamp on the Subscriber's phone will light indicating that the mailbox contains an unread message.
- **Lamp On String** - This dial string tells the phone system how to turn on the Message Lamp at an extension. Lamp Strings can contain up to 20 digits including these additional special codes:
  - X** - The Voice Mail replaces the "X" with an extension number
  - G** - Number of messages in a mailbox. Any Lamp String must include an X.Entering a dial string in this field will overwrite the global dial string specified under *System Options, Dial Strings*. If you want the global string to apply to this extension, enter **None** in this field.
- **Lamp Off String** - Should be left as **None**.
- **Forced Unscreened Transfer** - If this option is enabled, all Automated Attendant transfers to the Subscriber's extension are unscreened transfers. The Voice Mail transfers the call to the extension and releases it. An incomplete transfer is handled by the phone system. Select this transfer option if **External Extension** is going to be enabled.
- **Transfer Only Mailbox** - When this option is enabled, an Automated Attendant caller can only transfer to the mailbox extension. The caller cannot leave a message. If the transfer is incomplete, the Voice Mail lets the caller know the extension status (e.g., *Extension \_\_\_\_ is busy*) and automatically returns the caller to the Welcome Message for the Call Routing or Directory Dialing Mailbox that transferred the call.

# Mailboxes

## Subscriber Mailbox

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The Transfer-only Mailbox option is commonly used for transfers to Hunt Group extension numbers, or single line extensions that should not receive messages through the Automated Attendant.

- **Use Remote Login as Direct** - If this option is enabled, a user can dial a Voice Mail extension number from his extension and then log onto the mailbox. If the option is disabled, a user must dial the mailbox extension number after the Voice Mail extension number to log onto the mailbox.
- **First Login Option** - If this option is selected, the Voice Mail plays an Announcement Message when a user logs onto a Subscriber Mailbox for the first time. The Voice Mail plays the Announcement Message only (Option 1) or plays the Announcement Message, then explains how to record a Mailbox Greeting/Name, and assigns a Security Code (Option 2).
- **Login Announcement Mailbox** - This is the number of the Announcement Mailbox (up to 7 digits) that plays the Announcement Message when the First Login Option (above) is enabled.
- **External Extension**

This option lets an Automated Attendant call be transferred from the Subscriber Mailbox to an outside telephone. If External Extension is enabled, make sure you also do the following:

Set the External Transfer String. Voice Mail uses this string to obtain dial tone and retransfer the call. See *System Options, Transfer Strings* on page 3-80.

Verify that the **Extension** number for this Subscriber mailbox matches the Mailbox number.

Select Forced Unscreened Transfers to the external extension.

**External Number** - Enter the number where the call should be transferred to. The number can be up to 15 digits including any of the following special codes:

**F** - Flash

**P** - Pause

**W** - Wait for dial tone

**M** - Monitor pause

**S** - Wait for sound

**A** - Analyzed pause

- 9) Click the **Subscriber** tab on the **Mailbox Options** window:

The screenshot shows a window titled "Subscriber" with the following settings:

Park/Paging String	FW*101/1*M
Call Waiting String	FW101
Call Announcing	No
System Administrator	INTRA
Pre-Greeting/Closing Announcement Mailbox	None
Call Queueing	No
Block Auto Attendant	No
Desktop Call Control	Yes
Mailbox Options	Apply changes

- 10) Enter the desired settings in each data field for the following Subscriber options:

# Mailboxes

## Subscriber Mailbox

---

- **Park/Paging String** - This string is used for implementing the Call Parking/Paging feature. When an Automated Attendant caller tries to make a screened transfer to a Subscriber extension, this feature parks (holds) the caller and then pages the Subscriber. The Voice Mail makes the page by playing the Subscriber's recorded Paging Message over a page zone in the telephone system. A typical Paging Message is: *John Smith, you have a call.* After the Voice Mail makes the page, the Subscriber can pick up the call from any phone by dialing his Personal Park Orbit Code.

Enter up to 20 digits in this field including the codes below. Enter the phone system's Park string, a slash (/), and then the phone system's Paging string.

<b>F</b>	Flash
<b>W</b>	Wait for dial tone
<b>S</b>	Wait for any type of sound
<b>P</b>	Pause for 2 seconds
<b>H</b>	Hang up
<b>M</b>	Monitored pause - Voice Mail pauses 2 seconds and dials the next digit, only if the line is not busy. Otherwise, Voice Mail terminates the call.
<b>A</b>	Analyzed pause - Voice Mail pauses 4 seconds and dials the next digit, only if the line is not busy. Otherwise, Voice Mail terminates the call.

Park/Paging works like this:

When the recorded Paging Message is on and an Automated Attendant caller tries to reach the Subscriber extension, the Voice Mail says, *Please Hold*, then parks the caller and pages the Subscriber. The Voice Mail does not try to ring the extension.

When the recorded Paging Message is off and an Automated Attendant caller dials the Subscriber extension, the Voice Mail calls the extension. If the extension does not answer after a certain number of rings, the Voice Mail says *Extension XXX does not answer. To leave a message press 1. To have the person paged, press 2. For other options, press 3.*

**Pressing 1** lets the caller leave a message (the greeting plays if it is recorded). After leaving a message, the caller can hang up, press # for the Automated Attendant, or press another code to re-route the call.

**Pressing 2** parks the caller and pages the Subscriber.

**Pressing 3** returns an Automated Attendant caller to the Instruction Menu for the Call Routing or Directory Dialing Mailbox that transferred the call. Pressing 3 routes a direct line caller by using the Key 0 Action of the Subscriber's Next Call Routing Mailbox, if one is assigned.

If the Subscriber picks up the parked call within the Personal Park Orbit time, the Voice Mail connects the caller to the Subscriber. If the Subscriber does not pick up or if the Page Zone is busy, the Voice Mail plays: *Extension XXX does not answer. To leave a message press 1. To have the person paged, press 2. For other options, press 3.*

- **Call Waiting String** - This string lets an Automated Attendant caller send a signal (beeps) to the Subscriber extension when it is busy. After sending the signal, the caller can wait for the extension to become available.

Enter up to 20 digits in this field including the codes below.

<b>F</b>	Flash
<b>W</b>	Wait for dial tone
<b>S</b>	Wait for any type of sound
<b>P</b>	Pause for 2 seconds
<b>H</b>	Hang up
<b>M</b>	Monitored pause - Voice Mail pauses 2 seconds and dials the next digit, only if the line is not busy. Otherwise, Voice Mail terminates the call.
<b>A</b>	Analyzed pause - Voice Mail pauses 4 seconds and dials the next digit, only if the line is not busy. Otherwise, Voice Mail terminates the call.

Call Waiting works like this:

When an Automated Attendant caller tries to transfer the call (screened or unscreened) to a busy Subscriber extension, the Automated Attendant says: *Extension XXX is busy. To leave a message press 1. To wait for the extension to become available, press 2. For other options, press 3.*

**Pressing 1** lets a caller leave a message, and the greeting plays if it is recorded. After leaving the message, a caller can hang up, press # for the Automated Attendant, or press another key to re-route the call according to the options in the Subscriber's Next Call Routing Mailbox.

**Pressing 2** sends the Call Waiting beeps to the busy extension and lets the caller wait for the extension to become available.

**Pressing 3** returns the caller to the Automated Attendant Instruction Menu.

The waiting caller gets connected to the Subscriber extension as soon as the Subscriber answers the Call Waiting beeps. If the Subscriber does not answer the Call Waiting beeps (within the Camp-On time), the Voice Mail lets the caller leave a message. The caller hears either the Subscriber's mailbox greeting or the standard voice prompt: *Extension XXX is busy. At the tone, you can leave a message. After leaving a message, a caller has the same options as those listed under "Pressing 1..."* .

# Mailboxes

## Subscriber Mailbox

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- **Call Announcing** - This option lets the Voice Mail announce an Automated Attendant caller to the Subscriber extension. The Subscriber can then accept or reject the call. There are two Call Announcing options. To turn Call Announcing off, select **None**.

### Option 1

When a caller tries to make a screened transfer to the Subscriber extension, the Voice Mail says: *At the tone, please record your name so that I may announce your call. When you are done recording, press the pound key.*

When the caller presses the pound key, the Voice Mail tries the extension. If the caller does not press the pound key within a certain amount of time, the Automated Attendant transfers the call anyway. (The time interval is the Time limit for dialing commands for the Call Routing Mailbox handling the call.)

When the Subscriber answers and says "Hello", the Voice Mail says this: *Hello. I have a call for (Subscriber's extension XXX or name) from (the caller's recorded name). To accept this call, press 1. Otherwise, hang up.*

If the Subscriber dials 1, the Voice Mail says, *Connecting*, then connects the parties. If the Subscriber hangs up, the caller hears the Subscriber's mailbox greeting (if recorded) or these voice prompts: *Extension XXX (or name) is not available. To leave a message, press 1. For other options, press 2.*

If the greeting plays, a caller can leave a message and then hang up, press # for the Automated Attendant, or re-route the call according to the options in the Next Call Routing Mailbox.

If the extension status message plays, the caller can press either 1 to leave a message or 2 to return to the Automated Attendant Instruction Menu. After leaving a message, the caller can hang up, press # for the Automated Attendant Instruction Menu, or press a code to re-route the call according to the options in the Subscriber's Next Call Routing Mailbox.

### Option 2

Option 2 lets an extension receive Call Announcing prompts when it is busy on a handset call as well as when the extension is not busy (as described in Option 1). The Voice Mail breaks into the extension's handset call by dialing the phone system's codes for Off-Hook Signaling. Then the Voice Mail plays: *Hello. I have a call for (Subscriber's extension number or mailbox name) from (callers' recorded name).* When the extension user hears this prompt, he can put his current call on hold and answer the waiting call, or he can ignore the prompt and not pick up the waiting call.

If the extension user does not pick up the call within a pre-programmed amount of time, the phone system will alert the caller to the waiting call. Option 2 does not provide Call Announcing for Handsfree calls. The Voice Mail simply plays the normal prompts for a busy extension: *Extension XXX is busy. To leave a message, press 1. For other options, press 2* or the prompts for Call Queuing or Call Waiting, if enabled.

### Option 3

This option is not currently available

- **System Administrator** - This option allows the Subscriber to have access to the features on the System Administrator Menu. There are three options for this field:
  - No** This Subscriber does not have access to System Administration functions
  - INTER** Subscriber has access to System Administration functions but only for the Tenant group that he belongs to.
  - INTRA** Subscriber has access to System Administration functions across all tenant groups.
- **Call Queuing** - This option allows Automated Attendant callers to queue ("wait in line") for the Subscriber extension when it is busy. The Voice Mail tells the waiting callers their places in the queue so that they have a general idea of the wait time and then plays music while they wait. Callers choosing to abandon the queue have these options: They can leave a message for the Subscriber, return to the Automated Attendant, or hang up.

Call Queuing works like this:

When an Automated Attendant caller tries to make a screened transfer to a busy Subscriber extension, the Voice Mail says: *Extension XXX (or name) is busy. To leave a message press 1. To wait for the extension to become available, press 2. For other options, press 3.*

**Pressing 1** lets the caller leave a message (the greeting plays if it is recorded). After leaving the message, the caller can hang up, or press # for the Automated Attendant Instruction Menu or press another key to re-route the call by using the Next Call Routing Mailbox.

**Pressing 2** places the caller in a queue, and the Voice Mail lets the caller know his place in the queue. The Voice Mail says: *There are \_\_\_ callers waiting ahead of you or You are the next caller for the extension.* Then the Voice Mail plays Music On Hold.

**Pressing 3** returns the caller to the Automated Attendant Instruction Menu.
- **Pre-Greeting** - This field can contain the mailbox number of a recorded greeting that will play before the normal Subscriber mailbox greeting. If no Pre-greeting will be used, enter **None** in this field.
- **Block Auto Attendant** - If enabled, this option prevents a Subscriber extension from receiving transfers from the Automated Attendant. The transferred caller immediately hears, *Extension xxx is unavailable. To leave a message, press 1. For other options, press 2*

If, however, you assign a Next Call Routing Mailbox to the Subscriber Mailbox, the Voice Mail re-routes the caller by using the Key 0 Action in the Next Call Routing Mailbox's Dial Action Table.
- **Desktop Call Control** - The Desktop Call Control feature allows a specific number of Subscribers to control their calls from their desktop PC. Select **Yes** to enable Desktop Call Control for this mailbox.

# Mailboxes

## Subscriber Mailbox

---

If the VoiceSupport unit is configured for SMTP Email integration, you will need to configure the IMAP4 or POP3 parameters for this mailbox.

11) Click the **Email** tab on the **Mailbox Options** window.

If you have Pop3 Email, the following screen is displayed:

Email	
Email Text-To-Speech	<input type="checkbox"/> No ...
Email Integration Send Mode	<input type="checkbox"/> Voice/Fax ...
Email Name	<input type="text"/>
Smtpt Server	<input type="text" value="None"/>
Domain Name	<input type="text" value="None"/>
Smtpt Port	<input type="text" value="None"/>
Smtpt SSL	<input type="checkbox"/> No ...
Smtpt Authentication	<input type="checkbox"/> None ...
Smtpt Account	<input type="text" value="None"/>
Smtpt Password	<input type="password"/>
Pop3 Server	<input type="text" value="None"/>
Pop3 Port	<input type="text" value="None"/>
Pop3 SSL	<input type="checkbox"/> No ...
Pop3 Account	<input type="text" value="None"/>
Pop3 Password	<input type="password"/>
Mailbox Options	<input type="button" value="Apply changes"/>

12) Enter the desired settings in each data field for the following Pop3 Email options:

- **Email Text To Speech** - If you want to use the Text-To-Speech feature with your Email integration, select **Yes**. Select **No** to turn this feature off.
- **Email Integration Send Mode** - This option allows you to select whether only voice messages, only Fax messages, or both voice and Fax messages will be sent to the subscriber through the SMTP Email integration.
- **Email Name** - The Email address where the voice mail will be received.
- **Smtpt Server** - Name or IP Address of the SMTP Server
- **Domain Name** - The SMTP domain name if available. Otherwise, leave this field blank.
- **Smtpt Port** - Normally, the port number will be **25**. If a Secure Socket Layer (SSL) is being used, enter **465** as the port number.

- **Smtp SSL** - Secure Socket Layer. If this feature is enabled, make sure that **465** is entered as the port number.
- **Smtp Authentication** - Authentication code (if required by the ISP)
- **Smtp Account** - The Email address for this subscriber, for example - petera@ctlinc.com
- **Smtp Password** - The password that would normally be used by this subscriber to access his Email
- **Pop3 Server** - Name or IP Address of the SMTP Server
- **Pop3 Port** - Normally, the port number will be **110**. Enter **995** if Secure Socket Layer is being used
- **Pop3 SSL** - Secure Socket Layer. If this feature is enabled, make sure that **995** is used as the Pop3 port number.
- **Pop3 Account** - The Email address for this subscriber
- **Pop3 Password** - The password that would normally be used by this subscriber to access his Email

If you have Imap4 Email, the following screen is displayed:

Email	
Email Text-To-Speech	No ...
Email Integration Send Mode	Voice/Fax ...
Email Integration Sync Mode	All Folders ...
Email Name	<input type="text"/>
Smtp Server	None
Domain Name	None
Smtp Port	None
Smtp SSL	No ...
Smtp Authentication	None ...
Smtp Account	None
Smtp Password	<input type="text"/>
Imap4 Server	None
Imap4 Port	None
Imap4 SSL	No ...
Imap4 Account	None
Imap4 Password	<input type="text"/>
Imap4 Authentication	Plain ...
Imap4 Search Mode	Header ...
Mailbox Options	<input type="button" value="Apply changes"/>

# Mailboxes

## Subscriber Mailbox

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13) Enter the desired settings in each data field for the following Imap4 Email options:

- **Email Text To Speech** - If you want to use the Text-To-Speech feature with your Email integration, select **Yes**. Select **No** to turn this feature off.
- **Email Integration Send Mode** - This option allows you to select whether only voice messages, only Fax messages, or both voice and Fax messages will be sent to this mailbox.
- **Email Integration Sync Mode** - This option specifies the synchronization mode used by Imap4 to get Email. The available options are **All Folders**, **Inbox Only**, **VM Folder Only**, and **None**.

If you don't create a folder called "Voice Mail Messages", Voice Mail will create one for you. This is where Voice Mail will look for voice and fax messages during synchronization. It is up to the end user (client) to set up a rule in Outlook (Tools/Outlook Rules) so that messages are automatically sent to this folder.

- **Email Name** - The Email address where the voice mail will be received.
- **Smtp Server** - Name or IP Address of the SMTP Server
- **Domain Name** - The SMTP domain name if available. Otherwise, leave this field blank.
- **Smtp Port** - Normally, the port number will be **25**. If a Secure Socket Layer (SSL) is being used, enter **465** as the port number.
- **Smtp SSL** - Secure Socket Layer. If this feature is enabled, make sure that **465** is entered as the port number.
- **Smtp Authentication** - Authentication code (if required by the ISP)
- **Smtp Account** - The Email address for this subscriber, for example - petera@ctlinc.com
- **Smtp Password** - The password that would normally be used by this subscriber to access his Email
- **Imap4 Server** - Name or IP Address of the SMTP Server
- **Imap4 Port** - Normally, the port number will be **143**.
- **Imap4 SSL** - N/A
- **Imap4 Account** - The Email address for this subscriber
- **Imap4 Password** - The password that would normally be used by this subscriber to access his Email
- **Imap4 Authentication** - Authentication code (if required by the ISP)
- **Imap4 Search Mode** - Most SMTP servers search for messages using the **Header**. As an option, you can have the server search for messages by **Text**.

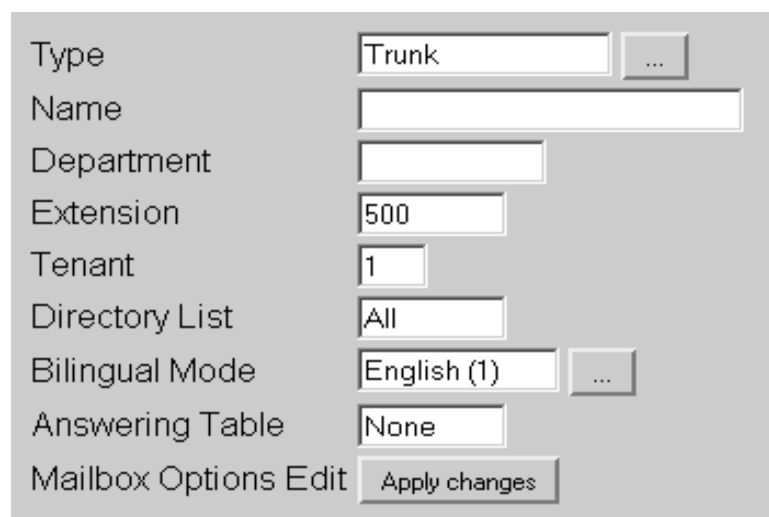
14) When you are done editing the Mailbox Options for this Subscriber Mailbox, click the **Apply changes** button.

### Trunk Mailbox

A Trunk Mailbox is a mailbox assigned to any trunk that the Voice Mail should answer. A Trunk Mailbox assignment is necessary only if you want the Voice Mail to answer the trunk by using an Answering Table that is different from the Answering Table assigned to the port that answers the trunk. Trunk Mailboxes are not available in all phone systems.

#### To create/edit a Trunk Mailbox:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Trunk Mailbox has been selected, the Mailbox Options screen for that mailbox is displayed:



The screenshot shows a configuration window titled "Mailbox Options Edit" with the following fields and values:

Type	Trunk	...
Name		
Department		
Extension	500	
Tenant	1	
Directory List	All	
Bilingual Mode	English (1)	...
Answering Table	None	
Mailbox Options Edit	Apply changes	

- 2) Select or type in the desired settings for each of the following data fields:

- **Type** - If you selected a mailbox number of a Trunk Mailbox, this field will already contain **Trunk**. Otherwise, click the scroll down list and select **trunk**.
- **Name** - The name entered in this field is used for directory dialing.
- **Department** - You can identify the department associated with this mailbox by entering up to 10 alpha-numeric characters. If you don't want a department name, enter **None**.
- **Extension** - Use the current Trunk number as the extension, or assign a unique extension number, up to 7 digits.
- **Tenant** - Enter the Tenant number associated with the Trunk mailbox.
- **Directory List** - N/A.
- **Bilingual Mode** - This option lets you assign a language to the Trunk Mailbox. The Voice Mail provides voice prompts in this language to any Automated Attendant caller who is using the trunk associated with this Trunk Mailbox.
- **Answering Table** - Assign an Answering Table to the Trunk Mailbox. This Answering STable overrides the port's Answering Table.

# Mailboxes

## Network Mailbox

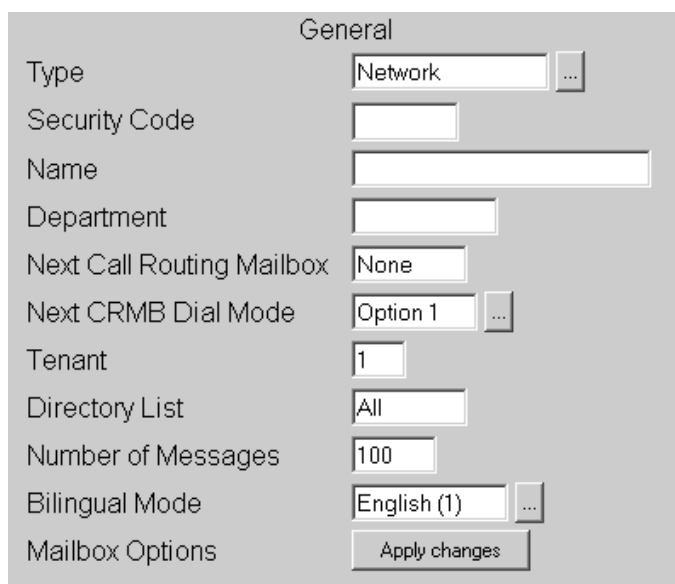
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### Network Mailbox

If the AMIS Networking feature is installed on this VoiceSupport unit, a Network Mailbox can be created that will allow Voice Mail users to exchange messages with any other Voice Mail system that allows AMIS networking. Mailbox users can call their mailbox and record a message for someone who is using a different Voice Mail system. The Voice Mail collects all of the recorded "network messages" in the Network Mailbox and sends them to the other Voice Mail system(s) at a pre-programmed time. Mailbox users can also receive messages from other AMIS compatible Voice Mail systems.

### To create/edit Network Mailboxes:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu and then select the mailbox to edit by using the Filter button and Number buttons at the top of the screen. Once a Network Mailbox has been selected, the General tab of the Mailbox Options screen for that mailbox is displayed:



General	
Type	Network
Security Code	
Name	
Department	
Next Call Routing Mailbox	None
Next CRMB Dial Mode	Option 1
Tenant	1
Directory List	All
Number of Messages	100
Bilingual Mode	English (1)
Mailbox Options	Apply changes

- 2) Select or type in the desired settings for each of the following data fields:
  - **Type** - If you selected a mailbox number of a Network Mailbox, this field will already contain **Network**. Otherwise, click the scroll down list and select **Network**.
  - **Security Code** - Password protect the mailbox by entering a security code up to six digits in length. If no security code is desired, enter **None**.
  - **Name** - The name entered in this field is used for directory dialing.
  - **Department** - You can identify the department associated with this mailbox by entering up to 10 alpha-numeric characters. If you don't want a department name, enter **None**.

- **Next Call Routing Mailbox** - Enter a Call Routing Mailbox number that will provide routing options for the following types of callers:

Automated Attendant callers who enter the Alias Network mailbox to leave a message after the beep can dial **0** to route their call to another destination (e.g., the operator). The destination is programmed in the Next Call Routing Mailbox's Dial Action Table for Key 0.

Subscribers who dial **9** to exit their mailbox from an inside extension can then dial **\*** to connect the call to the Next Call Routing Mailbox.

Subscribers will know they can dial **\*** because the Voice Mail plays *To go to the Automated Attendant, press the \* key*. The Voice Mail plays the Welcome Message and Instruction Menu for the Next Call Routing Mailbox, then lets the caller dial a code to route the call. Program the routing options in the Next Call Routing Mailbox's Dial Action Table.

- **Next CRMB Dial Mode** - This feature provides additional routing options to callers when a Next Call Routing Mailbox is assigned to the Network Mailbox:

**None** - When the caller enters the mailbox, the Voice Mail plays the mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or dial 0.

**Option 1** - When the caller enters the mailbox, the Voice Mail plays the mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or select one of the routing options assigned to keys 0-9 of the Next Call Routing Mailbox's Dial Action Table.

**Option 2** - lets a caller use the routing options assigned to Keys 0-9, \*, #, and the TIMEOUT function of the Next Call Routing Mailbox's Dial Action Table. When the caller enters the mailbox, the Voice Mail plays the mailbox greeting, which must be recorded, and possibly a pre-recorded voice prompt, such as *Start recording at the tone. When you are done, press the pound key or hang up*. Voice Mail then waits for the caller to dial a digit to select one of the routing options.

- **Tenant** - Enter the Tenant number associated with the Network Mailbox.
- **Directory List** - This option determines that a caller can name-dial this mailbox from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory. Assign a Directory List to this mailbox. Possible entries are:

**1-100** Allows a caller to name-dial this mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.

**A** Allows a caller to name-dial this mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.

**N** Does not allow a caller to name-dial this mailbox.

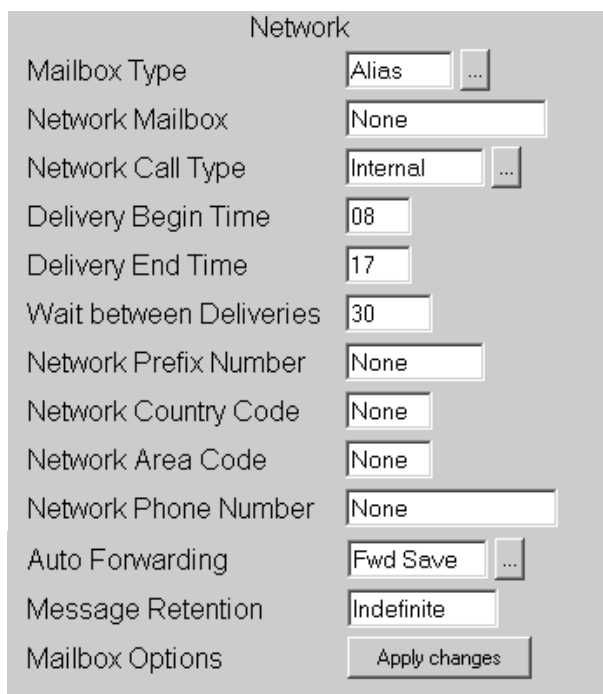
- **Number of Messages** - Enter the number of messages that the Network Mailbox can store (1-99).
- **Bilingual Mode** - Select the language that the Voice Mail uses for all the voice prompts that play after a user calls (logs onto) the Network Mailbox (e.g., *You have \_\_\_ messages. To listen to your messages...*). You have a choice between two languages. Click in the box to view the other choice.

# Mailboxes

## Network Mailbox

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3) Click the **Network** tab on the **Mailbox Options** window:



Network	
Mailbox Type	Alias ...
Network Mailbox	None
Network Call Type	Internal ...
Delivery Begin Time	08
Delivery End Time	17
Wait between Deliveries	30
Network Prefix Number	None
Network Country Code	None
Network Area Code	None
Network Phone Number	None
Auto Forwarding	Fwd Save ...
Message Retention	Indefinite
Mailbox Options	Apply changes

4) Select or type in the desired settings for each of the following data fields:

■ **Mailbox Type** - Select the type of Network Mailbox:

**Alias** - This type of Network Mailbox is for a particular person at one of the network nodes, perhaps a client that you call several times a day. To send a message to someone at this node, a user enters the Alias mailbox number. An Alias mailbox can be part of a Distribution List.

**Remote** - This type of Network mailbox is associated with a particular network node. To send a message to someone at this node, the user enters the Remote mailbox number, then the recipient's mailbox number. A Remote mailbox can not be part of a Distribution List.

■ **Network Mailbox** - This option only applies to Alias Network Mailboxes. Enter the mailbox number of the person at the network node who is associated with the Alias mailbox.

■ **Network Call Type** - This is the type of call (Internal, Local, Long Distance) required to reach the associated network node. Voice Mail uses this information to determine which type of line access code to dial before making a network call.

■ **Delivery Begin Time** - Enter the time that Voice Mail should start to deliver the messages in the Network Mailbox. Make the entry in the format HH, where HH = 00-23.

■ **Delivery End Time** - Enter the time that Voice Mail should stop delivering the messages in the Network Mailbox. Make the entry in the format HH, where HH = 00-23.

- **Wait between Deliveries** - Use this field to specify how often Voice Mail should deliver Network messages. The entry can be from 1 to 1440 minutes.
- **Network Prefix Number** - This is the number (up to 10 digits) that Voice Mail must dial before calling the network node associated with this Network Mailbox. If no prefix is required, enter None.
- **Network Country Code** - This is the country code (up to 4 digits) that Voice Mail must dial before calling the network node associated with this Network Mailbox. If no country code is required, enter None.
- **Network Area Code** - This is the area code (up to 4 digits) that Voice Mail must dial before calling the network node associated with this Network Mailbox. If no area code is required, enter None.
- **Network Phone Number** - This is the phone number of the node associated with this Network Mailbox. Voice Mail dials this number at the programmed time and sends the Network Mailbox's messages to the appropriate mailboxes at that number.
- **Auto Forwarding** - This feature enables the Voice Mail to copy a message from a Network Mailbox into a partner mailbox. The partner mailbox number is specified by the Subscriber from the User Options menu.

The entry in this field determines whether the original message is saved or erased after it is copied into the partner mailbox. Possible entries are:

**No** - Auto Forwarding not allowed from this mailbox

**Fwd Save** - Saves message in Subscriber mailbox after copying it to the partner

**Fwd Erase** - Erases message in Subscriber mailbox after copying it to the partner

- **Message Retention** - Determines how long the Network Mailbox will retain a message. Enter a value from 1 to 90 days or enter "Indefinite"

5) When you are done making changes or creating a Network Mailbox, click the **Apply changes** button to save.

# Welcome Message and Instruction Menu

## Using the Default Welcome Message

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## Welcome Message and Instruction Menu

The Welcome Message consists of a greeting to callers and a list of their call-routing options (Instruction Menu). You can choose one of the following ways to set up the Welcome Message in your Voice Mail system:

- use the default Welcome Message
- record your own Welcome Message
- use no Welcome Message.

### Using the Default Welcome Message

If you are using the default Welcome Message, outside callers will first hear this greeting -

*Thank you for calling.*

They will then hear this Instruction Menu -

*If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.*

Or a Call Routing Mailbox may contain a separate Instruction Menu instead of the whole Welcome Message described above. This Instruction Menu is a list of call-routing options that duplicates those in the Welcome Message without repeating the greeting to callers.

The Automated Attendant plays this Instruction Menu to a caller who dials an invalid entry after listening to the Welcome Message. An invalid entry is any digit or character (0–9, \*, #) dialed by the caller, when the DAT Key Action for that digit or character is undefined (UND). Before hearing the repeated Instruction Menu, the caller will hear the prompt: *That is an invalid entry*

### To use the default Welcome Message and Instruction Menu:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu.
- 2) Use the Number and Filter buttons to select the Call Routing mailbox that contains the message.
- 3) Click to select the **Call Handling** tab.
- 4) Make sure the **Play Default Messages** option is enabled.
- 5) Click the **Apply changes** button.

# Welcome Message and Instruction Menu

## *Recording a Welcome Message*

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### **Recording a Welcome Message**

If you have access to the System Administration menu, you can record a Welcome Message for a Call Routing, Message Center, or Directory Dialing Mailbox. The Welcome Message is used to greet the caller and provide dialing instructions. For a Call Routing Mailbox, the Voice Mail plays the Welcome Message and then the Instruction Menu. For a Message Center Mailbox, the Voice Mail plays the Welcome Message and then a beep. The beep indicates that the caller can leave a message. For a Directory Dialing Mailbox, the Voice Mail plays the Welcome Message, the Instruction Menu, and then the Directory Dialing Message.

#### **To record a Welcome Message:**

- 1) From any extension, get an intercom dial tone and dial the Voice Mail extension. From outside the company, dial the Voice Mail telephone number.
- 2) Dial your mailbox number.
- 3) Dial the Security Code, if required.
- 4) Press **S A (7 2)** for the System Administrator Menu.
- 5) Press **W (9)** for Welcome Message.
- 6) Follow the voice prompts for recording the Welcome Message.
- 7) When finished, dial the number of the Call Routing Mailbox to which the DAT is assigned.
- 8) Your Welcome Message will now override the default Welcome Message, regardless of the current setting for Play Default Messages.

### **Using No Welcome Message**

Instead of using either the default Welcome Message or recording your own, you may prefer to use no Welcome Message at all. In this case, outside callers will hear no greeting or list of call-routing instructions after they dial into your Voice Mail system.

#### **To use no Welcome Message:**

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu.
- 2) Use the Number and Filter buttons to select the Call Routing Mailbox that contains the message.
- 3) Click to select the **Call Handling** tab.
- 4) Make sure the **Play Default Messages** option is disabled.
- 5) Click the **Apply changes** button.

# Welcome Message and Instruction Menu

## *Recording an Instruction Menu*

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### Recording an Instruction Menu

If you have access to the System Administration menu, you can personalize the Instruction Menu, so that it matches the various departments in your company. The Instruction Menu tells a caller what dialpad keys to press to route their call. The keys that they must press are based on the Dial Action Table set up for the Call Routing or Directory Dialing mailbox.

For a Call Routing Mailbox, the Voice Mail plays the Welcome Message and then the Instruction Menu.

For a Directory Dialing Mailbox the Voice Mail plays the Welcome Message, Instruction Menu, then the Directory Dialing Message. If the person does not dial anything, or makes a mistake, the Voice Mail repeats the Directory Dialing Message, not the Instruction Menu.

You need to record an Instruction Menu for each Dial Action Table that you are using. If you program two different Dial Action Tables, for example, you will need to record two different Instruction Menus.

When recording each Instruction Menu, you will need to enter the number of the Call Routing Mailbox associated with the Dial Action Table. Therefore, if Call Routing Mailboxes 600 and 601 both use Dial Action Table 1, you can record a menu for Call Routing Mailbox 600 and then copy it to Call Routing Mailbox 601.

#### To record an Instruction Menu:

- 1) From any extension, get an intercom dial tone and dial the Voice Mail extension. From outside the company, dial the Voice Mail telephone number.
- 2) Dial your mailbox number.
- 3) Dial the Security Code, if required.
- 4) Press **S A (7 2)** for the System Administrator Menu.
- 5) Press **I (4)** for Instruction Menu.
- 6) Follow the voice prompts.

### Using No Instruction Menu

Instead of using either the default Instruction Menu or recording your own, you may prefer to use no Instruction Menu at all. In this case, after the caller dials an invalid entry and hears the prompt *That is an invalid entry*, the prompt will not be followed by a list of call-routing options.

#### To use no Instruction Menu:

- 1) Select **Mailbox Options Edit** from the **Customize** section of the main menu.
- 2) Use the Number and Filter buttons to select the Call Routing Mailbox that contains the message.
- 3) Click to select the **Call Handling** tab.
- 4) Make sure the **Play Default Messages** option is disabled.
- 5) Click the **Apply changes** button.

## Dial Action Tables

A Dial Action Table (DAT) is a table for the Automated Attendant which you have programmed and then assigned to a Call Routing Mailbox or a Directory Dialing Mailbox. The DAT tells the Automated Attendant how to handle the digits that are dialed during an inbound call.

### Key Actions and Key Numbers

You program a DAT in order to assign both a Key Action and a Key Number to each dialpad key (0–9, \*, #) and to the Timeout function. The value in the **Key Action** field specifies how the call is to be routed (transferred), when a caller presses the key associated with the Key Action. The value in the **Key Number** field identifies the place to which the call is to be transferred after the Voice Mail performs the Key Action. This place may be a mailbox, extension, or another Call Routing Mailbox for multilayer applications.

You can create and program (customize) up to 500 DATs in your Voice Mail system. After you customize a DAT, you will need to do the following:

- Make sure that the number of the DAT is assigned to a Call Routing Mailbox.
- Assign the Call Routing Mailbox to an Answering Schedule Table (AST). This assignment will provide the caller with a greeting (Welcome Message and Instruction Menu), which is appropriate for the day of the week, the date, and the time of day when the call entered the Voice Mail system. You may also assign a DAT to a Directory Dialing Mailbox in order to allow the caller to name-dial an extension or a mailbox.
- Record a Welcome Message and Instruction Menu for the Call Routing Mailbox.

After you have programmed all of the DATs for your Voice Mail system, outside callers will be able to route their own calls as specified in the **Key Action** field from each key that they dial to the place identified in the **Key Number** field for that key. For example, dialing Key 4 on the dialpad will route the call to Announcement Mailbox 350, after you have programmed the DAT for Key 4 to read:

**Key 4:    Action:    GOTO**  
**Number:    350**

# Dial Action Tables

## Key Actions and Key Numbers

---

### To customize a Dial Action Table:

- 1) Select **Dial Action Tables** from the **Customize** section of the main menu:

	Action	Number
0	UTRF	220
1	UTRF	XXX
2	GOTO	020
3	GOTO	033
4	UTRF	150
5	UTRF	150
6	GOTO	061
7	REC1	[(XXX)]
8	GOTO	080
9	REC1	[(XXX)]
*	HUP	IV
#	LOGON	None
TO	UTRF	220

Dial Action Table

- 2) If this is a new installation, Table 1 will contain default settings. Click the Number buttons at the top of the screen to advance to an unprogrammed table (the Number field will only contain "none" and "0")
- 3) Enter the **Action** and **Number** for each dialpad key (0 - 9, \*, and #). All available Key Actions (call routing options) and Key Numbers are listed on the following pages.
- 4) When you are done, click the **Apply Changes** button.

### Key Actions

#### UND Undefined Routing

Does not assign an action to a key. When a caller presses a key programmed for undefined, the Voice Mail responds with the message, *That is an invalid entry.*

Enter **None** in the Number field.

#### TRF Screened Transfer to an Extension

Lets a caller make a screened transfer to a Subscriber, Guest, or Message Center Mailbox by pressing a dialpad key or to an extension by dialing the extension number. To allow a screened transfer to a specific extension, enter the extension number in the **Number** field. If the extension is busy or cannot be reached, the Voice Mail will retrieve the call and then let the caller know the options resulting from the incomplete transfer. Depending on the circumstances, the Voice Mail will play one of the following:

- *Extension XXX is busy*
- *Extension XXX does not answer*
- *Extension XXX does not exist*
- *Extension XXX is not available*

However, the caller will not hear these voice prompts if any of the following features are enabled for the Subscriber Mailbox:

- Call Waiting
- Call Announcing
- Call Queuing
- Forced Unscreened Transfer
- Recorded Paging Message

- *To leave a message, press 1*

After pressing **1** and leaving the message, the caller can do one of the following:

- Hang up.

- Press **#** for the Automated Attendant, which will redirect the call to the Instruction Menu for the Call Routing or Directory Dialing Mailbox that originally transferred the call.

- Press a key to re-route the call if placed to a Subscriber or Message Center Mailbox (extension). This option is available only if the Subscriber or Message Center Mailbox has a Next Call Routing Mailbox or Alternate Next Call Routing option.

- *For other options, press 2*

After pressing **2**, the caller can return to the Instruction Menu for the Call Routing or Directory Dialing Mailbox that transferred the call.

If the Voice Mail is set up with screened transfers (TRFs), extension users must not forward their phones to the Voice Mail, unless the value of the phone system timer for the number of rings before forwarding has been set to a higher value than that of the Number of Rings before Redirect timer in the Call Routing Mailbox that processed the call.

# Dial Action Tables

## Key Actions

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### **MTRF** Monitored Transfer

A monitored transfer is a type of Automated Attendant transfer to an extension or mailbox. This type of transfer is sometimes referred to as Release to Ringback. Monitored transfers are typically used to transfer calls to Hunt Groups or extensions that use Call Forwarding on Ring No Answer.

When the Voice Mail detects ringing at a Guest, Subscriber, or Message Center extension, the Automated Attendant will release the call to the extension. But if the Voice Mail detects a busy or reorder signal instead of a ringing, the Voice Mail will play a status message, such as *Extension XXX is busy*, and then let the caller leave a message or select another dialing option.

To let a caller transfer to a Subscriber, Guest, or Message Center Mailbox and immediately leave a message, make sure that you do not assign an extension number to the mailbox where the call is being transferred.

To allow a monitored transfer to a specific extension, enter the extension number in the **Number** field.

### **UTRF** Unscreened Transfer to an Extension

Lets a caller make an unscreened transfer to a Subscriber, Guest, or Message Center extension by pressing a dialpad key or by dialing the extension number.

If the transfer is incomplete, the telephone system programming dictates where the call goes. If the phone system is programmed to send incomplete transfers back to the Voice Mail, the caller will hear the extension status message and the dialing options.

To promote a one-key unscreened transfer to a specific extension, enter the extension number in the **Number** field. The Voice Mail can also perform a UTRF to a number not in the extension numbering plan.

To promote dialed unscreened transfers to all two-digit extensions that begin with the digit 1, enter **UTRF** in the **Action** field for Key 1 and enter **XX** in the **Number** field.

To let a caller transfer to a Subscriber, Guest, or Message Center Mailbox and then immediately leave a message, make sure that you do not assign an extension number to those mailboxes.

<b>REC1</b>	Record a Message	Plays the recorded greeting and a beep, then goes into Record Mode.
<b>REC2</b>	Record a Message	Plays the voice prompt recording and a beep, and waits for the caller to dial a digit. This option is typically used when Option 2 is selected for a Subscriber's Alternate Next CRMB dial option, because the outside caller is already in the Subscriber Mailbox and has heard the greeting.

With **Record a Message**, a caller can press a programmed dialpad key to record a message in a Guest, Distribution, or Subscriber Mailbox that you have specified.

With **Quick Message**, a caller can press a programmed dialpad key and then the number for any Guest, Distribution, or Subscriber Mailbox in order to record a message and leave it in that mailbox.

# Dial Action Tables

## Key Actions

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After leaving the message, the caller can hang up or press **#** to reach the Automated Attendant Instruction Menu. The caller who leaves a message in a Subscriber Mailbox also has the option of pressing another key after leaving a message in order to re-route the call according to the options in the Next Call Routing Mailbox.

To let a caller record a message and send it to a specific mailbox, enter the mailbox number in the **Number** field.

**DIRF** Directory Dialing by First Name

**DIRL** Directory Dialing by Last name

Lets a call be transferred to an extension's mailbox after the caller dials the name of the mailbox owner. After pressing the DAT key assigned to the Dialing Directory, the caller must dial a few letters of the name programmed for the extension's mailbox.

Exactly how callers reach that mailbox depends on whether you have programmed the key's Action field with first-name dialing (DIRF) or last-name dialing (DIRL):

When Directory Dialing is programmed by first name, a caller will reach Alice Smith's mailbox by dialing **A-L-I**.

When Directory Dialing is programmed by last name, the caller will reach her mailbox by dialing **S-M-I**.

When the caller presses the key, the Automated Attendant will play this message: *Please enter \_\_\_ or more letters of the person's name, starting with their last (first) name, then press the pound key. To enter a Q or Z, press 1. To exit this directory, press only the pound key.*

Once the caller dials a valid name and presses the pound key, the Voice Mail will play the prompt: *Calling (full name), extension XXX* and then transfer the call.

Enter **None** in the **Number** field for this action.

**LOGON** Log On to a Mailbox

Lets a caller press a programmed dialpad key and then a mailbox number to log on to a Subscriber, Guest, or Message Center Mailbox. This action also lets a caller log on to:

a specific mailbox by pressing one key, or  
any mailbox by dialing its mailbox number.

The caller who logs on to the mailbox will hear:

*Please enter your mailbox number* and then *Please enter your security code*, if there is one.

To let a caller press the LOGON key and then a mailbox number, enter **None** in the **Number** field.

**HUP** Hang Up

Lets a caller press a programmed dialpad key to terminate a call. After the caller dials the "Hang Up" digit, the Voice Mail will prompt *Good-bye* and then hang up.

Enter **None** in the **Number** field.

# Dial Action Tables

## Key Actions

---

**GOTO**      Go to a Mailbox

Lets a caller press a programmed dialpad key or dial a mailbox number in order to be routed to a mailbox. This action is often used to daisy-chain (link) Call Routing Mailboxes in order to create a multilayer menu tree of dialing options.

So that a caller can go to a specific mailbox, enter the mailbox number in the **Number** field.

So that a caller can dial all 3-digit mailbox numbers that begin with the digit 1, enter **GOTO** in the Key 1 Action field and enter **XXX** in the Key 1 **Number** field. Your DAT will then read:

**Key 1:    Action:    GOTO**  
**Number:    XXX**

What the caller will hear and can do from that mailbox depends on the type of mailbox to which the call is routed. For example:

<b>When Routed to a:</b>	<b>the caller:</b>
Call Routing Mailbox	will hear the Welcome Message and Instruction Menu and can dial a code to route the call.
Message Center Mailbox	will hear the Welcome Message, a beep, and can then leave a message.
Subscriber or Guest Mailbox	can listen to the mailbox messages and use the Voice Mail features.
Announcement Mailbox	will hear the recorded Announcement message, such as a movie schedule. Then the Voice Mail will hang up or send the caller to the Instruction Menu.
Directory Dialing Mailbox	will hear the Directory Dialing Message and can then dial the letters of a mailbox owner's name to reach an extension or mailbox.
Interactive Mailbox	will hear the Automated Attendant ask a question or request information.
Distribution Mailbox	can record a message for the Distribution List associated with the Distribution Mailbox. The Voice Mail will prompt: <i>At the tone, you can record your message for (Distribution Mailbox number or name)</i> . After the caller finishes recording and hangs up, the Voice Mail will send the message to each mailbox on the Distribution List

# Dial Action Tables

## Key Actions

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**LANG1** Go to Language 1

**LANG2** Go to Language 2

Lets a caller press the programmed dialpad key to go to a mailbox and then hear all system voice prompts in one of two language modes: Language 1 or Language 2. In the DAT assigned to the Call Routing Mailbox that is processing the call, the Action is a GOTO. After the caller presses the programmed dialpad key, the GOTO will route the call to another Call Routing Mailbox. There, voice prompts and instructions will play in the selected language.

Enter in the **Number** field the mailbox number where the call is to be transferred

For example: Suppose that Language 1 (LANG1) is English and Language 2 (LANG2) is Spanish in your Voice Mail system. Also suppose that you want to use an instruction message that prompts a Spanish-speaking caller to press **5** in order to hear all future voice prompts and instructions in Spanish. If you set up Key 5 in a DAT to read as follows in the Call Routing Mailbox that is processing the call,

**Key 5: Action: LANG2**  
**Number: 812**

you would route the call of any caller who pressed **5** to Call Routing Mailbox 812, where all voice prompts and instructions would be played to the caller in Spanish.

**FAX1** Record a Fax Message Plays the Fax Mail prompts then sends a carrier tone to the sending Fax machine

**FAX2** Record a Fax Message Sends a carrier tone to the sending Fax machine.

Lets a caller press a programmed dialpad key to record a Fax Mail message to a specified mailbox. Before recording the message, the Voice Mail will prompt: *Press the Start key on your Fax machine when you hear the tone. . .* The caller presses the Start button on the sending Fax machine and the Voice Mail records the message.

# Dial Action Tables

## Key Number

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### Key Number

The Key Number in a DAT identifies the target of the Key Action. The target is the place to which the call is transferred after the Voice Mail performs the specified Key Action. The place may be a mailbox, an extension, or the Automated Attendant. Special entries can be used in the Number field to tell the Voice Mail how to perform a specific operation:

#### Entries:

None  
Up to 30 characters: Specific extension/mailbox number or just digits 0 – 9, \*, #, including:  
X – a caller-dialed digit that the Voice Mail must recognize  
I – a caller-dialed digit that the Voice Mail must ignore  
F – Flash  
W – Wait for dial tone  
S – Wait for any type of sound  
P – Pause (Voice Mail pauses 2 sec, then dials next digit.)  
M – Monitored pause (Voice Mail pauses 2 sec, then dials next digit only if the line is not busy. Otherwise, Voice Mail terminates the call.)  
A – Analyzed pause (Voice Mail pauses 4 sec, then dials next digit only if the line is not busy. Otherwise, Voice Mail terminates the call.)  
[ ]1– Enclose ext # or xxx in brackets preceded or followed by a digit. The Voice Mail uses brackets to keep separate any extension numbers dialed by callers from any other digits that the Voice Mail will always need to dial to properly complete the task. The most common use of brackets is to dial a preceding digit after extension numbers in order to force ringing during a transfer to extensions that are set for Voice Announce and not Ring.  
C – Stay in current mailbox. This is intended to be used with a REC2 or FAX1 or FAX2 Action that is assigned to a Next Call Routing mailbox's Dial Action Table.  
V – Variable length extension number (for systems using them.) You must enter a "V" after any Key Number entry that begins with an "I". For example, if Key Number is set up for Quick Message (which normally has IXXX for the Key Number), insert **IV**.

### TIMEOUT Function

For the TIMEOUT function, the Key Number refers to the number dialed by the Automated Attendant, when a caller does not dial any digit within a certain time interval after the Instruction Menu has played.

The **Time Limit for Dialing Commands** for the Call Routing or Dialing Directory Mailbox to which the DAT was assigned specifies the amount of time the caller has to respond to voice prompts that play in the mailbox. After the specified time has passed, the Voice Mail performs the TIMEOUT action and transfers the call to the TIMEOUT Key Number.

## Dial Action Tables

### Example of a Dial Action Table

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#### Example of a Dial Action Table

How you set up each DAT depends on the extension or mailbox numbering in your Voice Mail system. It also depends on how the caller will reach the Automated Attendant. For example:

Suppose you are setting up a DAT for a Voice Mail system where the extensions are numbered 300–449, and the caller dials 0 to reach the Automated Attendant. You would set up a DAT for this system as follows:

Key 0	Action: UTRF Number: 0 (Unscreened transfer to the Automated Attendant at 0)
Key 1–2	Action: UND Number: None (Undefined routing)
Key 3–4	Action: TRF Number: XXX (Screened transfer to any extension that the caller dials)
Key 5–8	Action: UND Number: None (Undefined routing)
Key 9	Action: HUP Number: None (Hang up)
Key *	Action: REC2 Number: IV (Record Quick Message for any extension that the caller dials)
Key #	Action: LOGON Number: None (Log on to any mailbox that the caller dials)
TIMEOUT	Action: UTRF Number: 0 (Unscreened transfer to the Automated Attendant at 0)

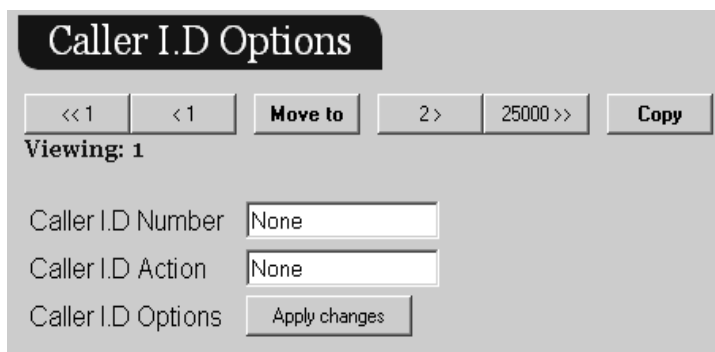
## Caller ID Automatic Transfer

A Caller ID is a telephone number that identifies the person who placed a call. A Caller ID Table associates a known Caller ID with an extension or mailbox that the caller frequently contacts. Comparing the Caller ID of an incoming call with entries in the Caller ID Table helps the Automated Attendant know where to transfer the call when it is performing a Caller ID Automatic Transfer.

When Caller ID Automatic Transfer is in use, the caller who dials in to the Voice Mail system does not hear any Welcome Message or Instruction Menu and does not have to dial any digits in order to reach the desired extension or mailbox.

### To Customize Caller ID options:

- 1) Select **Caller ID Options** from the **Customize** section of the main menu:



Caller I.D Options

<< 1 < 1 Move to 2 > 25000 >> Copy

Viewing: 1

Caller I.D Number None

Caller I.D Action None

Caller I.D Options Apply changes

The following Caller ID Options are available:

- **Caller ID Number** - This string is the Caller ID telephone number, up to 16 digits. For example, if you enter 2033785555, the Automated Attendant will dial the number in the **Action** field only if the incoming telephone number matches 2033785555.  
  
If you enter **I** in this field, the Voice Mail ignore the Caller ID digits. If you enter **203IIIIII**, the Automated Attendant will consider any Caller ID number with an area code of 203 to be a match.
- **Caller ID Action** - This string is the number that the Automated Attendant will dial when it receives a call from the specified caller ID Number. The entry in this field can be any phone number up to 16 digits, an extension, or a mailbox number.

- 2) Use the Number buttons at the top of the screen to display the next blank Caller ID Options screen.
- 3) When you have finished creating all your Caller ID Tables, click the **Apply changes** button.

## Callout Options

The following types of Voice Mail callouts can be customized:

- Message Notification
- Network calls to another Voice Mail server (if both units are AMIS compatible)
- Fax callouts (if the Fax Server option is installed)
- Calls made from a Subscriber Mailbox to a Caller ID number

### To customize Callout Options:

- 1) Select **Callout Options** from the **Customize** section of the main menu. The General tab of the Callout Options screen is displayed:

The screenshot shows the 'Callout Options' screen with the 'General' tab selected. The screen contains several settings with input fields and buttons:

Setting	Value
Wait between Non-Pager Callouts	2
Wait between Non-Pager RNA Callouts	30
Wait between Non-Pager BUSY Callouts	5
Wait For Non-Pager Answer	20
Number of Non-Pager Callout Attempts	3
Wait between Pager Callouts	30
Send Pager Callouts until acknowledged	No
Callout Report	Yes

At the bottom right, there is an 'Apply changes' button.

The **General** tabbed page contains options relating to Message Notification:

- **Wait between Non-Pager Callouts** - This value sets the delay between one unacknowledged non-pager callout and the next non-pager callout. An acknowledged non-pager callout is one that the recipient accepts by dialing "1" during a message notification callback or by calling his mailbox.
- **Wait between Non-Pager RNA Callouts** - This value sets the delay before the Voice Mail will redial a notification call to an unanswered Ring-No-Answer non-pager number.
- **Wait between Non-Pager Busy Callouts** - This value sets the delay before the Voice Mail will redial a callout to a busy number.
- **Wait for Non-Pager Answer** - This value sets the time in seconds that the Voice Mail will ring a non-pager number before it considers it a Ring-No-Answer call.

# Callout Options

---

- **Number of Non-Pager Callout Attempts** - This value sets the number of times that the Voice Mail will redial an unacknowledged notification call, a notification call to any busy number, or a notification call to an unanswered non-pager number. A notification call is considered unacknowledged, when the notified party does not respond by calling his mailbox.
- **Wait between Pager Callouts** - This value sets the delay (in minutes) between one acknowledged pager notification call and the next pager notification call. A pager notification call is considered acknowledged, when the pager user responds to it by calling his mailbox.
- **Send Pager Callouts until acknowledged** - When enabled, the Voice Mail will send notification calls to a pager, until the pager owner acknowledges the notification by calling his mailbox. When this option is enabled, the Voice Mail will ignore the **Number of Attempts** value.
- **Callout Report** - When enabled, the Voice Mail will generate a Message Notification report.

2) Click the **Optional** tab on the Callout Options screen:

The screenshot shows the 'Optional' tab of the Callout Options screen. The 'Optional' tab is selected and highlighted. Below the tab, there are several settings with input fields:

Setting	Value
Wait between Network Callouts	2
Number of Network Callout Attempts	2
Wait between FAX Callouts	2
Number of FAX Callout Attempts	2
Delay before FAX Carrier detect	2
Insert leading 1 for Caller ID	No
Caller ID Make Call Suffix Digits	None

At the bottom right of the screen, there is an 'Apply changes' button.

The **Optional** tabbed page contains dialing options:

- **Wait Between Network Callouts** - This value sets the wait time (1 to 99 minutes) before Voice Mail redials an incomplete callout to a network node due to the number being busy, no answer, etc.
- **Number of Network Callout Attempts** - This value sets the number of times that Voice Mail will redial an incomplete callout to a network node.
- **Wait between Fax Callouts** - This value sets the wait time (1 to 99 minutes) before Voice Mail redials an incomplete Fax callout due to the number being busy, no answer, etc.
- **Number of Fax Callout Attempts** - This value sets the number of times that Voice Mail will redial an incomplete Fax callout.
- **Delay before Fax Carrier detect** - The amount of time that the Voice Mail will wait after hearing a Fax tone before sending a Fax document.
- **Insert leading 1 for Caller ID** - When this feature is enabled, and the Caller ID is 10 digits or more, the Voice Mail will dial a leading "1" before making an outgoing call to the Caller ID number. The Voice Mail will only do this if the recipient of the call presses **MC** (Make Call) during or after a message.
- **Caller ID Make Call Suffix Digits** - The value in this field determines the string of digits that the Voice Mail will dial after the Caller ID number. The string can be up to 10 digits including any of the following special codes:

**F** - Flash

**M** - Monitored pause

**W** - Wait for dial tone

**A** - Analyzed pause

**P** - Pause

**S** - Wait for sound

**H** - Hang up

Note - An "H" entered in the string forces a blind (unsupervised) transfer, when a user presses MC while listening to a message from an outside number. Without the "H", MC calls are made as supervised transfers. Therefore, an "H" should be used in this field, if a phone system cannot retrieve an MC call when the far end does not answer or is busy. If you enter an "H", be sure to enter it as the last digit in the string.

3) Click the **Apply changes** button.

## System Options

System Options affect the general performance of the Voice Mail system. All system parameters are set to default values at the factory to provide a nominal level of system operation. However, you may want to view the alternate options and select parameters that are better suited for your particular application.

### To view and customize System Options:

- 1) Select **System Options** from the **Customize** section of the main menu. The **General 1** tabbed page of the System Options screen is displayed.

General 1	
System Password	...
Mailbox Default Security Code	344
First Trunk Equipment No./Trunk Mailbox Offset	None
Incoming Network Call Mode	None ...
Default Bilingual Mode	English (1) ...
Number Of Tenants	1
Intertenant Messaging	No ...
Eliminate Recording Silence	No ...
Silence Delay	1200
System Options	Apply changes

The **General 1** tab contains the following System Options:

- **System Password** - Once you have initially logged in using the default password, you can change the password by typing over the current password and applying the changes.
- **Mailbox Default Security Code** - This is the Security Code assigned to each Subscriber Mailbox that is manually created, after the system is started up for the first time. The code can contain up to six digits. Subscribers must enter this Security Code in order to call (log on to) their mailbox for the first time. After logging on, the Subscriber can change the Security Code.
- **First Trunk Equipment No./Trunk Mailbox Offset** -

The **First Trunk Equipment Number** applies to the first trunk in a Mitel phone system. Enter this number only when the Voice Mail installation procedure creates a range of Subscriber mailbox numbers that overlap trunk numbers in the phone system.

The **Trunk Mailbox Offset** applies to Lucent Partner Plus, Merlin Legend, and System 25 phone systems. This value determines the offset to be added when the numbers for Trunk Mailboxes and Subscriber Mailboxes overlap. Add the value of Trunk Mailbox Offset to the first overlapping trunk number. Then use the new trunk numbers to create Trunk Mailbox numbers.

- **Incoming Network Call Mode** - If the AMIS Networking option has been installed on this VoiceSupport unit, three types of Network calls can be accepted by Voice Mail:
  - Selected** - Voice Mail will accept a Network call only from a network node whose telephone number has been programmed into a Network Mailbox.
  - All** - Voice Mail will accept a Network call from any network node.
  - None** - Voice Mail can not receive calls from network nodes.
- **Default Bilingual Mode** - The language mode (English 1, English 2) that the Voice Mail uses for all the system voice prompts that play to the following types of callers:
  - an Automated Attendant caller
  - a caller who reaches the Voice Mail by dialing a Voice Mail extension number from an extension
  - a caller sent to the Voice Mail by the phone system, as in a recall
- **Number of Tenants** - This option sets the maximum number of tenants allowed by the Voice Mail (1-4)
- **Intertenant Messaging** - When enabled, tenants can press **RS** to record and send messages to each other. Tenants can also call each other through the Automated Attendant.
- **Eliminate Recording Silence** - When this option is **Enabled**, the Voice Mail will eliminate those periods when it detects no audio. The elimination of non-audio conserves disk space and produces a continuous all-vocal recording for the listener.
- **Silence Delay** - Determines the amount of silence (in milliseconds) that will be recorded before silence elimination begins.

2) Click the **General 2** tab on the **System Options** screen:

General 2	
Mailbox Logon Time Limit	<input type="text" value="5"/>
Mailbox Logon Attempt Limit	<input type="text" value="3"/>
Dialing Commands Time Limit	<input type="text" value="5"/>
Dialing Commands Attempt Limit	<input type="text" value="3"/>
Directory Dialing Minimum Entry	<input type="text" value="2"/>
Directory Dialing Play Extension	<input type="text" value="Yes"/> ...
Call Queueing Hold Timer	<input type="text" value="30"/>
Call Queueing Number of Idle Ports	<input type="text" value="2"/>
Port Self Test Timer	<input type="text" value="15"/>
Greeting For Quick Msg/Mailbox Transfer	<input type="text" value="Yes"/> ...
System Options	<input type="button" value="Apply changes"/>

# System Options

---

The **General 2** tab contains the following System Options:

- **Mailbox Logon Time Limit** - When someone is trying to call (log on to) a mailbox, this option sets the maximum amount of time in seconds (1-99) that the Voice Mail will wait for the caller to dial a valid mailbox number and/or security code before repeating the prompt: *Please enter your mailbox number (security code)*.
- **Mailbox Logon Attempt Limit** - This value sets the maximum number of times (1-99) that a caller can enter a valid mailbox number and/or security code when trying to call (log on to) a mailbox, before the Voice Mail will say *Good-bye* and disconnect the call.
- **Dialing Commands Time Limit** - This value sets the maximum amount of time in seconds (1-99), which the Voice Mail will wait for the caller to dial a valid digit before prompting the caller again.
- **Dialing Commands Attempt Limit** - This value sets the maximum number of times that a caller can dial (1-99), before the Voice Mail will say *Good-bye* and disconnect the call.
- **Directory Dialing Minimum Entry** - This value sets the minimum number of letters (2-10) that a caller must dial when using a Directory Dialing Mailbox or an Extension Name Directory in a Call Routing Mailbox.
- **Directory Dialing Play Extension** - Determines whether Play Extension Number is enabled or disabled. When it is enabled, the Voice Mail will play the extension number associated with the letters the caller dialed in Minimum Entry.
- **Call Queuing Hold Timer** - Sets the maximum time in seconds (1-240) that an Automated Attendant caller will queue (wait) for a busy extension, before the Voice Mail will try to connect the first waiting caller to the busy extension or let the other waiting callers know the status of their call, such as *still busy*, and their dialing options.
- **Call Queuing Number of Idle Ports** - Sets the minimum number of ports that must be available (idle), before the Voice Mail will let a caller queue for a busy Subscriber extension.
- **Port Self Test Timer** - Sets the time interval in minutes between two automatic Port Self Tests initiated by Voice Mail. To enable automatic testing on a port, see *Port Options, Self Test* on page 3-87.
- **Greeting for Quick Msg/Mailbox Transfer** - When enabled, a mailbox's greeting will play before an outside caller leaves a quick message in that mailbox.

3) Click the **Dial Strings** tab on the System Options screen:

Dial Strings	
RNA Hold Retrieval	<input type="text" value="FP"/>
Busy Hold Retrieval	<input type="text" value="FP"/>
External RNA Hold Retrieval	<input type="text" value="None"/>
External Busy Hold Retrieval	<input type="text" value="None"/>
Transfer Internal	<input type="text" value="FW"/>
Transfer External	<input type="text" value="None"/>
Lamp On	<input type="text" value="None"/>
Lamp Off	<input type="text" value="None"/>
Hang Up	<input type="text" value="999"/>
Call Pickup	<input type="text" value="None"/>
Ringdown	<input type="text" value="None"/>
Off Hook Call Announce	<input type="text" value="None"/>
Conference	<input type="text" value="None"/>
System Options	<input type="button" value="Apply changes"/>

All Dial Strings can contain the following special characters:

**F** - Flash

**W** - Wait for dial tone

**S** - Wait for any type of sound

**P** - Pause (After a 2 sec pause, the Voice Mail dials the next digit.)

**M** - Monitored pause (After a 2 sec pause, the Voice Mail dials the next digit if no busy/reorder. Otherwise, Voice Mail ends the call.)

**A** - Analyzed pause (After a 4 sec pause, the Voice Mail dials the next digit if no busy/reorder. Otherwise, Voice Mail ends the call.)

The **Dial Strings** tab contains the following System Options:

- **RNA Hold Retrieval** - The string of codes that the Voice Mail will dial to remove from Hold any unanswered Automated Attendant screened transfer. Then the Automated Attendant will be able to further process the call.
- **Busy Hold Retrieval** - The string of codes that the Voice Mail will dial in order to remove from Hold any unanswered Automated Attendant screened transfer to a busy extension. Then the Automated Attendant will be able to further process the call.

# System Options

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- **External RNA Hold Retrieval** - The string of codes that the Voice Mail will dial to retrieve from Hold a screened External Transfer that has rung an extension without receiving an answer.

- **External Busy Hold Retrieval** - The string of codes that the Voice Mail will dial to retrieve from Hold a screened External Transfer that has rung a busy extension.

Hold Retrieval Strings can contain up to 20 digits including special codes.

- **Transfer Internal/Transfer External** - Strings of codes that the Voice Mail dials to initiate a call transfer to an extension. If the call is being transferred to an extension that has not been flagged as an External Extension, enter the string in the **Internal** field. If the call is being transferred to an extension that has been flagged as an External Extension, enter the string in the **External** field.

Enter an External Transfer string when External Extension is enabled on any Subscriber Mailbox.

Transfer Strings can contain up to 20 digits including special codes.

- **Lamp On/Lamp Off** - The value for the **On** string tells the phone system how to turn on the Message Lamp at an extension. The value for the **Off** string tells the phone system how to turn off the Message Lamp at an extension.

Lamp Strings can contain up to 20 digits including these additional special codes:

**X** - The Voice Mail replaces the "X" with an extension number

**G** - Number of messages in a mailbox. Any Lamp String must include an X.

These dial strings are universal and will affect all extensions, as long as the individual mailboxes for those extensions have **None** entered in the Lamp On and Lamp Off dial strings fields. If any mailbox has a Lamp On or Lamp Off dial string specified, that entry will override the System Options entry.

- **Hang Up** - String of codes, up to 20 digits including special codes, that causes the Voice Mail to terminate a call by hanging up. If the Hang Up string matches a mailbox number or the first few digits of a mailbox number, you must do one of the following:

Change the mailbox number

Change the Hang Up string in the phone system

Not use the mailbox number

- **Call Pickup** - N/A

- **Ringdown** - A string of codes that the Voice Mail will dial to force an extension to ring. This string must match the programmed **RD** string in the telephone system. The Ringdown string affects the operation of any feature that uses Automated Attendant transfers.

The Ringdown dial string can contain up to 20 digits including special codes.

- **Off Hook Call Announce** - A string of codes that the Voice Mail will dial, when Call Announcing Option 2 or Option 3 is in use at a busy Subscriber extension.

The Off Hook Call Announce string can contain up to 10 digits including the following additional special codes.

**X** - Codes in phone system that activate Off Hook signaling

**@** - Say Call Announce prompts

**Z** - completes transfer to a non-busy extension

**H** - Hang Up code

Place the digits and/or Special Codes in the following format - For Option 2 (DBS): XP@A

- **Conference** - This feature is used in conjunction with the Desktop Call Control. The dial string can contain up to 10 digits including special characters.

4) Click the **Timers** tab on the System Options screen:

Timers	
Subscriber Message Length	<input type="text" value="600"/>
Nonsubscriber Message Length	<input type="text" value="600"/>
Call Announce Message Length	<input type="text" value="10"/>
For First Protocol Digit	<input type="text" value="0"/>
For Subsequent Protocol Digit	<input type="text" value="0"/>
After Last Protocol Digit	<input type="text" value="0"/>
Silent Limit For Recording	<input type="text" value="5"/>
Message Backup/Go Ahead Timer	<input type="text" value="5"/>
Page/Meet-Me Page Hold Timer	<input type="text" value="25"/>
Flash Timer	<input type="text" value="50"/>
Hang up Timer	<input type="text" value="150"/>
System Options	<input type="button" value="Apply changes"/>

The **Timers** tab contains the following System Options:

- **Subscriber Message Length** - Sets the maximum length in seconds for a message that an internal caller leaves in a mailbox and for any recording made after someone has called (logged on to) a mailbox, such as a Welcome Message.
- **Nonsubscriber Message Length** - This value sets the maximum length in seconds for a message that an outside caller will leave in a mailbox.

# System Options

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- **Call Announce Message Length** - Sets the maximum length in seconds for the name that the Automated Attendant caller will record in the Call Announcing feature.
- **For First Protocol Digit** - Sets the maximum time interval in seconds (0-99) that the Voice Mail will wait for the first digit of the protocol string of a call from the phone system, after the call enters a Voice Mail port. If the Voice Mail does not receive the first digit within the specified wait time, the Voice Mail will handle the call by using the Answering Schedule Table. The telephone system that is installed will determine the duration of the wait time.
- **For Subsequent Protocol Digit** - Sets the maximum time interval in seconds (0-99) that the Voice Mail will wait for each subsequent digit after receiving the first digit of a call's protocol string. If it does not receive the digit within the specified wait time, the Voice Mail will handle the call by using the Answering Schedule Table. The telephone system that is installed will determine the duration of the wait time.
- **After Last Protocol Digit** - Sets the maximum time interval in seconds (1-240) that the Voice Mail will wait for the Hang Up string, after it receives the last digit of a call's protocol string. If the Voice Mail does not receive the Hang Up string within the specified wait time, the Voice Mail will handle the call by using the Answering Schedule Table. The telephone system that is installed will determine the duration of the wait time.
- **Silent Limit for Recording** - Sets the maximum time in seconds (1-25) that someone can be silent while recording, before the Voice Mail will pause the recording and say, *Recording has been paused due to silence*.
- **Message Backup/Go-Ahead Timer** - Sets the maximum time interval in seconds (1-60) so that the Voice Mail will back up a message when a user presses **B** or will fast forward a message when a user presses **G**.
- **Page/Meet-Me Page Hold Timer** - Sets the maximum time interval in seconds (1-240), that will be allowed to the call receiver, after the Voice Mail pages the call receiver by using **Paging/Meet-Me Paging**, an Automated Attendant feature.
- **Flash Timer** - This value sets the length of the Flash (1-999). The value "1" represents 10 milliseconds.
- **Hang Up Timer** - Sets the minimum time interval in seconds (1-999) that the Voice Mail will wait after terminating a call, before making another call. The value "1" represents 10 milliseconds. You can enter a Hang Up code (H) in any string that allows special codes, such as a pause.

5) Click the **Apply changes** button.

## Tenant Options

Up to 4 tenants can share a Voice Mail system. You can customize the following Tenant Options for each tenant:

- strings and timers
- access digits before local or long distance callouts
- access digits before AMIS network local or long distance callouts
- access digits before Fax local or long distance callouts

### To view and customize Tenant Options:

- 1) Select **Tenant Options** from the **Customize** section of the main menu. The General tab of the Tenant Options screen is displayed:

The screenshot shows the 'Tenant Options' screen with the 'General' tab selected. The screen has a title bar 'Tenant Options' and three tabs: 'General', 'Access Digits', and 'Fax On-Demand Cover Page'. Below the tabs, the 'General' section contains the following fields and values:

Field	Value
Site ID	
Sites Network Telephone Number	None
Fax Detect Dial	None
Digital Pager Callback Number	None
Delay in Dialing Pager Callback Number	13
Delay before Pager Announcement	18
Remote Tenant Enabled	No
Access Digits for Remote Tenant	None
Tenant Options	Apply changes

The **General** tab contains the following options:

- **Site ID** - This string can be up to 25 characters and identifies the tenant site. It is typically the site's phone number or the name of the company.
- **Sites Network Telephone Number** - This is the telephone number (up to 20 digits) that a network node must dial to reach the Voice Mail (AMIS Networking option). The number must include all the codes that the farthest network node must dial such as country code, area code, phone number.
- **Fax Detect Dial** - This is the string that the Auto Attendant will dial after detecting a Fax tone. The string can be up to 20 digits long, including special characters, and can be a phone number or a mailbox number.
- **Digital Pager Callback Number** - This is the identification string displayed by a digital pager. The string can contain up to 12 digits including the following special characters:
  - X** - Phone system code that activates off-hook signaling
  - M** - Monitored pause

# Tenant Options

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- **Delay in Dialing Pager Callback Number** - The value for this parameter sets the duration of the delay in seconds (0-99) between the last digit dialed for the pager service number and the first digit of the pager callback number dialed by the Voice Mail. The default value for this field is 12 seconds.
- **Delay before Pager Announcement** - The value for this parameter sets the duration of the delay in seconds (0-99) between the dialing of the pager service number and the playing of the pager announcement by the Voice Mail. A typical pager announcement says: *Hello, I have a message for (name of person or extension number). You have (message count) messages.* The default setting for this field is 18 seconds.
- **Remote Tenant Enacted** - N/A
- **Access Digits for Remote Tenant** - N/A

2) Click the **Access Digits** tab:

**Tenant Options**

General Access Digits Fax On-Demand Cover Page

Access Digits

Before Local Callout 9P

Before Long Distance Callout 9P

Before Network Local Callout 9P

Before Network Long Distance Callout 9P

Before Fax Local Callout 9P

Before Fax Long Distance Callout 9P

Tenant Options Apply changes

The **Access Digits** tab contains the following options:

- **Before Local Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a local call for message notifications to a home phone, cell phone, or digital pager. The string can contain up to 30 digits including any of the following special codes:
  - F - Flash
  - W - Wait for dial tone
  - P - Pause
  - M - Monitored pause
  - A - Analyzed pause
  - S - Wait for sound
- **Before Long Distance Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a long distance call. The string can contain up to 30 digits including any of the special codes listed above.

- **Before Network Local Callout** - Enter any digits that Voice Mail must dial for an outside line before sending out a local network call. These will be the same digits that a subscriber would dial at his extension to get an outside line to make a local call. Use any of the special codes listed on the previous page.
  - **Before Network Long Distance Callout** - Enter any digits that Voice Mail must dial for an outside line before sending out a long distance network call. These will be the same digits that a subscriber would dial at his extension to get an outside line to make a long distance call. Use any of the special codes listed on the previous page.
  - **Before Fax Local Callout** - Enter any digits that Voice Mail must dial for an outside line before sending out a local Fax call. These will be the same digits that a subscriber would dial at his extension to get an outside line to make a local call. Use any of the special codes listed on the previous page.
  - **Before Fax Long Distance Callout** - Enter any digits that Voice Mail must dial for an outside line before sending out a long distance Fax call. These will be the same digits that a subscriber would dial at his extension to get an outside line to make a long distance call. Use any of the special codes listed on the previous page.
- 3) When you are finished, click the **Apply changes** button.

# Port Options

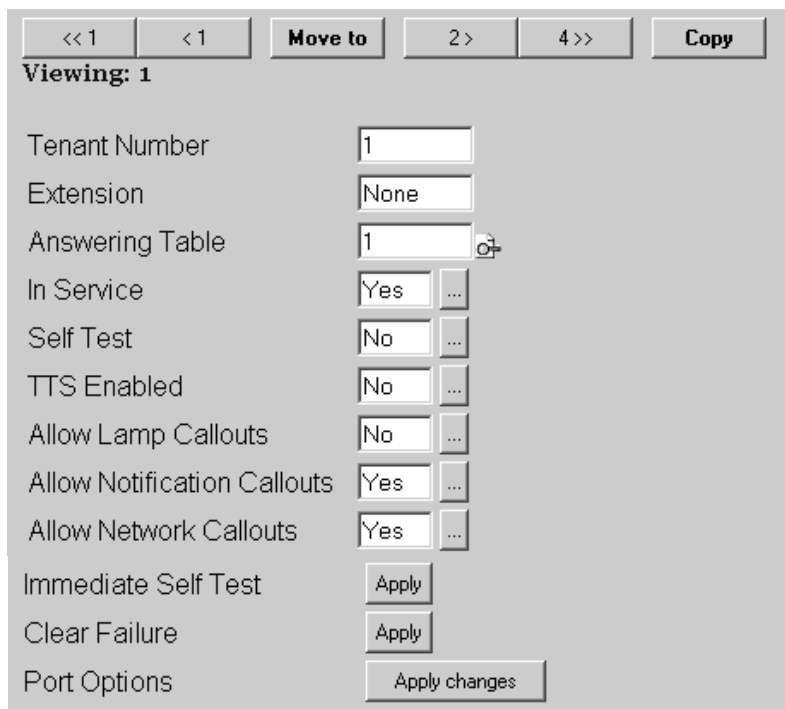
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## Port Options

If Message Notification is enabled for a Subscriber, Message Center, or Guest mailbox, at least one port must be enabled to Allow Notification. This same port will also allow Fax callouts if the Fax Server option is installed.

### To view and customize Port Options:

- 1) Select **Port Options** from the **Customize** section of the main menu:



Setting	Value
Tenant Number	1
Extension	None
Answering Table	1
In Service	Yes
Self Test	No
TTS Enabled	No
Allow Lamp Callouts	No
Allow Notification Callouts	Yes
Allow Network Callouts	Yes
Immediate Self Test	Apply
Clear Failure	Apply
Port Options	Apply changes

- 2) Select the port number (using the **Move to** button), or select a range of ports that will be set for the same parameters (using the **Copy** button). Note that when the Copy feature is used, checkboxes appear next to each field. Checking a box will apply that setting to each port in the range.
- 3) Select or type in the data for the following Port Options:
  - **Tenant Number** - If this is a multi-tenant application, enter the tenant number. In most cases, there will only be one tenant.
  - **Extension** - Enter an extension number outside the range of extensions being used in the phone network. For example, if all the phones in the network contain extensions from 200 to 600, enter 700 in this field. If a second port will have notification enabled, use 701 as the extension for that port.
  - **Answering Table** - The Answering Table that Voice Mail refers to when answering all trunks that use the port.

- **In Service** - Make sure that this option is enabled so that the port is operational.
- **Self Test** - If this feature is enabled, the Voice Mail will perform a two-part test at regular intervals as follows:
  - After taking the port off-hook, the Voice Mail will listen for dial tone. If no dial tone exists, this would constitute a test failure.
  - If a dial tone exists, the Voice Mail will dial a digit on the port to see whether the digit will break the tone. If the dial tone does not get broken, this would constitute a test failure.
- **TTS Enabled** - If the Text-to-Speech option is installed on this unit, and you want to enable this port for Text-To-Speech, select **Yes**.
- **Allow Lamp Callouts** - When this field is enabled, the port will allow the Voice Mail to light the Message Waiting lamp at the extension.
- **Allow Notification Callouts** - When this field is enabled, the port will allow the Voice Mail to send message notification to an extension, a local number, or a long distance number. The port will also be used for Fax callouts.
  - Note - At least one port must be enabled to Allow Notification. It is recommended that the highest numbered port be used for this purpose. If additional ports are needed to make notification callouts, enable the next highest numbered port.
- **Allow Network Callouts** - When this field is enabled, the port will allow the Voice Mail to use this port to make callouts to a mailbox in another AMIS compatible network.
- **Immediate Self Test** - Clicking the **Apply** button will cause a self test (as described above) to be performed immediately on the selected port.
- **Clear Failure** - Click the **Apply** button to clear the fail condition generated after performing an Immediate Self Test.

4) Click the **Apply changes** button.

# Port Options

---

# Chapter 4: Viewing and Printing Reports

Voice Mail provides a variety of reports that you can view on the screen and print.

To print a report, you will need a Linux-compatible printer with a Linux printer driver installed.

## All Reports

You can use the All Reports feature to scroll through several reports displayed on the screen in the order you select them. You can also print them.

### To view and print multiple reports:

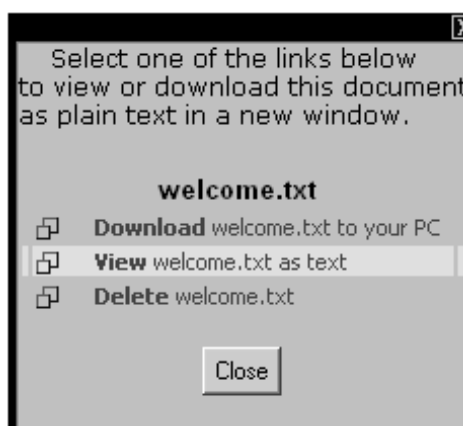
1) Select **All Reports** from the **Reports** section of the main menu:

---	Type	Name	Date	Size
1	doc	welcome.txt	Tue Mar 29 15:31:42 EST 2005	29
2	doc	dumb.txt	Thu Sep 8 12:24:44 EDT 2005	5599

=====  
Refresh

A list of available reports is displayed. The reports are listed by report name, the date the report was created, and the size of the report.

2) Scroll through the list and select the report you would like to see by clicking anywhere on the report line. A dialog box similar to the following will appear:



## Auto Attendant Port Report

---

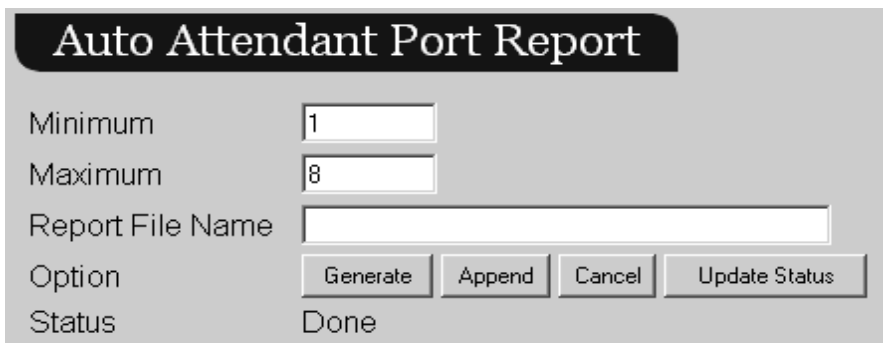
- 3) To review the report on screen, click **View**. The report you select will remain on screen as a background window until you select a different report or log off the Voice Mail.
- 4) To save or print the report, use your native **Save** or **Print** functions.
- 5) To delete the report from the list, click **Delete** in the dialog box, or click on the report number in the left-most column and then respond to the prompt by clicking **OK**.

## Auto Attendant Port Report

The Auto Attendant Port report shows how the Automated Attendant will answer calls in accordance with the Answering Schedule Table. The report displays the type of mailbox answering the call for the time and day, and the mailbox number. If a Call Routing Mailbox is answering the call, the report will also show the configuration for the Dial Action Table associated with it.

### To view and print an Auto Attendant Port report:

- 1) Select **Auto Attendant Port Report** from the main menu. You will see the Auto Attendant Port Report dialog box:



The screenshot shows a dialog box titled "Auto Attendant Port Report". It has the following fields and controls:

- Minimum:** A text input field containing the number "1".
- Maximum:** A text input field containing the number "8".
- Report File Name:** A text input field that is currently empty.
- Option:** A row of four buttons: "Generate", "Append", "Cancel", and "Update Status".
- Status:** A text field displaying "Done".

- 2) In the **Minimum** field, enter the number of the lowest-numbered port you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered port you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

# Auto Attendant Port Report

12/02/04 12:45:20

Page 1

Port 1			
Answer Schedule Table 1			
Schedule 1	Schedule 2	Schedule 3	Schedule 4
Mo-Fr 08:00	* Mo-Fr 12:00	Mo-Th 17:00	Fr 17:00
811	812	813	814
Call Routing	Call Routing	Call Routing	Call Routing
DAT 1	DAT 1	DAT 2	DAT 2
0 U-Trf 100	0 U-Trf 100	0 U-Trf 100	0 U-Trf 100
1 Trf XXX	1 Trf XXX	1 Trf XXX	1 Trf XXX
2 Undef None	2 Undef None	2 Undef None	2 Undef None
3 Undef None	3 Undef None	3 Undef None	3 Undef None
4 Undef None	4 Undef None	4 Undef None	4 Undef None
5 Undef None	5 Undef None	5 Undef None	5 Undef None
6 Undef None	6 Undef None	6 Undef None	6 Undef None
7 Undef None	7 Undef None	7 Undef None	7 Undef None
8 Undef None	8 Undef None	8 Undef None	8 Undef None
9 Hang up None	9 Hang up None	9 Hang up None	9 Hang up None
* Recordl IV	* Recordl IV	* Recordl IV	* Recordl IV
# Logon None	# Logon None	# Logon None	# Logon None
TO U-Trf 100	TO U-Trf 100	TO U-Trf 100	TO U-Trf 100
Schedule 5	Schedule 6	Schedule 7	Schedule 8
Undefined	Undefined	Undefined	Undefined

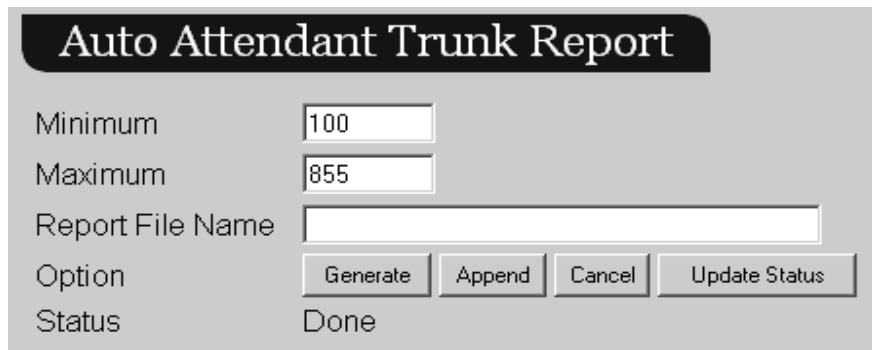
# Auto Attendant Trunk Report

## Auto Attendant Trunk Report

The Auto Attendant Trunk report shows the Answering Schedule Tables assigned to each Trunk mailbox.

### To view and print an Auto Attendant Trunk report:

- 1) Select **Auto Attendant Trunk Report** from the main menu. You will see the Auto Attendant Trunk Report dialog box:



- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

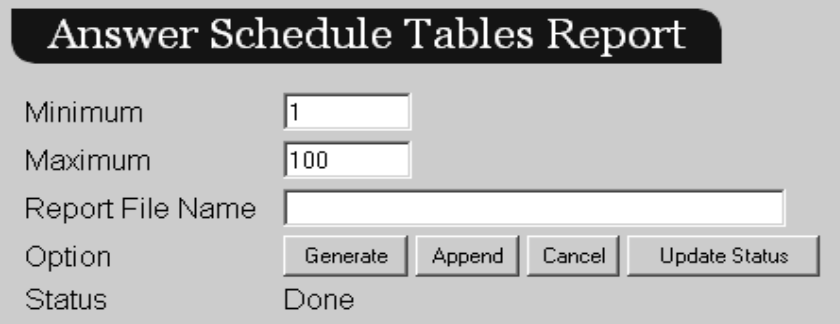
```
09/23/04 13:10:39          CTL IN HOUSE          Page 1
                               Trunk Mailbox 386
                               |
                               Answer Schedule Table 2
    Schedule 1 | Schedule 2 | Schedule 3 | Schedule 4
    * Mo-Fr 08:00 | Mo-Fr 17:00 | Sa 00:00 | Su 00:00
    |           | |           | |           | |           |
    703         | 701         | 702         | 702         |
    Call Routing | Call Routing | Call Routing | Call Routing
    |           | |           | |           | |           |
    DAT 90      | DAT 91      | DAT 91      | DAT 91      |
0 U-Trf 396   | 0 Goto 006   | 0 Goto 006   | 0 Goto 006   |
1 Undef None | 1 Recordl 704 | 1 Recordl 704 | 1 Recordl 704 |
2 Undef None | 2 Undef None | 2 Undef None | 2 Undef None |
3 Undef None | 3 Trf V      | 3 Trf V      | 3 Trf V      |
4 Undef None | 4 Recordl 333 | 4 Recordl 333 | 4 Recordl 333 |
5 Undef None | 5 Recordl 349 | 5 Recordl 349 | 5 Recordl 349 |
6 Undef None | 6 Undef None | 6 Undef None | 6 Undef None |
7 Undef 788  | 7 Recordl 347 | 7 Recordl 347 | 7 Recordl 347 |
8 Goto 006   | 8 Undef None | 8 Undef None | 8 Undef None |
9 Hang up None | 9 Hang up None | 9 Hang up None | 9 Hang up None |
* Undef None | * Undef None | * Undef None | * Undef None |
# Goto 006   | # Goto 006   | # Goto 006   | # Goto 006   |
T0 U-Trf 348 | T0 Goto 006  | T0 Goto 006  | T0 Goto 006  |
```

## Answering Tables Report

The Answering Tables report shows the programmed values for each Answering Table.

### To view and print a report about Answering Schedule Tables:

- 1) Select **Answering Tables Report** from the main menu.



The screenshot shows a dialog box titled "Answer Schedule Tables Report". It contains the following fields and controls:

- Minimum:** A text input field containing the number "1".
- Maximum:** A text input field containing the number "100".
- Report File Name:** An empty text input field.
- Option:** A row of four buttons: "Generate", "Append", "Cancel", and "Update Status".
- Status:** A text label displaying "Done".

- 2) In the **Minimum** field, enter the number of the lowest-numbered Answering Table you want to see. In the **Maximum** field, enter the number of the highest-numbered Answering Table you want to see.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

# Answering Tables Report

---

- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
12/02/04 12:41:23 Page 1
```

ANSWERING SCHEDULE TABLE 1 Note: \* = Schedule In Effect

Schedule	Day/Date	Time	Mailbox
1	Mo-Fr	08:00	811
2*	Mo-Fr	12:00	812
3	Mo-Th	17:00	813
4	Fr	17:00	814
5	None	None	None
6	None	None	None
7	None	None	None
8	None	None	None
9	None	None	None
10	None	None	None
11	None	None	None
12	None	None	None
13	None	None	None
14	None	None	None
15	None	None	None
16	None	None	None
17	None	None	None
18	None	None	None
19	None	None	None
20	None	None	None

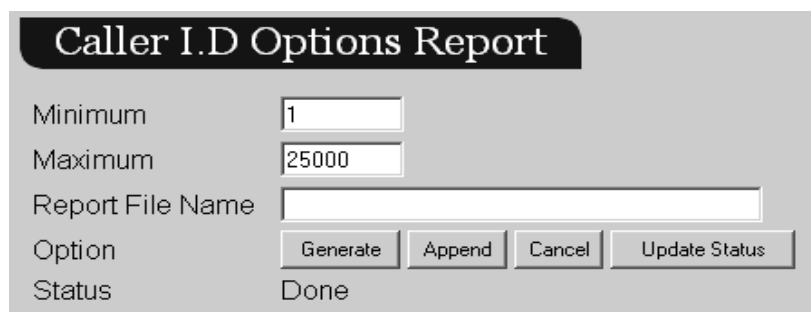
The Answering Tables report shows the programmed values for schedule number, day/date, time, and mailbox number, if any, in the Answering Tables. An asterisk (\*) appears next to the schedule that is currently in effect. The report also specifies how many of the 20 available tables are not currently used by your Voice Mail system.

## Caller I.D. Options Report

A Caller I.D. table lists and identifies the trunk that an outside caller uses to call into the Voice Mail system to leave a message.

### To view and print a Caller ID Table:

- 1) Select **Caller ID Options Report** from the main menu:



Caller I.D. Options Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox for the Caller ID options you want to see. In the **Maximum** field, enter the number of the highest-numbered mailbox for the Caller ID options you want to see.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report..

```
09/23/04 13:13:01          CTL IN HOUSE          Page 1
CALLER I.D. TABLES
-----
Table Number   Match String      Action String
-----
1              2032179636       #309
2              2034529796       306
3
4              2035923246       309
5              2035923553       309
```

# Callout Options Report

---

## Callout Options Report

To view and print a Callout Options report:

- 1) Select **Callout Options Report** from the main menu:



Callout Options Report

Report File Name

Option

Status Done

- 2) Enter a file name in the **Report File Name** field.
- 3) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 4) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report. .

```
09/23/04 13:13:43 CTL IN HOUSE Page 1

CALLOUT OPTIONS

Tenant 1
Digital pager callback number . . . . . 9254266XM#
Delay in dialing pager callback number . . . 1 sec
Delay before pager announcement . . . . . 13 sec
Acc. dgts before local callout . . . . . 9WP
Acc. dgts before long dist. callout . . . . 9WP
Remote Tenant enabled . . . . . No
Acc. dgts for Remote Tenant . . . . . None
Acc. dgts before local FAX callout . . . . 9WP
Acc. dgts before long dist. FAX callout . . 9WP
```

## Callout Log Report

The Callout Log report will show information about any Message Notification calls made by the Voice Mail. (If there are no callout entries in the log, the report will read, *Callout Log is empty.*)

### To view and print a Callout Log report:

- 1) Select **Callout Log Report** from the main menu:



Callout Log Report

Report File Name

Option

Status Done

- 2) Enter a file name in the **Report File Name** field.
- 3) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 4) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:14:27          CTL IN HOUSE          Page 1
          CALLOUTS from 03/18/04 14:32

Mailbox Port   Date      Time      Total Time  Status      Callout Number
-----|-----|-----|-----|-----|-----|-----
349   5    05/17/04 12:37:13   00:06   BSY         349
349   4    05/17/04 12:40:21   00:06   BSY         349
349   4    05/17/04 14:39:34   00:07   BSY         349
349   4    05/17/04 14:42:44   00:06   BSY         349
349   5    05/17/04 14:45:52   00:07   BSY         349
349   4    05/17/04 15:19:14   00:07   BSY         349
349   4    05/17/04 15:22:24   00:07   BSY         349
349   4    05/17/04 15:25:33   00:07   BSY         349
349   4    05/17/04 16:22:23   00:07   BSY         349
349   4    05/17/04 16:25:32   00:07   BSY         349
349   5    05/17/04 16:28:40   01:44   ANS         349
368   5    05/18/04 08:28:51   00:45   RNA         3147003
368   5    05/18/04 08:34:38   00:45   RNA         3147003
368   5    05/18/04 08:40:25   00:35   REJ         3147003
349   4    05/18/04 08:57:06   00:07   BSY         349
349   5    05/18/04 09:00:14   00:07   BSY         349
334   5    05/18/04 09:23:30   00:39   RNA         334
334   5    05/18/04 09:29:11   00:07   BSY         334
349   5    05/18/04 10:13:32   00:07   BSY         349
334   4    05/18/04 10:59:16   00:39   RNA         334
334   5    05/18/04 11:04:56   00:39   RNA         334
334   5    05/18/04 11:10:37   01:07   REJ         334
334   5    05/18/04 11:41:45   00:39   RNA         334
```

# Callout Log Report

---

For each mailbox number with a callout, the report displays the following fields:

- **Port** - Shows the port used for the callout.
- **Date, Time** - Shows the date and time of the callout.
- **Total Time** - Shows the duration of the callout.
- **Status** - Shows one of the following statuses of the callout:
  - BSY - Callout number was busy.
  - REJ - Message Notification or Network callout was rejected for one of the following reasons:
    - Message Notification recipient did not dial 1 to accept the callout
    - Network callout could not be accepted at destination
    - Someone mistakenly answered the callout and dialed 1 to reject it
    - The hard disk at the destination was full.
  - RNA - Ring-No-Answer at any non-pager callout number.
  - ANS - Message Notification, Fax, or Network callout was answered. For Message Notification, ANS shows that someone dialed 1 to accept the call or answered the paging service.
  - ABO - Fax or Network callout was aborted. The Network callout received no response at the destination.
  - ERR - Network callout had a handshaking/protocol error.
- **Callout Number** - Shows the number dialed by the Voice Mail.

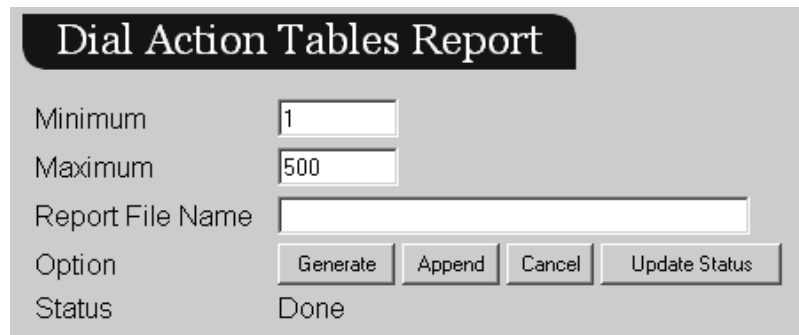
Note - To enable or disable this report, select Callout Options from the Customize menu.

## Dial Action Tables Report

This report shows all the programmed information for each Dial Action Table.

### To view and print a Dial Action Tables report:

- 1) Select **Dial Action Tables Report** from the main menu:



Dial Action Tables Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered Dial Action table you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered Dial Action table you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
12/02/04 12:43:07

      DIAL ACTION TABLE 1

Key      Action      Number
0        U-Transfer    100
1        Transfer     XXX
2        Undefined   None
3        Undefined   None
4        Undefined   None
5        Undefined   None
6        Undefined   None
7        Undefined   None
8        Undefined   None
9        Hang up    None
*        Record 1   IV
#        Logon     None
T0       U-Transfer    100
```

The report shows the programming for your Dial Action Tables by table number, key, action, and number

# Distribution Lists Report

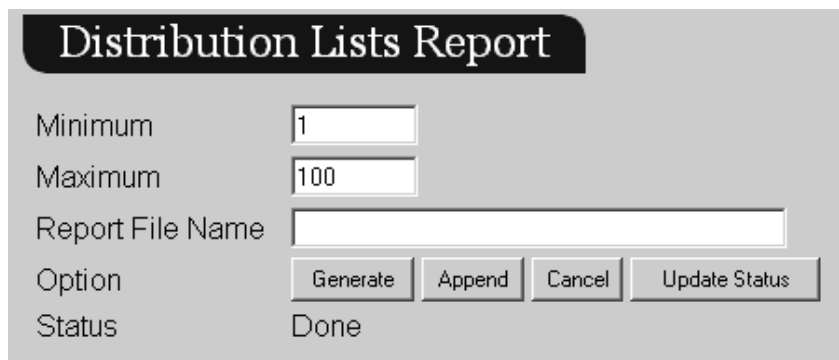
---

## Distribution Lists Report

The Distribution Lists report shows the number of every mailbox in each Distribution List and the number of the Distribution mailbox that uses the list. It also shows the name and department associated with the mailbox, if any. In addition, the report specifies how many of the available Distribution Lists are not currently in use by your Voice Mail system.

### To view and print a Distribution Lists report:

- 1) Select **Distribution Lists Report** from the main menu:



The screenshot shows a dialog box titled "Distribution Lists Report". It contains the following fields and controls:

Minimum	<input type="text" value="1"/>
Maximum	<input type="text" value="100"/>
Report File Name	<input type="text"/>
Option	<input type="button" value="Generate"/> <input type="button" value="Append"/> <input type="button" value="Cancel"/> <input type="button" value="Update Status"/>
Status	Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered list you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered list you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

# Distribution Lists Report

---

- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
10/08/04 11:15:19 Page 1

DISTRIBUTION LIST 1

Distribution List 1 is used in Distribution mailbox (es):

Mailbox      Name      Dept
-----|-----|-----
      825

Distribution List 1 contains the following mailbox (es):

Mailbox      Name      Dept      Type
-----|-----|-----|-----
      100      Subscriber
      101      Subscriber
      102      Subscriber
      103      Subscriber
      104      Subscriber
      105      Subscriber
      106      Subscriber
      107      Subscriber
      108      Subscriber
      109      Subscriber
      110      Subscriber
      111      Subscriber
      112      Subscriber
      113      Subscriber
      114      Subscriber
      115      Subscriber
```

# Mailbox Options Report

---

## Mailbox Options Report

The Mailbox Options report shows the options programmed for each mailbox within a selected range.

### To view and print a Mailbox Options report:

- 1) Select **Mailbox Options Report** from the main menu:

Mailbox Options Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

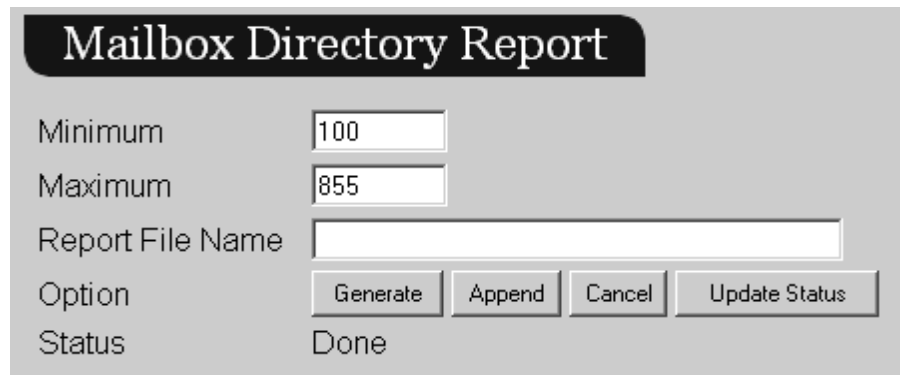
```
09/23/04 13:20:33          CTL IN HOUSE          Page 1
                                MAILBOX OPTIONS
Mailbox number . . . . . 013
Type . . . . . Announcement
Security Code . . . . . None
Name . . . . . MAILING ADDRESS
Department . . . . .
Next Call Routing Mailbox . . . . . 007
Tenant . . . . . 1
Repeat announcement . . . . . 3
Hang up after announcement . . . . . No
Directory List . . . . . None
Include in Speck Rec. Database . . . . . No
```

## Mailbox Directory Report

The Mailbox Directory report shows mailboxes in the selected range, which are grouped by type. For example, all Subscriber Mailboxes are grouped together. The report also shows the mailbox name, extension, and Directory List.

### To view and print a Mailbox Directory report:

- 1) Select **Mailbox Directory Report** from the main menu:



Minimum: 100  
Maximum: 855  
Report File Name:   
Option: Generate Append Cancel Update Status  
Status: Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:24:01          CTL IN HOUSE          Page 1
                                DIRECTORY:  Announcement Mailboxes
Mailbox  Extension  Name                Directory List
-----|-----|-----|-----
013      None        MAILING ADDRESS     None
014      None        TRAVEL INSTRUCT    NORTH    None
015      None        TRAVEL INSTRUCT    SOUTH    None
```

# Mailbox Numeric List Report

## Mailbox Numeric List Report

The Mailbox Numeric List report lists by ascending numerical order all of the mailboxes in the selected range. The report also shows the mailbox type, name, extension, and Directory List for each mailbox

### To view and print a Mailbox Numeric List report:

- 1) Select **Mailbox Numeric List Report** from the main menu:

Mailbox Numeric List Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:26:21          CTL IN HOUSE          Page 1
```

NUMERICAL MAILBOX LIST

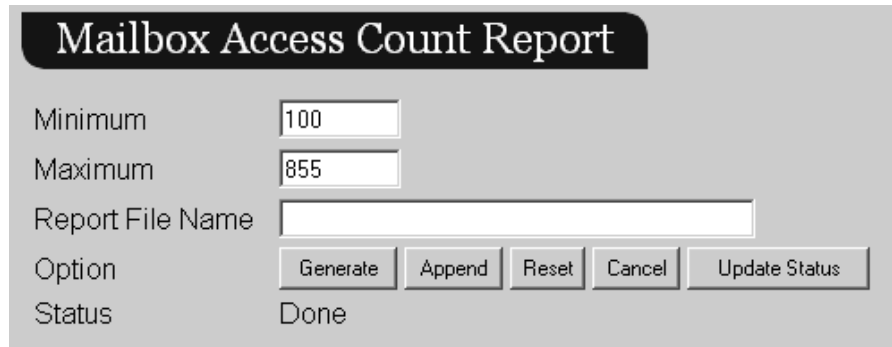
Mailbox	Extension	Type	Name	Dir. List
000	None	Call Routing	OPEN MAIN CALL PROCESSOR	None
001	None	Call Routing	CLOSED MAIN CALL PROCESSOR	None
002	None	Call Routing	Open Speech Front End	None
003	None	Call Routing	Closed Speech Front End	None
004	None	Call Routing	INVALID EXT NUMBER ENTERD	None
005	None	Call Routing	INVALID ENTRY ROUTING MSG	None
006	None	Call Routing	0 Action NCRMB 007 Coto	None
007	None	Call Routing	MOST EXT NEXT CRMB	None
008	None	Call Routing	Steves NCRMB FOR X333	None
009	None	Call Routing	Dan Ramot NEXT CALL R	None
010	None	Call Routing	ADDITIONAL OPTIONS CRMB	None
011	None	Call Routing	INVALID ENTRY 2	None
012	None	Call Routing	INFO ON CTL	None
013	None	Announcement	MAILING ADDRESS	None

## Mailbox Access Count Report

The Mailbox Access Count report shows how many times a mailbox has been accessed since the last time the report was reset. The count applies to Subscriber, Guest, Announcement, Call Routing, Directory Dialing, and Interactive Mailboxes. The report shows the extension, type, name, and access count for every mailbox in the range you select.

### To view and print a Mailbox Access Count report:

- 1) Select **Mailbox Access Count Report** from the main menu:



Minimum	<input type="text" value="100"/>
Maximum	<input type="text" value="855"/>
Report File Name	<input type="text"/>
Option	<input type="button" value="Generate"/> <input type="button" value="Append"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/> <input type="button" value="Update Status"/>
Status	Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

# Mailbox Access Count Report

---

- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:28:25          CTL IN HOUSE          Page 1

MAILBOX ACCESS REPORT from 05/26/99 11:02
```

Mailbox	Extension	Type	Name	Access count
000	None	Call Routing	OPEN MAIN CALL PROCESSOR	28886
001	None	Call Routing	CLOSED MAIN CALL PROCESSR	11489
002	None	Call Routing	Open Speech Front End	134238
003	None	Call Routing	Closed Speech Front End	22704
004	None	Call Routing	INVALID EXT NUMBER ENTERD	1476
005	None	Call Routing	INVALID ENTRY ROUTING MSG	1359
006	None	Call Routing	0 Action NCRMB 007 Goto	5807
007	None	Call Routing	MOST EXT NEXT CRMB	331
008	None	Call Routing	Steves NCRMB FOR X333	51
009	None	Call Routing	Dan Ramot NEXT CALL R	3
010	None	Call Routing	ADDITIONAL OPTIONS CRMB	2639
011	None	Call Routing	INVALID ENTRY 2	3
012	None	Call Routing	INFO ON CTL	84
013	None	Announcement	MAILING ADDRESS	36
014	None	Announcement	TRAVEL INSTRUCT NORTH	17
015	None	Announcement	TRAVEL INSTRUCT SOUTH	8
070	None	Call Routing	HOLIDAY CLOSED	1420
071	None	Call Routing	Non Speech Holiday box	1
234	234	Subscriber	Wireless DEMO	0
300	None	Call Routing	INVALID EXTENSION TRAP	514

## Mailbox Call Flags Report

The Mailbox Call Flags report shows the status of the call-handling features for a mailbox.

### To view and print a Mailbox Call Flags report:

- 1) Select **Mailbox Call Flags Report** from the main menu:

Mailbox Call Flags Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:29:15          CTL IN HOUSE          Page 1

MAILBOX CALL HANDLING PARAMETERS
```

Mailbox	Type	Greeting/ AA DND	Page Greeting	Name	Call Announcing	Call Waiting	Call Queuing
234	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
301	Subscriber	Rec./On	Rec./On	Rec.	No	No	No
303	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
305	Subscriber	Not Rec.	Rec./On	Rec.	No	No	No
306	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
307	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
309	Subscriber	Not Rec.	Rec./On	Rec.	No	No	No
311	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
312	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
314	Subscriber	Rec./Off	Not Rec.	Rec.	No	No	No
324	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
325	Subscriber	Rec./Off	Rec./Off	Rec.	No	No	No
327	Subscriber	Not Rec.	Rec./Off	Rec.	No	No	No
333	Subscriber	Rec./Off	Rec./On	Rec.	No	No	No
334	Subscriber	Not Rec.	Rec./On	Rec.	No	No	No
335	Subscriber	Not Rec.	Not Rec.	Rec.	No	No	No

# Mailbox Call Flags Report

---

The report displays the following fields:

- **Greeting** - shows whether or not the mailbox greeting is recorded. If it is recorded, the report shows whether the greeting is on or off.
- **Page Greeting** - shows whether or not a Paging Message is recorded. If it is recorded, the report shows whether the Paging Message is on or off.
- **Name** - shows whether or not a mailbox name is recorded.
- **Call Announcing** - shows whether or not Call Announcing/Screening is on.
- **Call Waiting** - shows whether or not Call Waiting is on.
- **Call Queuing** - shows whether or not Call Queuing is on.

## Message Usage Report

The Message Usage report shows the amount of disk space used by the messages in each mailbox in the selected range.

### To view and print a Message Usage report:

- 1) Select **Message Usage Report** from the main menu:

Message Usage Report

Minimum: 100  
Maximum: 855  
Report File Name:   
Option:      
Status: Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered mailbox you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered mailbox you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:33:43          CTL IN HOUSE          Page 1
                                MAILBOX MESSAGE USAGE
Mailbox      Name                Total Msg  Oldest Message  % Disk Used
-----|-----|-----|-----|-----|-----|
234      Wireless DEMO                0
301      CHAN LAOTEPPITAKS            1      09/23/04 12:21    0.001
303      FRAN WISPONE                  1      09/23/04 13:18    0.002
305      DANIEL SPACEK                  3      09/15/04 10:40    0.004
306      RICK HOEFLE                    1      09/13/04 13:21    0.002
307      TestUser1                      0
309      RUSS OWENS                      5      03/18/04 17:22    0.033
311      MARK BOHNSACK                  47     04/13/04 04:22    0.037
312      JOHN NAGY                       1      06/16/04 13:03    0.002
314      Bob Capasso                     64     03/23/04 09:31    0.091
324      Danny Ramot                     26     03/24/04 19:03    0.045
325      Ed Hansen                       1      09/22/04 13:17    0.001
```

# Message Usage Report

---

The report shows the following fields for each mailbox number:

- **Total Msg** - shows the total number of messages in the mailbox.
- **Oldest Message** - shows the date and time when the oldest message was left.
- **% Disk Used** - shows the percentage of disk space that the mailbox messages are using.

At the bottom of each page, the Message Usage report shows the following fields:

- **Total Messages** - shows the total number of messages in all mailboxes displayed on the screen up to that point.
- **Free Messages** - shows how many additional messages can be recorded in the Voice Mail system.
- **Free Pointer** - used for diagnostic purposes to indicate a storage location for the next message.
- **Disk Space Available for Messages** - shows the percentage of empty disk space that can be used for recording messages and the available time in hours for these messages.

## Port Options Report

The Port Option report shows the currently programmed values for each port. Port options include In Service, Allow Lamp callouts, Allow Notification/Wake-Up callouts, Extension, Answering Schedule Table, and Self Test.

### To view and print a Port Options report:

- 1) Select **Port Options Report** from the main menu:

Port Options Report

Minimum

Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered port you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered port you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
12/02/04 12:55:02

PORT 1 OPTIONS

In Service . . . . . Yes
Allow Lamp callouts . . . . . No
Allow Notification/Wake-Up callouts . . . . . Yes
Tenant . . . . . 1
Extension . . . . . None
Answering Schedule Table . . . . . 1
Self Test . . . . . No

PORT 2 OPTIONS

In Service . . . . . Yes
Allow Lamp callouts . . . . . No
Allow Notification/Wake-Up callouts . . . . . Yes
Tenant . . . . . 1
Extension . . . . . None
Answering Schedule Table . . . . . 1
Self Test . . . . . No
```

# Port Usage Report

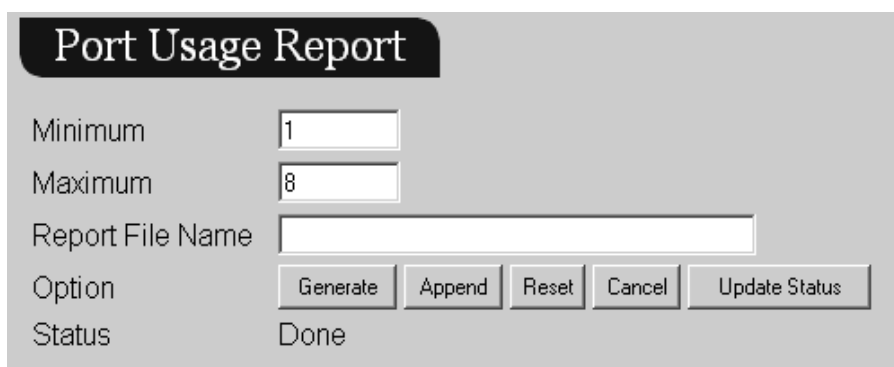
---

## Port Usage Report

Port Usage report shows how the Voice Mail ports have been used up to the current time. (If there are no entries, the report will read *Port Usage Report empty*.)

### To view and print a Port Usage report:

- 1) Select **Port Usage Report** from the main menu:



Port Usage Report

Minimum

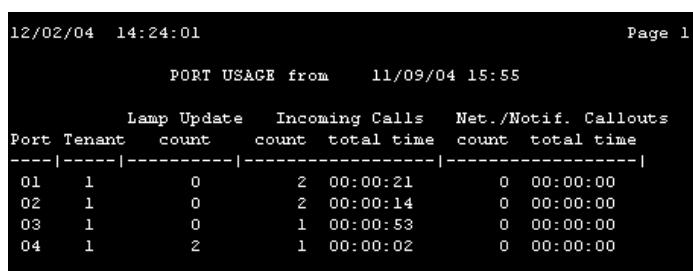
Maximum

Report File Name

Option

Status Done

- 2) In the **Minimum** field, enter the number of the lowest-numbered port you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered port you want to see displayed.
- 3) Enter a file name in the **Report File Name** field.
- 4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.
- 5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.



```
12/02/04 14:24:01 Page 1
PORT USAGE from 11/09/04 15:55
Lamp Update Incoming Calls Net./Notif. Callouts
Port Tenant count count total time count total time
-----|-----|-----|-----|-----|
01 1 0 2 00:00:21 0 00:00:00
02 1 0 2 00:00:14 0 00:00:00
03 1 0 1 00:00:53 0 00:00:00
04 1 2 1 00:00:02 0 00:00:00
```

The report displays the following fields:


- **Tenant** - currently shows "1" because the system supports only one tenant.
- **Lamp Update** - shows how many times the port has been used for Message Waiting Lamp Updates.
- **Incoming Calls** - shows the number of times and the total amount of time that a port has been used for incoming calls.
- **Net./ Notif. /Callouts** - shows the number of times and the total amount of time that a port has been used for Network and Message Notification callouts.

## System Options Report

The System Option report shows the current settings for each System Option in your Voice Mail system.

### To view and print a System Options report:

- 1) Select **System Options Report** from the main menu:



The screenshot shows a dialog box titled "System Options Report". It contains a text input field for "Report File Name". Below the input field, there are four buttons: "Generate", "Append", "Cancel", and "Update Status". At the bottom of the dialog, the "Option" is listed as "System Options Report" and the "Status" is "Done".

- 2) Enter a file name in the **Report File Name** field.
- 3) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

# System Options Report

---

- 4) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
09/23/04 13:37:08 CTL IN HOUSE Page 1

SYSTEM OPTIONS

Tenant 1 Site ID . . . . . CTL IN HOUSE
Tenant 2 Site ID . . . . .
Tenant 3 Site ID . . . . .
Tenant 4 Site ID . . . . .
Time limit for mailbox logon . . . . . 5 sec
Limit on mailbox logon attempts . . . . . 3
Auto disk maintenance time . . . . . None
Day for auto disk defragmentation . . . . . None
Silence limit for recording . . . . . 5 sec
Mailbox Default Security Code . . . . . 1234
Time limit for dialing commands . . . . . 6 sec
Limit on dialing command attempts . . . . . 3 sec
Subscriber msg length . . . . . 9999 sec
Nonsubscriber msg length . . . . . 900 sec
Call Announce msg length . . . . . 10 sec
Greeting for qck msg/mailbox trf . . . . . Yes
RNA, Hold retrieval string . . . . . FPW*7
Busy, Hold retrieval string . . . . . None
RNA, External Hold retrieval string . . . . . FPW*7
Message backup/go-ahead time . . . . . 7 sec
Page/Meet-me Page hold timer . . . . . 25 sec
Default bilingual mode . . . . . English (1)
Number of tenants . . . . . 1
Intertenant messaging . . . . . No
First Trunk equip. #./Trunk MB offset . . . . . None
Port Self Test timer . . . . . 15 min
Tcpip Service Number . . . . . 13
Conference string . . . . . None
```

# Chapter 5: System Administration

This chapter provides information for performing system administration tasks.

If your Subscriber mailbox has the System Administrator function enabled, you can access the The System Administration menu from any Subscriber phone. You can use the options on this menu to record messages, change security codes, set the time and date, and perform other basic System Administration tasks.

## Recording Messages

### Recording an Announcement Message

You can record an “information only” message for an Announcement Mailbox or for an Automatic Call Distribution (ACD) Mailbox. A message for an Announcement Mailbox might contain, for example, information about product updates, or a weekly business schedule, etc. A message for an ACD Announcement Mailbox may say, *All our technicians are currently busy helping customers. Please hold for the next available technician.*

#### To record, listen to, or erase an Announcement Message:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **A N (2 6)** for Announcement.

4) Follow the voice prompts.

# Recording Messages

## *Recording Names for Subscriber Mailboxes*

---

### Recording Names for Subscriber Mailboxes

A name should be recorded to identify each Subscriber Mailbox in the Voice Mail system. The name recording may last up to 10 seconds. Either the System Administrator or the Subscriber to whom the mailbox belongs may record the name for each Subscriber Mailbox.

Once a Subscriber Mailbox name is recorded, the Automated Attendant will play the name to caller rather than the extension number in the voice prompt. For example: Suppose you recorded the name "Joe Smith" for Subscriber Mailbox 303. If a transfer to extension 303 is incomplete because that extension is busy, the Automated Attendant will prompt *Joe Smith is busy* rather than *Extension 303 is busy*.

### To record, listen to, or erase a name for a Subscriber Mailbox:

1) Call your mailbox:

From any extension:

- Get intercom dial tone
- Dial the Voice Mail extension
- Dial your mailbox number
- If requested, dial the security code

From outside the company:

- Dial the Voice Mail telephone number
- If you hear the company greeting, press #
- Dial your mailbox number
- If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **N (6)** for Mailbox **N**ame.

4) Follow the voice prompts.

### Notes

Subscribers may record their own mailbox names instead of the System Administrator:

Call your own mailbox.

Press **0** for the Main Menu.

Press **R N (7 6)** to enter the Recording Mode for recording the name

You cannot record a name for a Future Delivery or Distribution mailbox

### Recording Music On Hold

You can record music or an announcement for the Call Queuing wait time. The Voice Mail plays this recording to callers who are queuing (“waiting in line”) for a busy Subscriber extension.

An intertenant System Administrator Mailbox lets you record Music On Hold for any tenant. An intratenant System Administrator Mailbox lets you record Music On Hold only for the tenant associated with the System Administrator Mailbox.

The default option is a music recording. To hear the recording, you must actually queue for a busy extension. If you record a substitute for the default and then erase the substitute, the Voice Mail will revert to the default.

### To work with a Music On Hold Message:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **M H (6 4)** for **M**usic On **H**old.

4) Follow the voice prompts.

# Recording Messages

## Recording Interactive Prompts

---

### Recording Interactive Prompts

You can record the prompts for an Interactive Mailbox. These prompts are usually questions or requests for information. You must record the prompts in the order you want them to play. The Voice Mail plays a beep after each response indicating that the caller can record a response. After recording a response, the caller presses the pound key to reach the next prompt.

For example: Suppose you are going to use the Interactive Mailbox to take orders. A sample list of prompts may start with: *Please record your name at the tone, then press the pound key. Please record your address at the tone, then press the pound key. Please record your telephone number at the tone, then press the pound key.*

The Voice Mail can accommodate a total of 1600 interactive prompts for all Interactive Mailboxes combined. The Voice Mail starts the list of prompts for each Interactive Mailbox with the number one. You can add new prompts at the end of a list, or you can insert new prompts anywhere in the list. In addition, you can erase or re-record existing prompts.

### To record Interactive Prompts:

1) Call your mailbox:

From any extension:

Get intercom dial tone  
Dial the Voice Mail extension  
Dial your mailbox number  
If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number  
If you hear the company greeting, press #  
Dial your mailbox number  
If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **I P (4 7)** for **I**nteractive **P**rompts.

4) Follow the voice prompts.

### Customizing Voice Prompts

You can customize (re-record) all the voice prompts in the Voice Mail system.

If you need voice prompts in two languages, you can record them in any two languages you choose. Or, if the factory-installed language meets one of your language requirements, you can use the System Prompt Customization feature to record voice prompts in the second language.

The Voice Mail refers to the two languages as Language 1 and Language 2. In systems with one default (factory-installed) language, Language 1 and Language 2 are the same.

#### To customize the Voice Prompts:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **P C (7 2)** for **P**rompt **C**ustomization.

4) Follow the voice prompts.

See separate document *VoiceSupport LX Voice Prompts* for a complete list of voice prompts.

# Recording Messages

## Recording a Directory Dialing Message

---

### Recording a Directory Dialing Message

A Directory Dialing Message tells a caller what letters to dial to call an extension or mailbox. For example, if you set up a Directory Dialing Mailbox to provide information about new products, you may want to record a message something like this: *For information on new software products, dial S-O-F-T-W-A-R-E, then press the pound key. For information on hardware products, dial H-A-R-D-W-A-R-E, and then press the pound key. To exit, press only the pound key.*

#### To record a Directory Dialing Message:

- 1) Call your mailbox:
  - From any extension:
    - Get intercom dial tone
    - Dial the Voice Mail extension
    - Dial your mailbox number
    - If requested, dial the security code
  - From outside the company:
    - Dial the Voice Mail telephone number
    - If you hear the company greeting, press #
    - Dial your mailbox number
    - If requested, dial the security code.
- 2) Press **S A (7 2)** for the System Administrator Menu.
- 3) Press **D D (3 3)** for Directory Dialing.
- 4) Follow the voice prompts.

# Recording Messages

## Recording a Broadcast Message

---

### Recording a Broadcast Message

You can record a message that will broadcast to all Subscriber, Message Center, Guest, and Future Delivery Mailboxes. The Voice Mail plays the Broadcast Message when a user calls (logs onto) one of these mailboxes, just before the prompt, *You have — messages.*

An intertenant System Administrator Mailbox lets you record a Broadcast Message for any tenant. An intratenant System Administrator Mailbox lets you record a Broadcast Message only for the tenant associated with the System Administrator Mailbox.

#### To record, listen to, or erase the Broadcast Message:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for the System Administrator Menu.

3) Press **B R (2 7)** for **BR**roadcast Message.

4) Follow the voice prompts.

# Overriding Answering Schedules

---

## Overriding Answering Schedules

You can re-route incoming calls to any Call Routing, Message Center, Announcement, Subscriber, Directory Dialing, or Interactive Mailbox you choose by overriding the answering schedule. The “override mailbox” answers calls on all ports until you turn off Answering Schedule Override. For example, if the company must close due to bad weather, you can re-route calls to an Announcement Mailbox that plays, *Our offices are closed due to the inclement weather. Please call again tomorrow.*

### To work with Answering Schedule Override:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **S O (7 6)** for Answering **S**chedule **O**verride.

4) Follow the voice prompts.

## Setting the Time and Date

You can set the time and date on the clock for the Voice Mail system. The default time is USA Eastern time.

### To set the system time and date:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **T I (8 1)** for **T**ime.

4) Follow the voice prompts.

5) Press **D T (3 8)** for **D**a**T**e.

6) Follow the voice prompts.

# System Version

---

## System Version

You can request that the Voice Mail play its software revision number.

### To hear the System Version Number:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for **S**ystem **A**dministrator Menu.

3) Press **S V (7 8)** for **S**ystem **V**ersion.

4) Follow the voice prompts.

## Erasing All Messages

As the System Administrator, you can use the System Administrator Menu to erase all messages in a Subscriber, Guest, or Message Center mailbox.

### To erase all messages in a mailbox:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for the System Administrator Menu.

3) Press **E M (3 6)** to erase all messages in a mailbox.

4) Follow the voice prompts.

## Deleting a Security Code

As the System Administrator, you can use the System Administrator Menu to delete the security code from any Subscriber, Message Center, Guest, or Announcement mailbox in your system.

### To delete a mailbox's security code:

1) Call your mailbox:

From any extension:

Get intercom dial tone

Dial the Voice Mail extension

Dial your mailbox number

If requested, dial the security code

From outside the company:

Dial the Voice Mail telephone number

If you hear the company greeting, press #

Dial your mailbox number

If requested, dial the security code.

2) Press **S A (7 2)** for the System Administrator Menu.

3) Press **D S (3 7)** to delete the security code.

4) Follow the voice prompts.

## Deleting a Security Code

---

---

# Chapter 6: Maintenance

This chapter provides information for performing maintenance and troubleshooting. The main menu provides several service utilities. A trace Viewer and Real Time Trace utility provide help in troubleshooting system problems. In addition, backup and recovery procedures are outlined for use as preventive maintenance in case of a catastrophic system failure. The following maintenance utilities are discussed in this chapter:

<i>General</i>	Viewing Message Status Viewing Misc Options Viewing Port Activity Viewing Setup Viewing Debug Files
<i>Test/Troubleshooting</i>	Performing a Trace of Voice Mail Activity Testing the Network Setting the System Clock Resetting the System to Factory Defaults
<i>Services</i>	IVR Service Serial Port TTS Service Voice Mail Service
<i>System Backup/Restoral</i>	Backing Up and Restoring the Voice Mail Database Archiving the Voice Mail Database Performing Scheduled Backups Using the Recovery CD Creating a Rescue Backup CD
<i>Updates</i>	Updating System Files Adding Feature Files

# Message Status

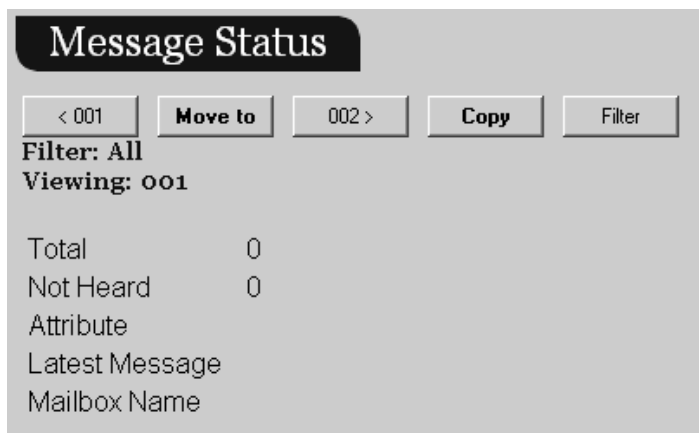
---

## Message Status

The Message Status feature displays a list showing the current status of messages stored in any existing mailbox in the Voice Mail system.

### To access the Message Status list:

- 1) Select **Message Status** from the **View** section of the main menu.
- 2) Use the Filter button and Number buttons to indicate the mailbox whose Message Status you want to see. The Message Status screen, similar to the one shown below, will be displayed for the specified mailbox:

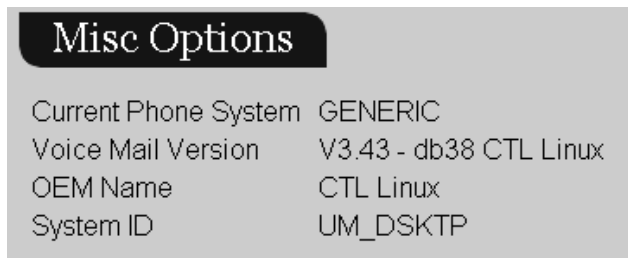


The Message Status screen shows the following parameters:

- **Total** - The total number of messages stored in the mailbox.
- **Not Heard** - The number of messages not yet listened to.
- **Attribute** - Any special status of the mailbox such as new messages or mailbox almost full.
- **Latest Message** - The date (MM/DD/YY) and time (HH:MM:SS) that the most recent message was left in the mailbox.
- **Mailbox Name** - The name of the mailbox owner, programmed into the Name field on the General tab of Mailbox Options. This field can contain up to 25 characters, including spaces.

## Miscellaneous Options

Certain miscellaneous information about the system can be viewed by selecting **Misc Options** from the **View** section of the main menu.

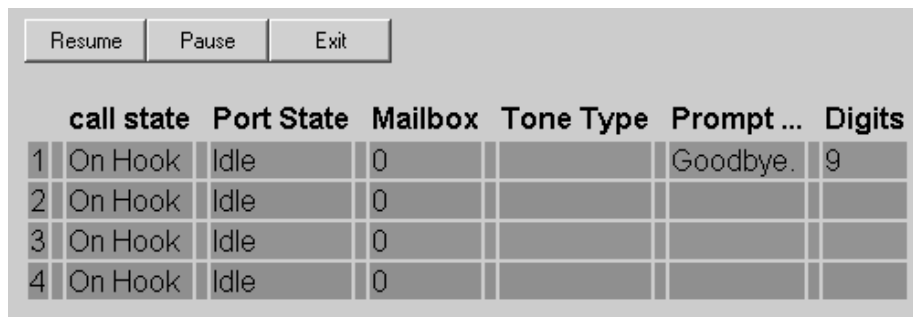


## Port Activity

Use the Port Activity feature to list information about the traffic on each Voice Mail port. You can monitor port activity by displaying a Port Activity list, even while the Voice Mail system is processing calls.

### To display a Port Activity list:

- 1) Select **Port Activity** from the **View** section of the main menu:



	call state	Port State	Mailbox	Tone Type	Prompt ...	Digits
1	On Hook	Idle	0		Goodbye.	9
2	On Hook	Idle	0			
3	On Hook	Idle	0			
4	On Hook	Idle	0			

The Port Activities list identifies each port in the Voice Mail system and then displays some or all of the following information about the port:

- **Call State** - shows the status of the phone extension during the current call. Possible Call State status includes:
    - On Hook (default)
    - Incoming
    - Hang Up
  - **Port State** - shows the status of the port that is being monitored. Possible Port State status includes:
    - Idle (default)
    - GetDG (get digit)
    - Play
    - SNDDG (send digit)
    - PCPM
  - **Mailbox** - shows which mailbox is actively using the port, if any.
  - **Tone Type** - shows the type of tone that identifies the call entering the port. Possible tone types include:
    - Dial Tone
    - No Tone
  - **Prompt** - shows the prompt playing on the port.
  - **Digits** - shows any digits dialed on the port.
- 2) Use the **Pause** and **Resume** buttons to stop and start the recording of port activity.
  - 3) To close the Port Activity list, click the **Exit** button at the top of the screen.

# System Setup Options

---

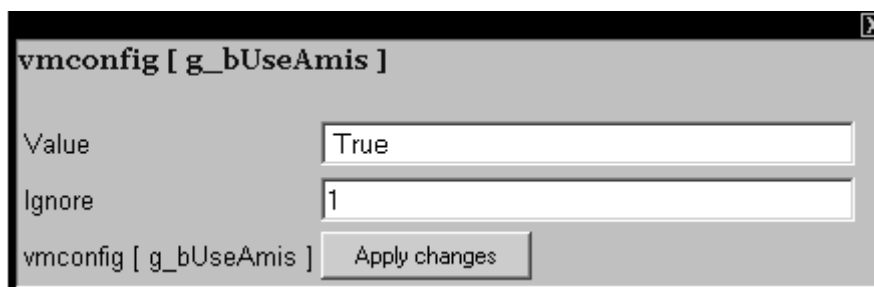
## System Setup Options

Setup options are contained in a file that can be viewed and edited. All setup options can be enabled or disabled and some options can have their parameter specified.

- 1) To view a list of setup options, select **Misc. Setup** from the **Tools** section of the main menu. A partial list of typical setup options is shown below:

vmconfig.dbm			
Option	Value	Ignore	
MaxTraceFileSize	1000000	1	
NSLTraceModeOn	0	1	
NSL_InSkinType	0	1	
TraceLevelOverride	False	1	
g_bAllowNSL	False	1	
g_bEnableSendMsgAsAttachment	True	1	
g_blmap4SyncPendingTimer	20	1	
g_bUseAmis	True	1	
g_bUseDesktopMessaging	True	1	
g_bUseEmailIntegration	True	1	
g_bUseTTS	False	1	
g_nNetServiceNumber	2000	1	
g_nRepeatStartUpPeriod	5	1	

- 2) To change the status of a setup option, click the "1" or "0" in the Ignore column for that option. A dialog box similar to the following is displayed:



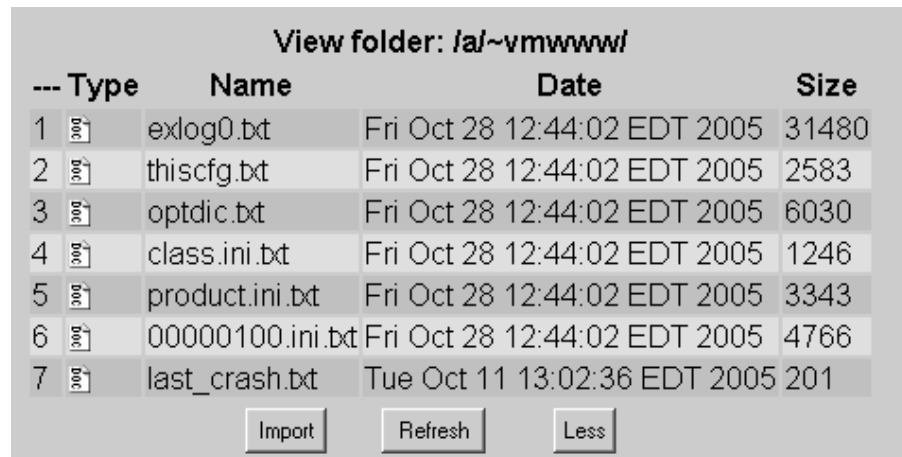
- 3) To enable a setup option, make sure the **Ignore** bit is set to "0" and that the **Value** for the option is "True". To disable an option, set the **Ignore** bit to "1".
- 4) Click the **Apply changes** button.
- 5) Reboot the Voice Mail server.

## Viewing Debug Files

### Debug Files

After system startup, a diagnostic routine is automatically run and the results are recorded in several files. These files can be viewed for clues to a system problem. To view the Debug files:

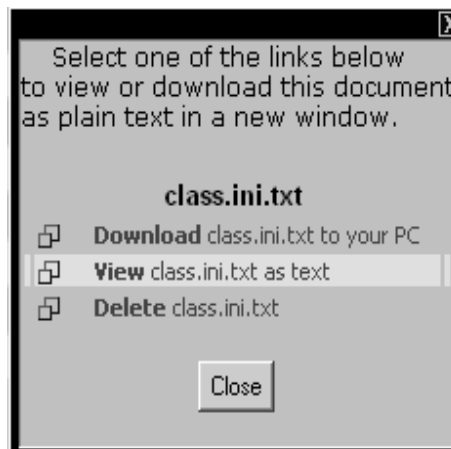
- 1) Select **Debug Files** from the **Tools** section of the main menu.



View folder: /a/~vmwwwl				
---	Type	Name	Date	Size
1		exlog0.txt	Fri Oct 28 12:44:02 EDT 2005	31480
2		thiscfg.txt	Fri Oct 28 12:44:02 EDT 2005	2583
3		optdic.txt	Fri Oct 28 12:44:02 EDT 2005	6030
4		class.ini.txt	Fri Oct 28 12:44:02 EDT 2005	1246
5		product.ini.txt	Fri Oct 28 12:44:02 EDT 2005	3343
6		00000100.ini.txt	Fri Oct 28 12:44:02 EDT 2005	4766
7		last_crash.txt	Tue Oct 11 13:02:36 EDT 2005	201

Import Refresh Less

- 2) Click on the icon for the file that you want to view. A dialog box appears:



- 3) To view the file on screen, click **View**. The file will remain on screen as a background window until you select a different file or log off the Voice Mail.
- 4) To save or print the file, use your native **Save** and **Print** functions.
- 5) To delete the file from the list, click **Delete** in the dialog box, or click on the file number in the left-most column and then respond to the prompt by clicking **OK**.

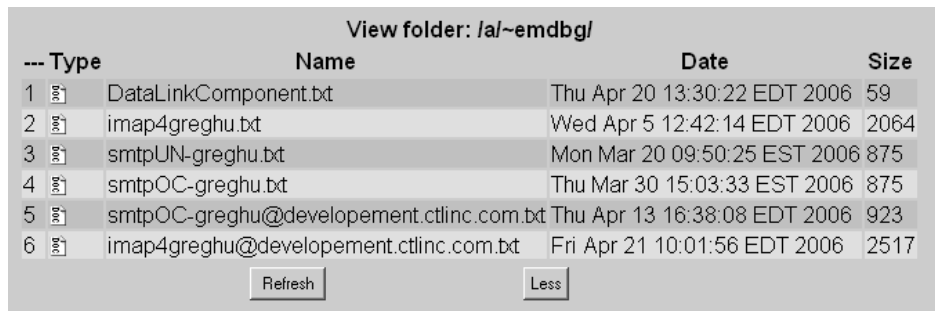
# Viewing Debug Files

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## Imap4/Pop3 Debug Files

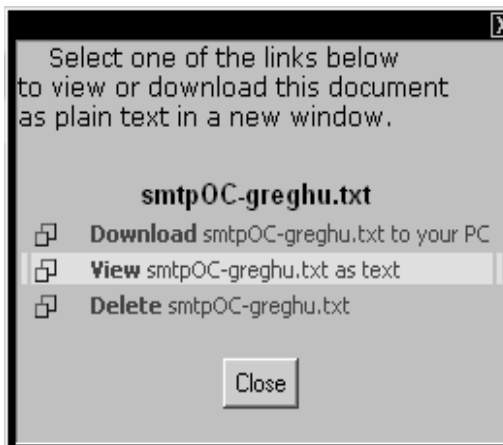
If your Voice Mail system has been integrated with an SMTP Email server, certain diagnostics are run and results are recorded automatically. To view a list of Imap4 debug files:

- 1) Select **Imap4 debug Files** from the **Tools** section of the main menu.



---	Type	Name	Date	Size
1		DataLinkComponent.txt	Thu Apr 20 13:30:22 EDT 2006	59
2		imap4greghu.txt	Wed Apr 5 12:42:14 EDT 2006	2064
3		smtpUN-greghu.txt	Mon Mar 20 09:50:25 EST 2006	875
4		smtpOC-greghu.txt	Thu Mar 30 15:03:33 EST 2006	875
5		smtpOC-greghu@developement.ctlinc.com.txt	Thu Apr 13 16:38:08 EDT 2006	923
6		imap4greghu@developement.ctlinc.com.txt	Fri Apr 21 10:01:56 EDT 2006	2517

- 2) Click on the icon for the file that you want to view. A dialog box appears:



- 3) To view the file on screen, click **View**. The file will remain on screen as a background window until you select a different file or log off the Voice Mail.
- 4) To save or print the file, use your native **Save** and **Print** functions.
- 5) To delete the file from the list, click **Delete** in the dialog box, or click on the file number in the left-most column and then respond to the prompt by clicking **OK**.

## Viewing System Activity

### Real Trace

Selecting **Real Trace** from the **View** menu provides a window to view system activity as it is happening in real time. This feature can be useful for troubleshooting problems that are repeatable while viewing the sequence of events that take place.

### Trace Log

The Voice Mail system automatically records system activity and stores it in a log file named trace.log. To view this trace information, select **Trace File** from the **View** menu:

```
D10/21/05 T16:39:20:344 Starting Date and Time
T16:39:20:344 D10/21/2005
T16:39:20:344 PORT MAILBOX LINE EVCD ERCD TERM PCPM D INFO
T16:39:20:344 0 0 10549 0 0h 0 0 Voice mail program starting
T16:39:20:344 0 0 10550 0 0h 0 0 Loading feature files
T16:39:20:345 0 0 912569 0 0h 0 0 reading CLASS file
T16:39:20:347 0 0 912579 0 0h 0 0 reading PRODUCT file
T16:39:20:349 0 0 912471 0 0h 0 0 reading UNIT file 00000100.
T16:39:20:352 0 0 912471 0 0h 0 0 reading UNIT file 00040824.
T16:39:20:354 0 0 52474 0 0h 0 0 Feature File loaded success
T16:39:20:354 0 0 10558 0 0h 0 0 Title: v3.43 - db38 CTL
T16:39:20:354 0 0 10577 0 0h 0 0 RecordingStorage (hours): 1
T16:39:20:354 0 0 10619 0 0h 0 0 _daylight = 1
T16:39:20:354 0 0 10620 0 0h 0 0 _timezone = 18000
T16:39:20:354 0 0 10621 0 0h 0 0 _tzname[0] = EST
T16:39:20:354 0 0 10622 0 0h 0 0 _tzname[1] = EDT
T16:39:20:354 0 0 770267 0 0h 0 0 Static Dialogic DSP, Ignore
T16:39:20:354 0 0 10652 28 0h 0 0 DSP_DriverMemInit 17
T16:39:20:354 0 0 52338 29 0h 0 0 DSP_GetBoardtype 256
T16:39:20:355 0 0 179311 0 0h 0 0 Non-UltraMail product - no
T16:39:20:355 0 0 10727 0 0h 0 0 Linux version 2.4.20-28.7
T16:39:20:355 0 0 10730 0 0h 0 0 Linux OS detected, no limit
T16:39:20:355 0 0 10760 0 0h 0 0 Loading Email Integ. DLL
```

## Networking Tool

A tool is available that will allow an experienced IP technician to test the ability of the PC to communicate over the WAN and LAN network.

- 1) Select **Networking** from the **Tools** section of the main menu:



The screenshot shows a window titled "Networking Tests". It contains two text input fields: "HostName" and "HostPort". Below these fields is an "Option" section with five buttons: "Ping", "Web", "Telnet", "nmap", and "Info".

- 2) Where applicable, enter the Host Name or IP address of the destination.
- 3) Where applicable, enter the port number of the Host.
- 4) Click the Option button to execute the appropriate type of network test:
  - **Ping** - If nothing is entered in the HostName field, a network loopback is invoked (127.0.0.1). This will check the NIC card of the PC. If an IP address is entered, the PC will ping that address. If a URL is entered, the DNS server will be tested to see if can resolve the Host Name.
  - **Web** - This test will check a URL to see if a web site can be accessed.
  - **Telnet** - This will start a telnet session between your PC and a Host.
  - **nmap** - Checks all possible routes to a destination
  - **Info** - provides NIC configuration data such as the hardware address, internet address, etc.

## Setting the System Clock

A tool is available to reset your system clock by downloading an accurate time reference from an online resource.

- 1) Select **Clock etc** from the **Installation** section of the main menu:



The screenshot shows a window titled "System Clock". It contains three text input fields: "New-Time" (pre-filled with "Wed Jul 19 09:56:39 EDT 2006"), "Date-Server", and "Time-Zone". Below these fields is an "Option" section with four buttons: "Ping", "Import", "Info", and "Update".

- 2) Enter the URL of the reference source in the Date-Server field and click the **Import** button. The referenced time will be displayed in **New Time**. You can also ping the source to make sure that you have a valid connection.

---

## Services

System services can be stopped and started from a Control Panel located on the main menu. Some services can also be set to start automatically at system bootup, or can be set to run in manual mode.

### IVR Service

To access the control panel for the IVR service, select **IVR Service** from the **Control Panel** section of the main menu:

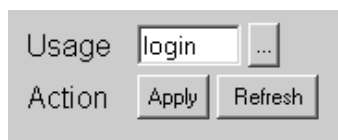


Use the control panel to:

- **Stop** the service
- **Restart** the service
- Set the startup mode to **Manual**
- Set the startup mode to automatically start the IVR service during system **Boot**

### Serial Port

To access the control panel for the serial port, select **Serial Port** from the **Control Panel** section of the main menu:



Use the control panel to set the port usage:

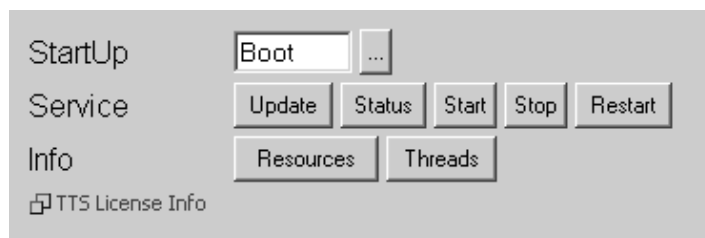
- **Login** allows the port to be accessed serially from a remote location
- **SMDI** allows the port to be used for receiving SMDI calls

# Services

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## TTS Service

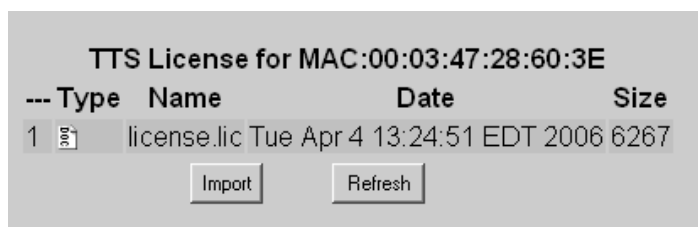
To access the control panel for the Text-To-Speech service, select **TTS Service** from the **Control Panel** section of the main menu:



Use the control panel to:

- **Stop** the service
- **Restart** the service
- Set the startup mode to **Manual**
- Set the startup mode to automatically start the TTS service during system **Boot**

For information about your TTS license, click the hyperlink for **TTS License Info**:



This screen displays information such as the number of TTS ports that are licensed, the date the license was issued, and the number to call for technical support.

## VM Service

To access the control panel for the Voice Mail service, select **VM Service** from the **Control Panel** section of the main menu:



Use the control panel to:

- **Stop** the service
- **Restart** the service
- Set the startup mode to **Manual**
- Set the startup mode to automatically start the Voice Mail service during system **Boot**.

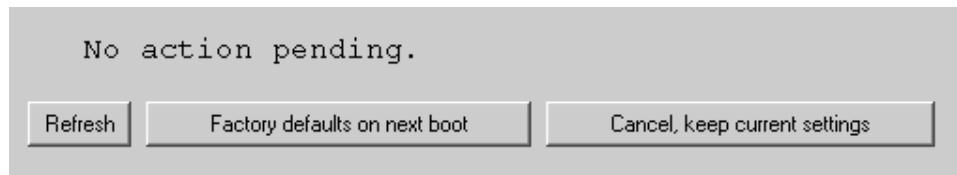
## Resetting to Factory Defaults

This option erases all recordings, and resets all Voice Mail configuration settings to their factory default values. All site programming and recorded messages will be lost. To restore the recordings and settings, you must perform a local restore or use the CD Recovery procedure.

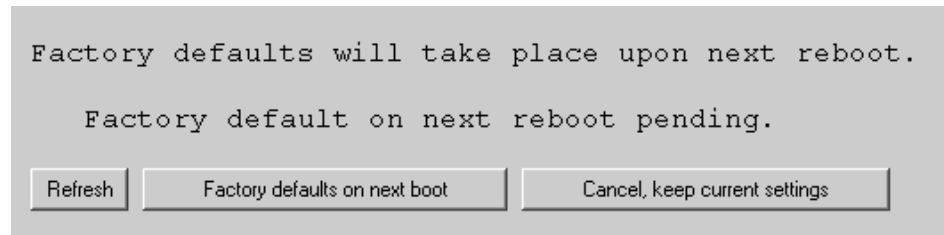
**Warning** - Before you use the **Factory Defaults** utility, make a current backup of the Voice Mail database. Then, archive the saved database to a location external to the VoiceSupport Lx unit.

### To reset factory settings to their default value and erase all recordings:

- 1) Select **Factory Defaults** from the **Installation** section of the main menu.
- 2) Click the hyperlink **Restore Factory Defaults**. The following dialog box is displayed:



- 3) Click on **Factory defaults on next boot**, or, cancel the reset. If you click to proceed with the reset, the following dialog box is displayed:



- 4) You can still cancel the reset by clicking on **Cancel, keep current settings**. To proceed with the reset, reboot the VoiceSupport Lx.

Once the system reboots, all configuration settings will be set to default values. You will not be able to access the Web Based Interface in order to perform a local restore until you reinstall the basic feature files.

# Resetting to Factory Defaults

---

## To restore the most recent configuration:

1) The basic feature files for your VoiceSupport Lx unit are contained on a floppy disk attached to the bottom of the unit. The feature files on this disk are matched to the key code of your unit. Obtain the floppy disk and insert it into the **A:** drive of the VoiceSupport Lx.

2) Point your web browser to the following URL:

**<http://10.10.10.20/a/vm/vmdlicm.htm>**

If your unit's factory set IP address was changed, or was determined by a DHCP server, substitute the appropriate address in the URL string above.

3) Click **Go** or **OK** on your web browser. You will access the Feature File Upload utility on the VoiceSupport Lx. Use the upload utility to install the following basic feature files from the floppy disk:

```
00000100
class
product
```

4) remove the floppy disk and reboot the VoiceSupport Lx.

5) Access the VoiceSupport web interface by pointing your web browser to your unit's IP address and log in using the default password (**CTL**).

6) Move the most recently saved database from the external location to the VoiceSupport archive. Then, perform a local restore.

All system settings and recordings should now be restored to the last saved configuration.

## Backing Up the Voice Mail Database

When you perform a Local Backup procedure, you copy Voice Mail system files from the active database and save them to a backup database. The backup files can be restored to the active database using the Local Restore procedure.

The following types of system files can be backed up:

- Fax documents
- Feature Files (for options such as Unified Messaging)
- Voice messages
- Fax messages
- System database containing all your Voice Mail programming and recordings.

### To perform the Local Backup procedure:

1) Select **Local Backup** from the **Tools** section of the main menu:

The screenshot shows a configuration dialog box for the Local Backup procedure. It contains the following fields and controls:

System Configuration Database	Yes	...
Fax Documents	No	...
Feature Files	Yes	...
Messaging Mailboxes	All	
New Voice Messages	No	...
Held Voice Messages	No	...
Saved Voice Messages	No	...
New Fax Messages	No	...
Held Fax Messages	No	...
Saved Fax Messages	No	...
Reference/Comments	backup456	
Option	Backup	Update Status

2) Select **Yes** for each item you want to back up. At a minimum, Feature Files and System Configuration Database should be selected. Optionally, voice and Fax messages can also be backed up. Note that whenever you back up the feature files, the previously backed up files are written over.

If you want to back up the messages in all mailboxes, type **All** in the **Messaging Mailboxes** field. If you only want to backup messages in certain mailboxes, enter the numbers of those mailboxes in the **Messaging Mailboxes** box, or enter **None**.

Select **Yes** for each type of voice or Fax message you want to back up: **New Messages**, **Held Messages**, or **Saved Messages**.

## Restoring the Voice Mail Database

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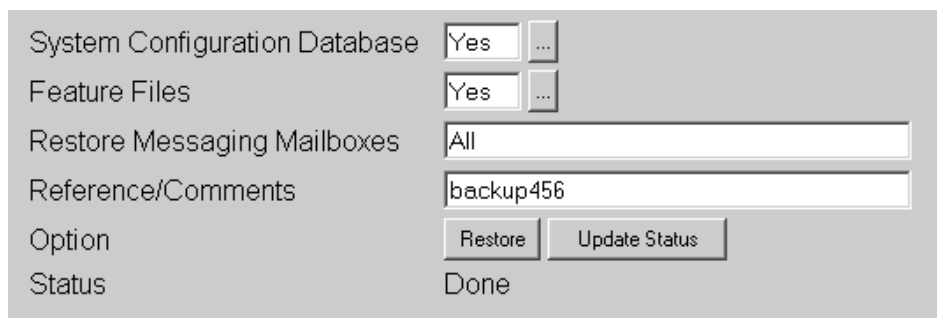
- 3) Type in a file name for the backup files in the **Reference/Comments** field. The file name should include reference information such as the Mac address of the VoiceSupport LX or the date that the backup was performed.
- 4) Click the **Backup** button. The backup process may take a few seconds depending on the size of the file. If the status is "Busy", wait a few seconds and then click the **Update Status** button. When the status is "Done", the backup is complete.

## Restoring the Voice Mail Database

When you perform a Local Restore procedure, you restore all the Voice Mail system files from the backup database to the active database. Note - An archived file needs to be "opened" in order to be restorable. Go to the Local Archives if necessary.

### To perform the Local Restore procedure:

- 1) Select **Local Restore** from the **Tools** section of the main menu: .



System Configuration Database	Yes	...
Feature Files	Yes	...
Restore Messaging Mailboxes	All	
Reference/Comments	backup456	
Option	Restore	Update Status
Status	Done	

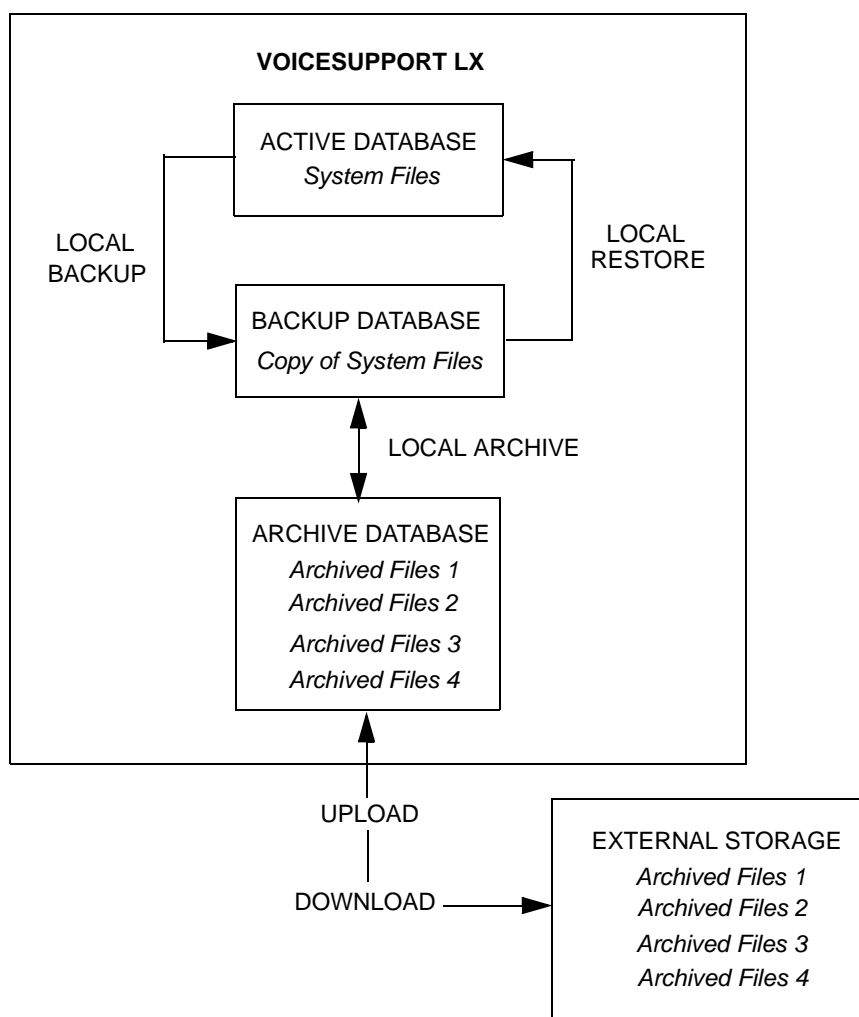
- 2) Select **Yes** for each item you want to restore to the active database.  
If you want to restore the messages in all mailboxes, type **All** in the **Messaging Mailboxes** field. If you only want to backup messages in certain mailboxes, enter the numbers of those mailboxes.
- 3) Click the **Restore** button. The restore process may take a few seconds depending on the size of the file. If the status is "Busy", wait a few seconds and then click the **Update Status** button. When the status is "Done", the restore is complete.

## Archiving the Voice Mail Database

Only one copy of the system files is allowed to be contained in the local backup database. However, system files that are contained in the local backup database can be zipped and saved to an archived database for later restoral. This allows several system configurations to be stored in an archive, with one configuration selected as the backup file. The backup file can be restored from the local backup database to the active database at any time.

In addition, any or all of the archived files can be further archived to a location other than the Voice Mail unit. This will allow system database restoral in the event of a catastrophic failure of the VoiceSupport LX.

The summary below provides an overview of the Backup/Restore/Archive feature:



# Archiving the Voice Mail Database

---

## To copy a system file in the backup database to the archive:

- 1) Select **Local Archives** from the **Tools** section of the main menu. The Archive/Export/Restore Backups screen is displayed. This screen contains a list showing all the files in the archive including the file that is currently in the backup database:



Action	Archive	-	Date	Comment Files	Size (kb)
Archive ?	Last Backup	-	Wed Jul 19 08:49:43 EDT -2006	backup456 36	0

- 2) Click **Archive** under the Action column for the file that has the word "archive" next to it. The following prompt will be displayed:



- 3) Respond to the prompt by clicking **OK**. Left-click the Archive Now hyperlink. It may take a few seconds for the files to be transferred to the archive database.
- 4) Click the **Refresh** button. The Archive/Export/Restore Backups screen will be redisplayed with the Action for the file listed as "Open" instead of "Archive". Note that the archived files have been compressed and given a file name with a tgz file extension.



Action	Archive	-	Date	Comment Files	Size (kb)
Open ? B07190859.tgz X	Last Backup	-	Wed Jul 19 08:49:43 EDT 2006	backup456 38	31109

# Archiving the Voice Mail Database

## To copy a system file from the archive to the backup database:

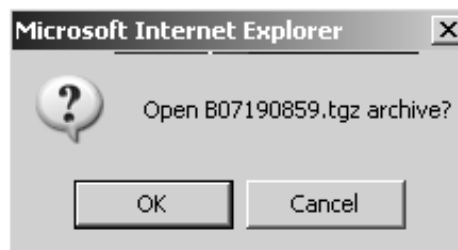
System files can only be restored to the active database from the backup database. If you want to use an archived file as your active system file, you must first copy the file from the archive database to the backup database.

- 1) Select **Local Archives** from the **Tools** section of the main menu. The Archive/Export/Restore Backups screen is displayed:



Action	Archive	Date	Comment	Files	Size (kb)
Open ?	B07190859.tgz X	Wed Jul 19 08:49:43 EDT 2006	backup456	38	31109
Open ?	B07190904.tgz X	Wed Jul 19 09:04:01 EDT 2006	backup789	38	31109

- 2) Click **Open** in the Action column next to the file you want to copy to the backup database. The following prompt is displayed:



- 3) Click **OK**. The Archive/Export/Restore Backups screen is redisplayed with an "R" after the file name indicating that this file is now in the backup database.



Action	Archive	Date	Comment	Files	Size (kb)
Opened	B07190859 R	Wed Jul 19 08:49:43 EDT 2006	backup456	38	0
Open ?	B07190859.tgz X	Wed Jul 19 08:49:43 EDT 2006	backup456	38	31109
Open ?	B07190904.tgz X	Wed Jul 19 09:04:01 EDT 2006	backup789	38	31109

- 4) Perform a Local Restore to move the file from the local backup database to the active database.

# Archiving the Voice Mail Database

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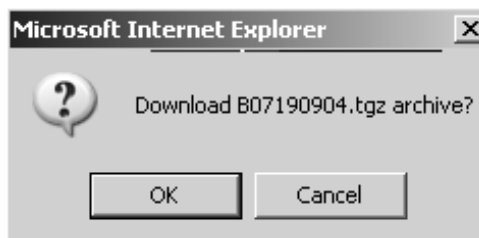
## To download an archived system file to an external source:

- 1) Select **Local Archives** from the **Tools** section of the main menu. The Archive/Export/Restore Backups screen is displayed:

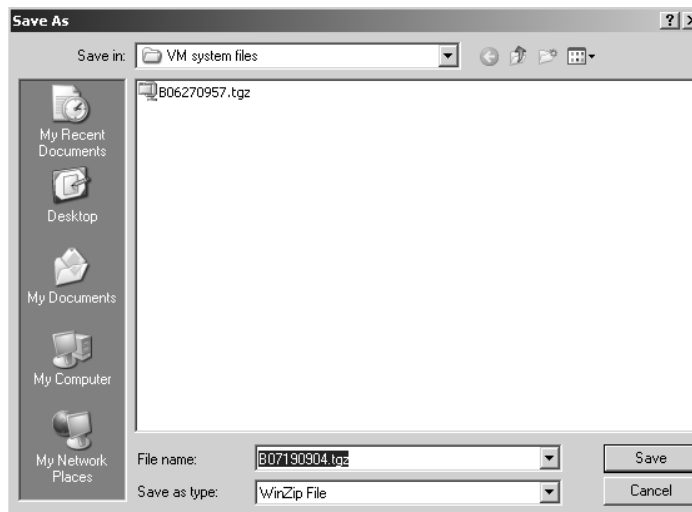


Action	Archive	Date	Comment Files	Size (kb)
Opened	B07190859	Wed Jul 19 08:49:43 EDT 2006	backup456 38	0
Open ?	B07190859.tgz X	Wed Jul 19 08:49:43 EDT 2006	backup456 38	31109
Open ?	B07190904.tgz X	Wed Jul 19 09:04:01 EDT 2006	backup789 38	31109

- 2) Click the file name in the Archive column next to the file you want to download. The following prompt will be displayed:



- 3) If the file name is correct, click **OK**. The file name will appear as a hyperlink. Right-click the hyperlink and select **Save Target As** from the drop down menu. The browser will be displayed:



- 4) Select the location where the file(s) are to be stored and click **Save**. When the file(s) have been downloaded, the message "Download Complete" is displayed. Click **Close** on the dialog box.

Note that this process does not remove the file from the archive but makes a copy to be stored externally.

# Archiving the Voice Mail Database

## To upload a system file from an external source to the archive:

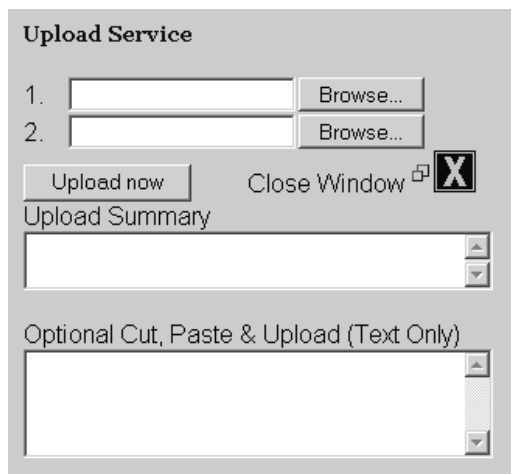
- 1) Select **Local Archives** from the **Tools** section of the main menu. The Archive/Export/Restore Backups screen is displayed:



The screenshot shows a window titled "Archive/Export/Restore Backups" with three buttons at the top: "Upload an archive", "Refresh", and "Local Restore". Below the buttons is a table with the following data:

Action	Archive	-	Date	Comment Files	Size (kb)
Opened	B07190859	R	Wed Jul 19 08:49:43 EDT 2006	backup456 38	0
Open ?	B07190859.tgz	X	Wed Jul 19 08:49:43 EDT 2006	backup456 38	31109
Open ?	B07190904.tgz	X	Wed Jul 19 09:04:01 EDT 2006	backup789 38	31109

- 2) Click the **Upload an archive** button. An Upload Service dialog box is displayed:



The screenshot shows the "Upload Service" dialog box. It contains two numbered input fields, each with a "Browse..." button. Below these are "Upload now" and "Close Window" buttons. There is also a close button with an "X" icon. At the bottom, there are two text areas: "Upload Summary" and "Optional Cut, Paste & Upload (Text Only)".

- 3) Use the **Browse** buttons to open a browser, then locate the file and open it. The file name will appear in the Browse field of the Upload Service window.
- 4) Click the **Upload now** button. When the upload is complete, a message is displayed. Click **OK** to close the message window. The Upload Summary field will contain the name of the uploaded file. Close the Upload Service window.
- 5) Click the **Refresh** button. The local archive will now list the new file.

# Archiving the Voice Mail Database

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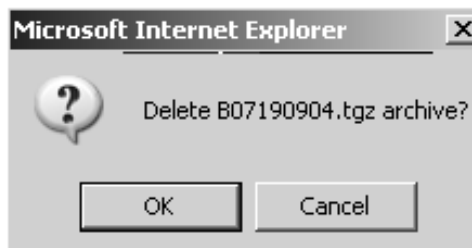
## To delete a system file from the archive:

- 1) Select **Local Archives** from the **Tools** section of the main menu. The Archive/Export/Restore Backups screen is displayed:



Action	Archive	-	Date	Comment Files	Size (kb)
Opened	B07190859	R	Wed Jul 19 08:49:43 EDT 2006	backup456 38	0
Open ?	B07190859.tgz	X	Wed Jul 19 08:49:43 EDT 2006	backup456 38	31109
Open ?	B07190904.tgz	X	Wed Jul 19 09:04:01 EDT 2006	backup789 38	31109

- 2) Click the **X** next to the file name of the file you want to delete. The following prompt is displayed:



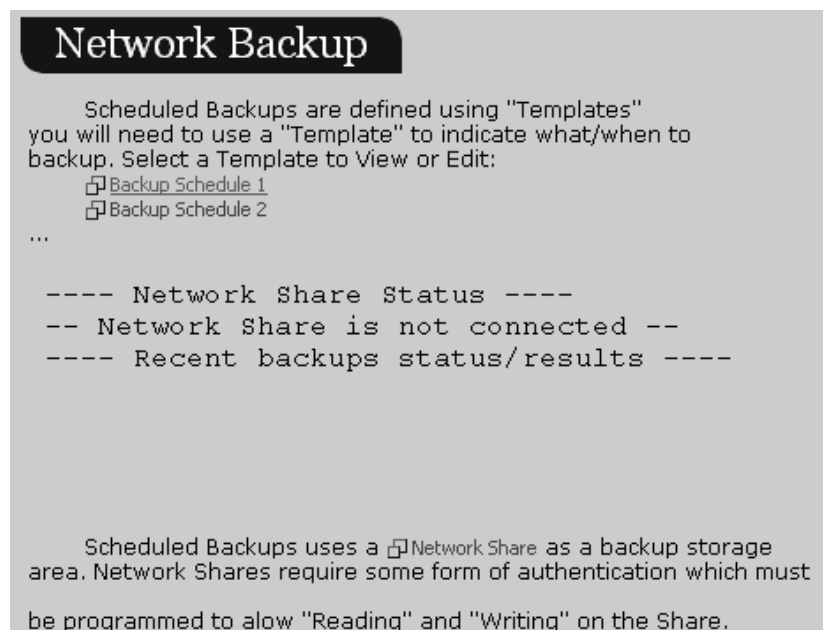
- 3) Click **OK**. The Archive/Export/Restore Backups screen will be redisplayed with the file deleted.

## Scheduling Automatic Database Backup

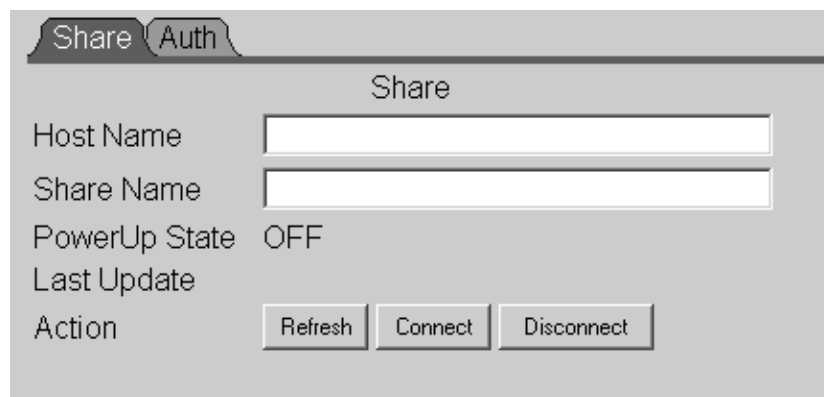
If a shared drive is available on the network, the Voice Mail database can be backed up automatically according to a preset schedule.

### To create a network share:

- 1) Allocate a shared resource on the network and provide access to the VoiceSupport Lx. Create two folders on the share named **schedule1** and **schedule2**. This will keep the backed up data isolated from the rest of the share since the network backup facility erases all previously stored data before writing new data.
- 2) Select **Network Backup** from the **Tools** section of the main menu. The following screen is displayed:



- 3) Click the hyperlink for **Network Share**. The following screen is displayed:



- 4) Enter the Host Name (machine name) and name of the shared drive where the data will be backed up to.

# Scheduling Automatic Database Backup

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- 5) Click the **Auth** tab.



The screenshot shows a web-based interface with two tabs: 'Share' and 'Auth'. The 'Auth' tab is active. It contains the following elements:

- Tab title: Auth
- User Name:
- Domain:
- Password:
- Option:

- 6) Enter the user name, domain name and password for permission to access the shared drive. Then click the **Update** button.
- 7) Click the **Share** tab to return to the previous screen and click the **Connect** button.
- 8) Click the **Network Backup** hyperlink. The Network Share Status should indicate that there is a valid connection from the VoiceSupport Lx to the shared drive:

```
---- Network Share Status ----  
Space available on the above network share: 25992 MB.  
---- Recent backups status/results ----
```

# Scheduling Automatic Database Backup

## To schedule an automatic backup to the network:

Select **Network Backup** from the **Tools** section of the main menu.

Two separate schedules can be set up for automatic backup. For instance, Schedule 1 can be used to specify a nightly backup and Schedule 2 can be used to specify a weekly backup.

1) To create a backup schedule, click the **Backup Schedule 1** hyperlink:

General	
System Configuration Database	<input checked="" type="radio"/> Yes ...
Fax Documents	<input type="radio"/> No ...
Feature Files	<input checked="" type="radio"/> Yes ...
New Voice Messages	<input type="radio"/> No ...
Held Voice Messages	<input type="radio"/> No ...
Saved Voice Messages	<input type="radio"/> No ...
New Fax Messages	<input type="radio"/> No ...
Held Fax Messages	<input type="radio"/> No ...
Saved Fax Messages	<input type="radio"/> No ...
Save All Mboxes	<input checked="" type="radio"/> Yes ...
Comments	<input type="text" value="lxvm weekly backup"/>
Lower Mbox	<input type="text"/>
Upper Mbox	<input type="text"/>
Last Update	Wed Nov 1 10:33:14 EST 2006
Option	<input type="button" value="Refresh"/> <input type="button" value="Update"/> <input type="button" value="Start-Now"/>

2) Select **Yes** for each item you want to back up. At a minimum, Feature Files and System Configuration Database should be selected. Optionally, voice and Fax messages can also be backed up. Note that whenever you back up the feature files, the previously backed up files are written over.

If you want to back up the messages in all mailboxes, select **Yes** in the **Save All Mailboxes** field. If you only want to backup messages in certain mailboxes, enter the starting and ending mailbox numbers of the range of mailboxes.

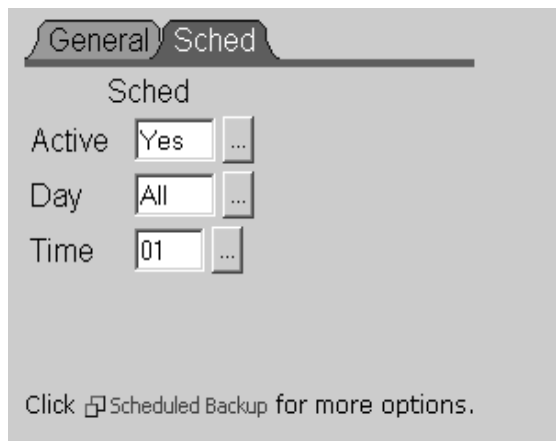
Add any comments about the backup file in the **Comments** field.

3) When you are done filling out the schedule, click the **Update** button.

# Scheduling Automatic Database Backup

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4) Click on the **Sched** tab. The following screen is displayed:



5) Select the day and time that you want the backup to occur. For daily backups, select **All**.

6) Activate the automatic backup by selecting **Yes**.

7) Click the **Backup Schedule** hyperlink. To create a second schedule, click the hyperlink for **Schedule 2** and repeat steps 3 through 7.

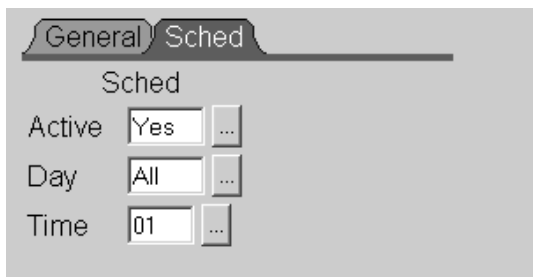
**Note** - All previously backed up data is erased from the folder before the new data is backed up. Only the most recently backed up data files are in the folder. If you want to save older backed up files, you must archive them to another location.

## To deactivate the automatic backup:

1) Select **Network Backup** from the **Tools** section of the main menu.

2) Click the hyperlink for **Schedule 1** or **Schedule 2**.

3) Click the **Sched** tab.



4) Select **No** for the **Active** field.

## To manually cause a backup:

1) Select **Network Backup** from the **Tools** section of the main menu.

2) Click the hyperlink for **Schedule 1** or **Schedule 2**.

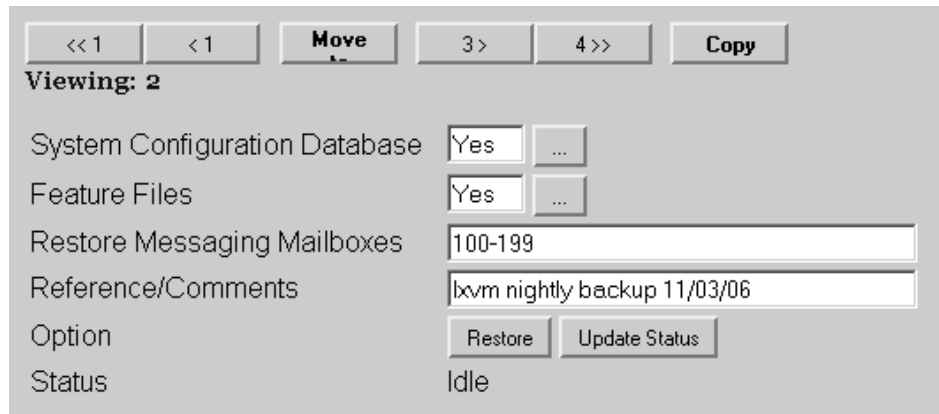
3) Click the **Start Now** button. The Network Status will indicate that date and time of the backup.

# Scheduling Automatic Database Backup

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## To restore the backed up data:

- 1) Select **Network Restore** from the **Tools** section of the main menu. The following screen is displayed:



The screenshot shows a software interface for restoring data. At the top, there are navigation buttons: '<< 1', '< 1', 'Move', '3 >', '4 >>', and 'Copy'. Below these, it says 'Viewing: 2'. The main area contains several rows of configuration options:

System Configuration Database	Yes	...
Feature Files	Yes	...
Restore Messaging Mailboxes	100-199	
Reference/Comments	lxvm nightly backup 11/03/06	
Option	Restore	Update Status
Status	Idle	

- 2) Click the **Restore** button. The most recently backed up data will be loaded into the active database.

# Using the Recovery CD

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## Using the Recovery CD

### Introduction

In the event of a major problem, such as a hard drive failure, this procedure will enable you to restore the Voice Mail system to its factory default settings using the Recovery CD that was shipped with your unit. If you have performed a recent archive of your Voice Mail system files, you can also restore most of the system settings to their latest configuration.

### Materials Required

The following items are needed in order to restore your site to its original configuration:

- The VoiceSupport LX Recovery CD. This disk will re-install the Operating System and Voice Mail application software, and will set all system parameters to their factory default values.
- A copy of your recently archived Voice Mail system files.
- A VGA monitor and keyboard

### Recovery Procedure

#### To recover the factory default configuration:

- 1) Connect a VGA monitor and keyboard to the VoiceSupport LX unit.
- 2) Power on the unit and insert the VoiceSupport LX Recovery Disk into the CD-ROM drive.
- 3) Cycle the VoiceSupport unit's power switch to Off and then On. The system will begin to boot-up from the CD-ROM.
- 4) When bootup is complete, (about one minute), the following prompt will appear:

```
RescueCD login:
```

- 5) Enter **root**. The following prompt is displayed:

```
Target for install is (/dev/hda) ok?
```

- 6) Enter **y**. The following prompt is displayed:

```
Logout? <return> or <Yes> to continue with build
```

- 7) Enter **Yes**. The following prompt is displayed:

```
Would you like to start cdrom Voice-Mail HD/CF build  
y/n?
```

- 8) Enter **y**.

The recovery process will begin and takes about 5 minutes to complete. If the screen blacks out during recovery, and you want to view the progress, press the left Shift key.

- 9) When the recovery process is complete, the following prompt is displayed.

```
Will this install need to use DHCP for IP y/n?
```

- 10) If a DHCP server was used to assign the IP address to the VoiceSupport unit, enter **y** and follow the prompts. To restore the IP address to the factory default, enter **n**.

- 11) If you entered **n** in step 10 above, the following prompt is displayed:

```
Configure fixed IP 10.10.10.20 now y/n ?
```

Enter **y**.

- 12) When the recovery is complete, the CD drawer will open automatically. Remove the recovery CD. Also, the following prompt will be displayed:

```
enter <CR> to login again or power off now!
```

- 13) Turn the VoiceSupport unit's power switch to Off and then On.

Because this is an initial bootup, the process will take about five minutes while the system uncompresses all the files.

- 14) Log in to the VoiceSupport LX. If you are accessing the web based user interface directly, enter **http://10.10.10.20** in your web browser. If you are accessing the web-based user interface remotely, enter the assigned IP address. If necessary, consult with your network administrator.

It will take about one minute for the browser to load. When it has finished, **about:blank** will be displayed in the URL field.

- 15) Enter the appropriate IP address, and using the factory default password (CTL), log on to the system.

The VoiceSupport LX is now configured with the factory default settings.

## To restore the archived System Database:

If you have performed a recent archive of your Voice Mail system files, you can also restore most of the system settings to their latest configuration.

- 1) First, the archived system database must be uploaded from the external source (CD, floppy disk, LAN storage device, etc.) to the local archive. Perform the procedure *To upload a system file from an external source to the archive* on page 6-19
- 2) Next, the archived file (this will be a tgz file) must be "opened" to make it available to be restored. Perform the procedure *To copy a system file from the archive to the backup database* on page 6-17
- 3) The system database can now be restored. Perform the procedure *To perform the Local Restore procedure* on page 6-14.
- 4) Reboot the VoiceSupport LX.

# Creating a Rescue Backup CD

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## Creating a Rescue Backup CD

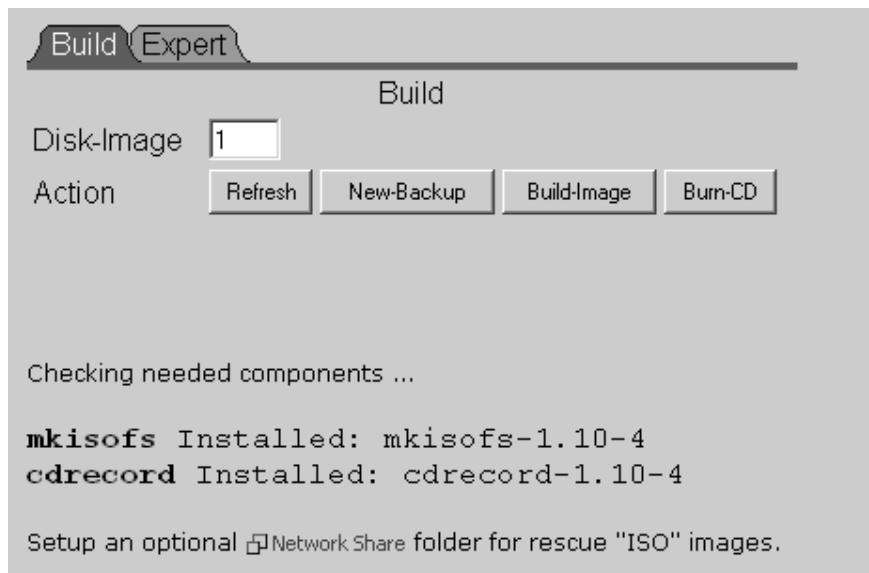
This feature allows you to build an image of all the files on the hard drive of the VoiceSupport Lx. The image can then be used to produce a bootable CD for the purpose of catastrophic recovery. These files include:

- Linux operating system
- Voice Mail application
- Web interface
- Basic and added feature files
- Configuration settings including any recorded messages
- Saved voice and fax messages

In the event of a system failure such as a failed hard drive, the rescue CD can be used to boot the VoiceSupport Lx and restore it to the most recent configuration.

### To create a Rescue Backup CD:

- 1) Select **VM Service** from the **Control Panel** section of the main menu. Stop the Voice Mail service and set the startup mode to Manual. This will prevent a corrupted backup.
- 2) Select **Rescue Backup** from the **Tools** section of the main menu.

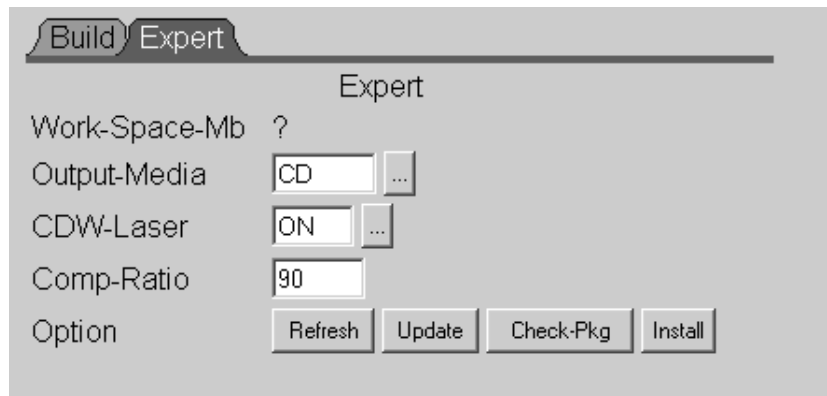


- 3) Click the **New-Backup** button. This will create a list of files to be backed up.
- 4) Click **Refresh** to review the file list. Note the number of CDs required at the end of the list.

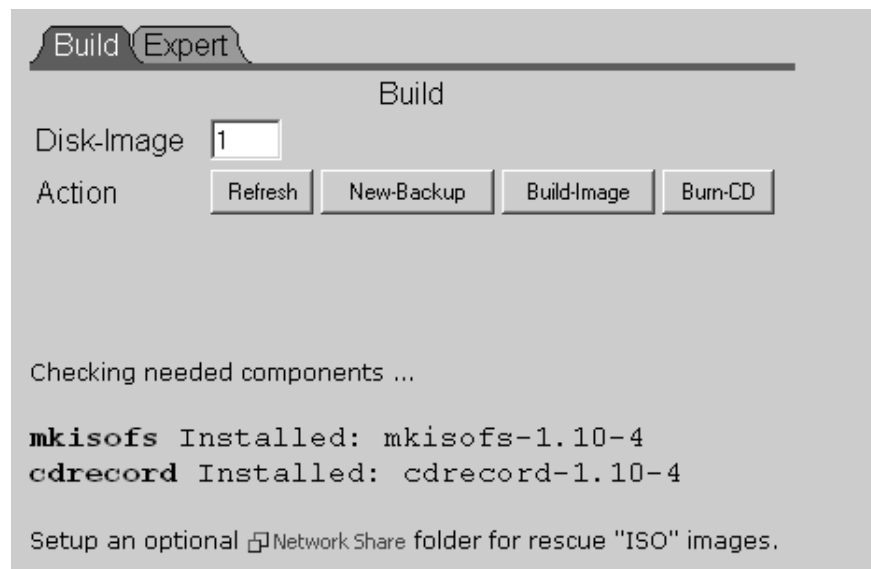
# Creating a Rescue Backup CD

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- 5) Click on the **Expert** tab:



- 6) Choose **CD** as the media. (If the CD writer does not function, you have the option of copying the disk image to the share and then using a network CD burner.)
- 7) Turn CDW Laser On or Off and select a compression ratio.
- 8) Click the **Build** tab.



- 9) Click the **Build Image** button. After a few seconds a message will be displayed showing the start and stop times.
- 10) Click **Refresh**. Observe the message "process complete" with no errors.
- 11) Click the **Burn CD** button. The CD LED should light while the data is being written. When complete, the CD will eject automatically. Remove the CD from the drive.
- 12) If more than one CD is required, the Disk-Image fields will increment. Repeat steps 9 and 10 for each additional CD.
- 13) Restart the Voice Mail service and place the startup mode in Automatic.

# Updating System Software

---

## Updating System Software

A utility is available for updating system files from an external source, such as a CD, or a website. The following types of files can be imported:

- Web Interface application
- Voice Mail application including Service Packs
- Text-To-Speech software component
- SMTP Email Integration software
- Fax Mail software component

To perform an update, select **Updates** from the **Tools** section of the main menu. the **Local Archives and Backups** folder is displayed:

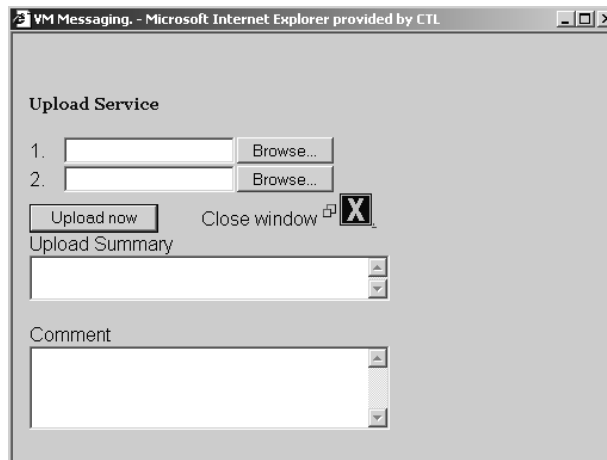
Local Archives and Backups						
Action	Archive	Zap	Date	Comment	Files	Size (kb)
Update ?	UP114546webd.tgz	I	Wed Apr 19 12:33:32 EDT 2006	CTL GUI Package	791	3288
Update ?	UP114546vmspd.tgz	I	Wed Apr 19 12:33:00 EDT 2006	CTL VM Service Pack	33	17802
Update ?	UP114546vmaild.tgz	I	Wed Apr 19 12:32:48 EDT 2006	CTL VM Package	50	18947
Update ?	UP114546ttssp.tgz	I	Wed Apr 19 12:33:49 EDT 2006	Update TTS Package	12	82

If the file you want to update is not in the Local Archives and Backups folder, or if the file is not the latest version, you will first need to import the file.

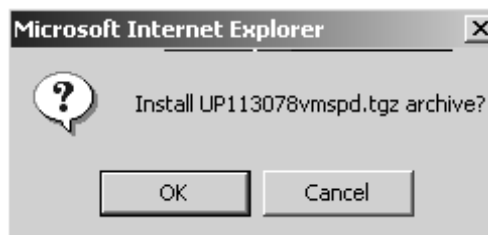
# Updating System Software

---

- 1) To import a new file from a CD or other external source, click the **Import** button. An Upload Service dialog box is displayed:



- 2) Click the **Browse** button, locate the resource and the file, and then click **Open**. The file name you selected will appear in the Browse field.
- 3) Click **Upload now**. A message is displayed telling you that the file has been uploaded. Click **OK** to close the message window. The name of the uploaded file will appear in the Upload Summary window. After uploading the files you want, close the browser window.
- 4) To install a file listed in the Local Archives and Backups folder, click on **Update** next to the file name. A prompt is displayed:



- 5) Click **OK**. The file is installed in the proper location of the Voice Mail application. If the file is a newer version of a file that is already installed, the older version will be replaced.
- 6) Click the **Refresh** button to restore the Local Archives and Backups folder.

Note - After updating the Web Interface application, select **Update Check** from the **Tools** section of the main menu.

# Feature Files

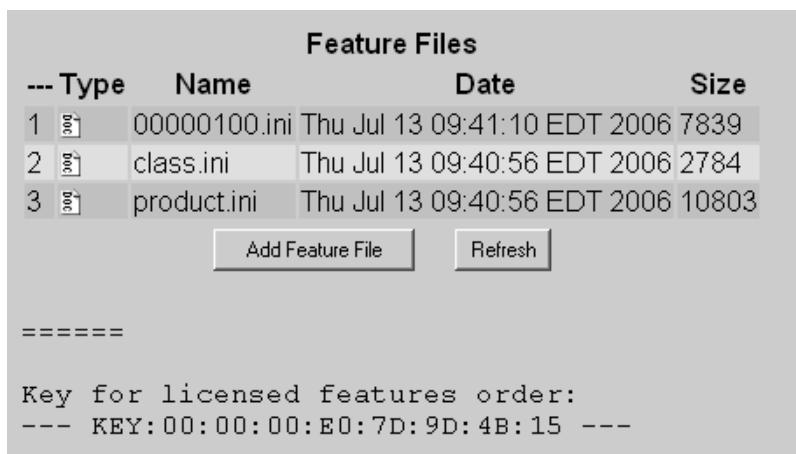
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## Feature Files

Every Voice Mail system contains some basic feature files. In addition, any system can contain additional feature files depending on the optional features that are installed, such as Fax Mail, Text-To-Speech, SMTP Email Integration, etc.

### To view a list of installed Feature Files:

- 1) Select **Feature Files** from the **Control Panel** section of the main menu. A features list similar to the following is displayed:



- 2) Any file in the list can be viewed in plain text or downloaded.

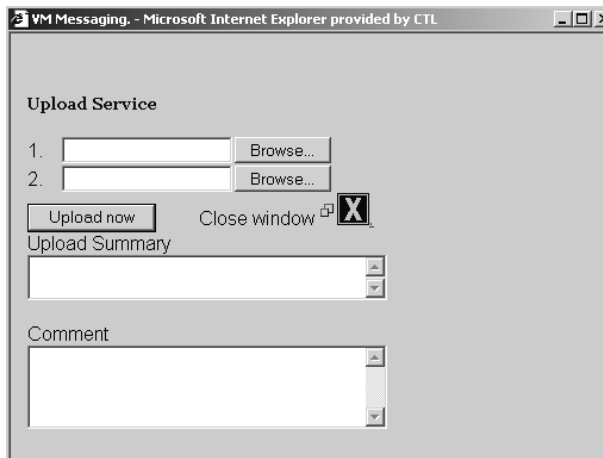
The sample screen above lists only the "basic" feature files indicating that no "optional" features have been installed on this Voice Mail unit.

### To obtain optional features for the Voice Mail unit:

- 1) Locate the **key code** listed at the bottom of the feature file list and record it. This code should match the serial number that is bar-coded on the bottom of the Voice Mail unit.
- 2) Call CTL Customer Service. Provide the key code of the Voice Mail unit. You will also be asked to provide an Email address where the Feature Files can be sent.
- 3) You will be Emailed the zipped Feature Files for the requested options. The Feature Files will be matched to the serial number of your unit and will not work on any other Voice Mail unit.
- 4) Create a folder on the C:/ drive of your PC. Extract the zipped files to the folder that you created. The unzipped files will be converted to .INI files.
- 5) Use the Upload procedure to add the Feature Files to the list.

## To add a Feature File to the list:

1) Click the **Add Feature File** button. An Upload Service dialog box is displayed:



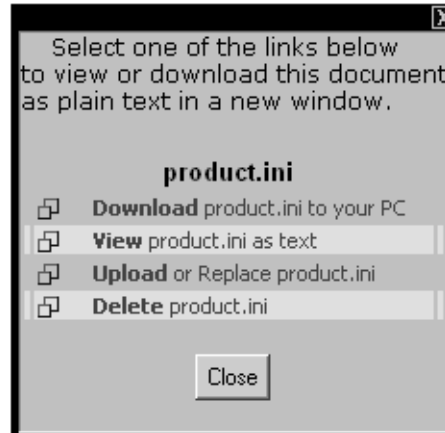
- 2) Click the **Browse** button, locate the resource and the file, and then click **Open**. The file name you selected will appear in the Browse field.
- 3) Click **Upload now**. A message is displayed telling you that the file has been uploaded. Click **OK** to close the message window.
- 4) Close the **Upload Service** window.
- 5) Click the **Refresh** button. The new Feature File will be added to the list.
- 6) Restart the Voice Mail Service by selecting **VM Service** from the **Control Panel** section of the main menu and then clicking the **Restart** button.

# Feature Files

---

## To view, download, or delete a Feature File:

- 1) Click on the icon in the Type column next to the Feature File that you want to view. A dialog box is displayed:



- 2) To view the file, click on the **View** hyperlink. A text file is displayed showing the contents of the feature file.
- 3) To download the file and either open it or save it, click the **Download** hyperlink. A dialog box will appear, prompting you to choose to Open or Save the file. If you choose to save the file, a Browser will be displayed asking for the location you want to save to
- 4) To delete the file from the list, click **Delete**.

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