# VME Office Installation and Programming Manual

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# Safety

# **Safety Precautions**

Observe the following safety precautions at all times.



#### **WARNINGS**

- Do not connect power to VME Office before placing it in its permanent location.
- The unit is powered by a 9 V DC power supply. Remove the power connector before opening the unit.

#### **Hardware Handling**

Observe the following hardware precautions at all times.



#### **CAUTIONS**

- Remove any obstacles that may preclude connection of cables to the unit's rear panel or to the viewing of front panel indications.
- Only personnel qualified by Local Dealer is authorized to open the VME Office case and replace components or cards.

#### **Programming Cautions**

Observe the following precautions at all times during programming.



#### **CAUTIONS**

- Parameters applied when selecting a PBX may differ from the parameters of the existing PBX. In this case, ask for the assistance of the PBX manufacturer.
- After the system initialization process, all previously recorded messages and settings will be deleted.
- You can assign the same number to a mailbox and to a group of mailboxes. In this case, the message is sent to the mailbox.
- Please notice that the VME Office unit is off-line during information transfer to or from a VUP PC.
- To prevent loss of line monitoring data, rename the log file before restarting line monitoring.
- The backup extension key ought to be different from the retrieval key or the Operator's mailbox ID.
- Before deleting a mailbox, remove any call transferred to the mailbox by the Automated Attendant scripts.
- To prevent a system failure, any programmed script must be recorded with the Opening Greeting Message.

# Introduction

#### 1.1 Manual Audience and Contents

The *VME Office Installation and Programming Manual* is intended for system Installers and Administrators responsible for the installation, setup and programming of the VME Office.



#### **NOTE**

Please read this manual before installation, programming and operation.

The manual contents are as follows:

Chapter	Heading	Appendix	Heading
1	Introduction	6	DTMF Programming
2	Installation	7	Programming Forms
3	VUP Programming	8	VM System Messages
4	Administrator's Operations		
5	End User Operations		

#### 1.2 Manual Conventions

The manual's typographic and command entry conventions are as follows:

Typeface	Usage
Manual	Book titles, new words or terms and words to be emphasized
NOTE text	Heading and text of a note, caution or warning
<b>Bold Text</b> GUI items: dialogs, menu items, field names, etc.	

## 1.3 System Description

This section contains the following:

- A functional description consisting of the VME Office environment, functions and features
- A physical description consisting of the unit's connections and indications
- A technical data summary consisting of the unit's main characteristics

#### 1.3.1 Functional Description

The VME Office shown in Figure 1-1 is a stand-alone multi-lingual Automated Attendant/VME Office for large to medium sized businesses with between 50 to 300 employees.

Featuring DSP, Digital Signal Processing, flash memory storage, SMT production and a real-time clock, the VME Office contains most of the Automated Attendant (AA), Voice Mail (VM) and administrative features incorporated in PC-based systems.

The VME Office is available in 4 ports with 18 hours of memory or in 8 ports with 36 hours or memory, provides 500 mailboxes and integrates with most types of PBX systems via analog ports or by using SMDI protocol.

The system operates in the PBX environment, where its 4 or 8 ports are connected to the voice channel extensions (see Figure 1-2) of the exchange. It is locally programmed using a direct connection between its RS-232 port and a PC running the VME Office Voice Mail Utility Program (VUP). It can also be remotely programmed using the PC modem. DTMF programming is available using a touch-tone telephone connected to one of the PBX extensions.

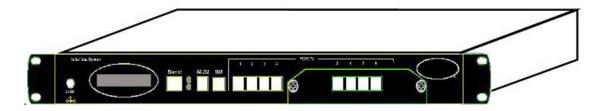


Figure 1-1: General View

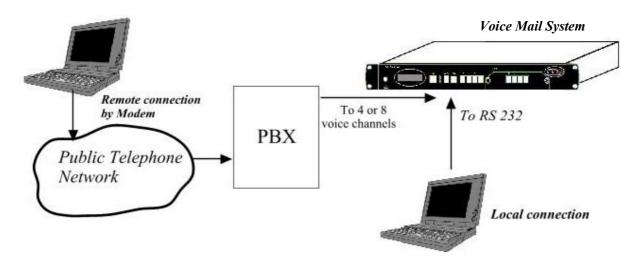


Figure 1-2: VME Office Connections

#### **Automated Attendant**

The Automated Attendant is a menu-driven program used for transferring calls to specific departments, extensions and mailboxes. Its main features are:

Feature	Description
Opening Greeting	The VME Office plays a pre-recorded greeting to callers. The opening greeting usually includes the organization's name and instructions on how to reach an extension, department or Operator, how to switch to different languages, how to leave a message and how to access a directory.
	While the greeting is being played, the callers can access a department by dialing a single digit, dialing an extension number or holding on for assistance.
Operating Modes	Depending on the time and system schedule, the VME Office assumes one of four operating modes:
	<ul> <li>The day mode for normal business hours, when the VME Office answers calls with a pre-recorded day greeting prompting the caller to reach a desired extension, mailbox, department or directory, or to switch to a different language.</li> </ul>
	• The night mode for after working hours, when the VME Office answers calls with a pre-recorded night greeting that enables the caller to leave a message in a desired mailbox ,retrieve messages , send a fax etc
	<ul> <li>The holiday mode calls are answered with a special greeting prompting the caller to leave a message in a specific mailbox or in the Operator's mailbox.</li> </ul>
	<ul> <li>The break mode enables the Administrator to program a special greeting for breaks during the day.</li> </ul>
System	If your organizations operating hours vary from day to day, the

Feature	Description
Schedules (Auto-mode)	Administrator can define the daily operating schedules on a weekly basis, including day, night and break time hours. When the auto-mode is activated, the VME Office automatically switches between the day, night and break modes according to a pre-defined schedule.
	The Operator can override the pre-defined schedule and switch manually to the day, night, break, or holiday mode using a password.
	The VME Office switches automatically to holiday mode on dates programmed as holidays. During holidays, the VME Office answers calls with the special holiday greeting.
Fax Detection	If the VME Office detects a fax tone (CNG) during the opening greeting, it automatically transfers the call to the predefined fax (one out of four) extension. There are up to four fax extensions available in the VME Office.
Directory Listing (Dial By Name)	The VME Office enables the caller to locate a mailbox owner by dialing the first few letters of the desired parties first or last name. This feature is programmed by the mailbox owner.
Call Transfer	The Administrator can program the VME Office to detect the Call Progress tone and DTMF signals sent by the PBX. Subsequently, the call is transferred to an extension in one of the following modes:
	<ul> <li>Non-Supervised – the VME Office transfers the call immediately without verifying the status of the extension.</li> </ul>
	• <b>Supervised</b> – the VME Office checks for a Busy or No Answer signal before transferring the call to the extension.
	• <b>Semi-Supervised</b> – the VME Office only checks for a Busy signal before transferring the call to an extension.
Multi-lingual Option	The VME Office allows up to 3 languages per unit. Callers can choose the preferred language from the Automated Attendant during the opening-greeting menu. The Administrator can select the mailbox menu language for each mailbox owner.
Answering on the First Ring	To avoid delays, the Administrator can configure each VME Office individual port to answer incoming calls on the first ring.
Script Menus	The VME Office supports up to 98 script menus. A script menu is a recorded announcement that can accept a digit entry (0 to 9) while being played. Based on the digit entered, the VME Office can perform one of the following actions:
	<ul> <li>Transfer the call to another script menu</li> </ul>
	• Transfer the call to another script menu and change the language
	<ul> <li>Transfer the call to an extension or hunt group</li> </ul>
	<ul> <li>Transfer the call to a mailbox or a mailbox group</li> </ul>
	<ul> <li>Transfer the call to a specified Operator</li> </ul>

Feature	Description	
	Dial a DTMF string	
	<ul> <li>Retrieve messages from a mailbox</li> </ul>	
	• Disconnect the line	
	• Leave a message	
	<ul> <li>Play the directory listing</li> </ul>	
Transfer Call to Operator	Up to eight extensions can be defined as Operators and a call can be transferred from the Script Menu or from the Personal Greeting message to a specified Operator.	
Dial a String	The VME Office can be programmed to dial any predefined DTMF string while the script opening greeting message is being played. Dial a string can perform any internal PBX feature, i.e. during the company greeting the external subscriber is instructed to press 7 to be able to connect to another external subscriber. Dial a String will convert the digit 7 to hook flash plus the external line access code plus the subscriber number and then Voice Mail will hang up.	
Greeting by Port	The VME Office can be programmed to play an Opening Greeting Message when detecting an incoming call on the specified port.	

#### **Voice Mail**

The Voice Mail program receives and delivers messages using mailbox ID numbers and mailbox owners' passwords. Messages can be saved, deleted or transferred to other mailboxes. The VM main features are:

Feature	Description
Real/Virtual Mailboxes	The VME Office supports up to 500 real and virtual mailboxes. A real mailbox is connected to an extension, whereas a virtual mailbox is not.
Personalized Mailboxes	Mailbox owners can personalize their mailboxes by recording a personal greeting, assigning a personal password to the mailbox and setting optional parameters.
Message Waiting Notification	The VME Office informs a mailbox owner about recorded messages by means of a local lamp, local ring notification or external notification to an external phone number. Notification to pagers is also supported.
Mailbox Features	<ul> <li>Personal Greeting – mailbox owners can record or change personal greetings at all times from any touch-tone telephone. First, callers hear the personal greeting of the called extension. Then they can leave a message or transfer the call to an Operator or to another extension.</li> </ul>
	<ul> <li>Date and Time Stamp – the Administrator can program the VME Office to indicate the start of a message and the date and time each message was recorded.</li> </ul>
	<ul> <li>Message Deletion – messages are deleted either manually by the mailbox owner or automatically after the maximum</li> </ul>

Feature	Description	
	number of days defined by the Administrator.	
	<ul> <li>Message Forwarding – the mailbox owners can forward copies of messages to other mailboxes or mailbox groups.</li> <li>Mailbox owners can also record an introduction to the forwarded message.</li> </ul>	
	<ul> <li>Message Reply – mailbox owners can reply to messages and record messages in the sender's mailbox.</li> </ul>	
Mailbox Groups	A caller can send a message to all the members of a mailbox group simultaneously.	
	All defined mailboxes belong to the <b>All Group</b> mailbox group. In addition, the Administrator can create up to four mailbox groups, each containing up to twenty mailboxes. Mailboxes can belong to more than one group. Mailboxes can be added or deleted from a mailbox group by the Administrator. A mailbox group greeting can be assigned to each mailbox group.	
Do Not Disturb Mode	Mailbox owners can set their mailboxes in the Do Not Disturb Mode.	
	When a caller dials an extension that is in the Do Not Disturb mode using the Automated Attendant menus, the VME Office plays a special Do Not Disturb menu and does not transfer the call to the extension.	
Individual Language Selection	The mailbox owner can select one of the languages supported by the VME Office. When the mailbox owner enters the mailbox, the VME Office automatically switches to the selected language.	
Adjustable Recording Length	The Administrator can select the length of all VME Office recorded messages. The selected length controls the following types of messages: scripts, greetings, names and received messages.	
Number of Stored Messages	Each mailbox can store up to 92 messages. This number can increase to 99 if eight subsequent messages are recorded in the same mailbox. The Administrator controls and can change this parameter for each mailbox. The default setting for this parameter is 30 (a maximum of 37 subsequent messages can be stored in the same mailbox). The Administrator can also limit the number of messages stored in the mailboxes.	

#### **System Administration**

The VME Office is equipped with many administrative functions intended to provide the Administrator with flexible tools for fast implementation, setup and programming, as well as for long-term operations like monitoring and maintenance. The main administrative features of the VME Office system are:

Feature	Description
Configuration	The basic VME Office unit is available with four ports and eighteen hours of recording time.

Feature	Description
	The Administrator can increase the number of ports and recording time by adding a four-port expansion module to the basic VME Office unit.
Programming	The Administrator can program the VME Office using:
	<ul> <li>A computer running the Voice Mail Utility Program. In this case, it is highly recommended to save the configuration files for each installation.</li> </ul>
	<ul> <li>Via a modem connection.</li> </ul>
	<ul> <li>Touch-tone telephone using DTMF Codes.</li> </ul>
Integration with Your	The Administrator can integrate the VME Office with the PBX using:
PBX	• In-band DTMF Protocol. This type of integration is achieved by setting up the communication protocol of the PBX and the VME Office unit (answering a call, transferring a call, recalling as a result of a Busy or No Answer condition, etc.).
	<ul> <li>SMDI Integration via the RS-232 serial port. This type of integration must be specifically developed for each type of PBX.</li> </ul>
Disconnection Methods	Some PBXs can notify the VME Office through the line interface when a call is terminated using Loop Disconnect, DTMF Codes or the Busy and Disconnect Cadence. When the VME Office detects this situation, the line is disconnected and the unit is ready to receive another call.
Message Notification	The VME Office automatically notifies the mailbox owner of new messages. Notification may be local (to a PBX extension) or remote (to a telephone at a remote location, a cellular telephone or a pager).
Security	The VME Office supports three types of 4-digit passwords:
Passwords	<ul> <li>Administrator for accessing all data stored in the VME Office.</li> </ul>
	• <b>Operator</b> for accessing the system operating modes: Day, Night, Holiday and Break.
	<ul> <li>Mailbox for accessing individual mailboxes, where the mailbox owners can change the password at all times.</li> </ul>
Line Monitor	This option has been enhanced in the VME Office to display all incoming and outgoing DTMF and system codes through the RS-232 cable or modem connection.
Modem Support	The VME Office unit is equipped with a built in V.32 bis modem, operating at 14.4 Kbps with fallback rates of 12, 9.6, and 4.8 Kbps. As the call is terminated, the VME Office hangs up in order to clear the port for the next call.
	Modem support can be enabled or disabled.
LCD	On the front panel of the VME Office the LCD display shows the status of all 8 ports, system error messages and the current

Feature	Description
	mode of operation.
Reports and Configuration Print out	The VME Office can supply a printout of the statistic and system configuration reports. The statistic reports contain general information about usage (memory, ports, mailboxes) and the configuration reports contain information regarding the VME Office configuration.
Backup and Restore Feature	The Voice-mail Utility Program (VUP) creates a backup file, which includes full system configuration and recordings using the local RS-232 connection.
Software Upload	The VUP updates the systems software using the local RS-232 connection.
Extension Size	The VME Office supports flexible extension sizes between 2 to 6 digits.
Memory Reorganization	The flash memory is re-organized in a manner similar to the de-fragmentation process deployed for PCs hard disks. The VME Office constantly monitors the memory usage and automatically invokes the memory reorganization.
Memory Alarm	When 85% of the memory has been used, the VME Office sends a voice alarm message to the "supervisor mailbox".
PBX Selection	The VME Office can be easily configured for operation with specific PBX's using the PBX selection option in the VUP. This option supplies a list of PBXs with default integration parameters.
Wizard	An Installation Wizard has been provided in the software for quick installation and integration of the unit.
Import *.WAV file	Windows media files (*.wav) can be used to create Script Opening Greeting Messages. A source *.wav file can be transferred and automatically converted into the required VME-Office format.

#### 1.3.2 **Physical Description**

The VME Office unit comes in a 422 x 43 x 165 mm metal case suitable for mounting in a standard 19" communication rack or on a wall.

All VME Office connection and display components are located on the unit's front panel as shown in Figure 1-3. For details regarding the front panel components, refer to Table 1-1.

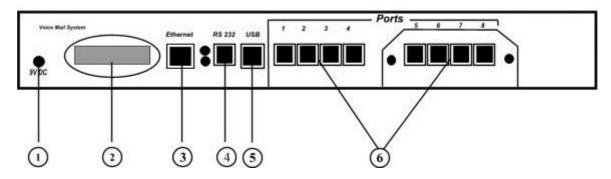


Figure 1-3: Front Panels

Table 1-1: VME Office	e Connections and Display
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No.	ID	Item	Function			
1	9VDC	Connector	Connects the VME Office to an external power supply.			
2	-	16x2 character LCD display	Displays the operational mode and populated ports of the unit and a brief message in case of error.			
3	Ethernet	RJ-45 socket	Connects the VME Office to the Local Network (not operational in this version).			
4	RS-232	RJ-11 socket	Connects the VME Office to a PBX or PC.			
(5)	USB	USB socket	Connects the VME Office to a PC USB port (not operational in this version).			
6	Ports	RJ-11 sockets	Connects the VME Office to 4 or 8 PBX extensions (the latest option is implemented using a 4-port expansion card).			

#### 1.3.3 Technical Data

#### **General Data**

Number of voice mail ports 4 or 8

Extension size 2 to 6 digits flexible Recording time 4 ports – 18 hours

8 ports – 36 hours

Mailboxes 500

Messages per mailbox Up to 92 (programmable)

Operator's extensions Up to 8
Fax extensions Up to 4
Script messages Up to 98
DTMF strings Up to 10
In-band DTMF entries Up to 20
Legal extension groups Up to 10

Modem support

Interface V.32 bis

Rates 14.4 Kbps with fallback to 12, 9,6 and 4.8 Kbps

Number of languages Up to 3

**Features** 

Automated Attendant Opening greeting

Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays

Fax detection

Directory listing (dial by name)

Call transfer modes: non-supervised, supervised, semi-

supervised

Multi-lingual option

Answering on first ring

Script menus

Transfer call to specific Operator

Transfer call to extension, mailbox, group of mailboxes

Dial a string

Greeting per port

#### **Features**

	Voice Mail	Real/virtual, announcer mailboxes
--	------------	-----------------------------------

Personalized mailboxes

Message waiting notification (Local and External)

Personal greeting Day and time stamp

Message handling: deletion, forwarding, reply, save

Mailbox groups

Do Not Disturb mode

Adjustable recording length Quantity of stored messages

Administration Configuration: 4 or 8 PBX extension ports

Importing \*.WAV files for opening greetings

Programming: PC or touch-tone telephone

Integration with PBX: in-band DTMF Protocol or out-

of-band via RS-232 port

Disconnection methods: Loop Disconnect, DTMF Disconnect, Busy Disconnect and Disconnect tones

Security passwords: Administrator, Operator, mailbox

Line monitor: incoming/outgoing calls via RS-232 port

or modem connection

Modem support: enabled/disabled

LCD: front panel monitoring

Reports: statistics and configuration print-out Backup and restore: system configuration and

recordings

Software download: via RS-232 port connection

Memory re-organization

Memory Alarm: when 85% in use

PBX selection with default integration parameters

Wizard for first time programming

#### **Characteristics**

#### **Electrical**

DC Power Supply 9VDC/1.5 A
Line Voltage 24 to 72VDC
DC Leakage Current 10µA maximum

On-hook Insulation Resistance between Line Terminal and Ground  $\begin{array}{ll} \text{O to } 100\text{VDC}, 5\text{M}\Omega \text{ minimum} \\ 100 \text{ to } 200\text{VDC}, 30\text{K}\Omega \text{ minimum} \\ 500 \text{ VAC/50Hz}, 20\text{K}\Omega \text{ minimum} \\ 100 \text{ VAC/25Hz}, 100\text{K}\Omega \text{ minimum} \\ \end{array}$ 

Ring Capacitor  $0.47\mu\text{F} \pm 10\%$ 

On-hook Impedance @ 50VDC, 40 VAC/25Hz, 3000Ω minimum

Ring Detect 27 to 100VAC/16 to 60Hz

DC Resistance (off-hook) 24 to 66VDC @ 20 to 100mA 100 to  $350\Omega$ 

Impedance (off-hook) 300 to 3400Hz 500 to  $700\Omega$  Imbalance Ratio 300 to 3400Hz, 46dB minimum

Return Loss 300 to 3400Hz > 18dB Current during Break 700 $\mu$ A, maximum

DTMF Transmission:

Frequency Tolerance +1.5%
Frequency Level (High Group) -6 to -8dBm
Frequency Level (Low Group) -8 to -10dBm

Inter-digit Pause in Tone 70 to 80ms

Dialing

Fax CNG Tone Detection 1100Hz  $\pm 38$ Hz

Mechanical

Dimensions (W x H x D) 422 x 43 x 165 mm

Weight 2.2 Kg

#### 1.4 Workflow

Figure 1-4 provides the workflow for the VME Office setup and programming operations carried out according to this manual.

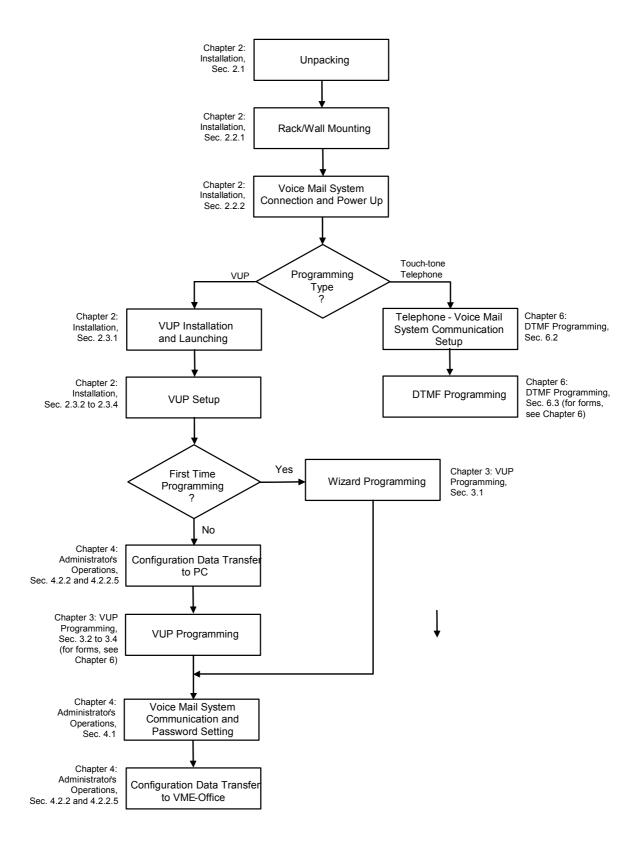


Figure 1-4: VME Office Workflow

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# 2

# Installation

This chapter consists of the following:

- Unpacking the VME Office unit and accessories
- Installation of the VME Office
- Installing and setup of the VUP software

# 2.1 Unpacking

Check the VME Office shipment according to the packing list in Table 2-1.

Table 2-1: VME Office Packing List



#### **NOTES**

- a. Report any damage to the package or to its contents to your local dealer.
- b. For the electrical diagram of the RS-232 cable, see Figure 2-1.

No.	Item	Quantity	Note
1	VME - Office Unit	1	
2	Rack/wall mounting brackets	2	
3	Screws	4	
4	Nuts	4	
5	Washers	4	
6	Power Supply, 9VDC	1	
7	CD (installation software and manual)	1	
8	RS-232 cable	1	b.

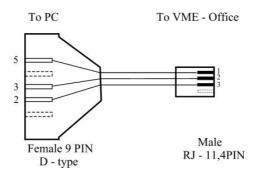


Figure 2-1: RS-232 Cable Electrical Diagram

#### 2.2 Hardware Installation

This section consists of the following:

- VME Office installation
- Connections, starting up and initial indications
- VME Office expansion to eight ports



#### **NOTE**

VUP programming can be done prior to the hardware installation(see <u>VUP</u> <u>Programming</u> in Chapter 3). After the programming, proceed with the hardware installation and connections (see this section) and transfer the configuration and recording files to the VME Office (see <u>Accessing VUP Programming Data</u> in Chapter 4).

#### 2.2.1 VME Office Installation

#### > To install the VME Office in a 19" rack:

- 1. Attach a bracket to each side of the VME Office unit adjacent to its front panel and fasten each bracket with the three screws provided.
- 2. Place the VME Office unit in the 19" rack and fasten it to the rack rails using four screws, washers and spring washers.

#### > To install the VME Office on a wall:

1. Attach a bracket to each side of the VME Office unit adjacent to its rear panel (see Figure 2-2, below) and fasten each bracket with the two screws provided.

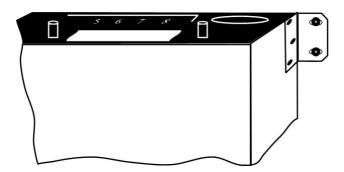


Figure 2-2: VME Office Wall Installation

- 2. Drill four holes in the wall.
- 3. Fasten the VME Office unit flush with the wall using four screws, washers and spring washers provided.

#### 2.2.2 **Connections, Starting Up and Initial Indications**

Connect each extension port on the right side of the VME Office front panel to an extension line using an RJ-11 cable.



#### NOTE

Each RJ-11 socket on the front panel of the VME Office supports one analog telephone line.



#### **CAUTION**

In order to prevent damage to the RS-232 driver chip, Do Not connect an analog telephone line to the RS-232 socket.

- Plug the 9VDC adapter jack into the power supply connector on the left side of VME Office front panel.
- Plug the 9VDC adapter into the main power supply outlet to turn the VME Office on.
- 4. Notice the indications on the LCD display. For details, see LCD Messages in Chapter 4.
- 5. For local programming of the VME Office, connect an RS-232 cable to the VME Offices RS-232 socket and to the COM port of the PC running the VUP program.

Remote programming of the VME Office is done via a modem connected to the public telephone network, provided that the Administrator has programmed this option in the VME Office.



#### **NOTES**

- VME Office connections for local and remote programming are schematically shown in Figure 1-2.
- A RS-232 cable is provided with the VME Office for local programming.
- Call each VME Office line from any extension and listen to the default greeting informing you that the system has not been programmed yet (see VM System Messages, System Message No. 000).

#### 2.2.3 Physical Expansion

#### > To upgrade a VME Office unit from four to eight ports

- 1. Remove the two screws and take off the cover from the expansion slot on the right side of the VME Office front panel (see Figure 2-3).
- 2. Slide the expansion card into the slot and carefully push it in until it fits into the unit's rear connector.
- 3. Fasten the expansion card using its two captive screws to the unit's front panel.

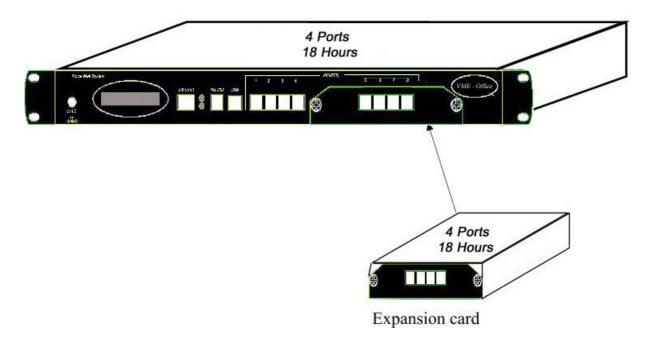


Figure 2-3: Expanding the VME Office to Eight Ports

# 2.3 Software Setup

This section consists of the following:

- Installing and downloading the VUP software
- Selecting a PBX
- Configuring the VUP toolbars
- Setting the location of the VME Office files

Press the PBX selection button for selecting the relevant PBX for installation. All the default parameters regarding the selected PBX will automatically open in the VUP. These parameters are: Transfer Code, Hook Flash Time, Message Light On and Off codes and In-band DTMF Protocol.

#### 2.3.1 Installing and Downloading the VUP Software

Install the VUP software on the PC or laptop being used for the set up, programming and managing of the VME Office unit.



#### **NOTES**

- a. The VUP software can be installed, downloaded and used for creating the VME Office configuration and scripts recording without physically connecting the PC containing the VUP software to the VME Office unit.
- b. When the PC containing the VUP software is physically connected to the VME Office unit, a message indicating that the COM port of the PC has not been configured will appear when attempting software download. Press **OK** and configure the COM port.
- c. To establish a connection, follow the relevant procedures: Connections, Powering Up and Initial Indications in Chapter 2 and Setting the VUP PC – VME Office Communication in Chapter 4.

#### To install and download the VUP software

- Insert the VUP CD in the CD-ROM drive of your PC.
- The CD should run automatically .If it doesn't, press Start → Run and browse the CD for the **VUP Set up** icon.
- 3. Click the **VUP Installation** icon and follow the instructions on the screen.
- To start the VUP program, click Start  $\rightarrow$  Programs  $\rightarrow$  VUP. The VUP's main screen appears (see Figure 2-4).

Alternatively, double-click the **VUP – VME Office** icon on the PC desktop.





Figure 2-4: VUP's Main Screen

#### 2.3.2 PBX Selection

Selecting a PBX from the PBX Selection list enables quick and easy integration for the VME Office from a predefined list of PBX's with default parameters. Refer to <a href="PBX Settings">PBX Settings</a> in order to change the parameters apart from those provided in the PBX selection.

#### > To select a PBX

- 1. Press the **PBX Selection** button in the VUP's toolbar.
- 2. From the **PBX Selection** dialog (see Figure 2-5) select the relevant PBX and press **OK**.

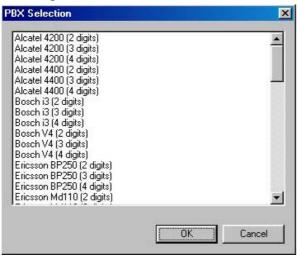


Figure 2-5: PBX Selection List



#### **CAUTIONS**

- Parameters applied when selecting a PBX may differ from the parameters of the existing PBX. In this case, request for assistance from the PBX manufacturer.
- b. To obtain a list of the PBX parameters, from the VUP's main menu, select File
   → Print Settings Menu → PBX Parameters.

#### **Configuring the VUP Toolbars** 2.3.3

This function is used for selecting the displayed toolbars and tips when moving the cursor over them.

#### To configure the VUP toolbars

From the VUP main menu, select File > Options. The Options dialog appears (see Figure 2-6).

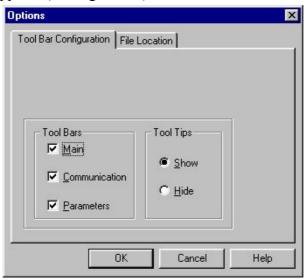


Figure 2-6: Toolbar Configuration Tab

- In the **Tool Bar** section, check the boxes of the toolbars required..
- In the **Tool Tips** section click **Hide** to show the tool name only when moving over it with the cursor.
- Press **OK** to confirm your settings.

#### 2.3.4 Setting the Location of the VME Office Files

This function is used to set the path to the VME Office configuration and data files.

#### > To set the location of the VME Office files

1. Select **File** → **Options** and click the **File Location** Tab (see Figure 2-7) from the VUP's main menu,.

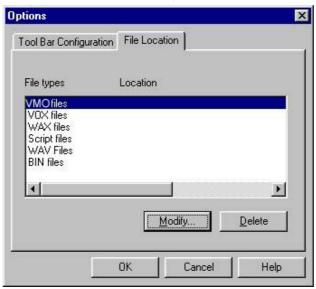


Figure 2-7: File Location Tab

The file list contains:

File Type	Usage
VMO	Configuration
VOX	System initiation
WAX	Backup
Script files	Opening greeting script
WAV	Window media format
BIN	VME Office Software version

- 2. To change the location of a file type, highlight it, press the **Modify** button and type in the new location.
- 3. To delete a file type, highlight it and press the **Delete** button.
- 4. Press **OK** to confirm your changes.

# 3 VUP Programming

This chapter contains the following:

- Quick VME Office Installation using the Installation Wizard
- Programming the VME Office's system parameters
- Programming the VME Office's Automated Attendant (AA)
- Programming the VME Office's Voice Mail (VM)

To program the VME Office unit using a touch-tone telephone, see Chapter 6, <u>DTMF Programming</u>.

# 3.1 Quick Installation Using the Installation Wizard

The VME Office's Installation Wizard is especially recommended for the beginning as a fast, hands-on installation tool.

#### > To use the VME Office Installation Wizard

- Select Wizard → Start from the menu bar of the VUP's main screen.
   Alternatively, select the Installation Wizard icon from the tool bar.
- 2. After opening the **Wizard**, press **start**. The first out of the following eight programming dialogs appears.
- 3. In these dialogs, enter the following parameters:

No.	Dialog	Description	Reference
1	PBX Parameters	Operator Extensions, Fax Extensions, PBX Legal Extensions	Figure 3-1
2	PBX Parameters	Transfer mode	Figure 3-2
3	PBX Parameters	<b>Busy Tone, Disconnect Tone</b>	Figure 3-3
4	List of Mailboxes	Range of mailboxes	Figure 3-14 (similar)
5	Notification Parameters	PBX code used to turn the message light on and off	Figure 3-17 (similar)

_			
No.	Dialog	Description	Reference
6	In-band DTMF Protocol	Codes from a PBX that supports the In-band DTMF Protocol to the Voice Mail extension	Figure 3-6
7	In-band DTMF Protocol	Page 2 for additional 10 events	-
8	Script Menu	The operation associated with each script	Figure 3-7

4. In the ninth dialog, press **Finish** to save your settings or **Cancel** to return to the VME Office opening screen without saving the Wizard settings.

## 3.2 System Programming

To program the VME Office's system parameters, the following procedures apply:

- Setting the PBX parameters
- Setting the system parameters
- Setting the In-band DTMF Protocol parameters

#### 3.2.1 Setting the PBX Parameters



#### **NOTE**

For programming the PBX parameters of the VME Office unit using a touch-tone telephone, see Table 6-2 in Chapter 6.

#### > To set the PBX parameters

 Select Parameters → PBX Parameters from the menu bar on the VUP's main screen. The PBX Parameters dialog appears (see Figure 3-1).

Alternatively, click the **PBX Parameters** icon in the tool bar.

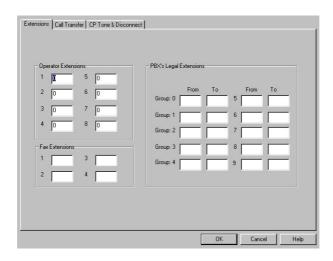


Figure 3-1: PBX Parameters Dialog

In the Extensions tab, enter the numbers and ranges of the PBX extension types (enter two to six digits in the extension number fields of Figure 3-1):

<b>Extension Type</b>	Usage
Operator	Defines eight Operator extensions for script and mailbox programming.
PBX Legal Extension	Defines 10 extension ranges for Direct Inward Dialing (DID). Extensions outside these ranges cannot be accessed from the Automated Attendant scripts.
Fax	Defines four extensions for call transfer on detection of the fax tone by the VME Office. Leaving these fields empty disables the feature.

3. In the Call Transfer tab, set the call transfer parameters (see Figure 3-2):

Parameter	Usage	
Transfer Code	Transfers a call from one analog extension script to another. The applicable codes are:	
	Code	To indicate
	&	Hook flash
	X	Extension
	0-9, A-D	DTMF
	P	Pause
Recall from Busy Code	Defines the PBX code to return the caller to the VME Office when the required party is busy (this code is applicable for semi-supervised or supervised mode only).	
Recall from No-answer Code	Defines the PBX code to return the caller to the VME Office when his/her call is not answered (this code is applicable for supervised mode only).	

Parameter	Usage			
Hook Flash Time (&)	Defines the hook flash time in milliseconds.			
Transfer Mode	Defines the transfer mode of the Operator and other extensions. Select:			
	Mode	To		
	Non-supervised	Transfer the call without checking the status of the extension.		
	Semi-supervised	Check for a Busy signal before transferring a call.		
	Supervised	Check for a Busy or No Answer signal before transferring a call		
Transfer Supervise Type	Defines the method for detecting the No Answer, Busy and Do Not Disturb (DND) status when a call is transferred to an extension in semi-supervised or supervised mode. Select:			
	Туре	Details		
	Call Progress Tones	The VME Office samples the sounds from the PBX (Busy tone, Disconnect tone, etc.)		
	DTMF	The VME Office receives the DTMF signals for Busy, No Answer and DND from the PBX.		
DTMF Codes from PBX	Defines the "answer", Busy and DND signals after switching to <b>DTMF</b> in the <b>Transfer Supervise Type</b> drop-down menu.			
Time to Wait for No Answer	Defines the VME Office waiting period for an answer after transferring a call in supervised mode (the default is 20 seconds).			
Voice Sensitivity	Defines the sensitivity to human voice in supervised mode.			

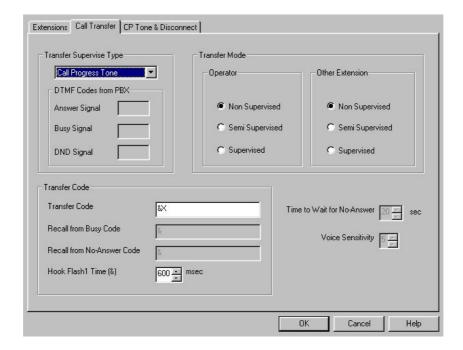


Figure 3-2: Call Transfer Tab

In the **CP Tone & Disconnect** tab, set the on-time and off-time of the following tones (see Figure 3-3):

Tone	Usage
Busy, External Busy	Detects a busy extension when a call is transferred in semi-supervised or supervised mode and disconnects the line when a Disconnect situation is detected.
Disconnect, External Disconnect	Disconnects the line when the caller hangs up.

4. Enter the **Disconnect Code** to define the DTMF codes sent from the PBX to the VME Office in order to disconnect the line when a disconnect tone is detected.

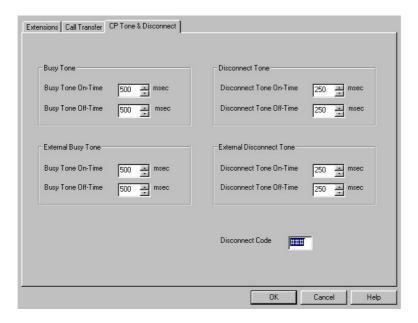


Figure 3-3: CP Tone & Disconnect Tab

# 3.2.2 System Parameters



#### **NOTE**

For programming the system parameters of the VME Office unit using a touch-tone telephone, see Table 6-3 and Table 6-6 in Chapter 6.

- > To set the system parameters
  - 1. Select **Parameters** → **System Parameters** from the menu bar on the VUP's main screen. The **Parameters** tab appears (see Figure 3-4).



Figure 3-4: System Parameters Tab

2. Select the **Default System Language** out of the three languages supplied with the VME Office.



#### **NOTE**

Use the Statistics window (see <u>Using Statistics</u> in Chapter 4) after a "Read Parameters" operation to check the number of the languages installed in the system. For a new system, the number of installed languages is also specified on the package.

- Dial the first three letters of mailbox owner's **Last** or **First Name** to locate the mailbox owner using the Directory Listing.
- Press the **Advanced** button to change parameters which affect the unit's operation as indicated by an appropriate warning message.
- 5. During the warning message, press Yes to enter the Advanced **Parameters** dialog (see Figure 3-5).

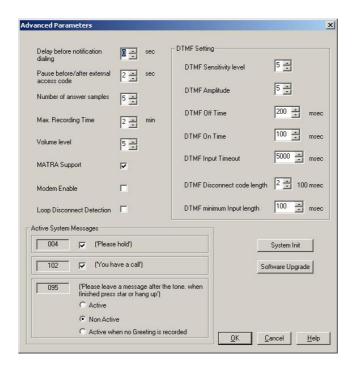


Figure 3-5: Advanced Parameters Dialog

- 6. In the **DTMF Setting** section, use dual arrow buttons to enter the relevant DTMF parameters.
- **-DTMF Sensitivity Level** defines the sensitivity for DTMF codes dialed by the PBX.
- **-DTMF Amplitude** defines the outgoing DTMF tone level.
- **-DTMF Input Timeout** defines the maximum time the caller has to enter the relevant data.
- -DTMF Disconnect Code Length defines the length of DTMF cadence sent by the PBX when a call is disconnected. This parameter is needed in order to calculate the amount of time that must be truncated from the end of a message which was terminated by a Disconnect Code. For example, if you set this parameter to 2, the VME will cut 200 ms off the end of the recording (assuming 100 ms is set for DTMF ON and 100 ms for DTMF OFF)
- **-DTMF Minimum Input Length** defines the length of the "DTMF ON" tone used by the PBX. This parameter helps to differentiate between voice and actual DTMFs.

7. Define other system parameters as follows:

Parameter	Usage
Delay before notification dialing	Defines the time delay in seconds before a dialing notification string is sent.
Pause before/after external access code	Defines the time delay before/after dialing an external code.
Number of answer samples	Defines how fast the VME Office will take to recognize an answer from a called extension, in supervised mode.
Maximum recording time	Defines the maximum recording time for user messages, script messages, mailbox greetings and names.
Volume level	Defines the volume level for a message played via an analog port.

#### 8. Check boxes as necessary:

Check	To enable
MATRA support	A special Q23 protocol when integrating the VME Office with Nortel's MATRA PBX.
<b>Modem Enable</b>	Modem support.
<b>Loop Disconnect Enable</b>	VME Office detection of a call interruption initiated by the caller.

9. To enable **Active System Messages**, check boxes as follows:

Check	To enable
Please hold	Message playback before transferring a call.
You have a call	Message playback after the target extension answered.
Please leave a message after the tone	Additional options after leaving a message.

10. To initiate the system and save the system parameters as default, press the **System Init** button. Use the **Browse** option to define the path of the \*.VOX file.



#### CAUTION

Please notice that following system initialization; all previously recorded messages are deleted.

11. To upgrade the VME Office software, press the **Software Upgrade** button. Use the **Browse** option to define the path of the \*.bin file. For more details regarding this option, refer to <u>Software Upgrade</u> in Chapter 5.

#### 3.2.3 In-band DTMF Protocol

The In-band DTMF Protocol is used for defining DTMF strings sent from the PBX to the VME Office unit when the VME Office extension is defined as a VM extension.

Each string is associated with an operation that is executed once the VME Office receives a DTMF string. A string contains up to 20 digits: 0 to 9, A to D, #, and \*.



#### **NOTE**

For programming the In-band DTMF Protocol of the VME Office unit using a touchtone telephone, see Table 6-4 in Chapter 6.

- To define DTMF strings using the in-band DTMF protocol
  - Select Parameters → In-band DTMF Protocol from the menu bar on the VUP's main screen. The In-band DTMF Protocol dialog then appears (see Figure 3-6).



Up to 20 DTMF operations can be defined on two tabs of the In-band DTMF Protocol screen.

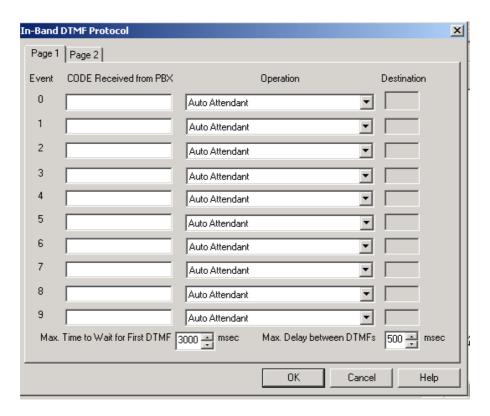


Figure 3-6: In-band DTMF Protocol Dialog

2. Enter the Code Received from the PBX and select the required Operation from the operation menu on the right.

Select	То
Auto Attendant	Play the opening script of the Automated Attendant.
Transfer to a Script Message	Play a specific script.
Transfer to a script Message + 1 <sup>st</sup> /2 <sup>nd</sup> /3 <sup>rd</sup> Language	Play a specific script and change to the specified language (1, 2 or 3).
Transfer to Busy Menu	Play the Busy menu.
Transfer to No Answer Menu	Play the No Answer menu.
Transfer to Do Not Disturb Menu	Play the Do Not Disturb menu.
Transfer to an Extension	Transfer a call to a required extension.
Transfer to a Mailbox	Transfer a call to a required mailbox.
Transfer to the Operator	Transfer a call to a required operator, 1 out of 8.
<b>Directory List</b>	Play the Directory Listing (DBN)
Call Recording	Record the conversation.
Leave a Message	Leave a message in a designated mailbox.

Select	То
Retrieve Messages	Retrieve messages from a designated mailbox.
Disconnect	Disconnect the call.
Transfer to a Group of Mailboxes	Leave a message for a group of mailboxes.

- 3. Set the maximum time interval that the VME Office has to wait until the first DTMF string is received in milliseconds.
- 4. Set the maximum time delay between DTMF codes sent from the PBX to the VME Office.



#### **NOTE**

The opening greeting is played if a DTMF is not received within the allocated time defined in the two parameters above

5. Press the **OK** button to confirm your settings and return to the VUP's main screen.

# 3.3 Automated Attendant Programming

The following apply to the programming of the VME Office Automated Attendant:

- Script programming
- Schedule programming

# 3.3.1 Script Programming

- Define the operation executed when pressing any DTMF digit between 0 and 9 while the script message is being played, etc.
- Define the script opening conditions per port and the number of the script to be played for each port.
- Define a name for each operational script necessary, i.e. company greeting in English script 00 and company greeting in Spanish script 01, etc.
- Display of script listings for reviewing the script status.



#### **NOTES**

- a. For programming the AA script for the VME Office unit using a touch-tone telephone, see Table 6-5 in Chapter 6.
- b. Please note that a script must be recorded and programmed with an announcement in order for a script to operate.

#### > To program scripts

1. Select AutoAttendant → Script Menu from the menu bar of the VUP's main screen. The Script Menu then appears (see Figure 3-7).

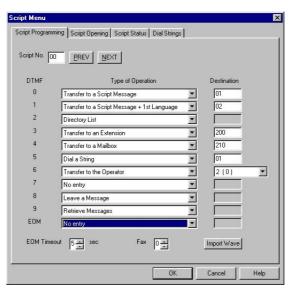


Figure 3-7: Script Menu Dialog

2. To define an operation for each DTMF digit (0 to 9), select the respective Type of Operation from the pop-down menu. The operations to choose from are as follows:

Operation	When pressing appropriate DTMF digit
Transfer to a script menu	The caller is transferred to the sub-menu defined in the respective <b>Destination</b> field.
Transfer to a Script Message + 1 <sup>st</sup> Language, Transfer to a Script Message + 2 <sup>nd</sup> Language, Transfer to a Script Message + 3 <sup>rd</sup> Language	The caller is transferred to the sub-menu defined in the respective <b>Destination</b> field and the selected language is used until the end of the session.
Directory List	The VME Office requires the caller to enter the first three letters of the first or last name of the desired party (for details regarding the dial by name option, see <a href="System Parameters">System Parameters</a> ).
Transfer to an Extension	The call is transferred to the predefined extension as defined on the destination column (up to six digits irrespective of the legal number of the extension).
Transfer to a Mailbox	The caller is allowed to dial the required mailbox immediately.
Transfer to a Group of Mailboxes	Leave a message for a group of mailboxes.
Direct Call to an Extension	The caller is allowed to dial the required extension, which is a PBX legal extension independently defined (see <a href="PBX Settings">PBX Settings</a> ).
Direct Call to a Mailbox	The caller is allowed to dial the required mailbox, which is a PBX legal extension independently defined (see PBX Settings).
Leave a Message	The caller is allowed to press predefined digit 0 to 9, and is then prompted to enter the requested mailbox number for leaving a message.
Retrieve Messages	The caller is allowed to press a predefined digit 0 to 9 and is then prompted to enter the required mailbox number and personal password in order to retrieve messages.
Disconnect	The caller is disconnected without the option to leave a message.
Disconnect with Message	The caller is "politely" disconnected as the VME Office plays the message "Thank-you and good-bye" before disconnecting.
Dial-a-String	Enter a string number from the dial-a-string table for special PBX applications (see the

Operation	When pressing appropriate DTMF digit
	<b>Dial Strings</b> tab below in this section).
Transfer to Operator	A caller can be transferred from a script message to an Operator as defined in <a href="PBX">PBX</a> <a href="Settings">Settings</a> .
Import WAV	A *.wav file can be imported and can be transferred to a specified script such as a greeting message.

- 3. To define the time interval for the caller to respond, set **EOM Timeout** in seconds.
- 4. Define a fax extension out of 4, to which a fax call will be directed from each script. Please note that each script menu can have a different fax extension.
- 5. To define a source \*.wav file for a specified script, such as the opening greeting message, press the **Import WAV** button.



#### **NOTE**

The \*.wav source file parameters are: 8kHz, 16-bit, mono.

#### > To define the script opening conditions

1. In the **Script Menu**, click on the **Script Opening** tab (see Figure 3-8).

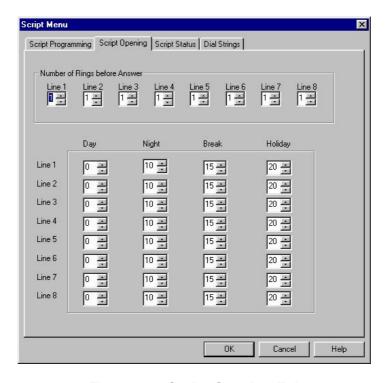


Figure 3-8: Script Opening Tab

2. Set the **Number of Rings** before a call is answered for each line in use.

Set the script number played on each line up to four scripts - a script for each mode of operation, i.e. Day, Night, Break or Holiday.

#### To review the status of the scripts

1. In the **Script Menu**, click on the **Script Status** tab (see Figure 3-9). The status of all programmed and recorded scripts is displayed adjacent to the script number. The icon for a script is changed if a script is recorded.

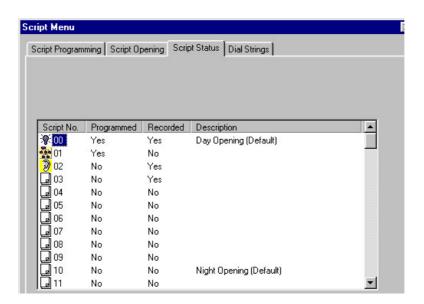


Figure 3-9: Script Status Tab

Press the **Description** button to enter script details (for example, the script file name for future reference).

#### To define dial strings

- In the **Script Menu**, click on the **Dial Strings** tab (see Figure 3-10).
- Define up to 10 dial strings.



#### **NOTE**

A dial string consists of up to 20 digits including 0 to 9, A to D, \*, #, p for pause and & for hook flash.

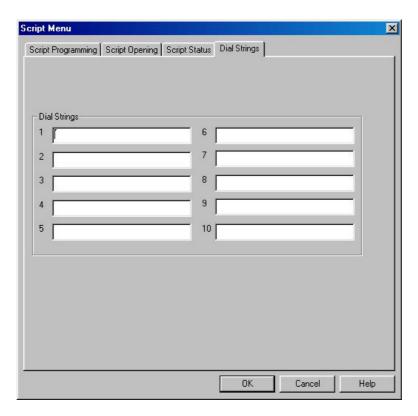


Figure 3-10: Dial Strings Tab

#### > To end the Script Menu session

Press **OK** to save your settings or press **Cancel** to return to the Voice-mail Utility Program's (VUP) main screen without saving any data.

# 3.3.2 Schedule Programming

Schedule programming consists of the following:

- Defining the system time and scheduling modes
- Defining weekly schedules
- Defining holiday schedules



#### **NOTE**

For programming the AA script for the VME Office unit using a touch-tone telephone, see Table 6-6 in Chapter 6.

#### To define the system time and scheduling modes

1. Select AutoAttendant → Time & Date from the menu bar on the VUP's main screen. Time, Date and Weekly Schedules appear (see Figure 3-11).

Alternatively, click on the **Time & Date** icon in the tool bar.

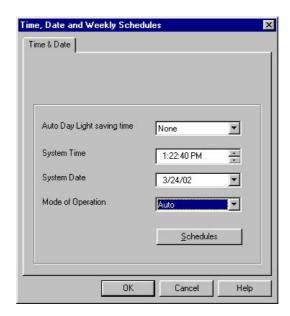


Figure 3-11: Time and Date Dialog

In the **Time & Date** tab, change the day light savings clock by using the Auto Day Light saving time pop-down list as follows:



#### **NOTE**

The time is automatically changed at 2:00 a.m. when selecting the American or European option.

Select	To change the day light clock
American	Automatically on the 1 <sup>st</sup> Sunday of April and the last Sunday of October.
European	Automatically on the last Sunday of March and the last Sunday of October.
None	Manually using a touch-tone telephone and DTMF programming.

3. To set the system time and date use the appropriate fields in this tab.



#### **NOTE**

Default System Time and System Date are automatically received from the PC running the VUP software.

Select the scheduling modes from the **Mode of Operation** pop-down menu:

Select	То
Auto	Set the automatic scheduling mode.
Day, Night, Break, Holiday	Manually set the appropriate scheduling mode.

#### > To define the weekly schedule

1. In the **Time & Date** tab, select the **Auto** option from the **Mode of Operation** pop-down menu and press the **Schedules** button. The **Auto**(automatic scheduling) dialog appears (see Figure 3-12).

#### **NOTE**

Please notice that the **Schedules** button is enabled only when selecting the **Auto** option from the **Mode of Operation** pop-down menu.

2. In the **Weekly Schedule** tab, set the **Day Time** schedule and **Break Time** schedule.

For the example in Figure 3-12, the VME Office will play the day script message between 09:00 and 13:00 and between 13:30 and 17:00 every day. It will play the break script message between 13:00 and 13:30 and the night script message between 17:00 and 9:00 the next day.

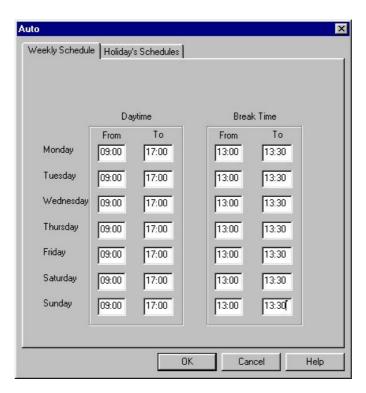


Figure 3-12: Automatic Scheduling Dialog

#### > To define the holiday schedules

1. Click the **Holiday Schedules** tab. The current list of holiday dates appears (see Figure 3-13).



Figure 3-13: Holiday Schedules Tab

Press the Add button to add a new date to the list of holidays and set the time the holiday script message should be played.



#### **NOTE**

If the holiday lasts more than one day, each day must be separately added to the list.

- To remove a holiday date from the list, highlight it and press the Remove button.
- To end your time and date scheduling session

Press the **OK** button to confirm your settings or press **Cancel** to cancel your settings and return to the VUP's main screen.

#### **Programming the Voice Mail** 3.4

Voice Mail programming is comprised of the following:

- List of mailboxes
- Setting the message waiting notification
- Defining mailbox groups

# 3.4.1 Handling the List of Mailboxes

The tasks associated with the list of mailboxes are:

- Creating a range of mailboxes and defining a Supervisor Mailbox
- Editing the list of mailboxes
- Setting the parameters of the mailbox list



#### **NOTE**

To program the list of mailboxes of the VME Office using DTMF programming, refer to Table 6-7 in Chapter 6.

- > To create a range of mailboxes and define a Supervisor Mailbox
  - Select VoiceMail → List of Mailboxes from the menu bar of the VUP's main screen. The List of Mailboxes dialog appears (see Figure 3-14).

Alternatively, click on the **List of Mailboxes** icon **M** in the tool bar.

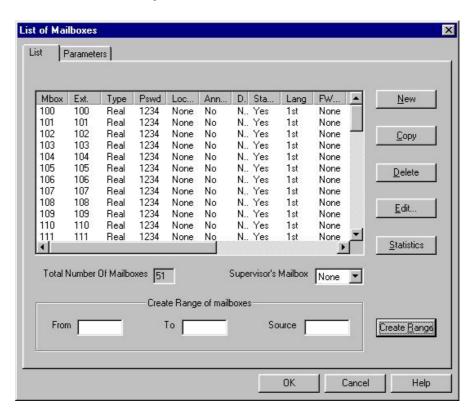


Figure 3-14: List of Mailboxes

2. To define a **Supervisor Mailbox**, select this option from the appropriate pop-down menu.



#### **NOTE**

The Supervisor Mailbox is used when the VME Office memory is 85% full. The System Administrator is alerted to delete messages and reorganize the system

3. To create a range of mailboxes, fill in the following:

Field	With
From	The first mailbox in the sequence.
To	The last mailbox in the sequence.
Source	The mailbox with specific parameters ,such as language or operator etc. that is the source for the new mailbox parameters.

When finished, press the **Create Range** button.

The new mailboxes appear in the list of mailboxes and the **Total** Number of Mailboxes is updated.

#### To edit the list of mailboxes

Use the right-hand buttons as follows:

Press	То
New	Create a new mailbox (see Figure 3-15).
Copy	Create a new mailbox based on the parameters of a highlighted mailbox.
Delete	Delete the highlighted mailbox.
Edit	Edit the parameters of the highlighted mailbox (see Figure 3-15).

2. To add a new mailbox after pressing the **New** button, press enter (see Figure 3-15):

Parameter	To define	Note
Mailbox	The number of the mailbox in the list of mailboxes.	
Extension	The number of the extension associated with the mailbox.	
Mailbox Type	The type of the mailbox, either real or virtual.	a
User Language	The language used by the mailbox to play system messages.	b



#### **NOTE**

A virtual mailbox has the same functionality as a real one except that it has no

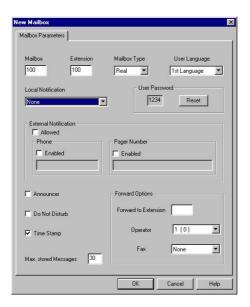


Figure 3-15: New Mailbox

- 3. Press the **Reset** button to change the password (the default password is 1234). When changing the **User Password**, four asterisks (\*\*\*\*) appear.
- 4. Check boxes as follows:

Check	Function
Announcer	Plays a personal greeting (announcement) without allowing a message to be left.
Do Not Disturb	Prevents call transfers from the Automated Attendant to extensions in DND mode and plays a Do Not Disturb message.
Time Stamp	Plays or does not play the time and date of the message.

5. To enable local notification for waiting messages, select one of the options from the **Local Notification** pop-down menu::

Option	Usage
Message Light 1	Turns on the light on the telephone or changes the dial tone of the extension by sending the code defined in the <b>Notification codes</b> .
Message Light 2	Identical to <b>Message Light</b> 1, but for PBX's that support more than one type message notification code.
Sign Ring	The VME Office rings the extension number once to inform the mailbox owner of new messages.
Rings	The VME Office rings an internal or external number for a period of time defined by the <b>Ring Notification Duration</b> and the <b>Ring Notification Retries</b> to inform the mailbox owner of new messages. After the call is answered, the unit plays a menu for retrieving the messages.

To enable external notification for waiting messages, select one of the following options:

Option	Usage
Phone Notification	Checks the <b>Allowed</b> and <b>Phone Enabled</b> boxes and enters the telephone number dialed by the VME Office for notifying the mailbox owner of new messages. The recorded message is played on the remote telephone after the mailbox owner enters the correct password.
Pager Notification	Checks the <b>Allowed</b> and <b>Phone Enabled</b> boxes and enters the pager number dialed by the VME Office for notifying the mailbox owner to return a call and check his/her mailbox.

- Enter the maximum number of messages, which can be stored in the mailbox using the appropriate parameter.
- Select one of the Forward Options:

Option	To
Forward to Extension	Transfer a call from the Personal Greeting message to another extension . When the caller dials the specified digit while the Personal Greeting Message is played, a call is transferred to the predefined extension.
Operator	Transfer a call from the Personal Greeting Message to one of the eight local Operators defined in <a href="PBX">PBX</a> <a href="Settings">Settings</a> .
FAX	Transfer a call to a fax extension, when a fax data signal is detected during the Personal Greeting Message as defined in PBX Settings

#### To set the mailbox parameters

1. In the **List of Mailboxes**, click the **Parameters** tab (see Figure 3-16).

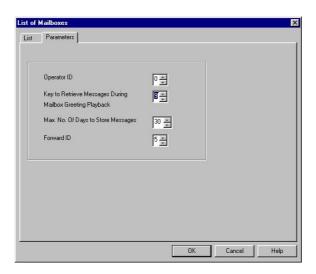


Figure 3-16: Parameters Tab for List of Mailboxes

2. Define the following general parameters for the list of mailboxes:

Parameter	Usage
Operator ID	Defines the key pressed while a Personal Greeting Message is played in order to transfer a call to the local Operator.
Key to Retrieve Messages during Mailbox Greeting	Defines the key pressed while a Personal Greeting to Retrieve Messages is played (a message needs to be retrieved from your mobile telephone). The key is pressed after your extension is dialed and your personal greeting is played. Then the VME Office asks for your password before playing the messages.
Maximum Number of Days to Store Messages	Defines the number of days that messages are stored in a mailbox before they are automatically deleted.
Forward ID	Defines the key that is pressed while a Personal Greeting Message is played in order to transfer a call to another extension.

# 3.4.2 Setting Message Notifications



#### NOTE

To program message notification for the VME Office using DTMF programming; refer to Table 6-8 in Chapter 6.

#### > To set the notification parameters

 Select Voicemail → Notification Parameters from the menu bar on the VUP's main screen. The Local and External Notification Parameters dialog appears (see Figure 3-17).

Alternatively, click on the **Notification Parameters** icon in the tool bar.

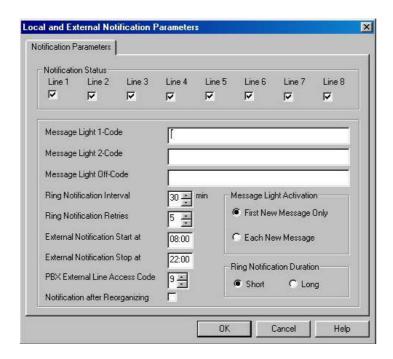


Figure 3-17: Local and External Notification Parameters

2. Define the following notification parameters:

Parameter	Usage	Usage	
Notification Status		Activates the notification function for the specified port.	
Message Light 1-Code	from the <b>Parame</b> message	Defines the code dialed by the VME Office from the port defined in the <b>Notification Parameters</b> tab, in order to turn on the message notification light on the terminal. Legal entries are:	
	Entry	Entry Meaning	
	X	Extension number	
	P Pause		
	& Hook flash		
	! Number of new messages sent to the VME Office LCD (applicable only if the PBX supports this feature)		
	DTMF	0 to 9, *, # and A to D	
Message Light 2-Code	includin support	Similar to <b>Message Light 1-Code</b> including legal entries for a PBX supporting more than one message notification code.	

Parameter	Usage
Message Light Off-Code	Defines the code dialed by the VME Office from the port activated in the <b>Notification Parameters</b> tab in order to turn off the message notification on the terminal. Legal entries are as defined for the <b>Message Light 1-Code</b> .
Ring Notification Interval	Defines the time interval in minutes between ring notifications of new messages.
Ring Notification Retries	Defines the number of times the VME Office attempts to notify the user of received messages.
External Notification Start/Stop	Sets the time interval during which the mailbox owner is notified of new messages.
PBX External Line Access Code	Defines the key dialed by the VME Office to get an external line for external notification.
Notification after Reorganizing	Activates a local Message Waiting Notification after the Memory Reorganizing process is finished. All mailbox owners that have new messages are notified.
Message Light Activation	Defines if the message notification light is turned on for every message or only after the first new message.
Ring Notification Duration	Enables a long or short time interval for the notification ring.

3. To end the notification programming session, press **OK** to confirm your settings or press **Cancel** to return to the VUP's main screen without saving any data.

# 3.4.3 Setting a Mailbox Group



#### **NOTE**

To program mailbox groups for the VME Office using DTMF programming, refer to Table 6-7 in Chapter 6.

#### > To set the mailbox group parameters

1. Select VoiceMail → Groups of Mailboxes from the menu bar on the VUP's main screen. The Groups of Mailboxes dialog appears.

Alternatively, click on the **Groups of Mailboxes** icon in the tool bar.

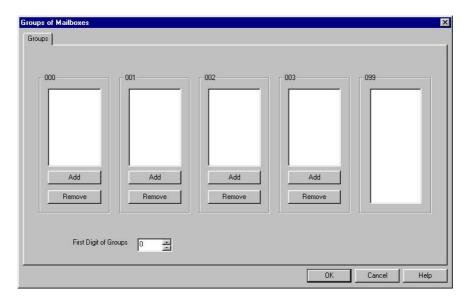


Figure 3-18: Groups of Mailboxes Dialog

Set up to four groups of mailboxes for addressing simultaneously by dialing the group number.

To add a mailbox to a group, select the required mailbox from the group of all mailboxes ending with the digits 099 and press the Add button of the respective group.



#### **NOTES**

- a. Group number size must be 3 digits.
- The group 099 is a list of all mailboxes defined in the system.
- Each group can contain up to 20 mailboxes excluding the group of all mailboxes defined in the system.
- Set the first digit for addressing any mailbox group in the **Groups** tab.



#### **CAUTION**

The same number can be assigned to a mailbox group and to a mailbox number. In this case, the message is sent to the mailbox.

To end the programming session for groups of mailboxes, press **OK** to confirm your settings or press Cancel to return to the VUP's main screen without saving any data.

# 4 Administrator's Operations

This chapter contains the following:

- Accessing VUP programming data (password setting and connection establishment)
- Handling configuration data transfers (from the PC containing the VUP software to the VME Office and vice versa)
- Monitoring and problem solving (LCD display messages, line monitoring and statistics)
- Software upgrading

# 4.1 Accessing VUP Programming Data

# 4.1.1 Setting the VUP – VME Office Communication

This section describes how to:

- Set a local (direct) or remote (modem) connection between the PC containing the VUP software and a VME Office unit
- Manage the contacts of a remotely connected PC containing the VUP software

Use a local PC for programming a VME Office unit. Then use a local or remote connection for the configuration, monitoring and maintenance operations.

For a local connection, one of the COM ports of your PC or laptop should be connected to the RS-232 port of the VME Office unit.

For a remote connection, several VME Office units can be managed using a single PC running the VUP software. The VME Office enables a connection to a VME Office unit that appears in the list of contacts, which can be edited.

#### To set up the PC connection

1. Select Communication → Com Port from the VME Office menu bar, The Communication Selection dialog appears (see Figure 4-1).



#### **NOTES**

- a. COM 1 is the default port of the VUP for communicating with the VME Office.
- b. The USB port is not applicable for the current version of VUP.

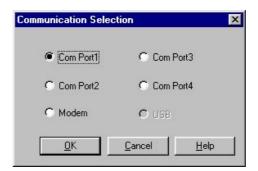


Figure 4-1: Communication Selection

- 2. Check one of the COM ports for a local (direct) connection of the PC containing the VUP software to the VME Office or select **Modem** to connect the PC to the VME Office via the public network.
- 3. Press **OK** to confirm your setting.
- > To manage the contacts of a remotely connected PC containing the VUP software:
  - 1. Select Communication → Modem Contacts from the VUP's menu bar. The Modem Contacts appear (see Figure 4-2).

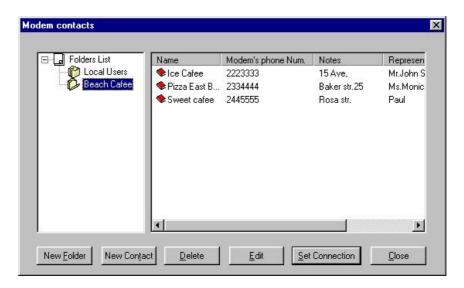


Figure 4-2: Modem Contacts

#### To set a connection to one of the listed VME Office units

Select one of the groups from the left, then select a connection from the right and press the **Set Connection** button (a dialing process will be activated upon selection of a transfer data operation, such as Read Parameters, Send Parameters, etc.).



#### **NOTES**

- a. Before setting a connection, please check that the **Modem** option has been chosen in the Communication Selection dialog (see Figure 4-1).
- b. When the Create Call button on the VUP toolbar is used for an immediate call to a specified contact, the **Modem** option is automatically selected in the Communication Selection dialog.

#### 3. To set a new contact

If the new contact is not associated with one of the existing groups (folders on the left), press the **New Folder** button and type in the group's name.

Highlight the folder and press the New Contact button. New Contact **Details** appears (see Figure 4-3). Fill in:

Fill in	With
Contact name	The name of the customer on whose premises the VME Office is installed.
Modem phone number	The telephone number for communicating with the VME Office by modem.
Representative name	The contact person's name.
Representative phone	The contact person's telephone number.
Notes	Free text.

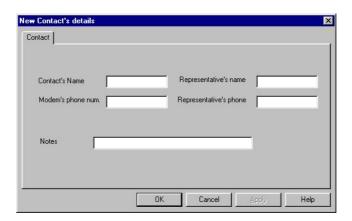


Figure 4-3: New Contact's Details

To confirm the new contact, press **OK** and the new contact will appear on the right side.

#### To delete contacts and groups of contacts

To delete a group of contacts, highlight the relevant group, then highlight each contact and press the **Delete** button.

When the folder is empty, press **Delete** to erase the folder from the left.

#### 5. To edit a contact

Highlight the contact group on the left to view the contacts which will appear on the right.

Highlight the contact and press the **Edit** button. A dialog similar to the one shown in Figure 4-3 appears.

Edit the fields where necessary and press **OK** to confirm your changes.

6. To end a modem contact session, press the **Close** button.

# 4.1.2 Setting a Password

You can use this function to set the Administrator's password when first entering the Voice-mail Utility Program (VUP). Thereafter, you can use this function to change the current password.

#### > To change the Administrator's password

- 1. Select Communication → Password from the VUP's menu bar.
- 2. In the **Change Password** dialog, enter the current, 4-digit password and press **OK**.



#### **NOTE**

The VUP default password is 1234.

3. In the second **Change Password** dialog, enter the new, 4-digit password and press **OK**.

# 4.2 Handling Configuration Data

Use the following to:

- Handle configuration files in PC
- Transfer configuration files from the PC to VME Office units (to back up and restore)
- Transfer configuration data between VME Office units
- Transfer scripts between VME Office units
- Reset a VME Office after a configuration or script data transfer

# 4.2.1 Handling Configuration Files

Use the **File** menu to save, display, edit, and print VME Office configuration files.

> To handle a VME Office configuration file

#### 1. From the VUP **File** menu select:

Item	To	
Open	Display and edit a saved VME Office configuration file.	
Save	Save the configuration file.	
Save As	Save the configuration file using a different filename from the opened file.	
<b>Open Default</b>	Display and edit the default configuration file.	
Print Settings Menu	Print the VME Office parameters: PBX, system, in-band DTMF signals, Automated Attendant, schedules, notification, list of mailboxes, statistics and list of messages.	

# 4.2.2 Transferring Complete Backup data to VME Office

This feature enables a full backup of the VME Office data consisting of the script recordings, messages, personal greetings and configuration data. The data is stored in a \*.wax file in the case that a PC running the VUP software is used for off-line programming. Then the data can be transferred (restored) to other VME Office units.

#### > To backup and restore the VME Office data

1. Establish a local connection between the source VME Office and the PC containing the VUP software. For details, see the <u>Setting the VUP PC – VME Office Communication</u> section.



#### NOTE

Please notice that the backup and restore functions are applicable only for local RS-232 connections.

- 2. Select Communication → Backup from the VUP's menu bar.
- 3. In the **Backup** dialog, enter the **File Name**, press the **Browse** button to set the file path in the VUP and press **OK** to transfer the file to the PC.
- 4. Select Communication → Restore from the VUP menu bar and use the Restore dialog to set the name and path of the \*.wax file that needs to be transferred from the PC to a VME Office unit.

# 4.2.3 Transferring Configuration Data between VME Office Units

The VUP software enables the transfer of configuration data from one VME Office unit to another.. This is a two-fold operation, namely:

- Reading configuration data from a source VME Office.
- Sending configuration data from the PC containing the VUP software to a target VME Office.



#### **CAUTION**

Please note that the VME Office unit is off-line when transferring data to or from the PC.

#### To transfer configuration data from one VME Office unit to another



#### **NOTE**

An administrative password is needed to transfer configuration data from a PC to a VME Office unit. For details, see Setting a Password.

- Establish a connection between the source VME Office and the relevant PC containing the VUP software. For details, see Setting the VUP PC – VME Office Communication.
- 2. Select Communication → Read Parameters from the VUP's menu bar.
- 3. When prompted with a message asking you to check the connection between the PC and VME Office, press **OK** to read the parameters from the source VME Office.
- 4. Select Communication → Send Parameters from the VUP's menu
- When prompted with a message asking you to check the connection between the PC and VME Office, press **OK**.
- 6. In the **Password** dialog enter your password and press **OK**.

#### 424 **Transferring Script Messages between** VME Office Units

The VUP software enables recorded scripts to be transferred from one VME Office unit to another. This is a two-fold operation, namely:

- Reading scripts from a source VME Office.
- Sending scripts from the PC containing the VUP software to a target VME Office

#### To transfer configuration data from one VME Office unit to another

- Establish a connection between the source VME Office and the PC containing the VUP software. For details, see Setting the VUP PC – VME Office Communication.
- 2. Select Communication → Read Recording from the VUP's menu bar.
- Press the List of Script Recordings button in the Read Recording dialog. The **List of Scripts to be Read** dialog appears (see Figure 4-4).

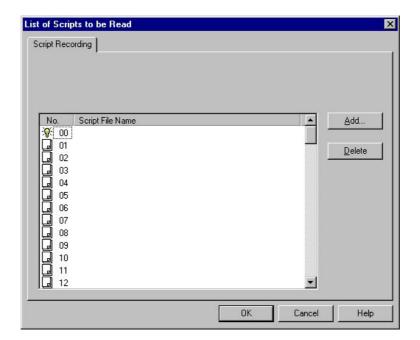


Figure 4-4: List of Scripts to be Read

- 4. Choose a message to be read and press the **Add** button.
- 5. In the **Select Script File**, set the PC path for storing the recorded script.



#### **NOTE**

Please note that script number xx is used as the script file extension (*scriptname.xx>*).

- 6. Repeat steps 3. to 5. for any number of scripts that need to be transferred to the PC.
- 7. In the **List of Script Recordings**, press **OK**. Then press the **OK** button in the **Read Recording** dialog to transfer the script files.
- 8. Establish a connection between the target VME Office and the relevant PC containing the VUP software.
- 9. Select Communication  $\rightarrow$  Send Recording from the VUP's menu bar.
- 10. Repeat steps 2. to 7. for any number of scripts in the **List of Scripts to be Sent** that need to be transferred to the target VME Office.

#### Resetting the VME Office 4.2.5

You can reset the VME Office hardware using the System Reset function from the VUP software.

#### To transfer configuration data from one VME Office unit to another

- 1. Establish a connection between the VME Office and the relevant PC containing the VUP software. For details, see Setting the VUP PC – VME Office Communication.
- 2. Select Communication → System Reset from the VUP's menu bar.

#### 4.3 **Monitoring and Problem Solving**

Use the following information to:

- Monitor the VME Office's operations and detecting system errors using the units LCD display
- Monitor the VME Office ports using the Line monitor (Incoming and outgoing DTMF codes )
- View the VME Office's operation statistics

#### 4.3.1 **LCD Messages**

The VME Office LCD display provides a quick and reliable means for monitoring the unit's mode of operation and preventing programming and operation problems. For a list of messages and the display context for monitoring and diagnostics, see Table 4-1.

Table 4-1: VME Office LCD Messages

LCD Display	Context	Action to be taken
VME Ver. X.XX	The unit has reset and is testing its components.	None
Day – Manual	The unit is in constant Day mode.	None
Night – Manual	The unit is in constant Night mode.	None
Break – Manual	The unit is in constant Break mode.	None
Holiday – Manual	The unit is in constant Holiday mode.	None
Day – Auto	The unit is in programmed Day mode.	None
Night – Auto	The unit is in programmed Night mode.	None
Break – Auto	The unit is in programmed Break mode.	None
Holiday – Auto	The unit is in programmed Holiday mode.	None
_	The port status is on-hook.	None
^	The port status is off-hook.	None
R	The port is ringing.	None

LCD Display	Context	Action to be taken
N	The port is notifying.	None
Reorganizing	The unit is reorganizing its data base.	None
System Error 100 System Error 101 System Error 102 System Error 200 System Error 201 System Error 333 System Error 400 System Error 401 System Error 402 System Error 403 System Error 404 System Error 404 System Error 500 System Error 600 System Error 700	The unit is in not operational. The LCD displays the error code.	Reset the VME Office power. If the message appears again, please address your dealer for replacing the unit.

### 4.3.2 Line Monitor

The Line Monitor is an on-line tool, which shows the incoming and outgoing DTMF signals simultaneously to and from the VME Office for local management via analog and RS-232 ports. A modem connection is used for remote management.

#### > To activate the Line Monitor locally

- 1. Connect the RS-232 cable between the appropriate PC COM port and the VME Office RS-232 port and establish a connection (for details, see Setting the VUP PC VME Office Communication).
- 2. From the VUP main screen, select **Line Monitor** and uncheck boxes to disable ports (all ports are checked by default, see Figure 4-5).

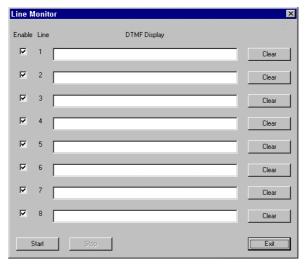


Figure 4-5: Line Monitoring Dialog

3. To display on-line DTMF signaling:

|--|

Start Start (or resume) display of DTMF signaling on all checked lines. Clear DTMF signaling for a particular line. Clear To stop running the DTMF signaling display for all checked Stop lines.



#### **NOTES**

- a. After pushing the **Start** button, the **linemonitoring.log** file is created in the VME Office directory (for example, C:\Programming Files\VME Office) and the DTMF signaling is displayed on the active lines of the Line Monitor dialog.
- b. A typical log file storing current events is shown in Figure 4-6.
- c. The line codes and colors displayed in the Line Monitor dialog are shown in Table 4-2. Color conventions are: incoming DTMF signals red, outgoing DTMF signals green and on-hook and off-hook operations blue.

```
VME's Line Monitor log file
Monitoring lines number: 1, 2, 3, 4, 5, 6, 7, 8
Started on March 31, 2002, 10:54
Line 3: Detect Ring, Off Hook, Detect 8, Detect
9, Detect 7, Detect 4, Detect #, Detect *, Detect
8, Detect 6, On Hook, (On Hook reason: Timeout
while waiting for DTMF (1 min((
Ended on March 31, 2002, 10:56
```

Figure 4-6: Typical Line Monitoring Log File

Table 4-2: Line Monitor Codes and Colors

Code	Color	Description	Code	Color	Description
0	Green	Dial 0	L1	Green	Dial LED notification 1
1	Green	Dial 1	L2	Green	Dial LED notification 2
2	Green	Dial 2	LO	Green	Dial LED off notification
3	Green	Dial 3	R	Green	Dial Ring notification
4	Green	Dial 4	SR	Green	Dial Sign Ring notification
5	Green	Dial 5	Е	Green	Dial external notification
6	Green	Dial 6	PG	Green	Dial pager notification
7	Green	Dial 7	0 to 9	Red	Detect digits from 0 – 9
8	Green	Dial 8	*	Red	Detect *
9	Green	Dial 9	#	Red	Detect #
*	Green	Dial *	A	Red	Detect A
#	Green	Dial #	В	Red	Detect B
A	Green	Dial A	С	Red	Detect C
В	Green	Dial B	D	Red	Detect D
С	Green	Dial C	Rn	Red	Detect Ring
D	Green	Dial D	Bs	Red	Detect Busy
P1	Green	Dial pause 1 S (1 sec)	NA	Red	Detect No Answer
P4	Green	Dial pause 4 S (4 sec )	An	Red	Detect Answer
H1	Green	Dial hook Flash 1	DND	Red	Detect Do Not Disturb
H2	Green	Dial hook Flash 2	OnH	Blue	On-hook
			OfH	Blue	Off-hook

3. To end the line monitoring session, press the **Exit** button.



#### CAUTION

To prevent loss of line monitoring data, rename the log file before restarting line monitoring.

#### 4.3.3 **Using Statistics**

The Statistics tool provides general statistical information regarding the VME Office operations and it's mailboxes...

To obtain the general statistics of the VME Office unit



#### **NOTE**

To obtain statistics, read the VME Office parameters before using the Statistics tool.

Select Statistics → General from the VUP's main screen to view the **General** statistics dialog (see Figure 4-7).

Take note of the following information sections:

Section	To view
Flash Usage	The Flash memory recording time
<b>Incoming Calls</b>	The number of incoming calls per VME Office line.
Languages	The number of programmed languages (up to three).
Version	VME Office version.

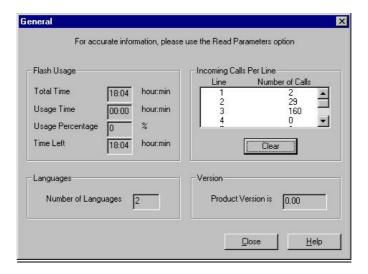


Figure 4-7: General Statistics Dialog

2. Press the **Close** button to exit the Statistics tool screen.

#### To obtain the VME Office mailbox statistics

- Select Statistics → List of Messages from the VUP's main screen, (see Figure 4-8).
- Highlight a mailbox in the mailbox section and press the **Display** button to view a list of messages in the message pane and the mailbox statistics on the right

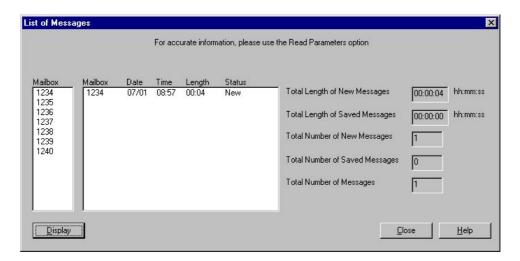


Figure 4-8: General Statistics

3. Press the **Close** button to exit the Statistics tool screen.

### 4.4 Software Upgrading



#### **NOTE**

Check that the VME Office is connected to the PC using the RS-232 cable.

- > To upgrade the VME Office software
  - 1. Select Parameters → System Parameters from the VUP's main screen.
  - 2. Press the **Advanced** button, then press **OK** to confirm modifications in the system parameters.
  - 3. In the **Advanced** dialog, press **SW Upgrade**. The **Send Software** dialog appears (see Figure 4-9).
  - 4. Use the **Browse** button to find the \*.bin file required to invoke a software upgrade and press **OK**.



Figure 4-9: Software Upgrading

# 5 End User Operations

The VME Office end-user can execute the following mailbox operations:

- Retrieve messages
- Send messages
- Set the mailbox parameters

Use the outline in Figure 5-1 for a quick reference to mailbox menus or continue to the procedures below.

#### To enter the user's main menu

- 1. Use one of the following three ways:
  - Enter the Automated Attendant access digits (\*160) for retrieving messages.
  - Press an access digit during the mailbox greeting.
  - Dial the voice mail extension and, if the PBX supports the in-band DTMF protocol, enter automatically the mailbox menu.



#### **NOTE**

You can also enter the user's main menu by dialing the programmed "Key to retrieve messages" while the mailbox greeting is played. This parameter is programmed via command \*331 or from the VUP (9 is the default digit).

- Listen to the VME Office, which announces the number of received messages and plays the main menu.
- 3. Press the digit corresponding to the required option:

Press	То
1	Listen to messages.
2	Set the mailbox parameters.
8	Send a message to a specific mailbox or to a group of mailboxes.
9	Exit the main menu and return to the Automated Attendant.

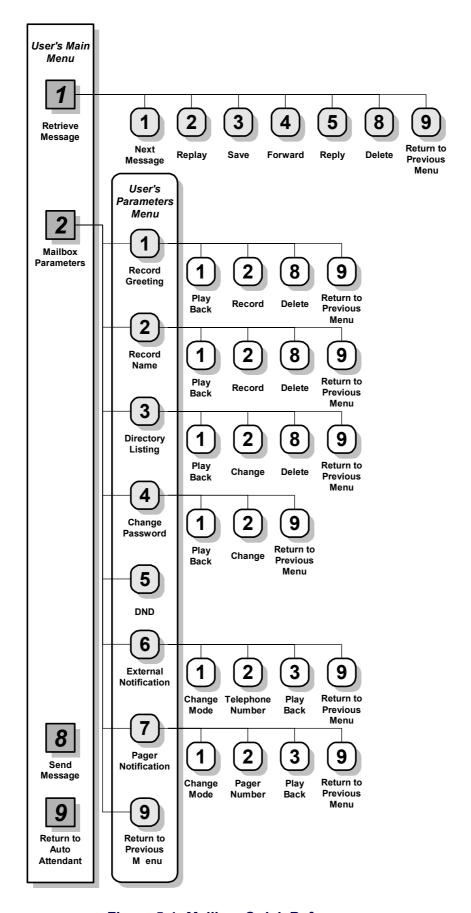


Figure 5-1: Mailbox Quick Reference

#### > To handle received messages

- Dial 1 to play the new messages followed by previously saved messages.
- 2. Listen to the message retrieving menu played at the end of each message and press the digit corresponding to the required option:

Press	То
1	Play the next message.
2	Replay the current message.
3	Save the current message.
4	Forward the current message to another mailbox.
5	Reply to the message (only internal messages).
8	Delete the current message.
9	Return to the main menu.

#### To set the mailbox parameters

- 1. Dial 2 to play the mailbox parameters menu.
- Listen to the mailbox parameters menu and press the digit corresponding to the option selected from the mailbox parameters menu played by the VME Office:

Press	То
1	Record a greeting message for the mailbox.
2	Record your name.
3	Set the directory listing parameters.
4	Change the mailbox access password.
5	Enable or disable the Do Not Disturb function.
6	Set the external notification parameters (if allowed).
7	Set the pager notification parameters (if allowed).
9	Return to the main menu.

#### 3. To handle mail box greetings

Dial 1 from the mailbox parameters menu and press the digit corresponding to the option selected from the greetings menu played by the VME Office:

Press	То
1	Play the current greeting message.
2	Record a new greeting message.
8	Delete the current message.
9	Return to the mailbox parameters menu.

To record a greeting message for a mailbox group, enter the mailbox group number. The above menu is played and a message can be recorded or altered.

#### 3. To edit your name record

Dial 2 from the mailbox parameters menu and press the digit corresponding to the option selected from the name recording menu played by the VME Office:

Press	То
1	Play the current recording.
2	Record a new name.
8	Delete the current name.
9	Return to the mailbox parameters menu.

#### 4. To edit the directory listing parameters

Dial 3 from the mailbox parameters menu and press the digit corresponding to the option selected from the directory listing menu played by the VME Office:

Press	То
1	Play the current directory listing code.
2	Change the directory listing code.
8	Delete the directory listing code.
9	Return to the mailbox parameters menu.

#### 5. To handle the 4-digit password

Dial 4 from the mailbox parameters menu press the digit corresponding to the option selected from the password menu played by the VME Office:

Press	То
1	Play the current password.
2	Change the current password. Dial four digits (0 to 9) for the new password (see notes below).
9	Return to the mailbox parameters menu.



#### **NOTES**

- a. To disable the password, dial 4 from the mailbox parameters menu, then dial 0000.
- b. The Administrator can reset the mailbox password to the default password by using code \*570 or via the VUP.

#### 6. To enable/disable the Do Not Disturb mode

Dial 5 from the mailbox parameters menu and listen to the changed mode (enabled or disabled) played by the VME Office.

When a caller dials an extension which has been set to the Do Not Disturb mode, the VME Office plays one of the following messages:

121	System message (default).
25	Script message in the 1 <sup>st</sup> language.
35	Script message in the 2 <sup>nd</sup> language.
45	Script message in the 3 <sup>rd</sup> language.

#### 7. To handle the external notification of a mailbox



#### **NOTE**

Before being activated by the end-user, the external notification of a mailbox must be enabled by the Administrator.

Dial 6 from the mailbox parameters menu and press the digit corresponding to the option selected from the external notification menu is played by the VME Office:

Press	То
1	Change the external notification state (the alternate state is assumed when pressing the digit).
2	Enter the telephone number of the extension to be notified.
8	Play the number of the external telephone.
9	Return to the mailbox parameters menu.

#### 8. To define pager notification for a mailbox



#### **NOTE**

Before being activated by the end-user, the pager notification of a mailbox must be enabled by the Administrator.

Dial 7 from the mailbox parameters menu and press the digit corresponding to the option selected from the pager notification menu played by the VME Office:

Press	То
1	Change the pager notification state (the alternate state is assumed when pressing the digit).
2	Enter the number of the pager to be notified.
8	Play the number of the pager.
9	Return to the mailbox parameters menu.

# 6 DTMF Programming

This appendix provides the necessary information for programming the VME Office via a touch-tone telephone connected to the PBX using DTMF tones. It consists of the following:

- The DTMF programming rules
- The steps to be taken in order to enter and exit the DTMF programming mode
- A programming command reference divided into functional groups of commands, that is VUP setup, VME Office programming and Administrator's Operations

### 6.1 DTMF Programming Rules

Please observe the following rules for DTMF programming:

- The VME Office cannot handle calls while in the programming mode
- A confirmation tone is heard every time you enter a programming command
- The programming mode is exited if no dialing is carried out for more than a minute

## 6.2 Entering and Exiting the Programming Mode

#### > To enter the programming mode

- 1. Connect a PBX analog line to the VME Office.
- 2. Call the PBX analog line from any touch-tone telephone.
- 3. Wait until the VME Office answers and plays the opening menu. Then dial \*900.
- 4. Dial the Administrator's password (the default password is 1234) to enter the programming mode.

#### > To exit the programming mode:

Dial \*900 or refrain from dialing for one minute.

When entering \*900, the VME Office plays the opening menu and you can test the new settings.

### 6.3 Programming Commands

This section provides the DTMF programming commands divided into functional groups – each group or subgroup in a separate table.

Table 6-1 provides a cross-reference list to the DTMF programming tables and to the relevant VUP programming sections in this manual.

#### Table 6-1: VME Office Programming Cross-reference List



#### **NOTES**

- Some advanced system parameters, which are associated with the VME Office programming for the required PBX, appear in Table 6-2.
- b. Please notice that the Administrator's operations which involve a VME Office
   VUP PC connection do not appear in Table 6-9.

Group	Subgroup 1	Subgroup 2	DTMF Programming Table
VME Office Programming	System Programming	PBX Settings (see note a.)	Table 6-2
		System Parameters	Table 6-3
		In-band DTMF Protocol	Table 6-4
	Automated Attendant	Script Programming	Table 6-5
	Programming	Schedule Programming	Table 6-6
	Voice Mail Programming	Handling the List of Mailboxes, Setting a Mailbox Group	Table 6-7
		Setting the Message Waiting Notification	Table 6-8
Administrator's Operations	-	Administrator Operations (see note b.)	Table 6-9

Table 6-2: PBX Commands for DTMF Programming

Function	Code		Code					
Recognizes a loop disconnect.	*002 +X wh	ere						
	Argument	Spec	ifies					
	X	The	e state of the loop disconnect function. Enter:					
		Valu	e	То				
		0		Enable loop disconnect.				
				Disable loop disconnect.				
Sets the number of rings before a	*310 + line	numb	er +	number of rings where				
line is answered.	Argument		Spo	ecifies				
	line number	•	Αl	ine number (1 to 8).				
	number of r	rings	The	e number of rings (1 to 9).				
Sets the waiting period for No	*311 + XX v	where						
Answer (ranging from 00 to 99 seconds with a default value of 20	Argument	Specifies						
seconds), when the supervised transfer <b>mode</b> is selected.	XX The wa			The waiting period in seconds.				
Defines a notification port.	*315 + X + Y where							
	Argument	ument Specifies						
	X	The	The port number (1 to 8).					
	Y	The	The port notification state. Enter:					
		Valu	alue To					
		0		Disable notification.				
		1		Enable notification.				
Defines up to 10 groups of legal extensions. (Up to six digits can	*320 + Y + First Ext. + * +Last Ext. + # where							
be defined for an extension. If the	Argument		Specifies					
caller dials an extension using direct dialing - code 170, the	Y	A group of legal extensions (0 to 9).						
VME Office checks if the extension is illegal, the VME Office does not transfer the call.)	For example *320 1 330 * 350 defines 21 legal extensions in group No. 1.							
Deletes all PBX legal extensions groups.	*320 + #							
Resets a group of legal extensions (removes all mailboxes from the group).	*320 + Y + 000 + * + 000 + # where the two groups of zeros are 2 to 6-digit long according to the extension size							
Defines the Operator's ID code	*330 + X wh	nere						

Functi	on	Code				
	ilbox usage. (When the	Argument	Specifies			
caller dials this digit while a mailbox greeting message is being played, the call is transferred to the specified Operator.)		X	The Operator's ID code (0 to 9).			
	s the key to retrieve	*331 + X wh	ere			
	ges while the mailbox g is being played.	Argument	Specifies			
8 ***	8	X	The retrieval digit (0 to 9).			
Define extensi	s the key for the backup	*332 + X				
	CAUTION	Argument	Specifies			
<u></u>	The backup extension key ought to be different from the retrieval key or Operator's mailbox ID.	X A key between 0 and 9.				
when t	s the Line Disconnect code he caller hangs up. (The Office terminates a call t receives the Disconnect	*333 + Code + # where Code can be up to four digits. Legal values for this code can be any combination of 0 to 9, *, #, and A to D.				
line Di	s the Disconnect code (The sconnect code is not issued he caller hangs up.)	*333 + #				
	s the external access code	*340 + X + # where				
for ext	ernal notification.	Argument	Specifies			
		X	A digit between 0 and 9 for external access (enter *1 for a pause when external call is enabled without pressing an access digit).			
Clears	the external access code.	*340 + #				
	e pause duration before and	*341 + X wh	ere			
after th	e external access code.	Argument	Specifies			
		X	The pause duration between 0 and 9 seconds (2 seconds is the default value).			
	e input key time, that is the	*342 + XXX	X where			
maximum time during which the caller is allowed to enter a DTMF input string: extension number, password, etc.		Argument	Specifies			
		XXXX	The time in milliseconds between 0000 and 2000 in steps of 10 milliseconds.			
Sets th	e transfer mode for all	*350 + X + Y where				

NOTE For a description of the transfer modes, see PBX Settings.    Value   To select     1	mode.
transfer modes, see PBX Settings.  Enter:  Value To select  1 All the extensions except the Operator's extension.  2 The Operator's extension only.  Y The transfer mode. Enter:  Value To set  0 The non-supervised transfer mode.  1 The supervised transfer mode.	mode.
1 All the extensions except the Operator's extension.  2 The Operator's extension only.  Y The transfer mode. Enter:  Value To set  0 The non-supervised transfer mode.  1 The supervised transfer mode.	e.
Operator's extension.  2 The Operator's extension only.  Y The transfer mode. Enter:  Value To set  0 The non-supervised transfer of the supervised transfer mode.	e.
Y The transfer mode. Enter:  Value To set  0 The non-supervised transfer mode.  1 The supervised transfer mode.	e.
Value     To set       0     The non-supervised transfer of the supervised transfer mode.       1     The supervised transfer mode.	e.
0 The non-supervised transfer of 1 The supervised transfer model.	e.
1 The supervised transfer mode	e.
2 The sami supervised transfer	
mode.	
Defines the Operator's extension number for script and mailbox programming.  *360 +X+YYY+ # where	
NOTE Argument Specifies	
To transfer to an X The Operator's extension number (1 to 8).	
Operator, see command *125 in Table 6-5.  YY  The extension number (up to six digits).	
Deletes an Operator's extension. *360 + X + #	
Argument Specifies	
X The Operator's extension number (1 to 8).	
Defines a fax extension number, to which a call is transferred when the VME Office detects the fax tone.  *361 + X + YYY + # where	
NOTE Argument Specifies	
To select a fax for a script, see command  X The fax number (1 to 4) in VME Office.	
*103 in Table 6-5. YYY The fax extension number.	
Defines a supervised mailbox  *362 + YYY + # where	
(When the mailbox reaches 80% of its capacity, an appropriate  Argument Specifies	
message is sent to the mailbox owner.  YYYY  The mailbox number.	
X The mailbox type. Enter:	
Defines a supervised mailbox X Value For	
1 Supervised mailbox.	

Function	Code							
		2	Reserved type.					
Defines the volume level.	*369 + X where							
	Argument	Specifies						
	X		me level on a 0 to 9 scale vel 5 is the default level.	where 9 is the				
Sets the cadence of Flash light 1.	*370 + XXX	where						
	Argument	Specifies						
	XXX	The cadence in milliseconds in steps of 10 milliseconds. (For example, *370 300 sets Flash-1 to 300 milliseconds.)						
Sets the cadence of the VME	*371 + X + YYYY where							
Office input and output tones in milliseconds.	Argument	Specifies						
	X	The tone	type. Enter:					
		Value	To set	Range (ms)				
		0	Incoming DTMF length	0 - 3000				
		1	Busy 1 off time.	0100-3000				
		2	Busy 1 on time.	0100-3000				
		3	Disconnect 1 off time.	0100-3000				
		4	Disconnect 1 on time.	0100-3000				
		5	Busy 2 off time.	0100-3000				
		6	Busy 2 on time.	0100-3000				
		7	Disconnect 2 off time.	0100-3000				
		8	Disconnect 2 on time.	0100-3000				
		*	DTMF off time.	0000-3000				
		#	DTMF on time.	0000-3000				
	YYYY	The cadence in milliseconds in steps of 10 milliseconds.						

Length of DTMF cadence sent by the	*372 + X wl	nere			
PBX such us Disconnect code.	Argument	Specifie	s		
This parameter is needed in order to calculate the amount of time	X	The leng	gth of DTMF cadence in ms (0-9)		
that must be truncated from the		Each step represents 100 ms.			
end of a message which is terminated via Disconnect Code.					
Checks the Busy signal cadence	*375 + XXX	X + # who	ere		
by dialing the busy extension number and playing the Busy	Argument	Specifie	s		
cadence values.	XXXX	The nun	nber of the busy extension.		
G . d . i IPM G	1050 77 7				
Sets the voice and DTMF sensitivity, that is the volume at	*376 + X + Y				
which the VME Office detects voice when the called extension	Argument	Specifie			
answers or the volume level at	X	ì	or DTMF (2)		
which the VME Office detects DTMF tones.	ĭ	The sens	sitivity level on a scale of 0 to 9.		
Divir tones.					
Sets the DTMF amplitude.	*379 + X wh	ere			
	Argument	Specifie	s		
	X		ume level on a scale of 3 to 9, where 9		
~			ghest level and 5 is the default level.		
Sets the procedural codes sent to the PBX to perform a specific	*380 + X + Code # where				
task.	Argument	Specifie			
	X		e type. Enter:		
		Value	To Town and the stimulation of the LED1		
		2	Turn on notification code LED1.  Turn on notification code LED2.		
		3	Turn off all LEDs.		
		4	Transfer code.		
		5	Recall from Busy.		
		6	Recall from No Answer.		
	Code	The PBX			
	Code	1110 1 107	1 0040.		

	s a specific procedural	*380 + X + # where						
code.		Argument	Specifie	S				
		X	The code	e. Enter:				
			Value	To				
			1	Tur	n on notification code LED1.			
			2	Tur	n on notification code LED2.			
			3	Tur	n off all LEDs.			
			4	Trai	nsfer code.			
			5	Rec	all from Busy.			
			6	Rec	all from No Answer.			
	astring from the Automated ant to the PBX.	*381 + X + Y	*381 + X + YYYY + # where					
]	NOTE	Argument	Specifie	s				
	To dial a DTMF string, see command *121 in	X	A string	numl	ber (0 to 9).			
	Table 6-5.	YYYY	A DTM	A DTMF string.				
Answe	ers number of samples.	*386 + X wh	*386 + X where					
		Argument	Specifie	s				
		X		The number of samples between 0 and 9 (the default is 5).				
	es or disables modem	*399 + X wh	ere					
suppor	t.	Argument	Sets					
		X	The state	e of th	he modem. Enter:			
			Value		То			
			1		Enable the modem.			
			0		Disable the modem.			

Table 6-3: VME Office System Commands for DTMF Programming



#### **NOTE**

The PBX codes contain digits 0 to 9,  $^*$ , #, Flash 1, Flash 2 pause and extension numbers. When entering a code:

Dial	*0	*1	*2	*3	*4	*5	*6	*7	*8	*9	**
For	Extensio n	Paus e	Flas h 1	Flas h 2	#	Α	В	С	D	No. of new messages in mailbox	*

Function	Code					
Sets the format of the directory	*011 + X wh	*011 + X where				
listing. (The first name or last name is selected as the criterion	Argument	Specifies				
for locating a mailbox owner in	X	The listing of	riterion. Enter:			
the directory listing.)		Value	To arrange listing according to			
		0	The last name.			
		1	The first name.			
Sets the default language.	*118 + Z where					
	Argument Specifies					
	Z	The default	language (1, 2 or 3)			

Table 6-4: In-band DTMF Commands for DTMF Programming



#### **NOTES**

a. The DTMF codes are as follows:

Character	*	See Note b.	#	Α	В	O	D
Code	**	*2	*4	*5	*6	*7	*8

- b. Dial \*2 for each digit in the extension. For example, if your PBX is configured to support a 3-digit extension, dial \*2 three times.
- c. A destination must be defined for some of the tasks defined by a DTMF inband codes.
- d. To transfer to the Operator, enter \*202 + XX + Y + # where Y is the number of the local Operator (1 to 8).

Function	Code				
Defines an in-band DTMF code	*200 + XX + YYYY + # where				
for an event.	Argument	Specifie	es		
	XX	The eve	nt number.		
	YYYY	An in-band DTMF code (see notes below).			
Deletes all in-band DTMF codes.	*200 + #				
Deletes in-band DTMF codes for	*200 + XX #	where			
an event.	Argument	Specifies			
	XX	The event number.			
Selects a task for an in-band	*201 + XX + YY where				
DTMF code.	Argument	Specifies			
	XX	The eve	nt number.		
	YY	The task	number. Enter:		
		Value	То		
		00	Play the Automated Attendant opening script.		
		01	Leave a message.		
		02	Retrieve a message.		
		03	Play a specific script.		
		04	Play a Busy menu.		
		05	Play a No Answer menu.		
		06	Play a Do Not Disturb menu.		
		07	Disconnect a call.		
Selects a task for an in-band		Value	То		

Function	Code			
DTMF code.		08	Record the conversation.	
		09	Change to the 1 <sup>st</sup> language and play a specific script.	
		10	Change to the 2 <sup>nd</sup> language and play a specific script.	
		11	Change to the 3 <sup>rd</sup> language and play a specific script.	
		12	Play the Directory Listing (DBN).	
		13	Transfer to a mailbox (see Note c.).	
		14	Transfer to an extension (see Note c.).	
		15	Transfer to the Operator (see Note c.).	
		16	Transfer to a group of mailboxes.	
Selects a destination for an in-	*202 + XX +	· YYYY	+#	
band DTMF event.	Argument	Specifie	s	
	XX	The eve	nt number.	
	YY	The destination of the task (see Note d.).		
Deletes the destination for a	*202 + XX + # where			
specific in-band DTMF event.	Argument	Argument Specifies		
	XX	The event number.		
Deletes all task destinations.	*202 + #			
Defines MATRA support.	*204 + X w	nere		
	Argument	Specifie	s	
	X	If the MATRA PBX support is enabled. Enter:		
		Value	То	
		0	To disable the PBX support.	
		1	To enable the PBX support.	
Defines the waiting period for the	*210 + XXX	X where		
first DTMF character of the inband DTMF code.	Argument	Specifie	s	
	XXXX		ting period between 0000 and 9980 onds in steps of 20 milliseconds.	
Defines the waiting period	*211 + XXX	where		
between adjacent DTMF characters received as part of the	Argument	Specifie	S	
in-band DTMF code.	XXX		ting period between 000 and 980 onds in steps of 20 milliseconds.	

Function	Code	Code			
Defines the type of transfer	*220 + X where				
supervision.	Argument	Specifie	es		
	X	The type	e of transfer supervision. Enter:		
		Value	To use		
		0	Call progress tones.		
		1	DTMF codes.		
Defines the DTMF codes for the	*221 + X + 0	Code + # '	where		
No Answer, Busy and Do Not Disturb conditions.	Argument	Specifie	es		
	X	The con	dition. Enter:		
		Value	For		
		1	The No Answer condition.		
		2	The Busy condition.		
		3	The Do Not Disturb condition.		
	Code		MF code sent by the PBX for transfer sion (see Note a.).		
Deletes the DTMF code for a	*221 + X + #	where			
specific condition.	Argument	Specifie	es		
	X	The con	dition. Enter:		
		Value	For		
		1	The No Answer condition.		
		2	The Busy condition.		
		3	The Do Not Disturb condition.		
Deletes the DTMF code for all conditions.	*221 + #				

Table 6-5: AA Script Commands for DTMF Programming



#### **NOTE**

The following conventions apply to the arguments of the DTMF commands used to program the VME Office Automated Attendant:

XX indicates the number of the played script messages.

B indicates the digit dialed to select the required service.

# indicates to press the respective key at the end of the command.

Functio	n	Code					
Records beep.	a script message after the	*100 + XX					
Plays a s	script message after the	*101 + XX	*101 + XX				
Deletes	a script message.	*102 + XX					
script wl	n fax for transferring a hen the VME Office he fax tone.	*103 + XX +	Y where				
	NOTE	Argument	Specifies				
	To define a fax extension, see command *361 in Table 6-2	Y The fax number.					
	OM timeout for each	*105 +XX + Y + # where					
script.		XX = Script No.					
		Y = Timeout in seconds					
	rs to a script message	*110 + XX + B + YY + # where					
defined	by a submenu.	Argument	Specifies				
		YY	The script message in the submenu.				
(The VN to enter	s to the directory listing.  AE Office asks the caller the first three letters of or last name of the party.)	*111 + XX +	B + #				
	an opening menu to	*112 + XX +	YY + Z + # where				
replace t	replace the existing one.		Specifies				
		YY	The number of the replacement script: 00 to 97.				
		Z The number of the line.					
	s the caller to an opening nenu when pressing the d digit.	*115 + XX + B + #					
Transfer	rs to a script message	*117 + XX + B + YY + Z + # where					

Function	Code			
played in the specified language.	Argument	gument Specifies		
	YY	The num	nber of the destination script.	
	Z	The dest	cination script language (1, 2 or 3).	
Transfers the call to the specified	*120 + XX + B + Extension + # where			
extension.	Argument Specifies			
	Extension	Up to six of the ex	x digits irrespective of the legal number stension.	
Dials a DTMF string and the	*121 + XX +	B + Y + 3	# where	
caller is asked to enter a string number from the PBX speed dial	Argument	Specifie	s	
table.	Y	The DTI	MF string number (0 to 9).	
Transfers the call from the script	*125 + XX +	B + Y + i	# where	
message to a local Operator.	Argument	Specifie	s	
	Y	The Ope	erator number (0 to 8).	
Transfers to a mailbox. (The	*130 + XX +	B + Mail	lbox + # where	
caller is asked to dial a mailbox, to which the call is directly	Argument	Specifie	s	
transferred and a personal greeting is played.)	Mailbox	The mai	lbox number.	
Disconnects the caller.	*140 + XX + B + Z + # where			
	Argument	Specifie	s	
	Z	How to disconnect the line as follows.		
		Value	Specifies to	
		0	Disconnect the line without leaving a message.	
		1	Disconnect the line with a message.	
Leaves a message in a mailbox. (After pressing on the defined digit, the VME Office asks for a mailbox number to leave a message.)	*150 + XX +	<b>B</b> + #		
Retrieves messages from a mailbox. (After pressing the defined digit, the VME Office requests the mailbox number and password.)	*160 + XX + B + #			
Directly transfers the caller, who	*170 + XX + B + First Digit(s) + # where			
is instructed to dial to a legal extension.	Argument	Specifies		
	First Digit(s)	The extension number.		
Directly transfers the caller, who	*175 + XX +	B + First	t Digit(s) + # where	

Function	Code			
is instructed to dial to a PBX mail box extension.	Argument Specifies			
box extension.	First Digit(s)	The extension number.		
Places a call on hold.	*180 + XX + B + #			
Transfers to a busy extension.	*185 + XX + B + #			
Resets the specified message to its default value.	*190 + XX + B + #			
Resets all messages to default values when the specified digit is pressed.	*190 + B + #			

Table 6-6: AA Scheduling Commands for DTMF Programming

Function	Code					
Sets the day light summer time.	*7 + XXXX + Y where					
(The day time is moved by one hour backward or forward.)	Argument	Specific	es			
nour outsirvatu or for waru.	XXXX	A 4-dig	it password.			
	Y	The cha	inge in day light time where:			
		Value	Indicates			
		0	One hour reduction.			
		1	One hour increase.			
Changes the operation mode.	*8 + XXXX	+Y whe	ere			
(scheduling mode and schedule type) using a password.	Argument	Specifi	es			
	XXXX	A 4-dig	it password.			
	Y	The VME Office schedule mode and type:				
		Value	Specifies			
		0	The day time schedule.			
		1	The night time schedule.			
		2	The holiday time schedule.			
		3	Automatic scheduling per VUP programming.			
		4	The break time schedule.			
Changes the operational mode	*400 + X w	*400 + X where				
(scheduling mode and schedule type).	Argument	Specifi	es			
<i>(</i> ) <i>p(</i> ).	X	The VN	The VME Office schedule mode and type:			

Functio	n	Code			
			Value	Specifies	
			0	The day time schedule.	
			1	The night time schedule.	
			2	The holiday time schedule.	
			3	Automatic scheduling per VUP programming.	
			4	The break time schedule.	
Selects t	he time stamp format.	*410 + X wh	nere		
		Argument	Specifi	es	
		X	The tim	e stamp format as follows:	
			Value	Specifies	
			0	12-hour format (default)	
			1	24-hour format	
Sets tim	e and day.	*420 + hh +	mm who	ere	
			Specifi	es	
			The hour of a day (00 to 23).		
		mm	The minute in an hour (00 to 59).		
		For example, *420 15 25 stands for 3:25 p.m.			
Sets the	date.	*430 + DD +	+ MM +	YY where	
1	NOTE	Argument	Specific	es	
	The day of the week is	DD	The dat	e of a month (01 to 31).	
	automatically calculated by the system.	MM	The mo	nth (01 to 12).	
		YY	The year 2000).	ar in a century (00 to 99, enter 00 for year	
Enables time.	listening to the system	*440			
Sets the	working hours schedule	*450 + DD +	⊦ hh mm	+ hh mm where	
for each	day of the week.	Argument	Specific	es	
		DD	The day Monday	of the week between 1 and 7, where 1 is	
		hh mm	The star	rt of the work time in the 24 hour format.	
			The end	of work time in the 24 hour format.	
		will play the 8:30 until 17	For example, *450 1 08 30 17 00 means that the VME Office will play the day schedule opening greeting on Monday from 8:30 until 17:00. It will play the night schedule opening greeting for the rest of the time.		
Sets the	break time schedule for	*460 + DD +	⊦ hh mm	+ hh mm where	

Function	Code			
each day of the week.	Argument	Specifies		
	DD	The day of the week between 1 and 7, where 1 is Monday.		
	hh mm	The start of break time in the 24 hour format.		
	hh mm	The end of break time in the 24 hour format.		
Sets the annual holidays	*470 + DD -	+ MM + hh mm + hh mm where		
schedule.	Argument	Specifies		
	DD	The day of the month (01 to 31)		
	MM	The month (01 to 12)		
	hh mm	The start time in the 24 hour format		
	hh mm	The end time in the 24 hour format		
Deletes all holiday schedules.	*470 + #			
Deletes the holiday schedule for a	*470 + DD -	+ MM # where		
specific date.	Argument	Specifies		
	DD	The day of the month (1 to 31).		
	MM	The month (1 to 12).		
Deletes all holiday schedules for	<b>470</b> + ** + <b>MM</b> + # where			
a specific month.	Argument	Specifies		
	MM	The month (1 to 12)		
Defines the external notification	*490 + hh mm + hh mm where			
active time.	Argument	Specifies		
	hh mm	The start time in 24 hour format.		
	hh mm	The end time in 24 hour format.		
		For example, enter *490 09 00 20 00 to activate the external notification between 9 a.m. and 8 p.m.		
Enables or disables automatic saving of day light time.	*499 + X where			
NOTE	Argument Specifies			
In the US, the time is	-	The state of the automatic saving. Enter:		
changed on the 1 <sup>st</sup> Sunday of April and on		Value To		
the last Sunday of		0 Disable automatic saving.		

Function		Code		
October. In Europe, the time is changed on the last Sunday of March and		1	Enable automatic saving of the USA day light time.	
on the las October.	t Sunday of In all cases, the anged at 2:00		2	Enable automatic saving of the European day light time.

Table 6-7: VM Mailbox Commands for DTMF Programming

Function	n	Code				
Creates a range of mailboxes.		*500 + First mailbox +*+Last mailbox + # where				
		Argument	Spe	cif	ies	
		First mailbox		The number of the first mailbox (up to six digits).		
		Last mailbox	The		imber of the last mailbox (up to six	
Creates	a mailbox.	*501 + maill	00x + #			
		Argument	Specif	fies	S	
		mailbox	The n	um	ber of the mailbox (up to six digits)	
	Switches to an announcer mailbox.		X + Y	+ #	where	
	NOTE	Argument	Speci	Specifies		
	It is impossible to leave	XXXX	The n	The number of the existing mailbox.		
	a message in the announcer's mailbox.	Y	The type of mailbox. Enter:			
			Value		For	
			0		A regular mailbox.	
			1		An announcer mailbox.	
	s a range of extensions to	*505 +XX * XX * YY + # where				
a range o	of mailboxes.	Argument	Speci	fies	S	
		XX	The name.	The numbers of the first and last mailbox in the range.		
		YY	The n	um	ber of the first extension in the range.	
					00 * 350 * 500 + # defines mailbox 300 tensions starting with 500.	
	Allocates an extension to a		*506 +XX *YY + # where			
mailbox		Argument	Specif	fies	S	
			The m	ail	box number.	

Function	n	Code				
		YY	The extension number .			
	s a backup extension to a mailboxes.	*507 + XX * XX * YY + # where		/ <b>Y</b> + # where		
]	NOTE	Argument	Argument Specifies			
	To define a backup extension, see command *332 in Table	XX	The number range.	ers of the first and last mailboxes in the		
	6-2.	YY	The number	er of the backup extension.		
Allocate	s a backup extension to a	*508 +XX	*YY +#	where		
mailbox.		Argument	Specifies			
		XX	The number	er of the mailbox.		
		YY	The number	er of the backup extension.		
Deletes a	a mailbox.	*510 + maill	oox + # whe	re		
	CAUTION	Argument	Specifies			
<u></u>	Before deleting a mailbox, remove any call transferred to the mailbox by the Automated Attendant scripts.	mailbox	The number of the mailbox.			
	the type of range of mailboxes.	*520 + mailbox + * + mailbox + B + # where				
defined	mandoxes.	Argument	Specifies			
		Mailbox	The number range.	ers of the first and last mailbox in a		
		В	The mailbo	ox type. Enter:		
			Value	For		
			0	Real mailbox.		
			1	Virtual mailbox.		
Changes	the type of defined	*521 + maill	 	<u> </u>		
_	mailboxes.		Specifies			
		Argument  Mailbox	-	ox to be created.		
		В	The mailbo	ox type. Enter:		
			Value	For		
			0	Real mailbox.		
			1	Virtual mailbox.		

Function	Code			
Plays or skips the time and date	*530 + mailbox + * + mailbox + B + # where			
stamp for a range of mailboxes.	Argument	Specifies	S	
	mailbox	The numbers of the first and last mailbox in a range.		
	В	The action	on to be taken. Enter:	
		Value	То	
		0	Play the time and date.	
		1	Skip the time and date.	
Plays or skips the time and date	*531 + mail	box + B +	# where	
stamp for a mailbox.	Argument	Specifies	S	
	Mailbox	The mail	box number	
	В	The action	on to be taken. Enter:	
		Value	То	
		0	Play the time and date.	
		1	Skip the time and date.	
Sets the language for a range of mailboxes.	*532 + mailbox + * + mailbox + Z + # where			
mandoxes.	Argument	Specifies	S	
	mailbox	The numbers of the first and last mailbox in a range.		
	Z	The language number (1, 2 or 3).		
Sets the language for a mailbox.	*533 + mailbox + Z + # where			
	Argument	Specifies	S	
	mailbox	The num	bers of the mailbox.	
	Z	The lang	uage number (1, 2 or 3).	
Defines an Operator for a range	*534 +XX	* XX +	Y + # where	
of mailboxes 360.	Argument	Specifies	S	
NOTE To define an Operator's	XX	The num range.	bers of the first and last mailbox in a	
extension, see command *360 in Table 6-2.	Y	The number of the Operator (1 to 8).		
Defines an Operator for a	*535 + XX	( + <b>Y</b> + # w	here	
mailbox.	Argument	Specifies	S	
	XX	The mailbox number.		
	Y	The number of the Operator (1 to 8, 1 is default).		
Defines a fax for a range of	536 + XX	X * XX + Y + # where		
mailboxes.	Argument	Specifies		

Function		Code				
	NOTE To define a fax	XX	The numbers of the first and last mailbox in a range.			
	extension, see command *361 in Table 6-2.	Y	The number of the fax (1 to 4).			
Define	s a fax for a mailbox.	*537 + XX + Y+ # where				
		Argument	Specifies			
		XX	The mailbox number.			
		Y	The number of the fax (1 to 4).			
	Defines the maximum number of		*538 + XX * XX + YY + # where			
stored mailbo	messages for a range of xes	Argument	Specifies			
manoo	ACO.	XX	The numbers of the first and last mailbox in a range.			
		YY	The maximum number of stored messages.			
	s the maximum number of	*539 + XX	+ YY + # where			
stored	messages for a mailbox.	Argument	Specifies			
		XX	The mailbox number.			
		YY	The maximum number of stored messages.			
Adds a	mailbox to a group.	*540 + grou	*540 + group + mailbox + #			
]	NOTE	Argument	Specifies			
	Define the mailbox before	Group	The group number.			
	adding it to a group.	Mailbox	The mailbox number.			
	es the first digit of the	*545 + X where				
group i	numbers.	Argument	Specifies			
			The first digit of the mailbox groups (0 is the default).			
Deletes	s a mailbox from a group.	*550 + group + mailbox + #				
		Argument	Specifies			
		group	The group number.			
		mailbox	The mailbox number.			
Resets a mailbox group, that is all mailboxes are removed from the group.		*560 + group				
		Argument	Specifies			
		group	The group number.			
Resets the user password to the		*570 + XX + #				

Function	Code		
default value (1234).	Argument Specifies		
	XX	The mailbox number.	

Table 6-8: VM Notification Commands for DTMF Programming

Function	Code				
Notifies after reorganization.	*001 + X where				
	Argument	Specifies			
	X		ing of the backup notification after a re-organization process. Enter:		
		Value	То		
		0	Disable the backup notification.		
		1	Enable the backup notification.		
Sets local notification for a range of mailboxes.	*700 + mailbox + * + mailbox + X + # where				
of mandoxes.	Argument	Specifie	s		
	Mailbox	The num range.	The numbers of the first and last mailbox in a range.		
	X	The noti	fication state and indication. Enter:		
		Value	То		
		0	Disable the notification.		
		1	Indicate notification by turning on Light 1.		
		2	Indicate notification by turning on Light 2.		
		3	Indicate notification using sign ring.		
		4	Indicate notification using the ring.		
Disables local notification for all mailboxes.	*700 + #				
Sets local notification for one	*701 + mailbox + X + # where				
mailbox.	Argument	Specifie	s		
	Mailbox	The mai	lbox number		
	X	The notification state and indication. Enter:			
		Value	То		
		0	Disable the notification.		
		1	Indicate notification by turning on Light 1.		
Sets local notification for one	X	Value	То		

Function	Code			
mailbox.		2	Indicate notification by turning on Light 2.	
		3	Indicate notification using sign ring.	
		4	Indicate notification using the ring.	
Enables remote notification for a range of mailboxes.	*710 + mailbox + * + mailbox + Y + # where			
	Argument	Specifies		
	mailbox The numbers of the first range.		abers of the first and last mailbox in a	
	Y The notification state. Enter:		fication state. Enter:	
		Value	То	
		0	Disable the remote notification.	
		1	Enable remote notification.	
Disables remote notification for all mailboxes.	*710 + #			
Enables remote notification for	*711 + mailbox + X + # where			
one mailbox.	Argument	Specifies		
	mailbox	The mailbox number.		
	X	The notification state. Enter:		
		Value	То	
		0	Disable the remote notification.	
		1	Enable remote notification.	
Sets the interval between	*720 + XX where			
successive notification rings.	Argument	Specifies		
	XX	The noti	fication interval in minutes (1 to 99).	
Sets the ring notification	*730 + X where			
duration.	Argument	Specifie	s	
	X	The notification duration. Enter:		
		Value	For	
		0	A short ring duration (default).	
		1	A long ring duration.	
Sets the maximum number of	*740 + XX v	XX where		
days to store a message in the VME Office.	Argument	Specifies	s	
	XX	The number of days to store a message. Enter:		
		Value	For	

Function	Code				
		0199	The number of days.		
		00	No removal of messages.		
Sets the wait period after off-	*741 + X where				
hook for notification dialing.	Argument	Specifies			
	X	The time in seconds (0 to 9).			
Sets the number of ring	*750 + XX where				
notification attempts.	Argument	Specifies			
	XX	The num	The number of attempts (5 is the default).		
Activates the LED notification.	*760 + X where				
	Argument	Specifies			
	X	Either the first or a subsequent message. Enter			
		Value	For		
		0	The first new message.		
		1	Any subsequent message.		
Sets the recording length.	*790 + X where				
	Argument	Specifies			
	X	The recording length in minutes (1 to 9).			

Table 6-9: Administrator's Commands for DTMF Programming

Function	Code				
Changes the Administrator's	*600 + * + (	Old passwo	ord + New password + #		
password (four digits).	NOTE  Do not use the * and # keys for the password.				
Changes the Operator's password.	*601 + * + (	Old passwo	ord + New password + #		
	NOTE  Do not use the * and # keys for the password.				
Forces reorganization.	*610				
Resets the system to factory	*654 + * + \$	XXXX + #	where		
settings. (Use this operation to restore the settings of the initial	Argument	Specifie	es		
PVX, in case that the VME Office has been programmed for a different PBX.)	XXXX	The Adr	ministrator's password.		
Enables to listen to the software version number.	*680				
Plays a system message. (For a	*690 + Z + XXX where				
list of system messages, see the System Messages Appendix.)	Argument	Specifie	Specifies		
System Hessages Tippertam.	Z The message language (1, 2 or 3).		ssage language (1, 2 or 3).		
	XXX The nu		umber of the system message.		
Plays all system messages.	*691 + Z				
	Argument Specifies				
	Z	l .	The message language (1, 2 or 3).		
Enables or disables the playing of	*699 + X + Y where				
specific system messages.	Argument Specific		s		
	X	A syster	n message. Enter:		
		Value	То		
		1	Enable or disable message 004.		
		2	Enable or disable message 102.		
		3	Enable or disable message 095.		
	Y		essage is played. Enter:		
		Value	То		
		0	Enable message playing		
		1	Disable message playing		
		2	Play the message 095, if selected, to a mailboxe without a greeting message.		

# Programming Forms

This appendix consists of forms that are intended to facilitate and speed up the process of planning the setup and programming of the VME Office unit.

It is strongly recommended to fill in these forms before starting a programming session. For programming procedures using the VUP software, refer to Chapters 3 and 4 in the manual. For DTMF programming, refer to the relevant tables in Chapter 7.

The forms divide the VME Office parameters into four groups as follows:

- Basic PBX, AA and VM parameters (see Table 7-1)
- Notification parameters (see Table 7-2)
- Time, data and scheduling parameters (see Table 7-3)
- In-band DTMF protocol parameters (see Table 7-4)

Table 7-1: Basic PBX, AA and VM Parameters Form

		Programming Reference		
Function	Code	DTMF	DTMF VUP	
Selects opening menu.	*112 # # #	Table 6-5	Script Programming	
Sets number of rings before the line is answered.	Line 1: *310 1 Line 2: *310 2 Line 3: *310 3 Line 4: *310 4 Line 5: *310 1 Line 6: *310 2 Line 7: *310 3 Line 8: *310 4	Table 6-2	PBX Settings	
Sets the waiting period for No Answer.	*311	Table 6-2	PBX Settings	
Defines legal PBX extensions.	Group 1: 320 0* # Group 2: 320 1* # Group 3: 320 2* # Group 4: 320 3* # Group 5: 320 4* #	Table 6-2	PBX Settings	
Sets the Operator's ID code.	*330	Table 6-2	PBX Settings	
Sets the disconnect code.	*333#	Table 6-2	PBX Settings	
Sets the external access code.	*340#	Table 6-2	PBX Settings	
Sets the transfer mode.	*350	Table 6-2	PBX Settings	
Sets the numbers of the Operators' extensions.	*360 # # # # # # # # # # # # # # # # #	Table 6-2	PBX Settings	
Sets the number of the supervised mailbox.	*362#	Table 6-2	PBX Settings	
Sets Flash 1.	*370	Table 6-2	PBX Settings	
Sets the cadence of the system input and output tones in milliseconds.	*371	Table 6-2	PBX Settings	

		Program	ming Reference
Function	Code	DTMF	VUP
Sets the voice sensitivity.	*376 1	Table 6-2	PBX Settings
Sets the procedural codes sent to the PBX in order to perform specific tasks.	*380 #	Table 6-2	PBX Settings
Creates a mailbox or a range of mailboxes.	*500*# *501#	Table 6-7	Handling the List of Mailboxes
Creates a virtual mailbox or a range of virtual mailboxes.	*520*# *521#	Table 6-7	Handling the List of Mailboxes
Changes the first digit of the group numbers.	*545	Table 6-7	Setting a Mailbox Group
Adds a mailbox to a group.	Group 000: *540 000# Group 001: *540 001# Group 002: *540 002# Group 003: *540 003#	Table 6-7	Setting a Mailbox Group
Sets the maximum number of days to store a message.	*740	Table 6-7	Handling the List of Mailboxes
Sets the maximum number of stored messages for a range of mailboxes.	*538 * + + #	Table 6-7	Handling the List of Mailboxes

Table 7-2: Message Notification Form

		Program	ming Reference
Function	Code	DTMF	VUP
Enables local notification for a range of mailboxes.	*700 * #	Table 6-8	Setting Message Notifications
Enables local notification for one mailbox.	*701#	Table 6-8	Setting Message Notifications
Enables remote notification for a range of mailboxes.	*710*#	Table 6-8	Setting Message Notifications
Enables remote notification for one mailbox.	*711#	Table 6-8	Setting Message Notifications
Sets the external notification active time.	*490	Table 6-6	Schedule Programming
Sets the interval between notification rings.	*720	Table 6-6	Schedule Programming
Sets the duration of the ring notification.	*730	Table 6-6	Schedule Programming
Activates the notification LED.	*760	Table 6-6	Schedule Programming

Table 7-3: Time, Data and Scheduling Form

==		N
_	_	_
	_	

## **NOTE**

Use the planning lists below before programming the VME Office schedule for the holiday dates and the working and break hours for each and every day.

						Programn	ning Reference
Function	Code					DTMF	VUP
Sets the time.	*420_					Table 6-6	Schedule Programming
Sets the date.	*430_					Table 6-6	Schedule Programming
Defines the annual	*470_					Table 6-6	<u>Schedule</u>
holiday dates.	Day	Month	Start Time	End Time	Holiday Name		Programming
					<del></del>		
					<del></del>		
						_	
						_	
						<u> </u>	
						<u> </u>	
						<u> </u>	
						<u> </u>	
						<u> </u>	
						_	
						_	
	_						

Defines the working	*450	Table 6-6	Schedule	
and break times.	*460		Programming	

						Programm	ning Reference
Function	Code					DTMF	VUP
		W	ork	Br	eak		
		Start	End	Start	End	=	
	Day	Time	Time	Time	Time		
	1 Mon	_	_				
	2 Tue					-	
	3 Wed						
	4 Thu					_	
	5 Fri		_			_	
	6 Sat	_	_				
		_	_				
G	7 Sun		_			T 11 6 6	
Sets the operation mode (scheduling mode and type).	*400					Table 6-6	Schedule Programming
	b. The followers so	ges. Plea ges. owing mages by des ript mess ript mess ript mess ript mess	essage nefault: lage num lage num lage num lage num	ber 10 to ber 15 to ber 20 to	are dedice the Day the Nigothe Breath the Holo		n four script cific script ing Menu ening Menu
	Script No		ript No.		Script N	[o	Script No
	0	0			0		0
	1	1			1		<u></u>
	2	2			2		2
	3	3 <sub>-</sub>			3 4		3 4
	5	4			4 5		<del>1</del> 5
	6	$\frac{3}{6}$			5 6		5 6
	7	<u> </u>			<u> </u>		<u> </u>
	8	8			<del>/</del> 8		<del>'</del> 3
	ı ~						
	9	9			9	] (	9



## NOTE

Use the planning list below before programming the in-band DTMF codes and the associated tasks and destinations.

		Program	ming Reference
Function	Code	DTMF	VUP
Defines an in-band DTMF code for an event.	*200 #	Table 6-4	In-band DTMF Protocol
Selects a task for an in-band DTMF code.	*201		
Selects a destination for a specific in band DTMF event.	*202#		
Defines the waiting period for the first DTMF character in the inband DTMF code.	*210		
Defines the waiting period between receipt of each DTMF character in the In-Band DTMF code.	*211		
Defines the Transfer Supervision Type.	*220		
Define the DTMF code for the Answer, Busy and Do Not Disturb conditions.	*221#		

Event	In-band DTMF Code Code: *200	Task Code: *201	Destination Code: *202
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
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## 8 VM System Messages VM Office messages. Yo

This appendix provides the VME Office messages. You can hear each of these messages in the programming mode by dialing \*690, then programming the language digit (1, 2 or 3) and the 3-digit message number. You can also hear all system messages by dialing \*691 and setting the language digit.

Table 8-1: VM System Messages

Group	No.	Message
System	000	This system has not been programmed. Please refer to the installation manual for instructions. Thank you!
	001	Please hang up now.
	002	Please enter your password.
	003	Invalid entry. Please try again.
	004	Please hold.
	005	Message was received on
	006	At
	007	Zero
	008	O'clock
	009	No
	070	and
	071	You have
	072	new messages
	073	new message
	074	messages
	075	To retrieve messages, press 1. To change mailbox settings, press 2. To send a message, press 8. To return to the main menu, press 9.
	076	You have no messages.
	077	Message saved. Please hold.
	078	To skip this message, press 1. To replay, press 2. To save, press 3. To forward, press 4. To reply to message sender, press 5. To delete, press 8. To return to the previous menu, press 9.
	079	Message saved.

Group	No.	Message
	079	Message saved.
System	080	Measagenthelated w four digit password.
	082	To delete skipped messages, press 8. To save all messages, press 9.
	083	yesterday
	084	today
	085	Please enter your mailbox number.
	086	Invalid mailbox. Please try again.
	087	Incorrect password. Please try again.
	088	Please record your greeting after the tone. Press the hash key when you have finished.
	089	Please record your name after the tone. Press the hash key when you have finished.
	090	Calls will be transferred to your extension.
	091	Calls will not be transferred to your extension.
	092	Please enter the mailbox number.
	093	You have reached the mailbox of
	094	You have reached mailbox number
	095	Please leave a message after the tone. When you have finished, press star for further options or simply hang up.
	096	The required extension is busy. To try another extension, press 1 followed by the extension number. To hold, press 2. To leave a message, press 8. To transfer to the Operator, press 0. To return to the Main Menu, press 9.
	097	The required extension does not answer. To try another extension, press 1 followed by the extension number. To leave a message, press 8. To transfer to the Operator, press 0. To return to the main menu, press 9.
	098	The mailbox is currently unavailable.
	099	The system is busy. Please wait.
	100	a.m.
	101	p.m.
	102	You have a call.
	103	The required extension is busy. To try another extension, press 1 followed by the extension number. To hold, press 2. To transfer to the Operator, press 0. To return to the main menu, press 9.
	104	The required extension does not answer. To try another extension, press 1 followed by the extension number. To transfer to the Operator, press 0. To return to the main menu, press 9.
	105	You have exceeded the maximum message length. Your message will be sent.
	106	Sunday

Group	No.	Message
	107	Monday
	108	Tuesday
	109	Wednesday
	110	Thursday
	111	Friday
	112	Saturday
	113	O (As in Eight-O-Two for 8:02)
	114	Pause
	115	Please record your message after the tone. Press the hash key when you have finished.
	116	To change external notification, press 1. To enter the telephone number, press 2. To listen to the current telephone number, press 3. To return to the previous menu, press 9.
	117	External notification is disabled.
	118	External notification is enabled.
	119	You have a new message. To retrieve messages press 1.
	120	Please enter the telephone number. Press the hash key when you have finished.
	121	The required extension is unavailable. To try another extension, press 1 followed by the extension number. To leave a message, press 8. To transfer to the Operator, press 0. To return to the main menu, press 9.
	122	Invalid extension number. Please try again.
	123	Skipped messages have been deleted.
	124	To listen to your recording, press 1. To rerecord, press 2. To delete, press 8. To return to the previous menu, press 9.
	125	That recording does not exist.
	126	The Busy On-Time is
	127	The Busy Off-Time is
	128	To listen to your password, press 1. To edit, press 2. To return to the previous menu, dial 9.
	129	Message was received
	130	For Pager notification, press 1. To enter the pager number, press 2. To listen to the pager number, press 3. To return to the previous menu, press 9.
	131	Pager notification is disabled.
	132	Pager notification is enabled.
System	133	Please enter your pager number. Press the hash key when you have finished.
	134	saved messages.

Group	No.	Message
	135	saved message.
	136	That mailbox is currently unavailable.
	137	Storage space is nearing capacity.
	138	For
	139	press
	140	To return to the previous list, press 7.
	141	For additional listings, press 8.
	142	To enter another name, press 0. To return to the main menu, press 9.
	143	No directory listing is available.
	144	To record your greeting, press 1. To record your name, press 2. To access directory listing options, press 3. To change your password, press 4. To change the Do Not Disturb mode, press 5. To change external notification, press 6. To change pager notification, press 7. To return to the previous menu, press 9.
	145	To listen to your directory listing, press 1. To enter your directory listing, press 2. To delete your directory listing, press 8. To return to the previous menu, press 9.
	146	Operation Successful.
	147	Using your keypad, please enter the first 3 letters of your last name. For Q press 7 for Z press 9.
	148	Using your keypad, please enter the first 3 letters of the called person's last name. For Q press 7 for Z press 9.
	149	Using your keypad, please enter the first 3 letters of your first name. For Q press 7 for Z press 9.
	150	Using your keypad, please enter the first 3 letters of the called person's first name. For Q press 7 for Z press 9.
	151	Your call is being transferred to
	152	To join the directory listing, please make sure your name is recorded.
	153	Product version is
	154	To try another extension, press '1' followed by the extension number. To transfer to the Operator, press '0'. To return to the Main Menu, press '9'.
	155	This value has not been set.
	156	To change mailbox settings, press 2. To send a message, press 8. To return to the main menu, press 9.
System	157	To skip this message, press 1. To replay, press 2. To save, press 3. To forward, press 4. To delete, press 8. To return to the previous menu, press 9.

Group	No.	Message
	To record your greeting, press 1. To record your name, press 2. T to directory-listing options, press 3. To change your password, press 9.	

Group	No.	Message	No.	Message
Numbers	010	One	024	Fifteen
	011	Two	025	Sixteen
	012	Three	026	Seventeen
	013	Four	027	Eighteen
	014	Five	028	Nineteen
	015	Six	029	Twenty
	016	Seven	030	Thirty
	017	Eight	031	Forty
	018	Nine	032	Fifty
	019	Ten	033	Sixty
	020	Eleven	034	Seventy
	021	Twelve	035	Eighty
	022	Thirteen	036	Ninety
	023	Fourteen		
Dates	037	First	048	Twelfth
	038	Second	049	Thirteenth
	039	Third	050	Fourteenth
	040	Fourth	051	Fifteenth
	041	Fifth	052	Sixteenth
	042	Sixth	053	Seventeenth
	043	Seventh	054	Eighteenth
	044	Eighth	055	Nineteenth
	045	Ninth	056	Twentieth
	046	Tenth	057	Thirtieth
	047	Eleventh		

	Months	058	Of January	064	Of July
		059	Of February	065	Of August
		060	Of March	066	Of September

## 8-6 VM System Messages

Group	No.	Message	No.	Message
	061	Of April	067	Of October
	062	Of May	068	Of November
	063	Of June	069	Of December



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