PanaVOICE™

COURIER™

m e s s a g i n g   m a d e   e a s y

Panasonic®

courier

manager

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INTRODUCTION

ADVANTAGES OF WINDOWS PLATFORM OVER DOS

Panasonic is a leader in providing 32-bit architecture for Microsoft Windows 98 and NT, with significant advantages for the user. Those advantages include:

- Online System Administration while System is taking calls
- Pop-up Menus for ease of System Set-up
- Graphic Computer Program for easy point-and-click desktop messaging and phone management
- On-Screen Help Files context-sensitive via F1 access
- Remote diagnostics access for Trouble Shooting and/or Administration

Additional system attributes include:

- PBX Wizard for selection from predefined PBX Set-Up configurations
- Caller ID options
- Nightly automatic Dat file down-load to floppy drive
- LAN connectivity
- Internet connectivity
- Access to 90,000 mailboxes
- Extensive Class of Service customization

WINDOWS KNOWLEDGE NEEDED TO INSTALL AND SUPPORT COURIER

To install and support the PanaVOICE Courier, it is necessary to have:
- A basic working knowledge of Windows 95/98/NT.
- Familiarity with the task bar, the 'Start' button, and how to use Windows Explorer.
- A comfort level with using the 'mouse' and a cursory knowledge of right and left 'mouse' button controls.
- An understanding of 'Network Neighborhood' properties and TCP/IP settings.

If the system is to be installed onto a network with client software installed remotely, such as the Courier UI (User Interface) or the Mail Quest, a more extensive familiarity with Microsoft networking will be needed.

ABOUT THE COURIER VOICE PROCESSING SYSTEM

The PanaVOICE Courier Voice Processing System is a comprehensive Automated Attendant and Voice Mail application designed to deliver solutions for almost any customer application. The Courier line is comprised of three distinct systems, and is based on Microsoft's Windows Operating System to take full advantage of Microsoft's multi-tasking capabilities and tools.

Each Courier platform can be configured as a stand-alone system to provide robust voice processing functionality, or can be connected to your office Local Area Network (LAN). Each Courier platform comes equipped with a Network Interface Card (NIC), so even if a company is not LAN-ready today, the Courier is. Each platform utilizes this NIC for different functions, which are explained later.

The three distinct Courier platforms have been designed to meet individual market segments and customer applications from both a hardware standpoint, as well as software. In addition, the various PC's and components have been configured to meet with our pricing strategy for these three segments.

The following information will give you a general understanding of these three platforms, including some detailed information on the hardware specifications:

> **Courier** –   Suitable for all In-Band integrated systems. Panasonic API integration includes all functionality excluding telephone display screens. Two to eight ports. Ports terminate in RJ-14 phone jacks. Windows 98 SE operating system.

> **Courier Plus** – Suitable for all In-Band integrated systems. Panasonic API integration includes all functionality *including* telephone display screens. Four to 16 ports. Ports terminate in RJ-14 jacks. Windows 98 SE operating system.

> **Courier UMS** – Suitable for In-Band integrated systems. Panasonic API integration includes all functionality *including* telephone display screens. Four to 32 ports. Ports terminate in RJ-14 connectors. Windows NT Workstation Operating System.

All station connections to Courier voice processing systems will be analog. Ideally, you will terminate the voice mail extensions into RJ-14 jacks. A single phone cord can then run from the Courier to the wall jack for each two ports installed.

COURIER

- 2 Ports to 8 Ports
- Windows 98 SE Operating System
- In-Band Integration with all Telephone Systems
- API Integration includes all functionality excluding telephone display screens

The Courier model provides exceptional value with its Windows 98 SE operating system and its Auto Attendant and Voice Messaging functionality for smaller telephone system configurations. The Courier model is available in 2 and 4 port base units, and can expand up to 8 ports as business needs require.

As a standard feature of the Courier, a network Interface Card is built-in, which can be easily connected to your Network or directly to an individual office PC. This standard feature provides access to the Courier's programming user interface so that the system can be administered right from the System Administrators desktop.

Courier platforms having four (4) or more ports come equipped with a modem and PC Anywhere. The Courier two-port platform does not come equipped with a modem, however these useful tools can be purchased as an option. The modem and software also give access to the Courier programming from remote locations.

An API (Application Processing Interface Card) can be added as an option to the DBS phone system and connected to the Courier model to provide call recording, off-hook voice announcement, and trunk mapping. *The Courier model does not provide for any Display Screen Integration.* The following details the Courier hardware specifications:

The Courier motherboard supports up to seven expansion cards, all of which can be full length ISA cards, on an industry standard Baby AT format motherboard. Its compact size, high reliability and large number of expansion slots makes it an ideal alternative to expensive passive back-plane system architectures.

FEATURES

- Long and stable product life cycle
- 7 expansion slots; supports up to 7 full length ISA cards
- Baby AT industry standard form factor
- High quality, long life components
- ISO 9002 certified manufacturing process
- Network Interface Card

PROCESSOR

- AMD 133 MHz

HARD DRIVE

- 1 GB Minimum

FLOPPY DRIVE

- 1.44 MB

ISA NETWORK INTERFACE CARD

♦ 10 MB

SYSTEM MEMORY

♦ 32 MB in three 72-pin SIMM sockets

CONNECTORS

♦ 2 serial ports
♦ 1 parallel port
♦ 2 IDE connectors
♦ 1 floppy connector
♦ 1 mini-DIN-6 PS/2 mouse,
♦ 1 AT keyboard connector

EXPANSION SLOTS (6-1-0)

♦ Six 16 bit ISA slots
♦ One shared 32-bit PCI/8-bit ISA slot

PCB

♦ Four layer, Baby AT form factor
♦ 9.84" (25 cm) x 8.66" (22 cm)

COURIER PLUS

- 4 Ports to 16 Ports
- Windows 98 SE Operating System
- In-Band Integration with all Telephone Systems
- Full API Integration

The Courier Plus model is also based on Microsoft's Windows 98 SE Operating System, but delivers the next level of performance and additional expansion capability. The Courier Plus's added functions are delivered as a result of a minimun 300 MHz processor and standard 32 MB of memory for optimum performance, and also come equipped with 4 built-in cooling fans

As a standard feature of the Courier Plus, a net work Interface Card is built-in, which can be easily connected to your Network or directly to an individual office PC. This standard feature provides access to the Courier's programming user interface so that the system can be administered right from the System Administrators desktop.

This platform comes equipped with an internal 56K modem and PC Anywhere software for the purpose of remote access to the User Interface.

For advanced integration with the DBS phone system, the Plus can also accommodate the DBS API as an option. This integration, among other things, provides both small and large screen telephone display information. This display permits access to the various features of the voice processing system without having to remember a wide variety of codes, resulting in a very user friendly system.

The Courier Plus system can also provide Fax capabilities such as detect and routing.

Through the Courier Plus's built-in 10MB Network Interface Card, the system can be connected to your office LAN to Integrate your voice, and text messages directly on the users PC screen. This is accomplished by adding the Courier Mail Quest application to any of the users PC's. This application permits users to listen, forward, delete, etc. voice, and text messages by the click of their mouse.

The Courier Plus provides a choice of 4, 8, 12, or 16 ports base models. The following details the Courier Plus hardware specifications:

The Courier Plus platform has the ability to support up to six ISA expansion cards on an industry standard Baby AT format motherboard. In addition, it offers many features designed specifically for industrial applications.

FEATURES

- Long and stable product life cycle
- 7 expansion slots; supports up to 6 full length ISA cards
- Baby AT form factor
- Monitors fan, temperature, and power supply voltages
- High quality, long life components
- ISO 9002 certified manufacturing process
- Network Interface Card
- Internal 56K Modem & PC Anywhere

PROCESSOR

♦ AMD 300 MHz Minimum

HARD DRIVE

♦ 6.4 GB Minimum

FLOPPY DRIVE

♦ 1.44 MB

ISA NETWORK INTERFACE CARD

♦ 10 MB

SYSTEM MEMORY

♦ 32 MB

CONNECTORS

♦ 2 connectors for external USB ports
♦ 2 serial ports
♦ 1 parallel port
♦ 2 IDE connectors
♦ 1 floppy connector
♦ 1 PS/2 mouse port
♦ 1 PS/2 or AT keyboard port
♦ 1 12-pin standard AT power supply connector
♦ 1 20-pin ATX power supply connector

EXPANSION SLOTS

♦ 5 dedicated 16-bit ISA slots
♦ 1 shared ISA/PCI slot
♦ 1 dedicated PCI slot

COURIER UMS

- 4 Ports to 32 Ports
- Windows NT Operating System
- In-Band Integration and Full API Integration

The Courier UMS model is based on Microsoft Windows NT Workstation Operating System and runs on an advanced industrialized PC platform with its Intel Pentium II Minimum 350 Processor and standard 64 MB of memory. It can be configured as a stand-alone system, or connected to your LAN (through its built-in NIC) to provide Unified and Integrated Messaging functionality.

The UMS platform also comes equipped with an internal 56K modem and PcAnywhere software for the purpose of remote access to the User Interface.

The Courier UMS platform uses PCI voice board technology, which allows this system more flexible growth opportunities. There are two types of PCI boards that are used, a 4 port & an 8 port. This high-density card allows us to use one hardware PC platform to provide growth from 4 to 32 ports. Only 4 PCI slots are required to get a maximum of 32 ports!

Just like the Plus, the Courier UMS system can be configured to use the DBS's optional API card for maximum system integration. This digital connection also enables quicker processing of calls through the Courier thereby maximizing port utilization.

The UMS comes in base configurations of 4, 8, 12, 16, 24, & 32 ports. The following details the Courier UMS hardware specifications:

FEATURES

- Long and stable product life cycle
- 4 expansion slots; 3 PCI, 1 shared
- NLX v1.2 form factor
- Minimal jumper design
- High quality, long life components
- 100 MHz Front Side Bus (FSB)
- ISO 9002 certified manufacturing process
- Network Interface Card
- Internal 56K Modem & Remote Software
- High Density PCI Voice Boards

PROCESSOR

- Pentium II Processor 350 MHz

HARD DRIVE

- 6.4 GB Minimum

FLOPPY DRIVE

- 1.44 MB

ISA NETWORK INTERFACE CARD

♦   10/100 Mbit/sec LAN hardware

SYSTEM MEMORY

♦   Three 168-pin DIMM sockets

♦   64 MB of synchronous DRAM (SDRAM)

CONNECTORS

♦   2 connectors for external USB ports

♦   2 serial ports

♦   1 parallel port

♦   2 IDE connectors

♦   1 floppy connector

♦   1 PS/2 mouse port

♦   1 PS/2 or AT keyboard port

♦   1 12-pin standard AT power supply connector

♦   1 20-pin ATX power supply connector

EXPANSION SLOTS

♦   3 PCI slots

♦   1 shared ISA/PCI slot

The following chart is a quick view of the major elements of each system, and how they may differ in certain categories:

	COURIER	COURIER PLUS	COURIER UMS
Base System	2 & 4 Port	4,8,12, & 16 Port	4,8,12,16,24, & 32 Port
Expansion Increments	2 or 4 Port Increments	2 or 4 Port Increments	4 & 8 Port Increments
Expansion Limit	2 Ports: 8 Ports 4 Ports: 8 Ports	16 Ports	32 Ports
Operating System	Windows 98 SE	Windows 98 SE	Windows NT Workstation
Processor Speed	133 MHz	300MHz Minimum	350 MHz Minimum
Memory	32 MB	32 MB	64 MB
ISA Slots	6	5	N/A
PCI Slots	N/A	1	3
Shared PCI/ISA	1	1	1
Cooling Fans	4	4	4
Hard Drive	1 GB (minimum)	6.4 GB (minimum)	6.4 GB (minimum)
Hours of Storage	Up To 40 Hours	Up To 550 Hours	Up To 550 Hours
Mailboxes	Not Restricted	Not Restricted	Not Restricted
Data Files Nightly Back-Up	Standard	Standard	Standard
Hard Drive Mirror Back-Up	N/A	Optional	Optional
Color Monitor Package	Optional	Optional	Optional
Modem & Remote Software	Optional – 2 ports Standard – 4 ports	Standard 56K PC Anywhere	Standard 56K PC Anywhere
Floppy Drive	Standard	Standard	Standard
API Integration	Full Functionality No Display Screens	Full Functionality	Full Functionality
Fax Detect & Route	Standard	Standard	Standard
Courier Mail Quest	N/A	Optional	Optional
Network Interface Connection	Standard 10MB	Standard 10MB	Standard 100MB
Integrated Messaging	N/A	Optional	Optional
Unified Messaging	N/A	N/A	Optional
Three-Year Warranty	Standard	Standard	Standard

GETTING STARTED: PHYSICAL INSTALLATION

The following information is provided to assist you in setting up the physical elements of the Courier systems and the DBS.

1. Confirm the inclusion of all parts

Part	Description	Qty
Computer	Computer with pre-loaded Courier Software.	1
AC Cord	AC power cord to connect to standard 110 V AC 50/60 Hz receptacle.	1
Security Key	Security "key" required for Courier to function.	1
Windows 98 SE & Windows NT Software	Includes Windows 98 SE Windows NT book, registration card and Windows 98 SE Windows NT recovery CD-ROM.	1
Accessory Kit	Courier and Courier Plus systems Include screws and washers for mounting a CD-ROM drive and the Courier UMS also includes fastening screws to stabilize the installation of additional voice boards.	1
Modem Manual	Modem specifications and usage instructions are documented in this manual	1
Video Card Manual	Network Card specifications and usage instructions are documented in this manual.	1
Mother Board Manual	Mother Board Specifications are documented in this manual.	1
Video Card Manual	Video board specifications are documented in this manual.	1

Note: A PS2 type Mouse, IBM AT type keyboard (Courier & Courier Plus) PS2 keyboard for Courier UMS and a SVGA type monitor is required during the initial installation of the Courier system. These items are not included with the system and must be purchased separately.

2. Plug in the Keyboard, Mouse, Monitor and Security Key

The connectors can be located by referring to diagram C001 for Courier and C002 for Courier Plus and C003 for Courier UMS units.

Install the security key onto the back of the Courier system. The security key is located in a plastic bag along with other system hardware. Use a screwdriver to secure the key to the Courier system. Installation of this key is imperative to Courier operation.

3. Connect the female end of the AC Power cord into the Courier.

(Again by following the appropriate diagram) and then plug the male end into a standard 110 V AC 50/60 Hz receptacle.

Line drawings of each of the three systems (Courier, Courier Plus, and Courier UMS) are provided on the next three pages. These drawings will assist you in identifying the various connectors and cards equipped on each system.

In addition, these drawings also detail the proper pin configuration of the various voice boards that are used.

TWO-PORT COURIER SCHEMATIC

2 Port Courier

1	Power Connection
2	API Connection
3	Com 2
4	LPT1
5	Keyboard Connection
6	PS2/MOUSE
7	Monitor Connection
8	Network Card
9	Modem
10	2 Port Voice Board

First Port

Not Used

Second Port

Not Used

Diagram C001

4 Port Courier Plus

1	Power Connection
2	Com 1 API
3	Com 2
4	LPT1
5	Keyboard Connection
6	PS2/MOUSE
7	Monitor Connection
8	Network Card
9	Modem
10	4 Port Voice Board

First Port

Second Port

Third Port

Fourth Port

Diagram C002

FOUR-PORT COURIER UMS SCHEMATIC

4 Port Courier UMS

First Port

Second Port

Third Port

Fourth Port

1	VIDEO
2	PARALLEL
3	COM 1 (API)
4	KB con.
5	MOUSE con.
6	COM 2
7	USB PORT
8	NETWORK
9	Modem
10	Power Connection

Diagram C003
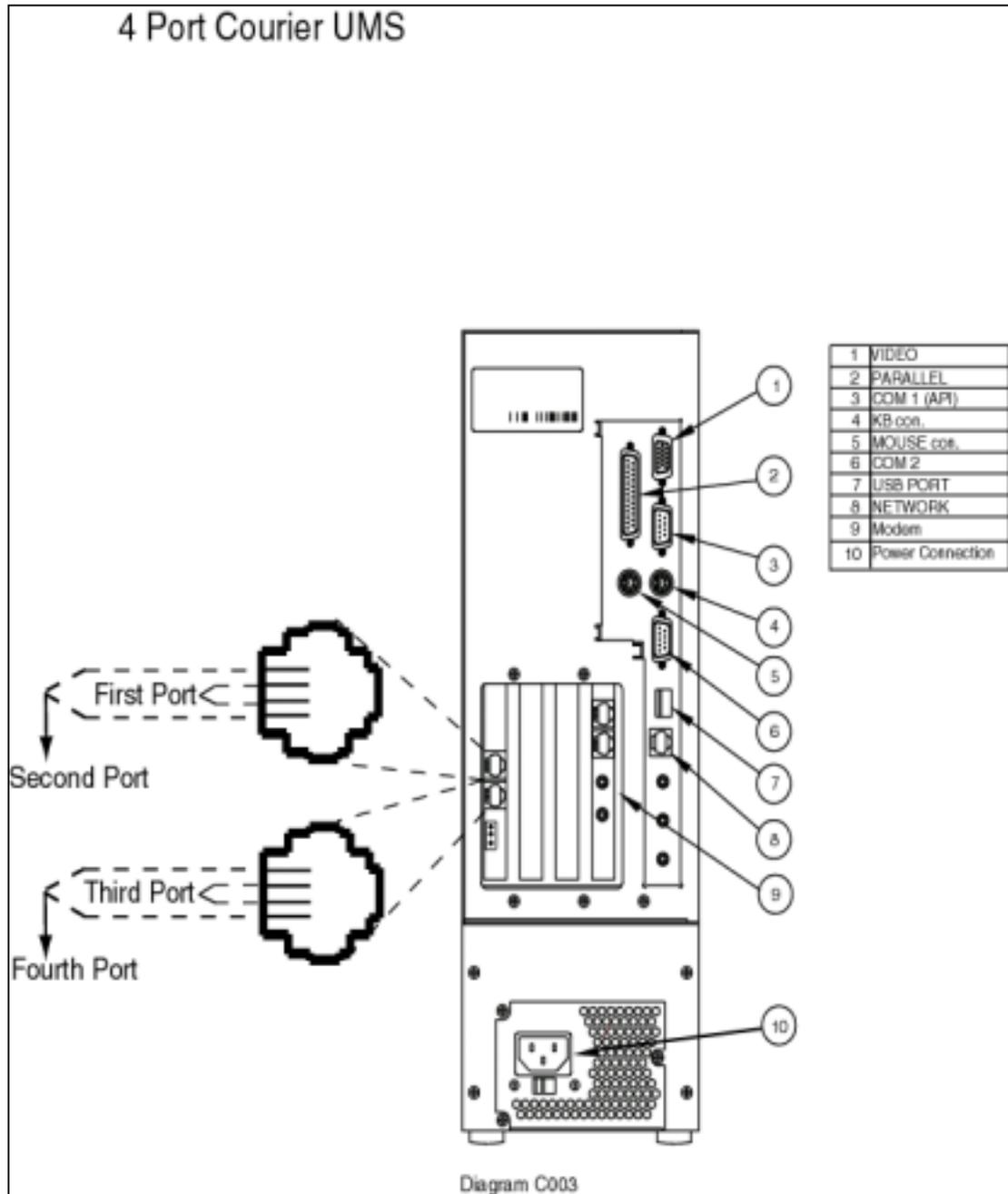
4. Equip the DBS System with the appropriate hardware.

Use the table below as a guide to make sure you have all the DBS hardware necessary for a complete installation.

DBS Type	Model Number	Courier, Courier Plus, Courier UMS 1-4 Ports		Courier, Courier Plus, Courier UMS 5-8 Ports		Courier Plus, Courier UMS 8-16 Ports		Courier UMS 17-24 Ports		Courier UMS 25-32 Ports	
		API	Non-API	API	Non-API	API	Non-API	API	Non-API	API	Non-API
DBS 824	VB-4970IP (API)	1	0	1	0	N/A	N/A	N/A	N/A	N/A	N/A
	VB-43709 (SLT Adapter)	1	1	2	2	N/A	N/A	N/A	N/A	N/A	N/A
	VB-42551	1	0	1	0	1	0	1	0	N/A	N/A
DBS	VB-4970IP (API)	1	1	1	1	1	1	1	0	N/A	N/A
	VB-43621A (AEC)	1	1	1	1	2	2	2	3	N/A	N/A
	VB-2089P (SLT Ringer)	0	1	0	1	0	1	0	1	N/A	N/A
	VB-43431 (MFR)	0	1	0	1	0	1	0	1	N/A	N/A
	VB-43709 (SLT Adapter)	0	1	0	2	0	N/A	N/A	N/A	N/A	N/A
	VB-43551	1	0	1	0	2	0	3	0	4	0
DBS 576	VB-44131 (API)	1	0	1	0	1	0	1	0	1	0
	VB-44620 (AEC)	1	1	1	1	2	2	3	3	4	4
	VB-44513	1	0	1	0	2	0	3	0	4	0

API INTEGRATION

The API connection to the Panasonic DBS/576 phone system provides the Courier with a high-speed, digital link to the telephone system. This allows for very fast and accurate call progress detection and message waiting indication. In addition, the following enhancements are provided:

- Trunk mapping
- Utilization of the Call Record feature
- Off Hook Voice Announce from Courier when a second call comes in and is directed to a busy station
- Caller ID information presented on calls and attached to voice messages
- Enhanced display screen interface on both large and small screen telephones (Courier Plus and Courier UMS only)
- Message Lights are controlled via the API link which relieves a port of that duty

All station connections to Courier voice processing systems will be accomplished through analog ports from the DBS for voice paths. Ideally, for the Courier and Courier Plus, you will terminate the voice mail extensions into RJ-14 jacks. A single phone cord can then run from the Courier to the wall jack for each 2 ports installed.

All API integrated systems connect via the 9 pin RS-232 port on the rear of the Courier unit. A proprietary 9 pin to 25 pin API cable *must* be used to connect the port with the RS-232 connector on the telephone system. The RS-232 connector will be clearly marked as 'API' and will also be labeled 'COM1'.

The Integrated version with API and CPC-M/B has an 8-port maximum, and the CPC-B & EX with API has a 16-port maximum. The API integration allows for features such as large and small screen visual menus, easy message access, light indication without using a voice port, message scheduling by trunk, the call record feature, and OHVA (Off Hook Voice Announce) from Courier.

Because the API is being used, the telephone system has a direct digital link to the Courier. This allows for faster integration because the API is exchanging information to and from the Courier directly to the backplane of the DBS telephone system.

CALL RECORD

The **Call Record** feature, which is available on all API Integrated Systems, will allow a user to press a record key on their telephone to start recording their telephone conversation. The recorded message will be saved as a new message in the user's voice mailbox.

OFF HOOK VOICE ANNOUNCE

The **Off Hook Voice Announce** feature can now be accomplished through the Courier. If your extension is busy, the Courier can dial "5" and announce the call. You have the option of:

- Accepting the call,
- Sending the caller to your mailbox to leave a message, or
- Allowing the call to queue until you finish your current call.

5. Wire the DBS analog ports to the voice boards.

The order of the voice board connectors is clearly marked on the back of the PC adjacent to each board.

IT IS IMPERATIVE THAT PORTS FROM THE DBS BE CONNECTED TO THE VOICE BOARDS IN SEQUENTIAL ORDER.

YOU MUST MATCH THE LOWEST DBS PORT YOU ARE USING TO THE LOWEST VOICE BOARD PORT AND CONTINUE IN SEQUENTIAL ORDER.

For example, if you are using ports 9,10,11 and 12 of the DBS, port 9 should be connected to Port 1 of the voice board, port 10 to port 2 of the voice board and so on.

The Courier and Courier Plus Systems use 2- and 4-port ISA voice boards depending on the configuration. The 2-port voice boards have two connectors handling 1 port each and are clearly designated on the back of the PC adjacent to the voice board. In the case of a 2-port voice board, the center pair of the connector must be connected to the DBS analog port. Refer to diagram C001 for the pin configuration of these connectors.

In the case of a 4-port voice board, there are also 2 connectors on the voice board. These will also be clearly marked on the PC. In this case, the center pair of each connector is the first port of that connector and the outer pair is the second. Since the Courier Plus system uses the same connector types, you can refer to diagram C002 for the pin configuration.

The Courier UMS uses both 4- and 8-port PCI voice boards depending on the configuration. The Pin configuration is the same as the Courier and Courier plus units in that the center pair of the first connector is port 1; the outer pair is port 2 and so on for each connector. For an example of the pin configuration of a 4-port Courier UMS, refer to diagram C003.

GETTING STARTED: SOFTWARE PROGRAMMING

This section will describe details and explanations regarding the Courier and DBS software programming logic to assist you in understanding the step-by-step process of programming customer applications.

DBS PROGRAMMING

TELEPHONE SYSTEM PROGRAMMING FOR API INTEGRATED DBS SERIES

SET THE API SLOT ASSIGNMENT.

For the DBS 824:

- Press FF1
- Dial 2# 1# 19#
- Enter 1ST Extension Port # Courier voice mail is installed on

For the DBS 40/72/96:

- Press FF1
- Dial 2# 1# 20#
- Enter 1ST AEC is being used followed by the #

SET THE CALL FORWARD NO ANSWER TIMER

- Press FF1
- Dial 3# 17# 4#

PROGRAM THE "VOICE MAIL TONE" PARAMETER TO RETURN BUSY TO THE COURIER.

- Press FF1
- Dial 2# 1# 21#
- Enter 1#

ASSIGN A TERMINAL TYPE TO THE VOICE MAIL EXTENSION PORTS.

- Press FF3
- Enter the first voice mail extension port number
- Dial 2# ("Tel Set Type" appears)
- Enter "41" as the terminal type for the first port
- Press Hold to go to next port number using 42-56

Note: It is imperative that all ports used be sequential.

PUT THE VOICEMAIL EXTENSION PORTS IN A HUNT GROUP.

- Dial FF4
- Enter 3# (Hunt Group Number)# 1#
- Enter the Pilot number #
- Dial 0# for Terminal Hunting
- Press # 2 times
- Enter VM pilot number # as transfer extension
- Enter VM extension # from low to high
- Hit the # key after each entry

SET PERMANENT FORWARDING FOR EACH EXTENSION.

- Press FF3
- Enter the extension port number you wish to forward
- Dial 42#
- Enter the type of forwarding followed by the #
- Enter voicemail pilot number followed by the # sign
- Repeat steps for each extension

PROGRAMMING THE VOICE MAIL TRANSFER KEY ON API INTEGRATED SYSTEMS.

- Press FF5
- Enter 1st port # of the phone to be programmed
- Enter the FF key number to be programmed
- Press Conf' Prog Auto Auto VM Pilot Number #
- Press 'Hold' to advance to the next port

PROGRAMMING A CALL RECORD KEY ON API INTEGRATED SYSTEMS

- Press FF5
- Enter 1st port # of the phone to be programmed
- Enter the FF key number to be programmed
- Press Conf Prog Auto FF11 VM Pilot Number, #
- Press 'Hold' to advance to the next port

TELEPHONE SYSTEM PROGRAMMING FOR IN-BAND INTEGRATED DBS SERIES

PROGRAM THE "VOICE MAIL TONE" PARAMETER TO RETURN BUSY TO THE COURIER.

- ♦ Press FF1
- ♦ Dial 2# 1# 21#
- ♦ Enter 0#

ASSIGN A TERMINAL TYPE TO THE VOICE MAIL EXTENSION PORTS.

- ♦ Press FF3
- ♦ Enter the first voice mail extension port number
- ♦ Dial 2# ("Tel Set Type" appears)
- ♦ Enter "10" as the terminal type for DB Series. (Enter "15" as the terminal type for the 824.)
- ♦ Press Hold to go to the next port number

PUT THE VOICEMAIL EXTENSION PORTS IN A HUNT GROUP.

- ♦ Dial FF4
- ♦ Enter 3# (Hunt Group Number)# 1#
- ♦ Enter the Pilot number #
- ♦ Dial 0# for Terminal Hunting
- ♦ Press # 2 times
- ♦ Enter the VM pilot # as the transfer extension
- ♦ Enter the VM extension # in order, from low to high
- ♦ Hit the # key after each entry

SET PERMANENT FORWARDING FOR EACH EXTENSION.

- ♦ Press FF3
- ♦ Enter the extension port number you wish to forward.
- ♦ Dial 42#
- ♦ Enter type of forwarding followed by the number 2 (or 3)
- ♦ Enter the VM pilot number followed by the # sign
- ♦ Repeat steps for each extension

SET CALL FORWARD ID CODES FOR INDIVIDUAL EXTENSIONS.

- ♦ From a phone, hit on/off Prog Auto *
- ♦ Enter the extension # you forwarded to voice mail
- ♦ Enter # and the extension number
- ♦ Press Hold
- ♦ Repeat for each extension forwarded to VM

*Note: For In-Band integrated Courier voice mail, use *4 plus the extension number to light the message waiting light and *5 plus the extension number to cancel the message light. This must be done from the same port.*

TELEPHONE SYSTEM CONFIGURATION FOR IN-BAND INTEGRATED 576 SERIES

SET EXTENSION NUMBERS FOR VOICE MAIL PORTS

- Press FF3
- Dial 0 BSSC 02 HOLD (Extension Number) BLK DOWN
- Repeat for each VM: extension number BLK DOWN

PROGRAM SLT VOICE MAIL CONNECTION

- Press FF3
- Dial 0 BSSC 04 06 HOLD 1 BLK DOWN
- Repeat for each voice mail port

SET LOOP DISCONNECT SIGNAL

- Press FF3
- Dial 0 BSSC 04 20 HOLD 1 BLK DOWN
- Repeat for each voice mail port

ASSIGN CLASS OF SERVICE ON EACH VOICE MAIL PORT.

- Press FF3
- Dial 0 BSSC 07 HOLD 15 BLK DOWN
- Repeat for each VM: extension 15 BLK DOWN

SETUP HUNT GROUP

- Press FF5
- Dial 1 (Hunt Group Number) 01 HOLD 1 HOLD
- Enter (pilot number for the voice mail) HOLD
- Enter each VM extension # (members) and hit HOLD

CALL FORWARDING PROGRAMMING

- Press FF8
- Dial 1 09 0 HOLD (Ext # to be Forwarded)
- HOLD (voice mail pilot number) HOLD. {For Busy}
- Enter the voice mail pilot number again
- Hit HOLD. {For No Answer}
- Repeat for each extension

SET CALL FORWARD ID CODES FOR ALL FORWARDED EXTENSIONS

- Press FF8
- Dial 1 05 HOLD HOLD extension number
- Hit HOLD # extension number HOLD
- Repeat for each extension forwarded to voice mail

Note: For an In-Band integrated Courier, use *41 plus the extension number to light message lights, and to cancel message lights use *49 plus the extension number.

CONSIDERATIONS FOR THIRD-PARTY VOICE MAIL

The Courier is capable of functioning as third party voice mail on many telephone systems. In most cases, simply choosing the appropriate PBX type on the PBX Parameter screen will configure the Courier for correct operation on that telephone system.

For telephone systems not listed, simply set the Lamp On and Lamp Off Protocols and adjust the PBX parameters, if necessary. The majority of telephone systems can use the default PBX parameters at their current settings.

COURIER PROGRAMMING

BOOTING THE APPLICATION

Once the Courier & DBS physical hardware has been established, it is time to turn on the PC, and boot the application.

You will notice during this boot procedure, several programs that are launching. Most of these programs will remain minimized at the bottom of the screen (to the right of the "Start" icon). Some will launch quickly, and not be minimized. The following programs will launch during the boot procedure:

- Windows
- PC Anywhere
- Voice Card Drivers
- Choose API Integrated or In-Band
- Service Overlord
- Winsock Overlord Broadcast
- Serial Overlord
- Courier Engine

Note: During the boot procedure, do not attempt to minimize, close, expand, etc. any program that is launching. The boot procedure will be completed when the final program (Courier Engine Ver. xxx) appears in lower task bar at the far right.

The following boot sequence will load when the system is powered on:

Note: Only Sequence 1 and 2 are different on the Courier UMS. The remaining Sequence steps are the same for all units.

1. **Basic hard drive initialization**

   Courier and Courier Plus

   Hard drive initialization will take approximately 20 seconds. Here you will recognize basic text over a black background.

   Courier UMS

   Courier NT start up screen will appear prompting the user to select either NT 4.0 or NT 4.0 VGA. There is no need to make an entry. NT 4.0 will automatically load after 4 seconds.

2. **OPERATING SYSTEM LOADS**

   Courier and Courier Plus

   The next program to boot is the Windows O/S. During this procedure, the Windows 98 banner will appear, and last for approximately 15 seconds.

   Courier UMS

   OS Loader text flashes very quickly and then NT 4.0 loads for 20 seconds. During this time you will see the operating system version and service version

3. Windows 98 Banner

The next program to boot is the Windows O/S. During this procedure, the Windows 98 banner will appear, and last for approximately 15 seconds.

4. Windows Desktop

The screen will then change to the desktop background, and will show the cursor arrow and hourglass icon. After approximately 10 seconds, the Login and Password are automatically entered for you and you will see 2 programs launching simultaneously. These programs, PC Anywhere and the Voice Card Driver, will boot very quickly.

These two programs will not appear on the task bar when they are finished.

5. Choose API Integrated or In-Band

The system will stop at this point and ask you to choose between API Integration (API card installed in DBS), or In-Band Integration (DBS system without API card).

When you click **YES** or **NO** to this prompt, the Courier is configured appropriately.

Note: If the Courier is activated in API mode, it will expect the API link to be present at all times. If the link is <u>not</u> present, the Courier will deactivate and reactivate itself approximately every three minutes in an effort to re-establish the link. For this reason, if you wish to do setup work on a Courier that will be integrated but is not currently connected to the API link, you should activate the Courier in non-API mode so that setup can be completed. The mode can then be changed to API when the system is properly connected to the DBS switch.

Note: Call Forwarding cannot be utilized with In-band Integration.

How to Change Selected Mode

If it is necessary to change the selected mode, (after the entire booting procedure has been completed), follow the procedure below:

♦ **Expand the Service Overlord, and exit.**
Once the programs have been stopped,

♦ **Go to Windows Explorer Program and double click the Folder: 'ata'.**
Once you have found a file within this folder called

♦ **INTEGRATED.TXT, highlight it, and then delete it.**
Once the file has been deleted, reinitiate the boot up procedure.

Note: You can initiate the start up of the Service Overlord, Winsock Overlord, and Courier Engine at this point by clicking the 'Voice Server Startup' icon. On a Windows 98 machine, this icon is in the Quick Launch tray just to the right of the Start button. On a Windows NT machine, it appears on the Windows desktop.

This boot process for non-API integrated systems is identical to the process as described above; only the Serial Overlord will not load this time because there is no API integration in this case.

6. Service Overlord

The Service Overlord icon appears on the task bar to the right of the Windows "Start" button. The Service Overlord is basically a control panel used to Stop, Start, or Hide the tasks of the Courier voice processing application. Should you need to shut down the Courier system, you should press the 'Stop' button on the Service Overlord to do so. You can either select 'Stop' to close the other components and leave the Service Overlord running, *or* you can simply press 'Exit' to stop all components and also exit the Service Overlord.
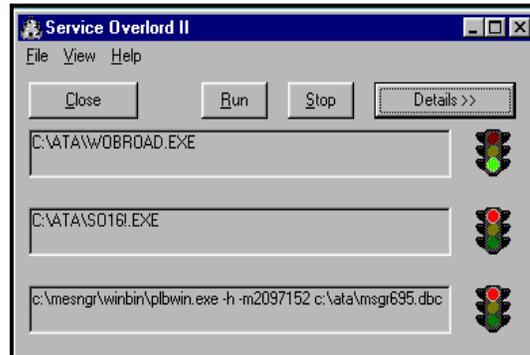
Pressing the 'Hide' button will remove the Courier voice system tasks from the task bar even though they are still running.

The Service Overlord screen tells you that the Courier is operating in either Integrated or In-Band mode. This program does not load. The Service Overlord icon simply appears on the task bar to the right of the Windows "Start" button.

Note: Always minimize the Window when you have finished. Clicking the "X" will shut down the program.

7. Winsock Overlord

The next program to load is the Winsock Overlord. This program supervises the communication between various Courier components. Courier uses Windows 'Winsock' connections for its data transfer between programs. It takes about 5 seconds to load this program.

When this program is complete, the Winsock Overlord icon will remain on the task bar.
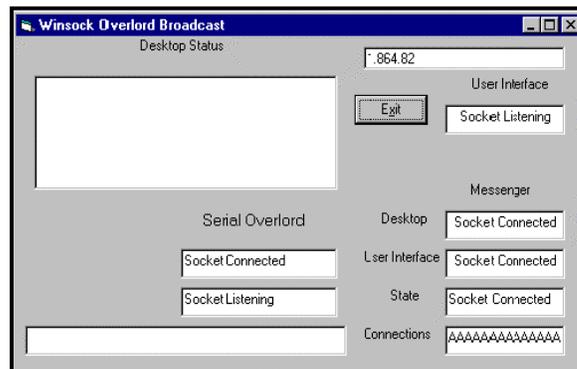
8. Serial Overlord

The Serial Overlord will take about 5 seconds to load. This program is the serial connection between the DBS API and the Courier. This program supervises the communications between the Courier and the API link to the telephone switch system.
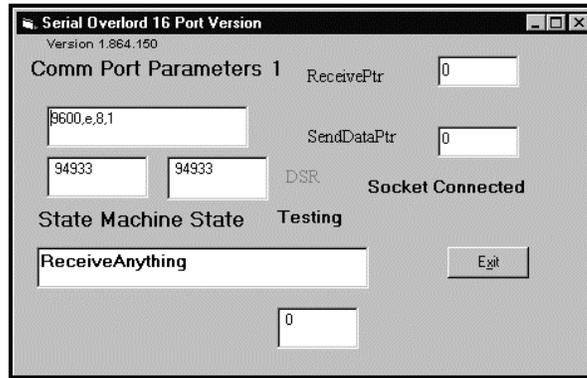
This program will only be operating when the Courier is functioning in API integrated mode. You will find this application handy during the troubleshooting process to determine if the serial link data is being sent and received. When this program is complete, the Serial Overlord icon will remain on the task bar.

Note: Always minimize the Window when you have finished. Clicking the "X" will shut down the program.

9. Courier Engine

The Courier Engine is the voice processing application. An icon will appear at the far right of the task bar, and will read: *Courier Engine*

The Windows task bar will have the following icons appearing:

As the Courier Engine screen activates, critical errors may be denoted on a flashing red screen. Things such as not having the security key attached, a non-approved voice board, no system greeting selected, etc. can cause these critical errors to appear. Normally, there is no error message and after a brief period, the Courier system is ready to answer calls. The following screen will appear:
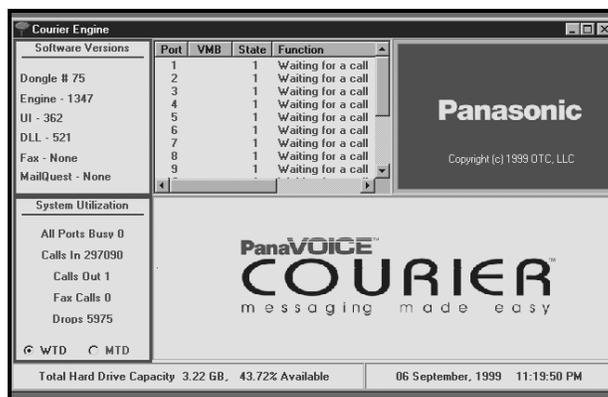
You will notice the critical system version numbers listed at the top left of the Courier Engine screen. The security key serial number is also listed here. These items may be needed for support purposes or when upgrading your Courier system.

At the bottom left of the screen are Week To Date and Month To Date system statistics. By clicking the appropriate MTD or WTD button, you can see Calls received, notification calls placed, incoming fax calls, calls dropped to the operator, and number of times all ports were busy.

Note: At this point, all of the appropriate programs have been successfully loaded and the Courier is now ready to process calls.

RECAP:

♦ The Service Overlord is the tool used to start and stop the Courier voice processing application.

♦ The Serial Overlord icon is used most often for viewing serial link packet information.

♦ The Winsock Overlord is seldom displayed.

♦ The Courier Engine splash screen will normally be running on the system.

You can view these programs at any time. However, remember to **MINIMIZE THE APPLICATION WHEN EXITING,** as opposed to clicking the "X" at the upper right hand corner. Clicking the "X" will shut down the program, which is not what you want to accomplish.

OPENING COURIER UI & LOGIN

The next step is to open the Courier User Interface (UI), which is a separate application used for programming the system. The UI is Windows based, and is extremely easy and efficient to program.
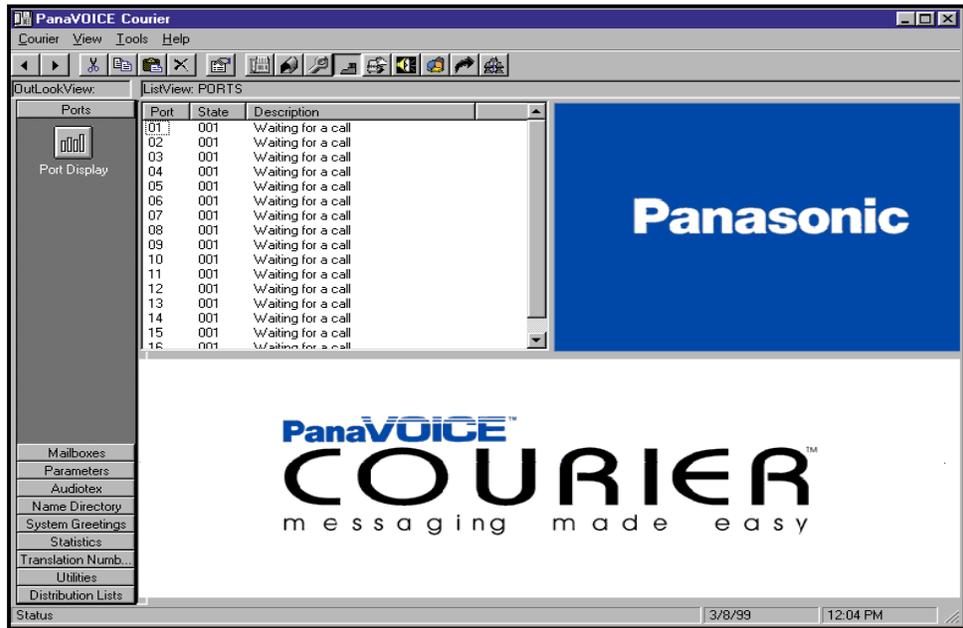
There are two ways to execute the UI. You can:

♦ Click on the Courier UI shortcut, which is the telephone icon to the right of the Windows Start button.

   On a Windows 98 machine, this icon is in the Quick Launch tray just to the right of the Start button. On a Windows NT machine, it appears on the Windows desktop.

You can also:

♦ Click on Start,

♦ Then Programs,

♦ Then Panasonic Courier,

♦ Then Courier Start Up.

In either case, the Courier Loading screen will appear to launch the program.

LOGIN

Once the Courier UI is up,

♦ Click on **Courier**, then click on **Login**.
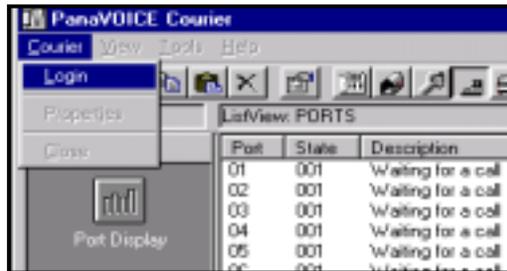
At this point, **Courier** will appear as the User Name.

♦ Enter 1111 as the default password.
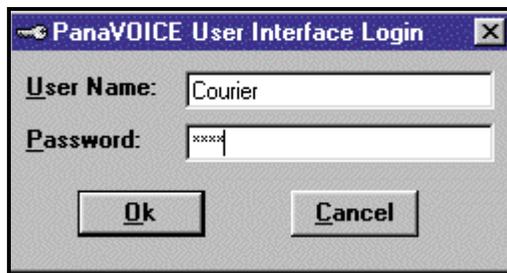
From the Toolbar left mouse click on **Courier** and then **Login**.

Courier will then ask for a Password.

Courier's default Password is 1111.
Courier's default name is Courier.

When the proper password is given, Courier will allow editing of the system.

To change the Password, see System Master Password in the System Parameters menu.

PORTS

The Port screen displays Courier's current port activity. The current State number along with its description, are provided.

From the Courier OutLook Bar, under the Ports tab, click the Port Display icon to view the current Port status. The following screen appears:
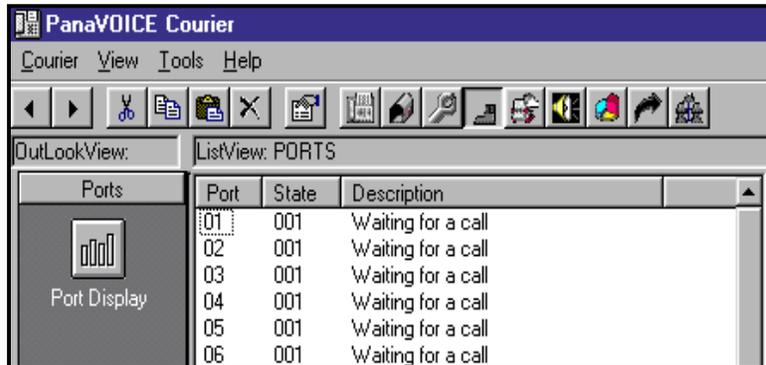
CONFIRM COURIER ANSWERS TELEPHONE

Now that the Courier system has successfully booted, and is connected to the telephone system, a call should be placed to the Courier to verify it's basic operation. Call any of the station numbers assigned to Courier and ensure that the system will answer the telephone.

If the Courier is API integrated and the test call is unsuccessful, verify all of the station and API programming on the telephone switch. *This is the most common problem when API integrated systems do not answer.*

If programming appears correct and the system still does not answer, please refer to the "Initial System Troubleshooting" section for assistance in problem resolution.

See the appropriate flow chart, identified as **NON-API SETUP AND TEST ROUTINE** or **API SETUP AND TEST ROUTINE** in the Table of Contents**,** to confirm the operation of the Courier System, DBS programming, and wiring connections.

HELP FILE ACCESS

Context-sensitive on-line Help Files are accessible from any point in the User Interface by pressing the F1 key on the Courier system's keyboard.

In addition, Help Files are available regarding the many other aspects of the Courier system, including System Administrator functions and User options.

COURIER BASIC SET-UP INTERFACE

Frequently used values or settings have been pre-defined as "**default settings**" for the majority of parameters requiring an entry. If necessary, these settings can be easily changed to reflect the site requirements of the user.

However, there are some settings that must be entered on site, as well as the recording of custom System Greetings. The following list is designed to guide you through the customization of your Courier system, in a logical progression.

BASIC SET-UP ITEMS

To get started quickly, the following steps can be taken to handle the bulk of programming. Once these elements have been completed, your system is ready to go.

1. System Parameters
    a. Pilot Number
    b. Number of Digits in Mailbox Number
    c. Times to Ring an Extension
    d. Time of Day for Maintenance Shutdown
    e. Password Length
    f. System Master Password
    g. Name Entry Order
2. Voice Mail Parameters
    a. Lamp On Protocol
    b. Lamp Off Protocol
3. PBX Parameters
    a. PBX Type
    b. Outside Line Prefix
4. Port Specific Parameters
    a. Message Notification
5. Mailboxes
    a. Global Class of Service
    b. Mailbox Maintenance
    c. Browse
6. Name Directory
7. System Greetings
    a. System Greetings Set-Up
    b. Recording System Greetings
    c. Current Default System Greeting
    d. Message Description (System Greeting Name)
    e. Extension (Extension calls will transfer to when pressing '0' or making no entry.)
    f. Audiotex Entry (Information Only Mailbox number if other than IOM 999.)
    g. Fax Extension number
    h. System Greeting Schedules
8. Audiotex Lists
    a. Maintenance/Branching (One-Digit Dialing)

SYSTEM PARAMETERS

Frequently used values or settings have been pre-defined as "default settings" for the majority of parameters. Depending upon the application, these parameter settings may have to be changed from their default values.

The following list is designed to guide you through the customization of your Courier system parameters.

On the Courier OutLook Bar, click the Parameters Tab, and then click the System icon. The view will expand to show System Parameters.

A. PILOT NUMBER – DEFAULT: 500 - SEE *SYSTEM PARAMETERS.*
Enter the voice mail pilot extension number. *This is needed only for API integrated systems.* If using a value other than 500, enter the correct pilot number here.

B. NUMBER OF DIGITS IN MAILBOX NUMBER – DEFAULT: 3 - SEE *SYSTEM PARAMETERS.*
Enter the number of digits making up a Mailbox Number. Set from 2 to 5 digits. All Mailboxes must be the same length, and must mirror the number of digits used for telephone extension numbers.

C. TIMES TO RING AN EXTENSION – DEFAULT: 4 - SEE *SYSTEM PARAMETERS.*
Enter the number of times Courier will ring a telephone extension before determining there is no answer. This function is used for the Monitoring feature. Enter 1 to 9 rings. This value takes effect on any extension that does not have a specific number of rings assigned in mailbox maintenance.

D. TIME OF DAY FOR MAINTENANCE SHUTDOWN - DEFAULT: 0005 - SEE *SYSTEM PARAMETERS*
Enter the time, in military format; Courier is to shut down daily for maintenance. This should be a time when calls are not coming in to Courier. A 3.5-inch floppy should reside in the floppy at all times. During maintenance, the data files are written to a floppy for daily backup. The default shutdown time is 00:05 (12:05 a.m.).

E. PASSWORD LENGTH 4-9 OR V FOR VARIABLE – DEFAULT: 4 - SEE *SYSTEM PARAMETERS*
Enter the length of passwords for individual mailbox owners. The password length can be set from 4 to 9 digits, or (V)ariable length.

Note: When variable length passwords are used, Courier listens for a pound sign (#) to indicate the end of the password.

F. SYSTEM MASTER PASSWORD – DEFAULT: 1111 - SEE *SYSTEM PARAMETERS*
The System Master Password is the main password to access all Courier programming functions.

G. NAME ENTRY ORDER – DEFAULT: (LAST NAME) -   SEE *SYSTEM PARAMETERS.*
Select First Name, Last Name, or Either Name as preferred. This selects the prompt that is played when the name entry prefix key is pressed. Names should be entered into the Name Directory in the order that matches this setting.

VOICE MAIL PARAMETERS

LAMP ON PROTOCOL – DEFAULT: (BLANK)

Lamp on protocol	

This field defines the DTMF sequence used to turn on a message-waiting light at the extension, when a new message is to be delivered. (e.g.: *4X would be used for DBS 824, 40 72 and 96 systems)

Note: The field under Add Mailboxes, which determines the message notification method, must be set to Light in order for these Protocols to work.

Note: These Lamp Protocol fields are not relevant when using API integration.

LAMP OFF PROTOCOL – DEFAULT: (BLANK)

Lamp off protocol	

This field defines the DTMF sequence used to turn off a message-waiting light. (e.g.: *5X would be used for DBS 824,40 72 and 96 systems.)

Note: The field under Add Mailboxes, which determines the message notification method, must be set to Light in order for these Protocols to work.

Note: These Lamp Protocol fields are not relevant when using API integration.

PBX PARAMETERS

On the Courier OutLook Bar, under the Parameters Tab, click the PBX icon. The view will expand to show PBX Parameters.

A. OUTSIDE LINE PREFIX - SEE *PBX PARAMETERS*
Enter the number required to access an outside line. Begin and end the required digits with a comma for a one second pause (e.g.   ,9,).

PORT SPECIFIC PARAMETERS

On the Courier OutLook Bar, under the Parameters Tab, click the Port Specific icon. The view will expand to show Channel Specific Parameters.

A. MESSAGE NOTIFICATION – SEE *PORT SPECIFIC PARAMETERS*
The first port(s) on the Courier system are generally reserved for incoming calls only. The last port(s) are the only ones that should be used for notification functions, which include out-dialing for pager notification, lighting message waiting lights, or message notification. This reduces the likelihood of 'glare' or collisions with incoming calls.

UNRESTRICTED

Courier uses this port for message notification, to light message waiting lights, and to forward messages.

PAGER NOTIFICATION

Courier uses this port for Pager/Call notification only. Not commonly used.

LIGHTS ONLY

Courier uses this port to light message waiting lights only. Not commonly used.

NO OUTBOUND CALLS

This port is reserved for incoming calls only.   No message notification calls are made on this port.

MAILBOXES

GLOBAL CLASS OF SERVICE

Review the two default classes and determine if any additional need to be created.

A Global Class of Service (COS) is used to create unique mailbox definitions, in order to set up individual or multiple Mailboxes.

A COS is established based on *each combination of parameters* defined. **Global COS has priority over any System Parameters**.

Note: Changing the attributes of an existing COS, will change the attributes of mailboxes having the COS.

There are 2 predefined COS for quick and easy programming:

1. 01 Unrestricted: This COS allows most of the 13 features to be used. The use of COS 01 requires the use of a port. When using the Mailbox Builder, COS 01 is used as the default.

2. 02 General Office: This COS allows access to the System Distribution list, Branching, Message Forwarding, and Call Screening. All other features are not allowed.

Up to 99 unique Classes of Services may be defined and numbered (01 through 99) under Global COS.

Custom Mailbox Setup, numbered 00, is only associated with an <u>individual</u> mailbox, defined under Mailbox Maintenance and, is used <u>to set up all other types</u> of Mailboxes (Attendant Only, Information Only, Guest, Play Only, and Query Only).

In **Class of Service**, a drop mailbox may be defined for callers who reach your personal greeting and dial zero. This allows you to set up different operators for each department, if needed.

From the Courier OutLook Bar, under the Maiboxes tab, click the Global COS icon. The following menu appears:

Mailbox parameters are defined based on the following criteria:

OPERATOR DROP MAILBOX

Operator Drop Mailbox [▼]

When a caller has reached a mailbox owners personal greeting and they dial the digit "0", this is the mailbox they will be transferred to. Depending on the type of mailbox, the Courier will dial the extension the mailbox is associated with and then follow whatever instruction is set for that specific mailbox.

This application is great for selecting different Drop Operator mailboxes for different departments within the same company.

PURGE NEW MESSAGES

Purge New Msgs Days [ ]

This is the number of days the system will hold a new message before it is automatically deleted. A message is considered *NEW* if the mailbox owner has never listened it to.

Note: A message is also considered new if you listen to a message for the first time and do not save it or delete it.

PURGE OLD MESSAGES

Purge Old Msgs Days [ ]

This is the number of days the system will hold a message before it is automatically deleted. A message is considered old after listening to a message for the first time and then saving it.

ACCESS SYSTEM DISTRIBUTION LIST

[ ] Access System Dist Lists

This field allows the user to have the ability to use the System Distribution Lists. The System Distribution Lists provide a method by which a user can record a message and send it to every mailbox in the Distribution List.   The actual name of the Distribution List is programmed under the Distribution List description parameter. At the telephone level the user can then set the mailboxes that he or she would like to make a part of the list.

BRANCHING

[ ] Branching

Allows the mailbox owner to use Branching within the mailbox. When a caller hears the mailbox greeting, they are allowed to select other dialing options (0-9) defined by the mailbox owner.

Note: If the Operator Drop Mailbox defined above is designated, the Branch 0 digit will have the same designation.

MESSAGE FORWARDING

```
[ ] Message Forwarding
```

Allows a mailbox owner to forward messages to another mailbox. This is set through the individual mailbox, which can be accessed at any telephone.

CALL SCREENING

```
[ ] Call Screening
```

If this box is checked, it allows the mailbox owner to turn Call Screening on or off at the user level. If the user activates Call Screening, Courier will ask the caller their name and play it to the mailbox owner, allowing the owner the option of sending the caller to voice mail instead of accepting the call.

CALL QUEUING

```
[ ] Call Queuing
```

This feature allows the mailbox owner to place incoming calls into a holding 'queue', while on a prior call. Callers are notified as to their position in the Queue. Queuing not to be utilized if Call Forwarding is active.

CALL RECORD

```
[ ] Call Record
```

This feature enables the user to press a call record key on their telephone to start recording their telephone conversation. The recorded message will then be saved as a new message. When this feature is activated, both parties can hear an optional Call Record Warning tone.

Note: If this box is checked the Call Record Notify box will automatically be enabled, giving the user the ability to utilize the Call Record feature described above.

CALL RECORD NOTIFY

```
[ ] Call Record Notify
```

Checking this box will sound a warning tone that can be heard by both parties when the Call Record feature is activated.

EXTERNAL MESSAGE NOTIFICATION

☐ **External Message Notification**

Allows the mailbox owner to use External Message Notification (defined previously in the Mailbox Maintenance External Message Notification TAB).

NOTIFY ON URGENT MESSAGE ONLY

☐ Notify on Urgent Msg Only

When this box is checked, the Courier will only notify the mailbox owner by way of External Call Notification (outside dialing including pager number), *if a new message is marked Urgent.*

CALL FORWARDING

☐ **Call Forwarding**

Allows the mailbox owner to setup forwarding of calls to another telephone extension. This feature is described in more detail above. The actual extension to forward to can be entered in the Add Mailbox section at the user interface or at the telephone level.

CALL BACK

When an internal message is left in your mailbox you can simply dial a digit (or press a key on API integrated systems) to have the Courier place you on hold and call back the internal extension of the person who left the message.

OUTSIDE DIALING

Not active at this time. Future feature.

OFF HOOK VOICE ANNOUNCE

☐ **Off Hook Voice Announce**

When this feature is activated The Courier will audibly notify a busy extension of an incoming call. The user has the option to accept the call, send the caller to their mailbox, or have the call placed in a holding Queue.

Note: If you accept the call, you have up to one minute to terminate or put the original call on hold in order to take the second call.

ADD A CLASS OF SERVICE

Note: A Class of Service CANNOT be deleted once it has been created. It can only be changed.

To Add a Class of Service, click the **New** button. By default, Courier assigns the new Class of Service entry the next available two-digit number.

Next, enter the name associated with the new Class of Service entry (Maximum length for name is 20 characters).

You then select what Class of Service Items are to be included.

EDIT A CLASS OF SERVICE

In the Class of Service name field, click the name of the Class of Service you need to edit.   To change a field, simply highlight the field and enter the new parameters.

Once the necessary changes for a Class of Service entry have been completed, click Apply. The System Administrator now has the option to change another Class of Service entry or to Exit.

Any mailboxes that were added to the System before the editing of the Class of Service will <u>not</u> automatically be changed.

MAILBOX MAINTENANCE

MAILBOX SETUP

This section describes the procedures and functions of adding, editing or deleting mailboxes for the particular application. From this group of screens, you can quickly and easily set up all mailbox criteria either one at a time, in groups, or in ranges of mailboxes.

From the Courier OutLook Bar, click the Mailboxes tab. The following screen appears:

```
ListView: MAILBOX MAINTENANCE
┌─────────────┬──────────────────┬───────────┬─────────────────┬────────────────┐
│ Mailbox Setup │ Mailbox Properties │ Branching │ External Msg Notify │ Call Forwarding │

  Mailbox  [                        ]     Mailbox Password  [        ]

    □ Replace Mailbox      ☑ Display Phone      Name        [          ]

    ☑ Monitored            □ Release on Ring    Department  [          ]

  Enter the Mailbox Type    [S - Standard Mailbox  ▼]   Company [          ]

  Message Notification Option  [L - Light  ▼]          ┌─ Class of Service ──┐
                                                        │ 00 Custom Maibox Setup │
    ┌──────────────────┐                                │ 01 Unrestricted        │
    │ □ Timed Forward   │   Parent Mailbox No.  [    ]   │ 02 General Office      │
    │ Extension [    ]  │   Rings to Extension  [    ]   │                        │
    │ Start Time [   ]  │   Extension Light     [    ]   │                        │
    │ Stop Time  [   ]  │                                └────────────────────┘
    └──────────────────┘

                              [ Refresh ]

     [Add New]  [<<] [<]   [Search]   [>] [>>]   [Delete]

  Mailbox  [                          ]    [ Ok ]   [ Cancel ]   [ Apply ]
```

The Mailbox Maintenance fields include Tabs that allow you to quickly jump from one screen to another. These Tabs include Mailbox Setup, Mailbox Properties, Branching, External Message Notification and Call Forwarding. When you select an individual Mailbox, or a group or range of mailboxes to add or edit in the Mailbox Setup, the Class of Service you select will determine which of the remaining three Tabs will be activated and accessible for additional programming.

MAILBOX

```
┌──────────┬──────────────────────────────────────┐
│ Mailbox  │ 100-125, 130,137,145                 │
└──────────┴──────────────────────────────────────┘
```

In the Mailbox field, enter a specific mailbox, a sequential range of mailboxes, or a group of mailboxes, to add or delete. Mailboxes may be set up or deleted one at a time, in a sequential range of mailboxes or a group of mailboxes. The quickest and easiest way of setting up mailboxes is by the same Class of Service.

For example:

Mailbox: 100
Sequential Range: 100-125
Group: 110-125, 130, 137, 145

Separate each range by a comma (,).

REPLACE MAILBOX

☐ Replace Mailbox

This field allows you to change individual, group, and ranges of mailboxes that have previously been defined. Simply input the mailbox numbers, change parameters and select Replace Existing Mailboxes.

When *Replace Mailboxes* is selected, Courier will replace the attributes of an existing mailbox with new information even though the mailbox number already exists. If this field is **not** selected, the Courier will skip over any existing mailboxes.

MONITORED (NOT MONITORED)

☑ Monitored

Courier can be set up to allow for the Automated Attendant to call telephone extensions and determine their state (listen for a busy signal or no answer) prior to transferring the call. This is called Monitored.

If the telephone extension does not answer, or is busy, the Automated Attendant will then provide the outside caller with options or send the caller to the mailbox greeting to leave a message.

Note: Make sure there is no conflict between the telephone system call forward timing parameter and the Times To Ring an Extension field located in System Parameters. Please Review the "Set The Call Forward No Answer Timer" in the Getting Started: Software Programming Section. You may still elect to utilize telephone system call forwarding at the same time you are monitoring Auto Attendant calls. For example, all non-Auto Attendant calls directed to your extension will follow the telephone system call forwarding parameter.

Note: A non-API integrated system must learn the ringing, busy and hang-up tones provided by the telephone system. This is done using the AccuCall Wizard under the Programs section of the Start Menu.   **However, this is not necessary on Panasonic switches.**

If Monitored is not selected, the Courier will "blind transfer" callers to extensions. In this case call forwarding to voice mail function is performed at the telephone system level.

Typically API Integrated Systems will be monitored, and In Band Systems will not be monitored.

Note: Call Forwarding cannot be utilized with In-band Integration

DISPLAY PHONE

When adding a mailbox or range of mailboxes, and a display phone is associated with each mailbox, this field should be checked.

This box is used to turn audio on and off for display telephones. For Display phones with API, it is not necessary to play audio when you are in your mailbox because there are flexible function keys associated with each feature.

For telephone switch 43000 series display telephones (except the large screen display), it is necessary to play audio since these phones do not have flexible function keys associated with the display screen.

Note: This function is only available when using API Integration.

RELEASE ON RING

Transfers a caller to a ringing telephone without waiting for an answer.

Once the Courier confirms ring back on a transferred call to an extension through the Auto Attendant, it will release the call when this box is checked. If the Courier hears busy, it will take the call back and play options to the outside caller. In this case the telephone system should be set to call forward on a no answer to voice mail.

Note: A non-API integrated system must learn the ringing, busy and hang-up tones provided by the telephone system. This is done using the AccuCall Wizard under the Programs section of the Start Menu.   However, Panasonic switches do not require this to be done.

ENTER THE MAILBOX TYPE

Left mouse click on the drop down arrow provided to view the selection of valid choices. Highlight your choice and click the left mouse button.

TYPES OF MAILBOXES

There are six (6) types of mailboxes that can be programmed to fit the customers' needs. Every type of extension on your telephone system must have an associated mailbox number if calls are going to be directed through the Automated Attendant to the extensions.

Note: In Applications that instruct the Automated Attendant to transfer directly to a mailbox that is not associated with an actual extension (live telephone), the mailbox is normally defined as a Guest mailbox.

Depending upon the application, the following types of mailboxes are available:

STANDARD MAILBOX (S)

A Standard Mailbox **must** be associated with a real telephone extension on your telephone system. Typically, all telephone owners also own a mailbox, and the extension number and mailbox number match a specific mailbox, a group of mailboxes, or a sequential range of mailboxes.

In this case, when an outside caller dials an extension number through the Automated Attendant, and the extension does not answer, the owner's mailbox will take a message.

Standard Mailboxes have full messaging capabilities. These messaging capabilities are described in further detail under the Mailbox Maintenance section of this manual.

ATTENDANT ONLY MAILBOX (A)

An Attendant Only (Automated Attendant) Mailbox **is** also associated with a real telephone extension but has *no* messaging capabilities.

Extensions such as fax machines and modems are good examples of extensions that do not need any messaging capability, however, will need to have calls transferred to them from the automated attendant.

In addition, if the system is going to be set up as automated attendant only (no voice mail functionality), then each telephone extension must be set up with an associated mailbox number, and programmed as an Attendant Only (Automated Attendant)Mailbox.

INFORMATION ONLY MAILBOX (I)

An Information Only Mailbox (IOM) **is** *not* associated with a real telephone extension and a caller cannot leave messages for this mailbox.

An IOM can be compared to "transaction boxes," or "script editing tables" that are found in many other voice processing systems.

In default, every greeting is pointed to IOM 999 and its corresponding single-digit directory of options

An IOM can be used for three distinct purposes:

1. **Play a recorded message, dial digits**

    For this application, the IOM greeting will be played to the caller and the caller has the ability to enter digits to be transferred to another extension, another IOM, or the operator. The digits to dial can be set up in the Audiotex Parameters section.

2. **Play greeting, blind transfer**

    For this application, the IOM greeting will be played to the caller then transferred to a pre-defined extension, which has been already defined in Audiotex Branching.

3. **Branching**

When an application requires single digit dialing from the Automated Attendant, an IOM is used to provide this function. In default, all System Greetings are associated with a default IOM number "999." Setting up the digits for "999" can be accomplished in Audiotex Branching.

You may create other branching IOMs to associate with other System Greetings. This can be accomplished in System Greeting Maintenance.

EXAMPLES OF IOM FUNCTIONS (F/M/P/C/G)

F - FULL FUNCTIONALITY

Courier listens for <u>one or more digits</u> to be entered by the caller.
> *"Press '0' for our current CD rates, '1' to check on your account balance, '2' if you would like information on opening a new account, or '3' for more information."*

If the caller presses **"0 for current CD rates"** (0. CD Rates), he hears this informational message:
> *"Our current CD rate for a 6-month certificate is 6 percent. The minimum deposit is $5,000. There is a penalty for early withdrawal. To speak with someone regarding a CD, press 230."*

M - MENU FUNCTIONALITY

Courier listens for <u>only one (1) digit</u> to be entered by the caller. Courier anticipates that the caller will press one of the four options:
> *"Press '0' for our current CD rates, '1' to check on your account balance, '2' if you would like information on opening a new account, or '3' for more information."*

The function code for this level must be M, Menu Functionality, because each of the four options is selected by pressing one digit. In this sample, the level represented by the default primary Audiotex-level IOM **999**, has Menu (M) Functionality because each of the four options may be selected by pressing one digit (0, 1, 2, 3 or 6).

P - PRIORITY FUNCTIONALITY

Courier listens for a <u>multi-digit (up to 20 digits) Translation number</u> to be entered by the caller, in order to forward the call to the proper extension number.
> *"Press '0' for our current CD rates, <u>'1' to check on your account balance</u>, '2' if you would like information on opening a new account, or '3' for more information."*

When a caller presses **"1 to check on your account balance"** (1. Account Balance), he hears:
> *"Press your account number now."*

Courier accepts the account number and connects the caller to the extension of the proper Bank Representative, as defined in Translation Number - Add. See <u>Translation Number Browse</u>.

C - CHAIN FUNCTIONALITY

Courier plays the entire message recorded in the IOM and either (1) sends the caller to the extension listed for option 0, or, (2) if nothing is listed for option 0, says, "Thank you" and hangs up. Callers cannot interrupt the message.

> *"Press '0' for our current CD rates, '1' to check on your account balance, <u>'2' if you would like information on opening a new account</u>, or '3' for more information."*

If a caller presses **"2 for information on opening a new account,"** Courier plays the message recorded in the IOM:

> *"First Virginia Bank is currently offering free checking and free checks for all new accounts…"*

G - GROUP FUNCTIONALITY

An Information Only mailbox that uses Group Functionality allows more than one mailbox for an extension.

For example, two students share one extension number in a room. Each student can have his or her own separate voice mailbox with the use of Group Functionality.

For more information, see the Group Functionality Mailbox portion of the Mailbox Maintenance section.

GUEST MAILBOX (G)

A Guest Mailbox *not* associated with a real extension on the telephone system. If a message is left in a Guest Mailbox, Courier can notify the owner of new messages by out-dialing to a predetermined telephone number.

Guest Mailboxes are often used for applications where guests visit offices frequently, but have no telephone. Users can have their outside calls directed to this Guest Mailbox and then retrieve their messages at their convenience.

PLAY ONLY MAILBOX (P)

A Play Only Mailbox is *not* associated with a real extension on the telephone system. When a caller is directed to this mailbox, they will hear a greeting, followed by every message that has been left in the mailbox.

Only other internal mailbox owners can leave messages in this mailbox.

The outside caller is limited to hearing the greeting and the messages, nothing more.

QUERY ONLY MAILBOX (Q)

A Query Only Mailbox is *not* associated with a real extension on the telephone system. Like a Play Only Mailbox, callers hear a greeting, followed by every message that has been left in the mailbox.

However, it can also give the caller a list of options, or send the caller to the zero menu option.

In addition, a caller can transfer to another extension during the playing of messages. Only other internal mailbox owners can leave messages in this mailbox.

MESSAGE NOTIFICATION OPTION

Message Notification Option | L - Light |

Courier utilizes two different ways to notify mailbox owners that messages have been delivered to their mailbox. They are:

Call: When a new message is left in the user's mailbox, Courier will call the telephone extension. If the telephone extension is answered, Courier says, "*You have messages. Would you like to hear them now"?*

          If the telephone extension does not answer, then Courier will continue to call the extension until it does. These parameters are set in:

- Voice Mail Parameters under:

         (1) No Answer Delivery Interval, and
         (2) Busy Delivery Interval.

Light: When a new message is left in the user's mailbox, Courier activates the message waiting light on the telephone.

TIMED FORWARD

☐ **Timed Forward**
Extension [   ]
Start Time [   ]
Stop Time [   ]

The Courier allows a user to automatically forward calls through the Automated Attendant to another extension during a defined period of time. When this feature is set to *Yes*, the *Time Forward Ext*., *Start Time*, and *Stop Time* fields will then be activated and information can be input. If this field is set to *No*, these fields are grayed out.

This feature is perfect for when a user has the same lunch hour every day and would like the same person to cover their calls.

Note: Timed Forwarding is programmed at the system level only. If a user wants to call forward at different times and to different people, they should use the Auto Attendant call-forwarding feature that can be changed at the station level. A user cannot activate the Auto Attendant call-forwarding feature during the time that the Timed Forwarding Feature is active.

CREATING A GROUP MAILBOX

First, set up the Group Mailbox number that is the number of the telephone extension that should ring when called. In other words, if three people are sharing extension 111, the Group Mailbox number will be 111. It should be added as an **I**nformation Only type mailbox. Under the "Branching' tab of the Group Mailbox, enter the numbers of the member Guest extensions beginning at the number 1 slot. Set the mailbox functionality to **G**roup.

Next create a **G**uest type mailbox for each of the member's in the group. In the 'Parent Mailbox' field of each of these mailboxes, enter the Group Mailbox number.

Record the message for the Group mailbox number that will say something similar to, "For John Smith, press 1. For Bob Jones, press 2. For Linda Rogers, press 3."

The Group Mailbox is now ready for use.

LEAVING A MESSAGE IN A GROUP MAILBOX

- *Call Courier.*
- *Enter the Group Mailbox number.*
- *Upon a busy or no answer condition, the greeting will play instructing the caller 'For John Smith, press 1, etc.*
- *Dial the appropriate number of the member you wish to leave a message for. That person's personal greeting plays and a message is left for them.*

RETRIEVING MESSAGES

- *Call Courier.*
- *Press * (asterisk) to enter the message center.*
- *Enter the number of the Group mailbox.*

The greeting will play instructing you "For John Smith, press 1, etc.

- *Press the appropriate number of the mailbox you wish to check.*
- *Enter your password.*
- *Play messages.*

CHANGING THE GROUP MAILBOX PASSWORD OR GREETING

- *Call Courier.*
- *Press * (asterisk) to enter the message center.*
- *Enter the number of the Group mailbox.*

The greeting will play instructing you "For John Smith, press 1, etc.

- *Press 0 (zero).*
- *Enter the Group mailbox password, if any.*
- *Press 1 to hear mailbox information, 2 to record mailbox information.*
- *Press 3 to change your password or the pound sign to exit.*
- *Press the pound sign when finished and hang up*

PARENT MAILBOX NO.

Parent Mailbox No. [____]

The Parent Mailbox Number field is <u>used only for Group Functionality</u> <u>Mailboxes</u> when two or more extensions share a common telephone. When this occurs, the telephone's extension number is entered as the Parent Mailbox.

By doing this, the Courier now can set the Message Light on that telephone when the mailbox has a message. This also establishes the 'parent-child' relationship between the mailboxes. In a parent-child relationship, the caller presses the parent mailbox number. Courier then offers the caller the option of pressing a single digit to choose which 'child' they wish to speak with.

In all cases, the same telephone will ring (the parent mailbox telephone). However, upon a busy or no answer condition, the caller will be routed to the personal voice mail greeting of the person they had chosen.

RINGS TO EXTENSION

Rings to Extension [____]

This parameter is only functional for API integrated installations. Enter the number of rings desired at this extension before Courier transfers a caller to the personal greeting.

This function is only used when Monitored is selected. In this case, the API link is screening the transfer and forwarding to voice mail instead of the DBS extension Call Forwarding parameters.

EXTENSION LIGHT

Extension Light [____]

Enter an extension number in this field when you wish to light the message light of a telephone other than the mailbox number you are programming.

This function is useful for company mailboxes that do not have an extension associated with the mailbox.

Note: If a number is entered in the Parent Mailbox field, it will override this setting.

MAILBOX PASSWORD

Mailbox Password [xxxx]

You *may* enter a user password for the block of mailboxes being set, or choose not to enter a password and leave the field blank.   By leaving the password field blank, anyone can access mailboxes in the block and can perform any allowed functions until the user designates a password via their Voicemail Setup.

Note: The user password is a temporary password that should be changed later by the Mailbox owner through their Voicemail Setup function.

NAME/DEPARTMENT/COMPANY

Name

Department

Company

These fields are not mandatory for adding a new mailbox. They will however, be displayed under several of the statistics reports and under the Mailbox Browse and Update programming interface. These fields are important because they will serve as an easy cross-reference to each specific mailbox.

Note: The Mailbox Names are not usually entered here, as they are imported from the Name Directory.

CLASS OF SERVICE (COS)

Class of Service
00 Custom Maibox Setup
01 Unrestricted
02 General Office
03 carol
04 carol new
05 tims Repair

The actual COS is defined under Global COS. When adding a mailbox or range of mailboxes, this window allows you to select a COS number that has been predefined and apply it.

ADD NEW

After a specific mailbox, group of mailboxes, or range of mailboxes have been defined, click this icon to enter the data.

Note: Every mailbox number can have access to it's own 00 Custom Mailbox Setup. When setting up A 00 Custom Mailbox click on the Mailbox Properties tab and complete your selections, then go back to the Mailbox Setup tab and click the Add New Button.

SEARCH

Entering the mailbox number in the Mailbox field and clicking Search will search for a specific mailbox. If the mailbox exists the Courier will automatically display the current mailbox information in the appropriate fields.

DELETE

Enter a specific mailbox, group of mailboxes, or range of mailboxes to delete and click this icon. A window will appear to confirm your action. Click *Yes* to delete the data or *No* to cancel the operation.

MAILBOX PROPERTIES

This section is used for two purposes:

1. When selecting a COS in the Mailbox Setup section, you can select this tab to double-check the COS definitions. If they are satisfactory, return to the mailbox set up screen and click the Add New Button. If they are not what were expected, go back to Global COS, and change the settings.

2. When 00 Custom Mailbox Setup has been selected in the Mailbox Setup COS, you can select this tab to program a custom COS which will apply to the individual mailbox that has been selected.

Each of the COS fields are defined in detail under Global COS.

BRANCHING

Depending on the mailbox type and its capability, Courier will allow the Branching Tab to be accessed. Digits 0-9 can be programmed to transfer to another extension or mailbox, or to return to the System Greeting during the individual mailbox greeting. The mailbox owner's greeting must include information specifying the dialing options available.

Note: Each type of mailbox is described in detail under Mailbox Maintenance - Enter The Mailbox Type.

There are ten fields in this section, one for every digit available (0-9). Enter an asterisk (*) to return to the System Greeting, or enter the desired extension/mailbox number to be transferred to.

EXTERNAL MSG (MESSAGE) NOTIFY

Courier has the ability to call *outside* of the system to a predefined telephone number (Pager number included) to notify the mailbox owner that messages have been left in their mailbox.

From 1 to 4 numbers can be defined in the **Notification Number** fields for the Courier to dial. If applicable, you can enter a number in the **Beeper Access Code** field, and click the **Beeper** box, which will instruct the Courier to dial a beeper access code or Personal Identification Number (PIN), when an answer is detected from a Paging Service.

Some Paging Services allow a message to be recorded after it receives a page. If this is the case, click the **Voice** box, and the Courier will play a prerecorded message (this message is recorded by the mailbox owner through their telephone, under the Notify option).

If only one number is defined the Courier will dial that number until a connection is made. If a successful connection is not made on the first attempt, the Courier will redial that number after the minutes set in the **Interval** field has expired.

When several numbers are defined, the Courier will start with the number in the first field and switch to the next field after the minutes set in the Interval field has expired.

If the Courier dials all the numbers set in the Notification number fields without a successful connection, the Courier will start the process over again from the top number.

When the Analyze box is selected, the Courier will attempt to detect an answer by listening for progress tones provided by the beeper service before sending the Beeper Access Code and or the Voice message.

If not selected, you must manually adjust the timing by programming the pauses within the Notification Number. (A comma is equal to a 1-second pause, a semicolon is equal to 3 seconds, and a percentage sign is equal to 5 seconds).

Cascading is accomplished in this section, and the Courier will dial the numbers that have been defined, in the order that they appear (the top box is first, the bottom is last). The order can be changed by simply clicking and dragging a box to the desired location. In order for the Courier to dial a specific number, the Active box must be checked.

CALL FORWARDING

Note: Call Forwarding cannot be utilized with In-band Integration

Call forwarding functionality can be accomplished through the Courier, as opposed to call forwarding via the telephone system. The user can enter from 1 to 4 extensions in the *Forwarding Extension* fields and select *Active* to turn the feature on.
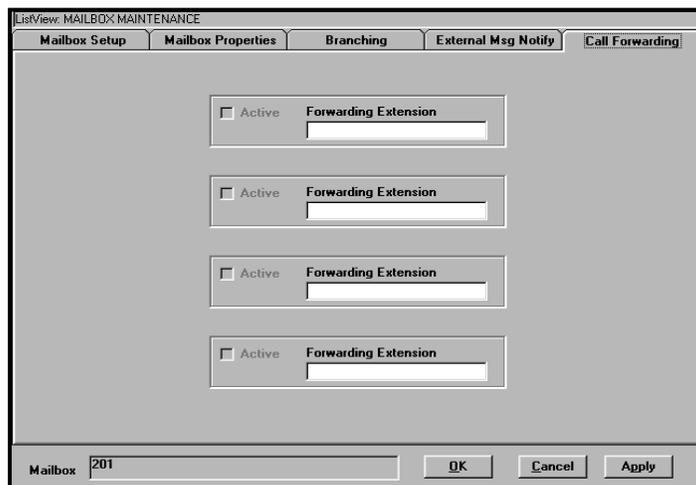
If the mailbox user designates his or her own extension as the first position, the Courier will ring this station first before attempting to deliver the call to the next designated call forward position. The Courier follows Monitored functionality when performing this function.

For example, Extension 101 is the user who is setting the call forwarding. The user sets his extension as the first position.   Extension 102 is in the second position and in this example, is set for Not Monitored.

The Courier will ring extension 101. If extension 101 does not answer, Courier will ring 102. It will ring this extension for the prescribed number of Times to Ring an Extension field set in the System Parameters. Even though extension 102 is set for Not Monitored, this type of hunting will monitor 102 so that it can detect "no answer" and proceed to the next extension.

This function is very useful in setting up simple hunt groups where the Courier will hunt through a defined group of extensions until the call is physically answered by an extension, or finally goes to a voice mailbox.

The extension order can be changed by simply clicking and dragging a box to the desired location.

MAILBOX BROWSE

Note: This screen is a read only screen. Editing is not possible.

The Browse Mailboxes screen is an efficient way to view mailboxes quickly and easily.
This screen allows the administrator to view each mailbox and all of the options that have
been set.

From the Courier OutLook Bar, under the Maiboxes tab, click the Browse Update icon.
The following menu appears:
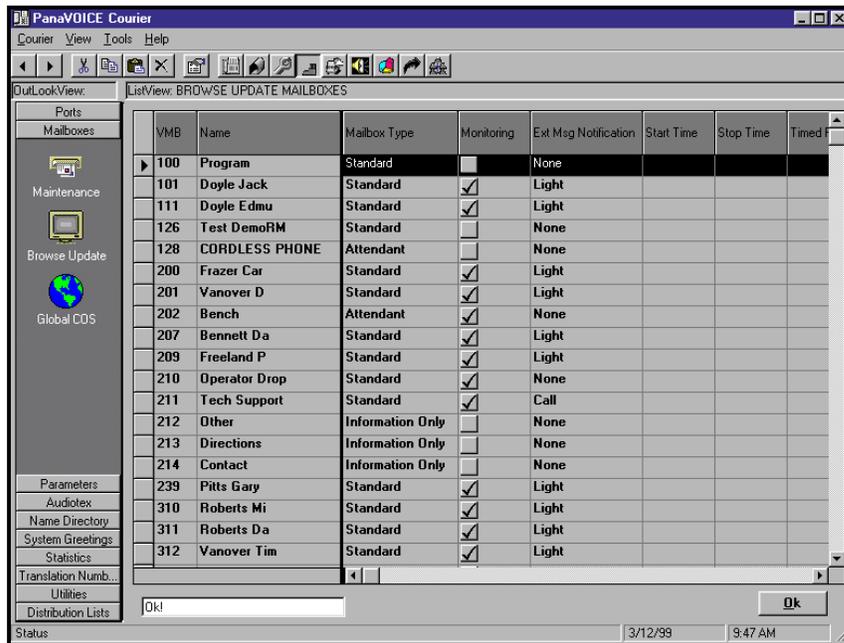
For Further Information

To obtain further information on a particular mailbox, scroll to the right.

To obtain further help on each field, see Add Mailboxes and Class of Service
Maintenance.

NAME DIRECTORY

The Name Directory is the database of all the mailbox owners (subscribers) on the system. This database must be created if you will utilize dial-by-name functionality. It is necessary to enter the first and/or last names in the name field to be able to activate dial-by-first and/or –last name.

From the Courier OutLook Bar, under the Name Directory Tab, click the Name Maintenance icon. The following menu appears:
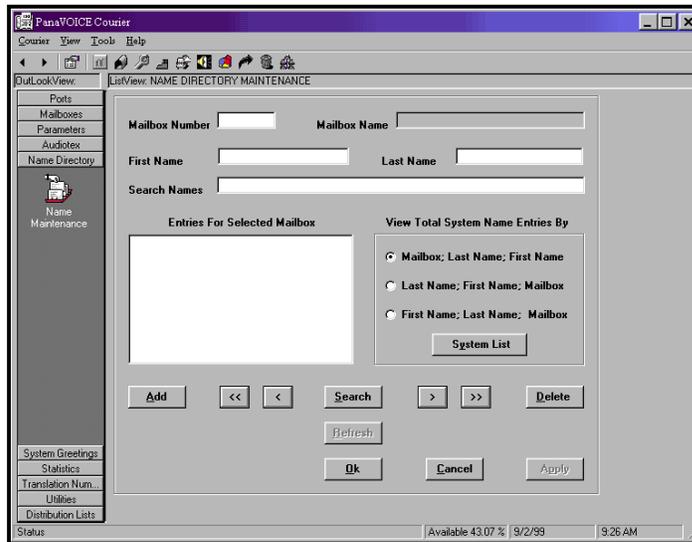
MAILBOX NUMBER

This field allows you to add subscribers to the Name Directory by first entering their Mailbox number. Press *Search*. If the name already exists in the database, It will appear in the *Mailbox Name* field.

FIRST NAME

This field is the entry point for the first name of the mailbox user. The first four characters will be used to search on when entered by a caller.

LAST NAME

This field is the entry point for the last name of the mailbox user.

SEARCH NAMES
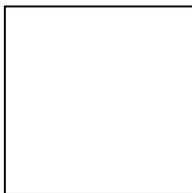
Alternate spellings of the first or last name may be entered. Separate each name by either a comma (,), Period (.), or a semi-colon (;).   After entering data in the above text box fields, you must press *ADD* to complete addition of entries to the database.

ENTRIES FOR SELECTED MAILBOX
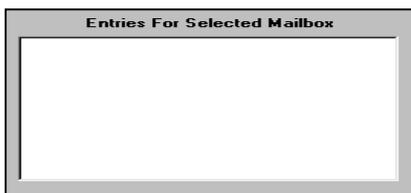
Names and mailbox numbers, including alternate spelling of names that have been added to the database, will be displayed in this screen.

VIEW TOTAL SYSTEM NAME ENTRIES BY
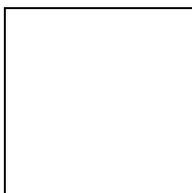
SYSTEM LIST

Click to display Name Directory Database, in the order selected under *View Total System Database*

Mailbox; Last Name; First Name

Information is displayed in the order of Mailbox Number, Last Name, and First Name.

Last Name; First Name; Mailbox

Information is displayed in the order of Last Name, First Name and Mailbox Number

First Name; Last Name; Mailbox

Information is displayed in the order of First Name, Last Name, and Mailbox Number.
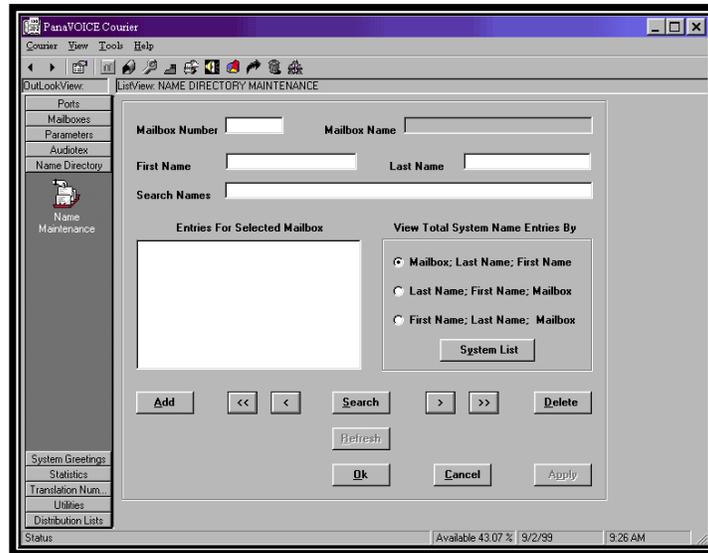
ADD

After entering data in the above text box fields, you must press **ADD** to complete the addition of entries to the database.

SEARCH

After entering Mailbox Number, press *Search* to display name in *Mailbox Name* field if it exists in the database.

DELETE

To delete, highlight the names displayed in the *Entries For Selected Mailbox* screen and click *Delete.*

REFRESH

Click *Refresh* to remove entries from text boxes.

OK

After clicking *ADD*, press *OK* to exit screen.

CANCEL

Click *Cancel* to exit screen without saving entries.

APPLY

This field is used to apply data that is displayed in the text boxes.

SYSTEM GREETINGS

A System Greeting is the initial message (Main Greeting) Courier plays when it answers incoming calls. You may have different System Greetings for day, night (up to 4 per day), and separate companies sharing the same phone system.

The Courier comes equipped with 99 greeting locations. In addition, you can also use special System Greetings during holidays and set up a specific Schedule or System Greeting for each port.

Thirty-three (33) greetings have already been recorded, and consist of generic greetings that may be used for day, night, lunch time, etc. as well as for every North American holiday. These greetings can be viewed in the System Greetings Maintenance section and are labeled accordingly.

In default, **every greeting is automatically associated with IOM 999**. Therefore, if no other IOM is assigned, the Auto Attendant will follow the single-digit dialing plan of IOM 999, and play the appropriate System Greeting that has been assigned according to the Greeting schedule.

SYSTEM GREETINGS SET-UP

♦   Recording System Greeting messages is accomplished via the System Greeting Maintenance function through a telephone.

♦   System Greetings are numerically listed within the System Greeting Maintenance screen. Before using a System Greeting, it must be recorded via Online System Greeting Maintenance, so it is specific to your company.

♦   Define System Greeting Schedules.

♦   Define which System Greeting Schedule to play for each port, or each trunk, on the system.

RECORDING SYSTEM GREETINGS

SYSTEM ADMINISTRATOR OPTION 3 FROM THE TELEPHONE

To access and perform System Greeting recording via a two-digit System Greeting Number:

1. Call Courier
2. Press *
3. Press Mailbox 999
4. Enter Master Password
5. Select Option 3 for System Greeting Recording
6. Enter the two-digit System Greeting Number you wish to maintain. Enter a zero in front of a single digit, or press the pound sign to exit. Follow the prompts to record the System Greetings. Press 2 to record a new greeting.

From the Courier OutLook Bar, under the System Greetings tab, click the Maintenance Icon. The following screen appears:

CURRENT DEFAULT SYSTEM GREETING

If a System Greeting Schedule is not defined and scheduled, the 'Current Default System Greeting' will be heard when calling the Courier.

To define a System Greeting as the Default Greeting, left click, then right click on the Name of the Greeting you want Courier to play. It will then be displayed at the top of the System Greeting Maintenance screen, under 'Current Default System Greeting.'

SYSTEM GREETING NAME

Click on a System Greeting. Then enter the description of the System Greeting.

EXTENSION

If a caller does not dial a digit during the System Greeting, the Courier will automatically drop the caller to the extension number set in this field. The Courier will dial the extension and then follow whatever instruction is set for that specific extension's mailbox.

A System Greeting Drop Extension can be defined for each System Greeting, in the System Greeting Maintenance section.

The **Operator Drop Extension** is defined under the Operator Parameters section, and allows callers to be dropped to this extension if they dial nothing or dial zero during the System Greeting (if no System Greeting Drop Extension is defined).

Note: The Courier first looks for an entry in the System Greeting Drop field, and, if no entry is found, looks at the Operator Drop extension number as the second choice. If both are designated, the System Greeting Drop Extension takes priority. If neither is designated, the Courier will say "thank you" and disconnect the call.

AUDIOTEX

In default, all System Greetings are associated with Information Only Mailbox number 999. To utilize another Information Only mailbox and associate it with a particular System Greeting, enter the IOM mailbox number here.

Note: If a new greeting is recorded and scheduled but an Audiotex Entry field is not assigned it will automatically use information Only mailbox 999.

DEFINING A NEW ROOT LEVEL IOM
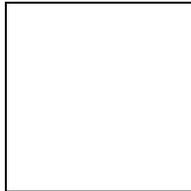
To re-assign any System Greeting to a new IOM (Information Only Mailbox) that has already been created, go to the System Greeting Maintenance section, select the System Greeting, and, in the Audiotex entry field, enter the new IOM number.

Once this has been accomplished, the Auto Attendant will follow the single-digit dialing plan of the new IOM, and play the appropriate message that has been assigned according to the message schedule.

You also have the ability to assign an operator extension and/or fax extension to be associated with each System Greeting, in the Drop Extension field. The operator extension is where callers are transferred when they press zero (0), or timeout with no entry. The fax extension is where calls are transferred when Courier detects the fax tone of a fax machine.

FAX

Enter the extension number of the FAX machine associated with the System Greeting. The extension number must first be defined in Mailbox Maintenance, as an Attendant type mailbox. When Courier takes a call and detects a FAX tone from the calling machine, the call is routed to this extension number.

SYSTEM GREETING SCHEDULES

This section is used to design a schedule that tells Courier which System Greeting to play for a particular day and time. If you do not use a System Greeting Schedule, you can manually change System Greetings using the Current Default System Greeting option.

From the Courier OutLook Bar, under the System Greetings tab, click the Schedule icon. The following screen appears:

NUMBER

Number [00]

Click *New System Greeting Schedule* or enter the schedule number you wish to create or update. The schedule may be any number between 01 and 99.

DESCRIPTION

Description [STANDARD]

This field is used to describe the name of the schedule you are creating or editing.

DATE

Date [- -]

This field is used for holiday and special day schedules. On the day that you define here, the Courier will play the System Greeting that you have created for this special day. On every other day, the existing schedule you have set up for this schedule number will play.

You can have multiple dates for the existing schedule to cover multiple holidays.

Note: If the 'Date' field is blank, Courier will play the current schedule <u>every day</u>.
SCREEN INPUT FIELDS:

DOW

Signifies the day of the week.

TIME

This field defines the time of day you want the System Greeting to be active. Use military format 00:00 – 23:59 (e.g., 5:30 p.m. is 1730). Do not use colons (:) when you key the time. You can key leading zeros, but they are not required (e.g., for 8:00 a.m., key 800 and press the Enter key. Courier inserts the leading zero, 0800).

MESSAGE

Type or double click in this field to view existing System Greetings that have been created in System Greeting maintenance. The System Greeting names on this table must exist and must be listed in the System Greetings screen.

Note: Each day of the week has 4 periods of time you can play 4 different System Greetings.

Note: You must press Enter after each selection.

TO DELETE INFORMATION

Double click on the field you wish to edit. It changes color. Use the delete key to blank out any information you want to delete and press Enter.

TO ADD/CHANGE INFORMATION

To change information, type over the current information and press Enter. To add information, move to the correct column, key the information you want to add and press Enter.

Note: Select Apply to apply any item without leaving this screen. Select Cancel to leave this screen without saving any changes.

SYSTEM GREETINGS BY PORT

This section allows you to define which System Greetings play on which ports.
If you leave a port blank, Courier will play the default System Greeting.

From the Courier OutLook Bar, under the System Greetings tab, click the Greetings by
Port icon. The following screen appears:
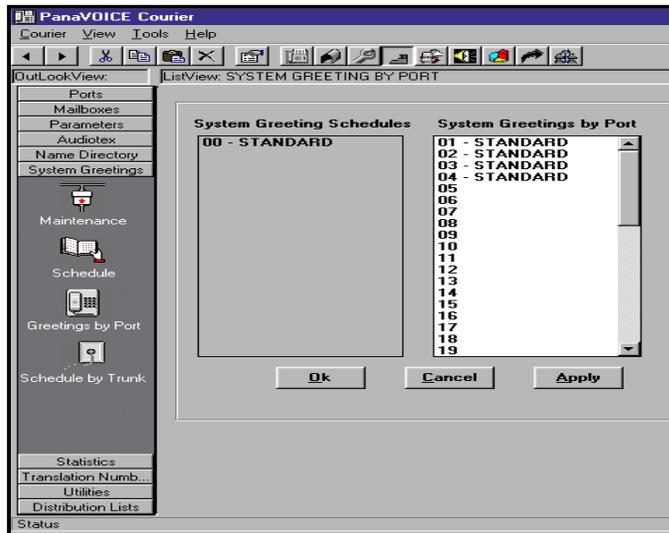
To set up System Greetings by Port,

- ♦ Left click a System Greeting Schedule from the list of schedules on the left.

- ♦ When it is highlighted, double left click the number of the port on the right to which
  the Schedule is to be applied.

SYSTEM GREETING SCHEDULE BY TRUNK

This section allows you to define which System Greetings play when a specific trunk rings to the Courier. This feature is only available when using API Integration.

From the Courier OutLook Bar, under the System Greetings tab, click the Schedule by Trunk icon. The following screen appears:
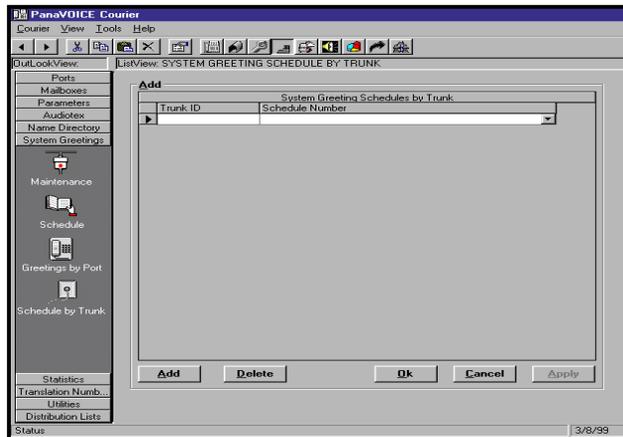
IMPORTANT: The length of the trunk number **must** match what the PBX is providing. For example, trunk 001 will not work when the PBX is supplying 01 as the trunk number.

♦   Use either a two or three-digit format to enter the trunk number in the Trunk ID field. For example, to enter trunk 1, type 01 or 001.

♦   Click in the schedule number field and choose a schedule from the drop down list.

♦   Click Add to create a new record for entering another trunk ID code.

♦   When all entries are completed, click Apply to save your changes.

♦   To delete an entry, click the left column to highlight the entire row and

♦   Click Delete to delete the entry.

AUDIOTEX

Audiotex Maintenance/Branching (One-Digit Dialing) allows the caller to be informed by the System Greeting of the single digit to press to be transferred to another extension, mailbox, or return to the System Greeting.

Audiotex Maintenance is the section of the Courier programming where 'Department Lists' or 'One Touch Dialing' structures are set up. Any mailboxes you wish to add to your Audiotex structure must first be defined in Mailbox Maintenance.

By default, every System Greeting has a default Audiotex mailbox consisting of all nines (e.g. 99, 999, 9999, 99999), based on the length of extension/mailboxes. This mailbox is not seen in Mailbox Maintenance. It is an internal mailbox utilized by the system and cannot be changed or deleted. If the extension number digit length is changed, the default IOM will change accordingly (becoming 99 for example, if the extension length is changed to 2 digits).

From the Courier OutLook Bar click Audiotex tab, then the 'Audiotex Maintenance' icon.
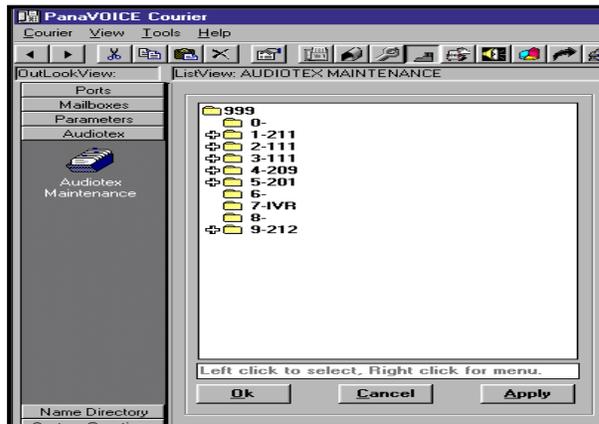
To add to or edit an extension on the Audiotex list,

♦   Left click on the number you wish to assign or change.

♦   Then right click the number and

♦   Choose 'Edit Number'.

♦   In the box at the bottom, you may now enter the extension number to associate with this number or enter an asterisk (*) to return to the System Greeting.

Follow this procedure for assigning all extensions to their single digit counterparts. After entering all numbers, press the Apply button and then the OK button to exit. This is an important step to save your changes.

IMPORTANT: You cannot use single-digit numbers on IOM's having 'Full Salutation Functionality', which conflict with:

Name Directory access number (default is 8),
Translation Number prefix, or
Audiotex prefix keys as defined in the Parameter file.

To delete an entry assigned to a number,

- ◆ Left click

- ◆ Then right click the number and

- ◆ Choose Clear Number.

Once an IOM is built, you can then associate any System Greeting to it. The System Greeting will be played according to the Greeting Schedule.

You can also provide multiple levels of branching by simply inputting a new IOM number into any one of the available one digit dialing fields. (You must build the new IOM through Mailbox Maintenance). There is no limit to the levels of branching using this method.

Should you wish to branch from any of the single digit options defined in Audiotex mailbox 999, and present another series of options to choose from, it is necessary to do additional programming as follows.

- ◆ Click on the Mailboxes tab.

- ◆ Click on the Maintenance icon.

- ◆ Add the appropriate number of Information Only Mailboxes.

- ◆ Return to the Audiotex section and enter the Information Only Mailbox number you just created.

- ◆ Click Apply.

- ◆ Right click any option and choose "Change Root".

- ◆ Enter the new Information Only Mailbox number.

You are then presented with the 0-9 branching options for this IOM.

In **Audiotex,** you must define the one-digit dialing pattern used to perform branching. Branching allows the caller to dial single digits in order to be transferred to another extension, mailbox, or the System Greeting.

There are 3 areas to program in order to accomplish Audiotex branching:

1. MAILBOX SETUP

2. Audiotex Parameters
3. Audiotex Branching

Courier displays the system default Information Only Mailbox (IOM) 999. Depending upon mailbox number length, the system default IOM may be 99, 9999,or 99999 under which Branching is initially defined.

From the Courier OutLook Bar, click the Audiotex Tab. The following screen appears:
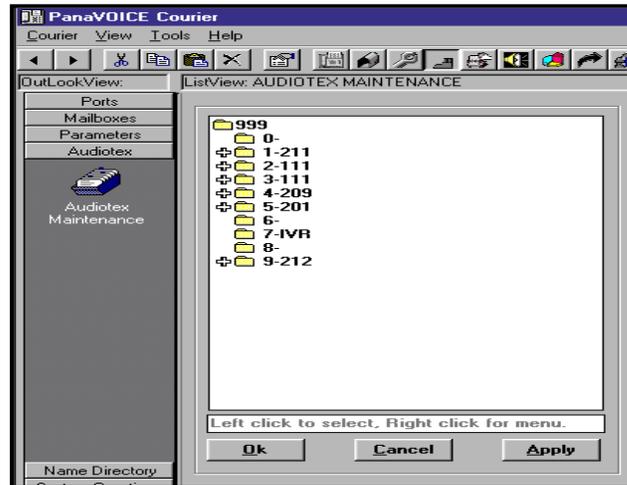
999

The uppermost section of the screen displays the Information Only mailbox you are currently updating. IOM 999 is shown as the default primary Audiotex IOM. IOM 999 does not appear in the list of mailboxes shown in Mailbox Browse in order to prevent deletion of it. It is accessible, however, through Audiotex set-up so as to define it's functionality.

Subsequent IOM Audiotex entry points can be defined under System Greeting Maintenance, in order to associate unique single-digit menu options with specific System Greetings.

OPTIONS 0 THRU 9

Under the default primary Audiotex-level IOM 999, the entries associated with specific single-digits (options 0 thru 9) are defined.   Callers can be directed while listening to the opening System Greeting, to press specific single-digits to quickly access a department, information, or another extension.

A '⊄' sign to the left of a single-digit option indicates that a sub-menu of options has been defined.

Sub-menus may be developed from each option number. The number of sub-menu levels that may be defined is <u>unlimited</u>.

Acceptable entries are either a:
♦   **Mailbox** or **Extension Number,**

♦   the letters **IVR,**
    The word IVR is the entry point for status inquiries associated with specific multi-digit numbers, such as claim numbers or order numbers. See <u>IVR Number Maintenance</u> and <u>IVR Processing Parameters</u>

♦   or an asterisk (*****)
    An asterisk is used to return the caller to the System Greeting.

TO UPDATE AN OPTION (ZERO THRU NINE):

Select an option 0-9 to update, by left clicking to highlight, then right click to access the menu as displayed:


```
999
0-801    CD rates
1-802    Account Balance
2-200    New Accounts
3-100    Information
4-
5-
6-IVR
7-
8-
9-
```
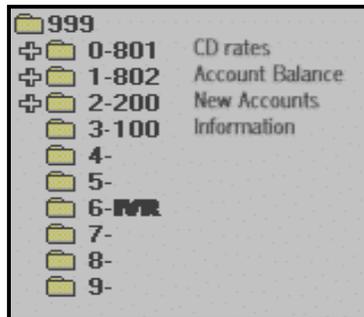
ADDITIONAL SUB-LEVELS

Additional sub-levels can be defined from each single-digit entry. For example, you may tell your caller to press 3 for Sales. When your caller presses 3, he may hear additional branching options such as:

"Press 1 for Small Appliance Sales, 2 for Large Appliance Sales, 3 for Builder Sales…"

Note: The number of sub-levels you can have is <u>unlimited.</u>

Use the following steps to guide you in formulating your System Greeting(s), and incorporating through the use of Audiotex, information that will guide callers quickly to their destination:

1. **DECIDE WHAT YOU WANT ON YOUR AUDIOTEX LIST**
2. **DEFINE YOUR INFORMATION ONLY MAILBOXES**
3. **DECIDE IF YOU WANT TO USE AN AUDIOTEX LIST ACCESS NUMBER**
4. **WRITE AND RECORD YOUR SYSTEM GREETING MESSAGE**

DECIDE WHAT YOU WANT ON YOUR AUDIOTEX LIST

When a call is answered by the system, an opening System Greeting is played. Decide what options you want to give callers that will ensure a quick response. The options you identify will determine what is included in your Audiotex List. Consider including:

♦ Frequently requested information (CD Rates, account balances, directions to your location),

♦ Special messages (sales promotions),

♦ Customer information (order or repair status),

♦ Frequently requested departments such as Sales or Customer Service,

♦ Directions to your location, or other helpful information.

DEFINE YOUR INFORMATION ONLY MAILBOXES (IOM)

You must define all Information Only Mailboxes, except the default primary IOM 999, to use for your messages and for the menu selections you will use on your Audiotex List. See Mailbox Maintenance for details.

All Information Only Mailbox numbers must be unique, i.e. different from all other mailboxes on the Courier system.

IMPORTANT NOTES:

The Audiotex list is always set up under the default Information Only Mailbox 999 (99, 999, 9999 or 99,999) at the primary, root level.

Each choice, which results in a menu must be assigned an Information Only Mailbox and must have another worksheet completed to define the menu choices. See Appendix 1 – Audiotex Maintenance Worksheet.

Each choice that results in playing an informational message must be assigned an Information Only Mailbox. Write the message text on the bottom of the worksheet page for use in recording. See Appendix 1 – Audiotex Maintenance Worksheet.

When a choice results in going to a Guest or Standard Mailbox (instead of another menu or a message), these mailboxes must be defined in Mailbox Maintenance.

Set up the Audiotex list in the Courier system after all Information Only Mailboxes, mailboxes requiring recording of messages, have been defined in Mailbox Maintenance.

ASSIGN FUNCTIONALITY (F/M/P/C/G) TO
INFORMATION ONLY MAILBOXES

The function assigned to an IOM determines what happens when a caller makes a selection at the Audiotex List level, i.e. when the caller is hearing the System Greeting. You must select a function-type for each Information Only Mailbox defined.

F - Full Functionality

Courier listens for one (1) or more digits to be entered by the caller.

M - Menu Functionality

Courier listens for only one (1) digit to be entered by the caller.

P - Priority Functionality

Courier listens for a multi-digit (up to 20 digits) Translation number to be entered by the caller.

C - Chain Functionality

Courier plays the entire message recorded in the IOM and either 1) sends the caller to the extension listed for option 0, or, if nothing is listed for option 0, says, "Thank you" and hangs up. Callers cannot interrupt the message.

G - Group Functionality

Group Functionality allows more than one mailbox to be associated with an extension number.

After making the selection from 'Set Functionality', you may view it with 'View Status':
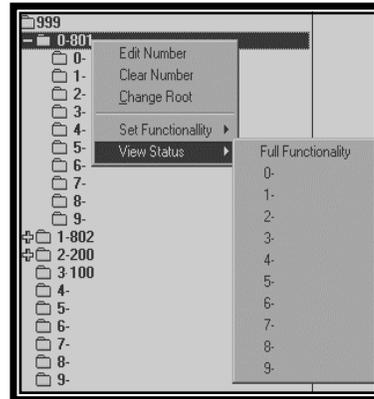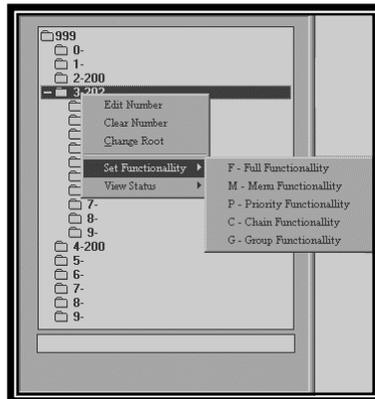
"Press '0' for our current CD rates, '1' to check on your account balance, '2' if you would like information on opening a new account, or '3' for more information."

The following chart shows how a Bank designed its Audiotex list and developed its opening System Greeting. The primary, or root level, menu in the Audiotex List has four major choices.

Primary Menu:

Option 0:	Option 1:	Option 2:	Option 3:
801	802	200	100
0-CD Rates	1-Acct. Balance	2-New Accounts	3-Ext.
Hear Message	Message Played	Mailbox Called	Ext. Called

Option 0

If the caller presses "**0 for current CD rates**" (0. CD Rates), he hears:
> *"Our current CD rate for a 6-month certificate is 6 percent. The minimum deposit is $5,000. There is a penalty for early withdrawal. To speak to someone regarding our CDs, press 230."*

OPTION 1

If the caller presses "**1 to check on your account balance**" (1. Account Balances - 802), he receives another menu of choices:
> *"Press 0 for current loan information, 1 for regular accounts, or 2 for savings accounts."*

Secondary Menu:

Option 0:	Option 1:	Option 2:
803	204	205
0 - Loan	1 - Regular	2 - Savings
Translation Number*	Extension Number	Extension Number

Option 0 (secondary level)
If the caller presses "0 for current loan information" (0. Loan), he will hear this message:
> *"Press your loan number now."*

The caller will then be connected with the Bank representative responsible for his account.

*Note: Courier will anticipate a translation number to be keyed. You must set up the account numbers under <u>Translation Number Maintenance</u>.

OPTION 3

If the caller presses "**3 for more information**" (3. Information), extension 100 is called (the switchboard operator) and the caller is assisted personally.
> *"Press 0 for current loan information, 1 for regular accounts, or 2 for savings accounts."*

EXAMPLES OF IOM FUNCTIONS (F/M/P/C/G)

F - FULL FUNCTIONALITY

Courier listens for <u>one or more digits</u> to be pressed by the user.
> *"<u>Press '0' for our current CD rates</u>, '1' to check on your account balance, '2' if you would like information on opening a new account, or '3' for more information."*

If the caller presses **"0 for current CD rates"** (0. CD Rates), he hears this informational message:
> *"Our current CD rate for a 6-month certificate is 6 percent. The minimum deposit is $5,000. There is a penalty for early withdrawal. To speak with someone regarding a CD, press 230."*

M - MENU FUNCTIONALITY

Courier listens for <u>only one (1) digit</u> to be entered by the caller. Courier anticipates that the caller will press one of the four options:
> *"Press '0' for our current CD rates, '1' to check on your account balance, '2' if you would like information on opening a new account, or '3' for more information."*

The function code for this level must be M, Menu Functionality, because each of the four options is selected by pressing one digit. In this sample, the level represented by the default primary Audiotex-level IOM **999**, has Menu (M) Functionality because each of the four options may be selected by pressing one digit (0, 1, 2, 3 or 6).

P - PRIORITY FUNCTIONALITY

Courier listens for a <u>multi-digit (up to 20 digits) Translation number</u> to be entered by the caller, in order to forward the call to the proper extension number.
> *"Press '0' for our current CD rates, <u>'1' to check on your account balance</u>, '2' if you would like information on opening a new account, or '3' for more information."*

When a caller presses **"1 to check on your account balance"** (1. Account Balance), he hears:
> *"Press your account number now."*

Courier accepts the account number and connects the caller to the extension of the proper Bank Representative, as defined in Translation Number - Add. See <u>Translation Number Browse</u>.

C - CHAIN FUNCTIONALITY

Courier plays the entire message recorded in the IOM and either (1) sends the caller to the extension listed for option 0, or, (2) if nothing is listed for option 0, says, "Thank you" and hangs up. Callers cannot interrupt the message.
> *"Press '0' for our current CD rates, '1' to check on your account balance, <u>'2' if you would like information on opening a new account</u>, or '3' for more information."*

If a caller presses **"2 for information on opening a new account,"** Courier plays the message recorded in the IOM:
> *"First Virginia Bank is currently offering free checking and free checks for all new accounts…"*

G - GROUP FUNCTIONALITY

An Information Only mailbox that uses Group Functionality allows more than one mailbox for an extension.

For example, two students share one extension number in a room. Each student can have his or her own separate voice mailbox with the use of Group Functionality.

For more information, see the Group Functionality Mailbox portion of the Mailbox Maintenance section.

DECIDE IF YOU WANT TO USE AN AUDIOTEX LIST ACCESS NUMBER

If your Audiotex List is limited to three or four options, you may want to include the single-digit numbers (0 through 9) in the System Greeting, for immediate access. For example:

> *"Thank you for calling First Bank. If you know your party's extension, you may enter it now. Press 1 for account information, 2 for information on opening a new account, or 3 for other assistance. Or, remain on the line for an attendant."*

However, if your Audiotex List is lengthy, you can include in the System Greeting a single-digit number (Audiotex List Access Number) to hear a listing of single-digit options. In our example below, the caller is directed to press 9.

> *"Thank you for calling First Bank. If you know your party's extension, you may enter it now. To select from a directory of information, press 9. Or, remain on the line for an attendant."*

When the caller presses 9, he hears:

> *"Press 1 for account information, 2 for information on opening a new account, 3 for current loan rates, 4 for CD rates, 5 for savings options, 6 for…."*

IMPORTANT: You cannot have as the first digit, the same digits you use for Digit to access Audiotex List from System Greeting, Digit to access Name Directory, Translation/Extension Number Prefix type, or Override Digit.

WRITE AND RECORD YOUR SYSTEM GREETING MESSAGE

Use the Audiotex Maintenance Worksheets, Appendix 1, found at the end of this Manual to document or outline the Audiotex Options you have defined. This information will be needed to compose your System Greeting as well as setting up mailboxes in Mailbox Maintenance.

SYSTEM ADMINISTRATOR OPTIONS FROM THE TELEPHONE

To access and perform:

Distribution List Maintenance – Option 1,
Information Only Mailbox Maintenance – Option 2,
System Greeting Recording – Option 3,
Pre-System Greeting Recording – Option 4, and
System Prompt Recording – Option 5:

1. **Call Courier**
2. **Press** *
3. **Press Mailbox 999**
4. **Press the Master System Password**
5. **Select Option 1, 2, 3, 4, or 5 from Menu**

Option 1: Distribution List Maintenance
- Press Distribution List Number.
- Hear or Record Distribution List Name
- Browse and Modify Mailboxes on Distribution List
- Add, Keep, or Delete Mailboxes
- Receive Registered Mail receipt status of All or Specific Mailboxes

Option 2: Information 0nly Mailbox Maintenance (IOM)
- Access, Record, Change Mailbox Functionality
- Options Update - Change, Delete or Use
- Change IOM Password

Option 3: System Greeting Recording
- Maintain System Greetings via two-digit System Greeting Number

Option 4: Pre-System Greeting Recording
- Hear, Record, Use and Delete Pre-System Greeting Message

Option 5: System Prompt Recording
- Maintain System Prompts via three-digit System Prompt Number

TO RECORD AND SEND A BROADCAST MESSAGE TO A CLASS OF SERVICE OR TO ALL MAILBOXES:

1. CALL COURIER
2. PRESS *
3. PRESS YOUR MAILBOX NUMBER *(NOT 999)*
4. PRESS SYSTEM MASTER PASSWORD
5. PRESS 3 TO SEND A REGULAR MESSAGE
6. PRESS #99
7. ENTER A TWO-DIGIT CLASS OF SERVICE OR * TO SEND TO ALL MAILBOXES
8. RECORD, RE-RECORD, SEND, SEND RECEIPTED, APPEND TO, LISTEN, MARK PRIVATE AND/OR URGENT, OR DELETE YOUR MESSAGE

BASIC DISPLAY AND NON-DISPLAY PHONE USE

The PanaVOICE Courier will work with the phone system and allow for **visual menus** from the large as well as small screen displays.

With third party voicemail you normally need to program a **call forward ID** so the voicemail will answer with the personal mailbox greeting as opposed to the main greeting when calls forward to voicemail.

With API integration, the Courier will know what extension number the call forwarded from, and will play the correct personal greeting without having to program **call forward ID** for each extension.

When you call the Courier from your extension to retrieve messages, the system will not ask you to enter your mailbox number or a personal ID. The Courier will immediately ask you for your password (if one is set), and proceed to display or audibly indicate the options available to you, including playing your messages.

Since the API will be sending the information to **set and cancel message lights**, your voice ports will be free to take calls.

FIRST TIME USER SETUP

As a first time user of the PanaVOICE Courier Voice Mail System, you will be asked to perform your mailbox customization. Please follow the steps below to customize your mailbox, keeping in mind that the system will "time out" after 30 seconds of perceived inactivity. You may want to read and familiarize yourself with the following instructions before you begin.

#

If you make a mistake or hit the wrong menu option, hitting the pound sign will bring you back to the previous menu.

1. Dial into the voice mail system by pressing your voice mail key on your telephone or by entering the extension of the voice mail as set by your System Administrator.

*

2. Press * to access the Setup menu.
   A recording will inform you "mailbox customization has not been performed."

1

3. Press 1 to set up your Password.
   Your Password can be 4 to 9 digits in length, or variable depending on what your System Administrator has configured as the setting. After you enter your Password, you will be presented with the menu choice again. To re-enter your Password press 1, if you are satisfied press 2, and proceed to Step 4.

2

4. Press 2 to record your name.
   Your name recording will be used to identify your voice mailbox to other users of the voice mail system. To re-enter your name, press 2. If you are satisfied, press the # key and proceed to Step 5.

5

5. To record your mailbox greetings, Press 5 to "Send incoming calls to my telephone" menu.
   It is from this menu that you will be instructed to record and activate your telephone greetings.

1

6. Press 1 to record and activate Greeting 1.

3

7. Press 3 to record your greeting in what the voice prompt calls the "First Part." Press # when finished.

To provide information of a dynamic or temporary nature, you can record a specific greeting in the First Part, and a standardized message in the Second Part, or vice versa. The benefit of this two-part message is that you can leave the lengthy part of the message untouched, while re-recording the other part whenever you are away from the office. Or, you can simply use the First Part or the second part as your entire Greeting.

When this process is completed, you are able to send and receive voice mail messages from your password-protected personalized mailbox, which now provides your name and greetings.

COURIER QUICK REFERNCE CARD

IVR PROCESSING

IVR PARAMETERS

The Courier system offers simple IVR functionality. The most basic feature is *claims processing*, where an incoming caller, when prompted, can enter a claim number and retrieve a specific message that pertains to that number.

This feature works quite well in car dealerships for example, where the service number can be given to a customer, and that customer can call into the Courier to find out the status of their vehicle.

Courier can be set up to provide accurate, time and date stamped, information. The caller can then be connected to someone for more information, if necessary.
When using this IVR application, an IVR Maintenance Administrator must be designated to perform various functions, and maintain the IVR messages. Every IVR Claim number can have a distinct message played when the caller enters their number. These messages are recorded by the IVR Administrator, and are recorded through a regular telephone on the switch. The IVR Administrator User Guide can be found.

From the Courier OutLook Bar, under the Parameters Tab, click the IVR icon. The following menu appears:
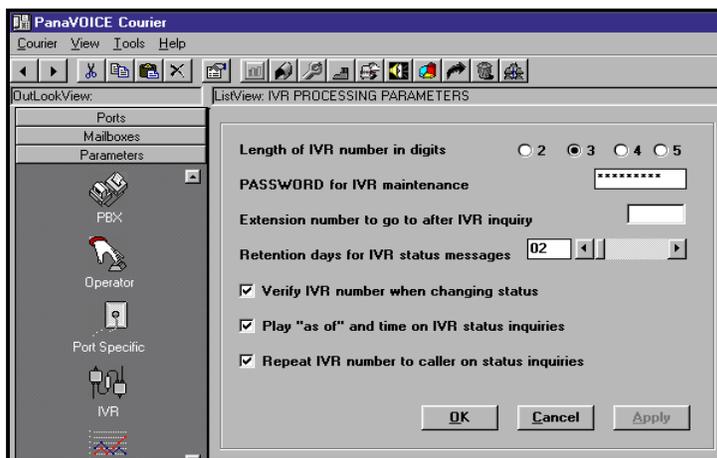
To set up this feature, you must also utilize the Audiotex Branching programming to properly guide the caller to the appropriate Information Only Mailbox where claim numbers can be entered. A single digit must be designated for callers to access information, i.e. "Press 4 to check on the status of your vehicle." Under Audiotex IOM 999, the word IVR would be entered to the right of the number 4.

LENGTH OF IVR NUMBER IN DIGITS – DEFAULT: 3

This field defines the digit length used for IVR inquiries (claim numbers). The IVR Number must correspond with an order number given to your customer. Click the appropriate number to set from two to nine digits.

PASSWORD FOR IVR MAINTENANCE – DEFAULT: (BLANK)

PASSWORD for IVR maintenance	*********

A separate password must be assigned that is different than the Main password. This password will be used by the designated IVR Administrator and will not allow access to other System Administrator functions. Four to nine digits are valid. This password is used when the IVR Administrator accesses the IVR maintenance through the telephone.

EXTENSION NUMBER TO GO TO AFTER IVR INQUIRY – DEFAULT: (BLANK)

Extension number to go to after IVR inquiry	

After the incoming caller enters his/her claim number and listens to the information recording, the Courier can dial another extension, or the Courier can automatically transfer the caller to the extension set in this field.

RETENTION DAYS FOR IVR STATUS MESSAGES – DEFAULT: 02

Retention days for IVR status messages	02 ◀ ▶

Status messages are the individual messages recorded to provide information to the incoming caller. This field will determine the amount of days you can leave these messages on the system. Enter the number of days by typing the number clicking and dragging to the desired number or clicking the right or left icons to increment one day at a time.

VERIFY IVR NUMBER WHEN CHANGING STATUS – DEFAULT: ✔

☑ Verify IVR number when changing status

Check to have the Courier audibly verify the IVR number that was dialed so that you can confirm you are recording the appropriate message.

PLAY "AS OF" AND TIME ON IVR STATUS INQUIRIES – DEFAULT: ✔

☑ Play "as of" and time on IVR status inquiries

Check, and when changing the status message, the Courier can play the time and date of the last status change for the particular IVR number being played.

REPEAT IVR NUMBER TO CALLER ON STATUS INQUIRIES – DEFAULT: ✔

☑ Repeat IVR number to caller on status inquiries

Check, to have the Courier repeat the IVR number when a caller enters a valid IVR number.

IVR NUMBER MAINTENANCE

HOW TO UPDATE THE STATUS OF AN IVR NUMBER'S MESSAGE:

♦   Call Courier Voice Mail

♦   During the System Greeting, press the option number for IVR; the

♦   Pre-defined digit on the Audiotex list, stated in the System Greeting.

♦   Press * to hear the System Administration menu

♦   Enter the IVR Number Password.

   Courier plays:

   Press 1 to change the status of a number,
   2 to record a custom message,
   3 to hear the status of a number, or
   press the pound sign to exit.

TO ACTIVATE A PRE-RECORDED STANDARD MESSAGE:

♦   *Press 1 to change the status of a number.*

   Courier plays:

   Press 1 if the number is ready,
   2 if the number is not ready, or
   3 through 7 for special number messages.

   Pressing 1 activates the standard Ready Message.

   Pressing 2 activates the standard Not Ready Message

   Pressing 3, 4, 5, 6, or 7 activates a pre-recorded special message.

TO RECORD A CUSTOM MESSAGE:

♦   *Press 2 to record a custom message.*

   Courier plays:

   Press 1 to change the status of a number,
   2 to record a custom Message,
   3 to hear the status of a number, or,
   press the pound sign to exit.

   Courier plays:

   Record your status message after the tone and press the pound sign when finished.

Record the message you wish to leave for the specific number you are working with.

Courier plays:

Message recorded.

Courier plays:

Press 1 to hear it,
2 to re-record it,
or, 3 to use it as is.

Press the appropriate selection.

TO HEAR THE CURRENT STATUS OF A NUMBER:

♦ *Press 3 to hear the current status of a number.*

Courier plays the current status message of the number you entered.

Courier plays:

Press 1 to change the status of a number,
2 to record a custom message,
3 to hear the status of a number, or
the pound sign to exit.

TRANSLATION NUMBERS

This feature allows the Courier to direct incoming callers, based on an input code, to a distinct extension number. The codes can be varied from Social Security numbers, to account numbers, to zip codes, etc.

This feature is particularly helpful in applications where you may advertise in a particular medium, and publish a number you want the incoming callers to dial once they have entered the system. You can then accurately direct that caller to a particular operator responsible for that geographic area for example.

BROWSE

From the Courier OutLook Bar, under the Translation Numbers tab, click the Browse icon. The following screen appears:
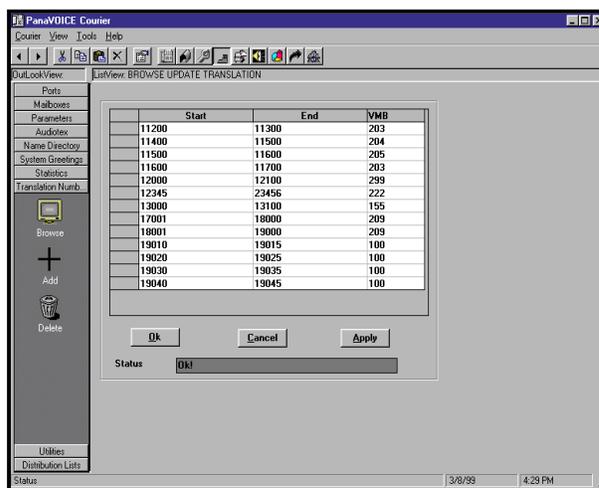
This area provides the System Administrator the ability to browse the VMB Column (voice mailbox or extensions) for any *previously* defined translation numbers.

GUIDELINES

To see entries displayed on the next page (if any), use the scroll bar to the right of the screen, which appears when the screen is full.

To change the extension number associated with a range of numbers:

- Click with the mouse to move to the extension number you want to change.

- Type over the current information and press the [Enter] key.

Note: To delete a translation number and all related information, see Delete Translation Numbers.

ADD

This area is used to create a Translation Table. From the Courier OutLook Bar, under the Translation Numbers tab, click the Add icon. The following screen appears:
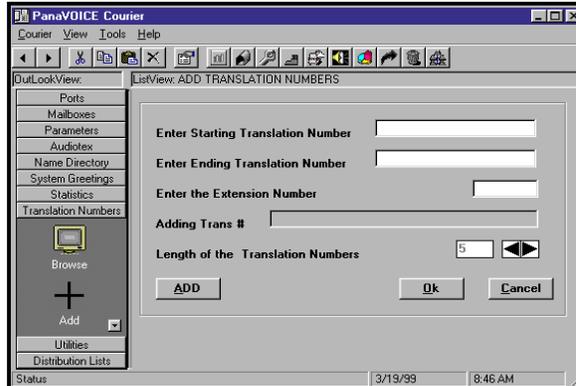
ENTER STARTING TRANSLATION NUMBER

Use this field to define the starting number.

ENTER ENDING TRANSLATION NUMBER

Use this field to define the ending number.

ENTER THE EXTENSION NUMBER

This field defines the extension number or voice mailbox number incoming callers will be transferred to once the translation number defined above, has been entered.
You must click *ADD* in order for entries to be added and appear on the Browse screen.

ADDING TRANSLATION # (NUMBERS)

This field acts as a visual status of the translation number or numbers being added.
When the transaction is complete, this field will display "DONE".

LENGTH OF THE TRANSLATION NUMBERS

Length of the Translation Numbers   5   ◀▶

Decide the length of the code/translation number you want the incoming caller to use (social security number or account number for example). The translation number can be up to 20 digits long and must be numeric.

DELETE

These fields are used to delete Translation numbers. From the Courier OutLook Bar, under the Translation Numbers tab, click the Delete icon. The following screen appears:
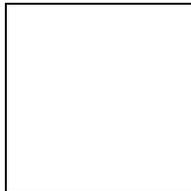
ENTER STARTING TRANSLATION NUMBER

Enter Starting Translation Number

Use this field to define the starting number.

ENTER ENDING TRANSLATION NUMBER

Enter Ending Translation Number

Use this field to define the ending number.

ENTER THE EXTENSION NUMBER

Enter the Extension Number

This field defines the extension number or voice mailbox number incoming callers will be transferred to once the translation number defined above, has been entered.

DELETING TRANS

Deleting Trans #

This field acts as a visual status of the translation number or numbers being deleted. When the transaction is complete, this field will display "DONE".

STATISTICS

The Courier provides, as a standard feature, many valuable statistics about the system, and how it is being used. These statistics can help evaluate efficiencies within the system.

From the Courier OutLook Bar, under the Statistics tab, click the View Statistics icon. The following screen appears:
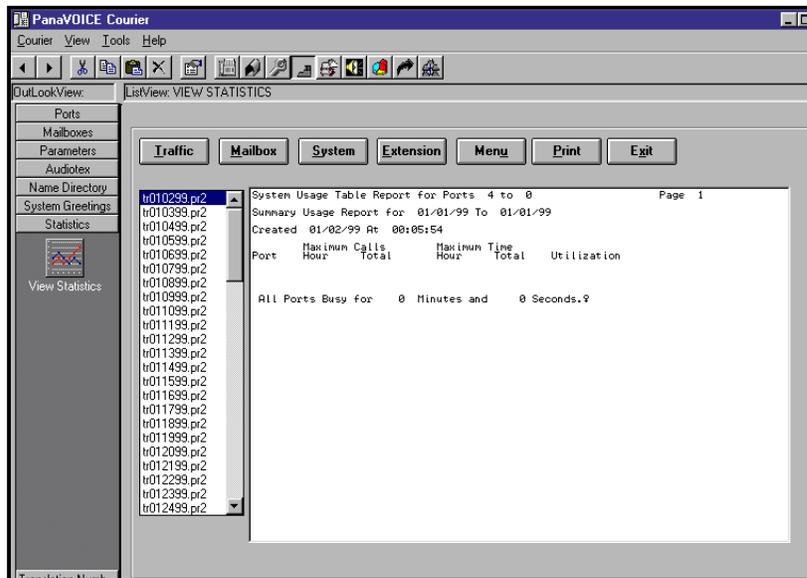
STATISTICAL REPORTS

Statistical reports are run each Sunday morning after the Courier timed shutdown. Courier generates the following reports:

(Traffic) System Usage Table Report (by ports)	TR**mmddyy**.pr**?**
MailBox Subscriber Report (by system)	MR**mmddyy**.pr**?**
System Statistics / Executive Summary Report (by ports)	CR**mmddyy**.pr**?**
Extension Report (by system)	ER**mmddyy**.pr**?**
Menu Report (by system)	URmmddyy.prn

> *mmddyy* = month, day, year
> *?* = 1 - 6

In order for the reports to make sense, the NAME, COMPANY, DIVISION and DEPARTMENT fields must contain pertinent information. Otherwise, they will all be thrown into a single group.

The "company" in the line shown above defines how the reports will be paginated. The options are "company", "division" and "department". Your selection will depend on how the Courier is to be used.

Note that on the system shown, i.e. 24 ports, setting the page break on "company" will generate 25 separate reports, many of them multiple pages.

If you set the page break on "department", then the report will print on a large amount of paper. They are generated as print files, so there is no need to print them if you just wish to view the data.

TRAFFIC

This report shows the system usage by port, by the hour. The report shows the usage over a seven-day period, along with day, night, and 24 -hour totals.

There is also a final page for each group of ports showing the busiest hours on each port by number of calls, and by time. It computes a utilization factor in percent. Finally, it will show if all ports were busy for some specified period of time.

Note: When all ports are busy, the Courier cannot answer calls. If this number becomes large, it indicates that the system needs more ports.

MAIL BOX SUBSCRIBER REPORT

This report gives a list of all the user mailboxes including department and company name that the system extracts from the fields programmed in the Mailbox Setup Parameters. It shows message totals, and the last time they logged in to check messages. It details the total time of all the messages by user and also gives a total combined user message time.

SYSTEM STATISTICS / EXECUTIVE SUMMARY REPORT (BY PORTS)

This report contains three separate sections: "Automated Attendant / Call Breakdown", "Automated Attendant / Subsequent Transactions" and "Message Center Traffic (For all ports)".

AUTOMATED ATTENDANT / CALL BREAKDOWN

This is a listing of the number of calls handled by a particular method when a person first calls Courier. These are:

Direct Dial	The caller knew what extension number was wanted and entered it.
Menu Option	The caller used one of the menu options programmed into the Courier.
Dial 'O' Open	The caller dialed the operator directly.
No Entry	The caller waited until the Courier dropped them to the extension specified as the drop extension. This would include callers dialing from a rotary phone.

Log in to Msg Ctr	The caller pressed ***** and their mailbox number to retrieve messages.
Leave Message	The caller pressed "#" to skip the mailbox greeting and left a message.
Dialed By Name	The caller used the Find Name function from the Audiotex List.
Translation Number	The caller went to an extension using a translation number.
Other	All the other ways a caller can get somewhere from the main greeting.

AUTOMATED ATTENDANT / SUBSEQUENT TRANSACTIONS

After a person has selected or defaulted to one of the options above, this is the subsequent choice that they made (if any):

Busy Condition	The caller received a "busy" after making their first selection.
Ring No Answer	The caller received a "ring-no answer" after making their first selection.
Subsequent Direct Dial	The caller keyed in another extension number after their first selection.
Subsequent Dial "0"	The caller gave up after their first selection and dialed the operator.
Subsequent Menu Option	The caller made a menu option choice after their first selection.

Example: Automated Attendant / Subsequent Transactions

Busy Conditions	25
Ring No Answer	23
Subsequent Direct Dial	5
Subsequent Dial 'O'	7
Subsequent Menu Option	0

MESSAGE CENTER TRAFFIC (FOR ALL PORTS)

This is the overall message center traffic for all ports. This is for all ports since there is no way to trace how a person got to the Message Center.

Number Messages Left	Defines how many messages were left.
Number Messages Retrieved	Defines how many messages were listened to and acted upon.
Avg. Seconds per Message	The average time of all the messages, in seconds.

Example: Message Center Traffic (For all ports) Summary Report

Created 09/24/95 At 00:05:43
From 09/17/95 at 00:00:00 To 09/23/95 at 23:59:59
For Ports 1 to 2

Message Center Traffic (For all ports)

Number Messages Left	29
Number Messages Retrieved	27
Ave Seconds per Message	36

EXTENSION REPORT

The extension report is a summary, by mailbox extension, of all the activity that occurred. The previous reports presented an aggregate of all possible selections. The Extension Report shows how this is distributed by extension number. The categories, such as "Direct Dial", "Menu Option", etc. are the same as above.

MENU REPORT

This report gives you the number of calls that reached a particular extension by any menu choice.

UTILITIES

PURGE OLD MESSAGES

When your Courier system has less than 10% free disk space, old messages should be purged from the system. Using this option overrides the Message Retention parameter (See Voice Mail Parameters for more details).

From the Courier OutLook Bar, under the Utilities tab, click the Purge Old Messages icon. The following screen appears:
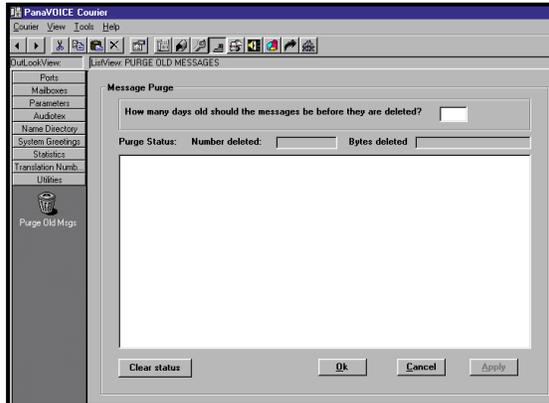
HOW MANY DAYS OLD SHOULD THE MESSAGES BE BEFORE THEY ARE DELETED?

This field allows you to define the "age" of messages that you wish to delete from the system.

PURGE STATUS

The screen shows the message deleted including the associated mailbox, if it was delivered internally from another subscriber, and when the message was recorded.

NUMBER DELETED

The screen shows the number of messages deleted during this particular deletion procedure.

BYTES DELETED

The screen shows the number of bytes that have been deleted during this particular deletion procedure.

CLEAR STATUS

Clears the Purge Status information. Purge messages until you are satisfied there is enough room on the hard drive.

DISTRIBUTION LISTS

The Courier can send messages to groups of mailbox users through the use of Distribution lists. A Distribution list is a group of mailboxes that can be defined by category (i.e.: Sales Department).

Once a distribution list has been created, users can send a message to all of the members in a particular Distribution list by directing their message to the list number. Each user can create Distribution lists at the telephone level.

This report will allow the System Administrator to view each list and see which members have received the messages (Date & Time), and who has yet to receive them. This status report can be printed and given to the sender of the message.

The System Administrator can also create the names of new distribution lists that the mailbox owners can then pick and use at the telephone level.

DISTRIBUTION LIST MAINTENANCE

From the Courier OutLook Bar, under the Distribution Lists tab, click the Maintenance icon. The following screen appears:
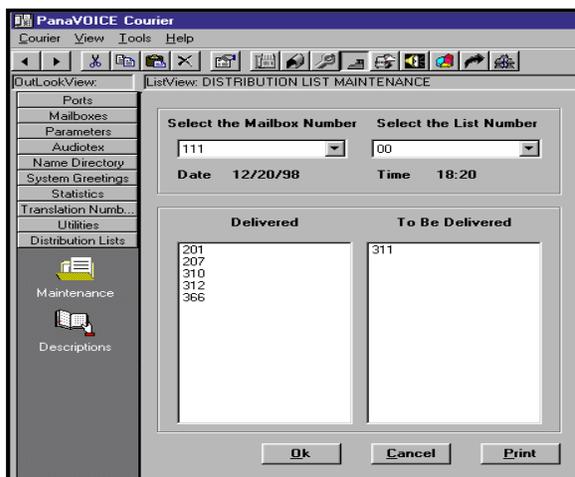
SELECT THE MAILBOX NUMBER

Enter the mailbox number of the distribution list sender you would like to check the status of.

SELECT THE LIST NUMBER

Mailbox owners can have multiple lists. This field enables you to select a specific list for the specific sender you are trying to check distribution status.

DATE

Once a specific list has been selected the Date that the message was sent will be displayed in this field.

Once a specific list has been selected the Time that the message was sent will be displayed in this field.

DELIVERED

This column will list the mailbox users within the distribution list that have reviewed the message.

TO BE DELIVERED

This column will list the mailbox users within the distribution list that have not reviewed their message yet.

DESCRIPTIONS

From the Courier OutLook Bar, under the Distribution Lists tab, click the Descriptions icon. The following screen appears:
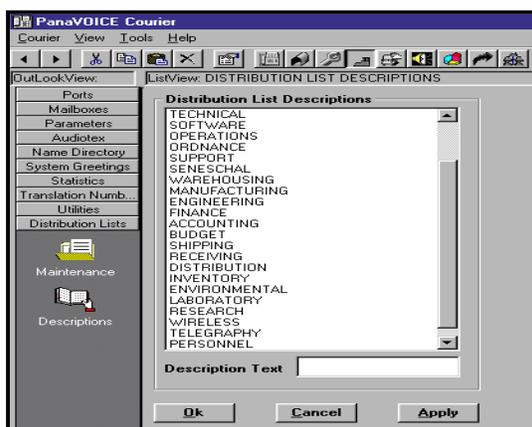
DESCRIPTION TEXT

The Courier system contains 64 descriptions, which may be assigned to both System and User distribution lists. On the Descriptions screen, you may make changes to any of the 64 names so that any mailbox owner may use them.

Names may not be added or deleted; they may only be changed. To change an existing name, highlight the name in the 'Descriptions' window. Type in the new description into the 'Description Text' field at the bottom of the screen and press the Apply button. This change is now saved and available for use.

This feature is available only when using display phones with API integration. These names are available for selection by mailbox users when creating a Distribution List from a display telephone.

PARAMETERS

These Parameters are used to detail various capabilities of the system to meet with the customer's particular applications. Default settings have been pre-defined for all Parameters, based on those most commonly used.   All settings may be changed at installation.

SYSTEM PARAMETERS

System Parameters are used to identify system wide functions that will apply to an application.

From the Courier OutLook Bar, under the Parameters Tab, click the System icon. The following menu appears:

MAILBOX NUMBER DIGIT LENGTH – DEFAULT: 3

Enter the appropriate number to set the Mailbox digit numbers from 2 to 5 digits. All Mailboxes must be the same length. The number of digits used for the telephone extensions must mirror the number of digits used for the mailboxes.

TIMES TO RING AN EXTENSION – DEFAULT: 4

Enter the number of times Courier will ring a telephone extension before determining there is no answer. This function is used for the Monitoring feature. Enter anywhere from 1 to 9 rings by typing in the number or click the left and right arrow to increment one ring at a time.

Note: If Release on Ring has been set to Yes in the mailbox Class of Service, it will take priority over this entry.

NUMBER OF RINGS BEFORE ANSWER – DEFAULT: 1

Number of rings before answer	1 ◀▶

This entry determines the amount of rings the system allows before it answers calls from the outside, as well as intercom calls. Enter anywhere from 1 to 9 rings by typing in the number or you can click the left and right arrow to increment one ring at a time.

INTER DIGIT DELAY – DEFAULT: 4

This is the amount of time in seconds that the Courier waits between digits to determine whether the digit or digits dialed are valid. Enter anywhere from 1 to 9 seconds by typing in the number or you can click the left and right arrow to increment one second at a time.

Note: If a Prefix Before Extension or Translation has been chosen, this field is not relevant.

For example, there may be applications where one-digit dialing is desired for branching purposes, and one of the digits matches the extension number plan. In this case, the system must interpret the digit dialed and wait to see if the caller continues to enter digits to complete an extension number, or if the caller actually stops at 1 digit.

Under most circumstances, it is recommended to use distinct translation digits, and not to use the first digit of your extension number plan. By doing so, you will avoid having to interpret dialing.

OFF HOOK DELAY INCREMENTS – DEFAULT: 50

Off hook delay 1/100 second increments	50 ◀ ▶

This parameter defines the amount of time between the end of a ring and the voice board delivering a voice path. This parameter will seldom have to change from its default of 50 (1/2 of a second). For example, this parameter is typically adjusted when it is confirmed that the Courier is missing the first digit of a call forward I.D. digit. Enter from 0 to 100 by typing in the number or you can click the left and right arrow to increment in 1/100-second increments.

DROP CALL IF BREAK IN LOOP CURRENT – DEFAULT: YES

☑ Drop call if break in loop current

By checking this box*,* Courier is able to detect when a caller hangs up during the System Greeting (system sees a drop in loop current either from the telephone system or the Central Office line).

Note: The telephone system must provide a disconnect signal.

DROP CALL IF DIAL TONE – DEFAULT: YES

☑ Drop call if dial tone

By checking this box, Courier will monitor activity during the System Greeting. If an incoming caller hangs up during the System Greeting, Courier terminates the call after 6 seconds of continuous dial tone.

PASSWORD LENGTH 4-9 OR V FOR VARIABLE – DEFAULT: 4

Password Length 4 - 9, or V for Variable   4

This password field is to set the length of passwords. The password length can be set from 4 to 9 digits, or it can be a (V)ariable length defined by each end user.

Note: When variable length passwords are used, the Courier listens for a pound sign (#) to indicate the end of the password. If a pound sign (#) is not entered, the system ignores the password entered, times out and disconnects the caller.

SYSTEM MASTER PASSWORD – DEFAULT: 1111

System master password   ****

The System Master Password is the main password to access all Courier programming functions. The number of digits is defined in the password length field described above. The default System Master Password is **1111**. To ensure confidentiality, Courier displays stars (****) as you enter the password. The Master System Password should be a confidential number, known only by the System Administrator and a secondary Administrator. It is required to:

- Display Courier's main menu.
- Override Mailbox passwords.
- Set up and use System Distribution lists.
- Update Information Only Mailboxes.
- Operate the system keyboard.
- Record System Greetings.
- Record Pre-System Greeting
- Record System Prompts
- Record Broadcast Messages

LEAVE A MESSAGE PREFIX 1-9, * OR # - DEFAULT:

Leave a message prefix 1 - 9, * or #   #

This is a 1-character system wide code that callers can dial during a greeting to skip directly to leaving a message. Acceptable characters are 1-9, * or #.

*Note: In default, the # is reserved to enable callers to bypass call transfer to an extension, and go directly to the mailbox owners greeting (Override Prefix). The * sign is reserved for callers to enter the Voice Processing system from the outside as subscribers to access their mailbox. These functions can be swapped.*

MAINTENANCE SHUTDOWN TIME – DEFAULT: 0005

Time of day for maintenance shutdown	0005

Courier must shut down daily for reorganization, maintenance, and updating. A 3.5 inch floppy should reside in the floppy <u>at all times</u>. During maintenance, the data files are written to a floppy for daily backup. This maintenance should be scheduled at a time when calls are not coming in to Courier. Enter this time by using military format (00:01through 23:59) The default shutdown time is 00:05 or 12:05 am.

PILOT EXTENSION NUMBER – DEFAULT: 500

There is a default pilot extension number for the DBS of 500. If your pilot number is different, change it here. This hunt group number is only needed when using API Integration.

NAME ENTRY ORDER – DEFAULT: LAST NAME

Click the drop down arrow and choose between Last Name, First Name, or Either Name. Changing this setting will change the prompt played when a caller presses the Name Entry Prefix key on the telephone. Names should be entered into the Name Directory in this order.

AUTOMATED ATTENDANT PARAMETERS

The Automated Attendant Parameters Section is used to define the various options for the system's Automated Attendant functions. In default, the Automated Attendant plays the greeting and accepts digits for extension number dialing. If you wish to use **Branching** (one digit dialing), you will need to set other options (see Audiotex/Branching Section).

The Courier can utilize a **monitoring** function, which is set in Mailbox Maintenance, to allow the Auto Attendant to call telephone extensions and determine their state (busy or no answer) prior to transferring the call. If the extension is busy or does not answer, the Auto Attendant will either provide the outside caller with options or send them directly to leave a message. Selecting **no monitoring** means that the Auto Attendant will blind transfer calls. **Typically, API integrated systems use the 'Monitor' function. In-Band integrated systems do not.**

From the Courier OutLook Bar, under the Parameters Tab, click the Auto Attendant icon. The following menu appears:
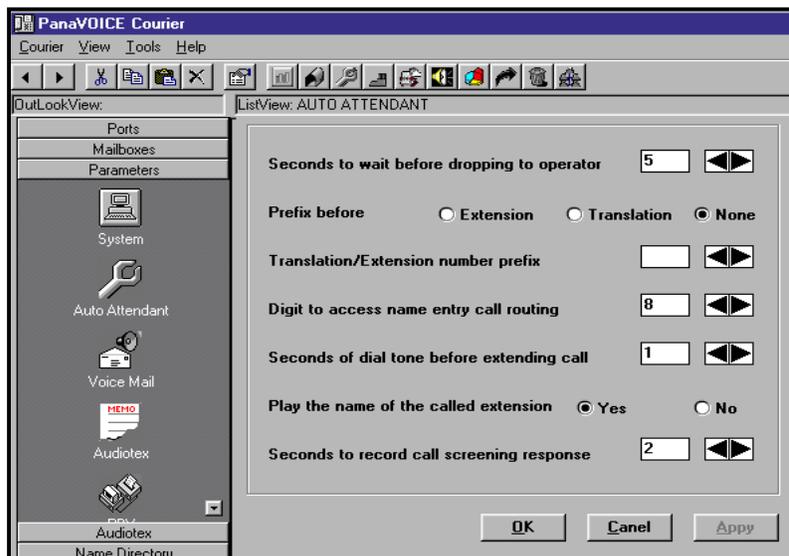
SECONDS TO WAIT BEFORE DROPPING TO OPERATOR – DEFAULT: 5

This field is used to assign the number of seconds (2 to 15 seconds) the Courier waits to detect digits after the main greeting has been played. If no digits are dialed and the timer expires, the Courier will transfer the caller to the "System Greeting Drop Mailbox" defined in the System Greeting Maintenance Parameters.

Note: If there is no System Greeting Drop Mailbox defined, the Courier will look at the Operator Drop Mailbox. If neither is defined, the Courier will let the caller know that the operator is not available and will instruct the caller to call back at a later time.

PREFIX BEFORE EXTENSION, TRANSLATION, OR NONE – DEFAULT: NONE

Prefix before ○ Extension ○ Translation ◉ None

Click the appropriate circle to define if a dialed prefix digit is required for either an extension entry, or a translation entry or no prefix at all. This prefix setting is only used if Translation Numbers are utilized.

For example if a caller's intention is to dial 1 for "Sales" during the System Greeting, and the extension/mailbox numbering plan also begins with the digit 1, the Courier will wait for the Inter Digit Delay Timer (described above) to expire. Then it will look at the associated Information Only Mailbox branching structure, interpret the digit 1, and send the caller to "Sales" (either to an extension, a voice mailbox, or another IOM).

By using the Prefix Before Dialing option in this case, the caller will enter the digit "9" for example, before the digit 1 for "Sales" (dial "91"), and the Courier will immediately transfer to "Sales" without having to wait for the Inter Digit Delay Timer to expire.

Note: If the application calls for 1 digit dialing more so than extension dialing, then use the Prefix Before Dialing for extension numbers. Likewise, if the system is designed for more extension number dialing, then use the Prefix Before Dialing for the translation purpose.

TRANSLATION/EXTENSION NUMBER PREFIX – DEFAULT: (BLANK)

Translation/Extension number prefix   [   ] ◀▶

This field defines the prefix digit to be used for either the extension or translation number depending on what has been chosen in the previous field. Enter any digit number from 1 to 9 by typing in the number or you can click the left and right arrow to increment one digit at a time.

To avoid number conflicts, make sure that the Prefix number is different from the:
- Audiotex Branching Numbering Plan, the
- Override Prefix, and
- Name Entry Prefix parameters.

DIGIT TO ACCESS NAME ENTRY CALL ROUTING – DEFAULT: 8

Digit to access name entry call routing   [8] ◀▶

This field identifies the digit to be used for dial by name directory applications. Enter any digit number from 1 to 9 by typing in the number or you can click the left and right arrow to increment one digit at a time.

The Name Entry Prefix must be different from the:
- Audiotex Branching Numbering Plan, the
- Override Prefix, and the
- Extension/Translation Prefix number.

Note: You cannot have any Mailboxes that begin with the Name Entry Prefix.

SECONDS OF DIAL TONE BEFORE EXTENDING CALL – DEFAULT: 1

Seconds of dial tone before extending call	1 ◄►

This field defines the number of seconds the Courier attempts to access telephone system intercom dial tone in order to transfer the caller. If dial tone cannot be accessed within this time the Courier will transfer the caller to the associated mailbox of the extension the caller entered. Enter from 0 to 9 seconds by typing the number or you can click the left and right arrow to increment one second at a time.

PLAY THE NAME OF THE CALLED EXTENSION – DEFAULT: YES

Play the name of the called extension	⊙ Yes ◯ No

Courier can announce to the caller the name of the person of the extension being called. When active, and a mailbox owner has recorded a name, Courier tells the caller "I will ring <persons name>." When not active, Courier tells the caller "Please stay on the line. I will transfer your call."

SECONDS TO RECORD CALL SCREENING RESPONSE – DEFAULT: 2

Seconds to record call screening response	2 ◄►

This is the number of seconds the Courier allows the caller to state their name when Call Screening is activated. The Courier asks the incoming caller to announce themselves by asking, "*Who may I say is calling?",* and then records the caller's reply to be heard by the extension owner. Enter from 1 to 9 seconds by typing the number or you can click the left or right arrow icon to increment one second at a time.

VOICE MAIL PARAMETERS

The Voice Mail Parameters section is used to define functions that are common to all voice mailboxes within the Courier system.

From the Courier OutLook Bar, under the Parameters Tab, click the Voice Mail icon. The following menu appears:
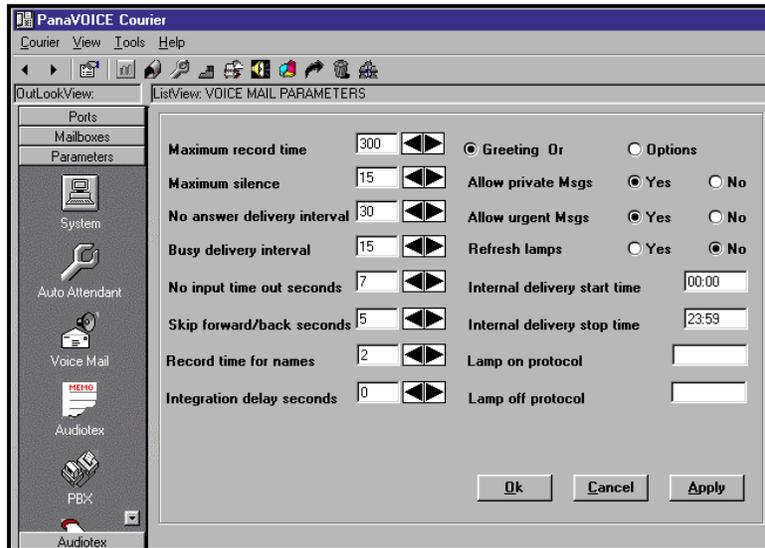
MAXIMUM RECORD TIME – DEFAULT: 300

This is the maximum length, in seconds, for a recorded message. The maximum length is 1800 seconds (30 minutes). Enter from 1 to 1800 seconds by typing the number or click the left or right arrow icon to increment 1 second at a time.

MAXIMUM SILENCE – DEFAULT: 15

This is the amount of <u>continuous silence</u>, in seconds, Courier will allow before it stops recording a message. If this parameter is set to zero, Courier continues to record until the 'Maximum Record Time' is reached.

The maximum amount of time is 999 seconds (16+ minutes). Enter from 1 to 999 seconds by typing the number or click the left or right arrow icon to increment 1 second at a time.

NO ANSWER DELIVERY INTERVAL – DEFAULT: 30

No answer delivery interval 30 ◀▶

On telephone systems that do not provide message light or stutter dial tone ability to their extensions, the Courier can call the extension to inform the user of new messages. If there is no answer when Courier tries to deliver messages (new or scheduled), it calls again at the time interval (in minutes) indicated here. Enter from 1 to 999 minutes by typing the number or click the left or right arrow icon to increment 1 minute at a time.

Note: For non-API systems only.

BUSY DELIVERY INTERVAL – DEFAULT: 15

Busy delivery interval 15 ◀▶

Busy Delivery Interval is also used for the same reason described above. If the extension is busy, then the Courier tries to deliver messages (new or scheduled), at the time interval (in minutes) indicated here. Enter from 1 to 999 minutes by typing the number or click the left or right arrow icon to increment 1 minute at a time.

Note: For non-API systems only.

NO INPUT TIMEOUT SECONDS – DEFAULT: 7

No input time out seconds 7 ◀▶

If a subscriber listens to a message left in their mailbox and does not respond to it within the time listed in this parameter, Courier says, "*Thank you",* and disconnects.

The maximum time is 15 seconds. Enter from 2 to 15 seconds by typing the number or click the left or right arrow icon to increment 1 second at a time.

SKIP FORWARD/BACK SECONDS – DEFAULT: 5

Skip forward/back seconds 5 ◀▶

This field defines the number of seconds (3 to 99) Courier will advance or reverse a voicemail message during review. Enter from 3 to 99 seconds by typing the number or click the left or right arrow icon to increment 1 second at a time.

RECORD TIME FOR NAMES – DEFAULT: 2

Record time for names 2 ◀▶

Enter the amount of time, in seconds (2-10), the Mailbox owner has to record their name.

INTEGRATION DELAY SECONDS – DEFAULT: 0

Integration delay seconds `0` ◀▶

The Courier utilizes Centrex SMDI integration with many PBX's. This field defines the amount of time, in seconds (1-99), Courier waits for this data from the PBX. Not used on Panasonic DBS Telephone switches. Enter from 1 to 99 seconds by typing the number or click the left or right arrow icon to increment 1 second at a time.

GREETING OR OPTIONS – DEFAULT: GREETING

◉ Greeting Or ○ Options

This parameter determines what a caller hears when a monitored extension is busy or there is no answer. If Greeting is selected, the caller hears the mailbox greeting and is able to leave a message. If Option is selected, the caller is given the choice of leaving a message, retrying the extension, calling another extension, talking with the operator, or hanging up.

ALLOW PRIVATE MESSAGES – DEFAULT: YES

Allow private Msgs ◉ Yes ○ No

Click *Yes* or *No* to define whether or not messages can be stamped private. If *Yes* is selected and messages are stamped Private, they cannot be transferred from one mailbox to another.

ALLOW URGENT MESSAGES – DEFAULT: YES

Allow urgent Msgs ◉ Yes ○ No

By clicking *Yes*, Messages from callers can be stamped "Urgent". When viewing messages from a display telephone or by dialing in from the outside or a non-display telephone the Courier isolates these urgent messages so that the user can choose to listen to them first.

Note: The Courier also has the ability to perform External Message Notification to a pager for example only when a message is stamped Urgent. Urgent Only Notification is accomplished in Class of Service
.

REFRESH LAMPS – DEFAULT: NO

Refresh lamps ○ Yes ◉ No

With a non-API integrated system, the Courier follows message lighting protocols (defined above) to turn on message lights at telephone extensions when new messages are left in a mailbox. By clicking *Yes* here the Courier will detect new messages in a mailbox and execute the Lamp On Protocol at the No Answer Delivery Interval. If *No* is clicked, Courier attempts to deliver a new message once.

The Courier can be set up to deliver messages to mailboxes at pre-defined times during the day. Use the next 2 fields to define this period.

INTERNAL DELIVERY START TIME – DEFAULT: 00:00

Internal delivery start time	00:00

When to start delivering messages.   Use military format. (00:01 through 23:59) For example, 2:00 a.m. is 0200, and 11:30 p.m. is 2330.

INTERNAL DELIVERY STOP TIME – DEFAULT: 23:59

Internal delivery stop time	23:59

When to stop delivering messages. Use military format. (00:01 through 23:59) For example, 2:00 a.m. is 0200, and 11:30 p.m. is 2330.

Select Apply to apply any item without leaving this screen. Select Cancel to leave this screen without saving any changes. Select OK to apply all changes and leave this screen.

LAMP ON PROTOCOL – DEFAULT: (BLANK)

Lamp on protocol	

This field defines the DTMF sequence used to turn on a message-waiting light at the extension, when a new message is to be delivered. (e.g.: *4X would be used for DBS 824, 40 72 and 96 systems)

Note: The field under Add Mailboxes which determines the message notification method must be set to Light in order for these Protocols to work. These Lamp Protocol fields are not relevant when using API integration.

LAMP OFF PROTOCOL – DEFAULT: (BLANK)

Lamp off protocol	

This field defines the DTMF sequence used to turn off a message-waiting light. (e.g.: *5X would be used for DBS 824,40 72 and 96 systems.)

Note: The field under Add Mailboxes, which determines the message notification method, must be set to Light in order for these Protocols to work. These Lamp Protocol fields are not relevant when using API integration.

AUDIOTEX PARAMETERS

There are 4 sections that are used to program single digit dialing schemes in the Courier. They are:

1. *Mailbox Setup (set up an Information Only Mailboxes)*
2. *Audiotex Parameters (general branching options)*
3. *Audiotex Branching (define the digits)*
4. *System Greetings (associate the Information Only Mailbox to a System Greeting).*

Audiotex Parameters are used to define general options for branching/routing purposes.

From the Courier OutLook Bar, under the Parameters Tab, click the Audiotex icon. The following menu appears:

DIGIT TO ACCESS AUDIOTEX FROM OPENING SYSTEM GREETING DEFAULT: (BLANK)

You can define a digit that will allow the caller to enter a pre-defined Information Only Mailbox that will then allow single digit dialing from that point. This option is typically used when you do *not* want to include verbal options for single digit dialing at the system greeting. Enter any number from 1 to 9 or click the right or left icon to increment one number at a time.

Note: The Audiotex Prefix must be different from the Name Entry Prefix, the Override Prefix, and the Prefix Type parameters. You cannot have any Mailboxes that begin with the Audiotex Prefix. The greeting is associated to an Audiotex Mailbox by programming the Audiotex Entry Point.

NUMBER OF INVALID RESPONSES IN AUDIOTEX LIST MENU – DEFAULT: 1

Number of invalid responses in audiotex menu	1	◀▶

Enter the number of times a caller is allowed to enter invalid entries at the System Greeting level or Information Only Mailbox greeting level before Courier thanks the caller and then disconnects. Enter any number from 1 to 9 or click the right or left icon to increment one number at a time.

AUDIOTEX REPEAT COUNT WHEN NO RESPONSE – DEFAULT: 0

Audiotex repeat count when no response	0	◀▶

Enter the number of times an Information Only Mailbox will replay it's message if no action is taken, before Courier thanks the caller and disconnects. Enter any number from 0 to 9 or click the right or left icon to increment one number at a time.

MAX SECONDS ALLOWED FOR MESSAGES – DEFAULT: 45

Max seconds allowed for messages	45	◀ ▶

Enter the maximum number of seconds for an Information Only Mailbox message recording length. Enter from 0 to 1800 seconds (30 Minutes) by typing the number, clicking and dragging the bar to the desired number or clicking the left or right arrow icon to increment one second at a time.

PBX PARAMETERS

The Courier is designed to work on most all Telephone Systems in the market as an "Interfaced Solution" using analog ports from the Telephone System. Because of the myriad of Telephone System specifications and differences, this PBX Parameter section is used to define specifics for the interface.

From the Courier OutLook Bar, under the Parameters Tab, click the PBX icon. The following menu appears:
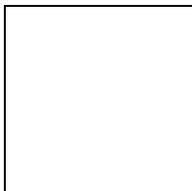
SELECT PBX TYPE – DEFAULT: UNKNOWN – NO DEFINED PBX TYPE

Select PBX type	Unknown - No defined PBX type ▼

A pre-defined PBX may be selected by clicking the arrow to drop down a list of PBX names. Clicking the name will automatically populate the following PBX fields. To custom configure a PBX, see PBX Wizard or simply click *"Unknown – No defined PBX type"* and enter the information on a field-by-field basis.

HOOK FLASH DURATION IN 100TH OF SECONDS – DEFAULT: 50

Hook Flash duration in 100th of seconds	50 ◄	►

The Hook flash time is the length of time the Courier flashes the PBX system when transferring calls. The default flash time is one-half (½) second (50 hundredths of a second). The appropriate flash time should be available from your PBX manufacturer. Enter from 0 to 100 by typing in the number, click the left and right arrow to increment in 1/100-second increments or click and drag the bar to adjust the timing.

Note: Most PBX manufacturers list their flash time in milliseconds; remember to convert into hundredths of seconds before you define this value (e.g., 500 milliseconds = 50 hundredths of a second).

DIAL PROTOCOL TO PLACE A CALL ON HOLD – DEFAULT: &,

Dial protocol to place a call on hold	&.

The Hold Protocol is the dial sequence, which places the original caller on hold prior to transferring the call. An ampersand (&) represents a flash, a comma (,) represents a 1-second pause, a semicolon (;) represents a 3-second pause, and a percentage sign (%) represents a 5-second pause. You can enter whatever DTMF sequence is required by the PBX system into this field (e.g., &,#4).

DIAL PROTOCOL TO TRANSFER A CALL TO ANOTHER EXTENSION – DEFAULT: (BLANK)

```
Dial protocol to transfer a call to another extension [          ]
```

The Transfer Protocol is the dial sequence to use to transfer a caller. You can enter whatever DTMF sequence is required by the PBX system into this field (e.g., &,#4). This field is normally left blank.

DIAL PROTOCOL TO RETURN FROM NO ANSWER – DEFAULT: &,

```
Dial protocol to return from no answer          [&,        ]
```

The No Answer Return Protocol tells Courier how to manually return to the original caller after there is no answer at a requested telephone extension. An ampersand (&) represents a flash, a comma (,) represents a 1-second pause, a semicolon (;) represents a 3-second pause, and a percentage sign (%) represents a 5-second pause. You can enter whatever DTMF sequence is required by the PBX system into this field (e.g., &,#4).

DIAL PROTOCOL TO RETURN FROM BUSY – DEFAULT: &,

```
Dial protocol to return from busy               [&,        ]
```

The Busy Return Protocol tells Courier how to manually return to the original caller after determining the requested telephone extension is busy. An ampersand (&) represents a flash, a comma (,) represents a 1-second pause, a semicolon (;) represents a 3-second pause, and a percentage sign (%) represents a 5-second pause. You can enter whatever DTMF sequence is required by the PBX system into this field (e.g., &,#4).

MAXIMUM NOISE DURING BUSY ONLY ANALYSIS – DEFAULT: 80

```
Maximum noise during busy only analysis   [80  ] [◄] [    ] [►]
```

This parameter is only active for Mailboxes set for "busy only" monitoring. Courier analyzes the ring pattern of a call. If an event is longer than the number entered, Courier transfers the call. If not, Courier informs the caller that the line is busy. This parameter is in hundredths of a second (00100 = 1 second). Enter from 0 to 100 by typing in the number, click the left and right arrow to increment in 1/100-second increments or click and drag the bar to adjust the timing.

NUMBER TO DIAL TO ACCESS AN OUTSIDE (CO) LINE – DEFAULT: (BLANK)

Number to dial to access an outside (CO) line	

This is the digit to use to access an outside line or the particular PBX. For example, if you press 9 to make a local call, the out call dial sequence is 9,. An ampersand (&) represents a flash, a comma (,) represents a 1-second pause, a semicolon (;) represents a 3-second pause, and a percentage sign (%) represents a 5-second pause. You can enter whatever DTMF sequence is required by the PBX system into this field (e.g., 9,).

IS THIS AN SL1 INTEGRATED TO AN ACD GROUP? – DEFAULT: NO

Is this an SL1 Integrated to an ACD Group	○ Yes ● No

This parameter should be YES if you are using an integrated Nortel SL1 connected to an ACD group. For all other systems, select NO.

PREFIX FOR CENTREX INTEGRATION – DEFAULT: (BLANK)

Prefix for Centrex Integration	

This parameter is for Centrex integration. Enter the phone number prefix for each telephone extension. This will let the Courier know exactly what format to look for when directing a Centrex call to a mailbox.

MITEL SPECIAL MWL WAIT TIME – DEFAULT: 0

Mitel special MWL wait time	● 0 ○ 1 ○ 2 ○ 3 ○ 4

This is the amount of time in seconds (0-4) Courier waits for the status from a telephone extension. Set to zero when on Panasonic switch.

WAIT FOR INTEGRATION DIGITS BEFORE SYSTEM GREETING – DEFAULT: 00

Wait for integration digits before salutation	00 ◄ ►

This is the amount of time in seconds Courier delays the System Greeting to accept integration digits.

For example, if an incoming call rings a station that is call forwarded to the Courier, when the Courier answers the Panasonic DBS telephone system will send a predefined string of digits to route the caller directly to the mailbox greeting. In this case you should delay the greeting several seconds so that the DBS can send the digits before the system greeting is played.

OPERATOR PARAMETERS

The Operator Parameters section defines the various functions for the Courier operator. The Courier operator will likely be the same operator as the telephone system; however, it *can* be different. (Most telephone systems define their operator as "0". The "0" is an actual extension number of the switch).

The Operator Parameters are primarily used to establish a way to handle callers that: 1) do not respond to the initial system greeting, or 2) dial "0" either during the system greeting or after the greeting.

From the Courier OutLook Bar, under the Parameters Tab, click the Operator icon. The following menu appears:
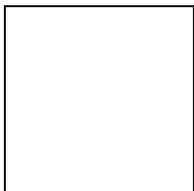
OPERATOR DROP MAILBOX NUMBER – DEFAULT: (NONE)

Operator Drop Mailbox [▼]

This is the mailbox callers are dropped to when no entry is made or a "0" is dialed during the System Greeting (main greeting) and no System Greeting Drop Mailbox is defined. Depending on the type of mailbox, the Courier will dial the extension the mailbox is associated with and then follow whatever instruction is set for that specific mailbox. A description of the System greeting Drop Mailbox is available under the System Greeting section of this manual.

Note: This Operator Drop Mailbox is the second highest priority to drop callers to if nothing has been dialed. The first priority is the System Greeting Drop Extension.

TIMES TO RETRY A DROPPED CALL TO OPERATOR IF BUSY – DEFAULT: 0
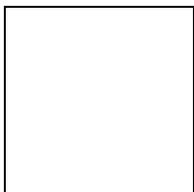
This field defines the number of times Courier will attempt to send a call to a busy operator, if the caller has timed out. It does not have an effect if the caller has pressed zero (0). Once the amount of times has expired, Courier will inform the caller that the operator is not available and will ask the caller to try back at a later time. Enter from 0 to 99 times by typing the number or click the right or left Icon to increment by one.

TIMES TO RETRY A DROPPED CALL TO OPERATOR IF NO ANSWER – DEFAULT: 0
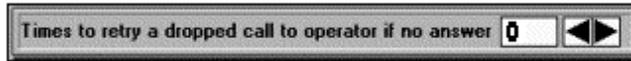
Times to retry a dropped call to operator if no answer 0 ◄►

This field defines the number of times Courier will attempt to send a call to an operator who does not answer, if the caller has timed out. Once the amount of times has expired, Courier will inform the caller that the operator is not available and will ask the caller to try back at a later time. Enter from 0 to 99 times by typing the number or click the right or left Icon to increment by one.

TIMES TO RING AN OPERATOR BEFORE RETURNING NO ANSWER – DEFAULT: 4
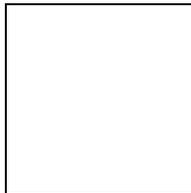
When a call drops to the operator, this field defines the number of rings that the Courier calls the operator. Once the amount of rings set here is reached without the operator answering, the Courier will automatically send the caller to the system administrator mailbox. Enter from 3 to 10 rings by typing the number or click the right or left Icon to increment one ring at a time.

PORT SPECIFIC PARAMETERS

The Port Specific Parameters section defines the individual functions each port is responsible for.

From the Courier OutLook Bar, under the Parameters Tab, click the Port Specific icon. The following menu appears:
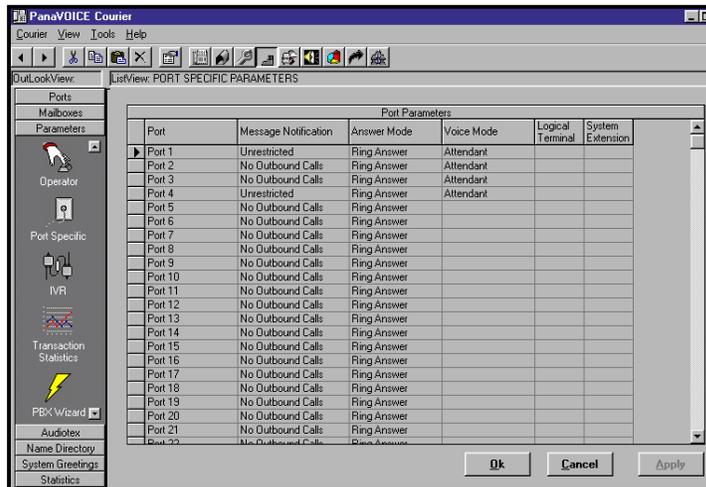
Note: There are input fields for 48 ports. The scroll bar to the right of the screen will move up or down within the ports. The ports appropriate to your Courier system will be shown depending on the size of the system. If you have an 8-port Courier system, only the first 8 ports apply. For the ports that do not apply, no information is needed.

MESSAGE NOTIFICATION

There are various ways to deliver messages to the appropriate owner, most of which have already been defined. This field is used to define the type of message notification the specific port can perform. Clicking the message notification field for the specific port will drop down a list of options that are described below. Clicking the desired option will set the Message Notification Option for that port.

UNRESTRICTED

Courier uses this port for message notification, to light message waiting lights, or to forward messages.

PAGER NOTIFICATION

Courier uses this port for Pager/Call notification only.

LIGHTS ONLY

Courier uses this port to light message waiting lights only.

NO OUTBOUND CALLS

No message delivery calls are made on this port. It is reserved for incoming calls only.

ANSWER MODE

This column allows you to specify how a port will answer a call. Clicking the Answer Mode field for the specific port will drop down a list of options that are described below. Clicking the desired option will set the Answer Mode field for that port.

RING ANSWER

For most applications this is the correct setting for the port Answer Mode.

VOICE MODE

This area defines which ports will be responsible for handling Automated Attendant functions, and or Voice Mail functions. Clicking the Voice Mode field for the specific port will drop down a list of options that are described below. Clicking the desired option will set the Voice Mode field for that port.

ATTENDANT

Setting a port to Attendant will allow the Courier to perform Automated Attendant and Voicemail functions.

VOICE MAIL

Setting a port to Voice Mail will allow the Courier to perform voicemail functions only.

LOGICAL TERMINAL

This setting is not active at this time.

SYSTEM EXTENSION

This setting is not active at this time.

TRANSACTION STATISTICS

The Courier comes with a variety of statistics on the system that can be printed or viewed. This section enables you to turn the collection of this data on or off. The actual Data can be viewed and printed by clicking the *View Statistics* icon under the *Statistics Parameter.* A more detailed description of what each statistical report does is also described in this section.

From the Courier OutLook Bar, under the Parameters Tab, click the Transaction Statistics icon. The following menu appears:
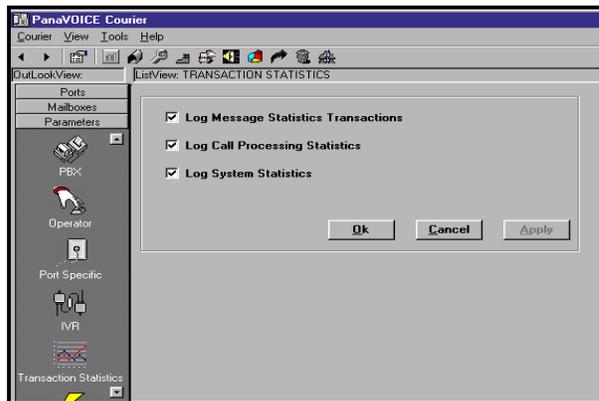
LOG MAILBOX STATISTICS – DEFAULT: ✔

If you select *Yes*, Courier stores mailbox statistics to be printed or viewed on statistical reports. If *No* is selected, these statistics are not kept.

LOG CALL PROCESSING STATISTICS - DEFAULT: ✔

If you select *Yes*, Courier stores call processing statistics to be printed on statistical reports. If *No* is selected, these statistics are not kept.

LOG SYSTEM STATISTICS – DEFAULT: ✔

If you select *Yes*, Courier stores system statistics to be printed on statistical reports. If No is selected, these statistics are not kept.

PBX WIZARD

This feature helps define the parameters for a PBX that has not already been defined in the PBX Parameters section.

From the Courier OutLook Bar, under the Parameters Tab, click the PBX Wizard icon. The following menu appears:
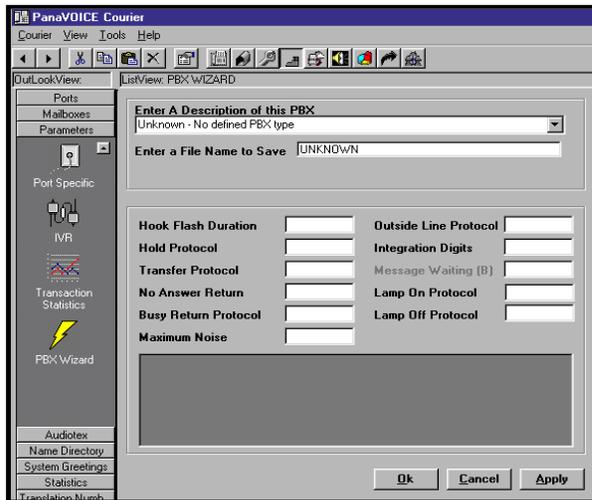
Select Apply to apply any item without leaving this screen. Select Cancel to leave this screen without saving any changes. Select OK to apply all changes and leave this screen.

NIGHTLY MAINTENANCE ROUTINES

Every day, the Courier must shut down to perform several maintenance routines. Typically, this process will take approximately five minutes, and the Courier cannot process incoming calls during this procedure.

You can set the time of day this routine is performed in the Systems Parameters section under Daily Shutdown Time. It is highly recommended to perform this routine at the appropriate time of day that no calls are coming in. In default, the time is set at 12:05 am. Normally this time is fine; however, in some cases you may have to select a better time.

The Courier Engine is actually active during this procedure but because it is so busy evaluating every file, it cannot be interrupted with incoming call traffic. Once the routine is complete, it is then ready to answer calls again.

The following describes the various functions that are executed during this period:

DATA FILES BACK-UP TO THE A: DRIVE

The Courier will write data to the A: drive, which includes customer programming.

Note: Every system must have a floppy disk in the A: drive. It should be replaced every month. In the event of a system failure the disk will be used to restore the U I set up.

EXECUTION OF DAYSTATS.BAT FILE

This routine will compile all of the necessary data for the System Statistics package that has occurred during that particular day.

MESSAGE MAINTENANCE

The Courier will run through a routine to check all mailbox messages. If mailboxes have been programmed to purge messages after a certain period of retention, then the Courier will do so. In addition, the Courier will check the Recycle Bin of each mailbox and delete a message after the second nightly maintenance routine (24-48 hours).

INDEX FILE MAINTENANCE

The final routine is to rebuild the data files and indexes within the Courier Engine. This process insures data integrity.

OPTIONS

Click Courier in the upper left corner of your screen. Click Properties. The following screen appears:
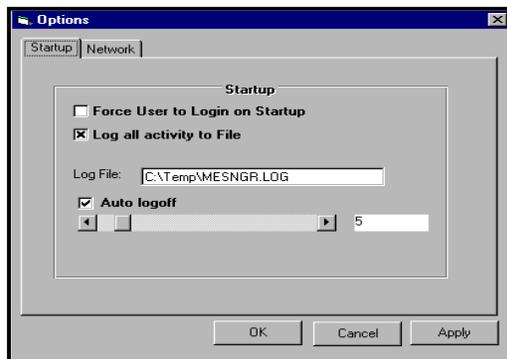
FORCE USER TO LOGIN ON STARTUP

This field defines whether or not the System Administrator will need to utilize the master system password or not, to enter the Courier programming mode.

CAUTION: If this field is not activated, anyone that has physical access to the Courier through keyboard and monitor and or remotely will be able to accomplish UNRESTRICTED EDITING.

LOG ALL ACTIVITY TO FILE

Logs all system activity to a file. Every transaction that the Courier performs is logged. The default file name and location is **C:\ATA\MESNGR.LOG**

AUTO LOGOFF

Allows the system administrator to preset the timeframe for the GUI (Graphical User Interface) to automatically logoff if no activity is detected. The Scrollbar below the Auto Logoff activation box allows this time to be adjusted from 0 to 60 minutes. If "Force User to Login on Startup" is activated and this timer is set to 0 the system will never automatically Logoff.

Select Apply to apply any item without leaving this screen. Select Cancel to leave this screen without saving any changes. Select OK to apply all changes and leave this screen.

The second tab of the screen sets the IP address and UNC (Universal Naming Convention) on which machine the Courier is running.
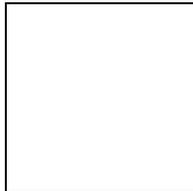
- Enter the IP address of the host machine and left mouse click on Test.

Courier will respond with "suitable host found" when the proper IP address is supplied.

- Remote Port should be set at 4572
- Enter the UNC of the host machine in the following format: **\\machine name**
  Example: \\Courier

Left mouse click on Test.

Courier will respond "suitable host found" when the proper UNC is supplied.

Click APPLY to make changes active.

COURIER FILES & FOLDERS

The Courier system uses a structure of files and folders for its operation. An overview of these structures follows so that a System Administrator or Telephone System Dealer will be aware of the critical areas needed for backup purposes. The dealer may also use this knowledge to assist in Operating System level maintenance that cannot be accomplished by other means.

The folders used by the Courier are:

> C:\ATA
> C:\MES
> C:\NAME
> C:\MESNGR
> C:\PBX
> C:\DONGLE
> C:\STATS
> C:\UI

In addition, there are components in the C:\WINDOWS folder and some of its sub-folders that are required for operation.

- C:\ATA

    The ATA folder is the primary Courier folder. Most of the Courier programs reside here, as do all of the data files and system messages.

    One file of particular note here is the file INTEGRATED.TXT. If this file is deleted, the Courier will prompt you 'Is this an API system?' upon restart. Should a Courier system need to be toggled between API mode and non-API mode, delete this file, restart the voice system, and answer the prompt accordingly.

    The system messages stored here are all standard WAV files. If desired, the System Greetings may be recorded in a studio, or on a multimedia computer, and the resulting files copied to this folder. The correct format for these WAV files is 16 bit, 8kHz, mono. *Other formats will not work properly*. Note that the System Greeting file names are SAL01.WAV through SAL99.WAV.

    The Courier keeps a running week of log files that may be required for diagnostic purposes. These files are named OTCdddhh.LOG where ddd is the three-letter day of week designation and hh is the two-digit hour of the day. *These logs are not designed to be interpreted by the end user or the telephone system dealer.* On occasion, they may be required by support personnel to assist them in problem determination. Typically, the needed files will be copied off to diskette and emailed to support.

    The files in this folder with a DAT extension are the system data files. These are the files that are backed up to diskette each night. These files contain all the setup information of the Courier (e.g. mailboxes, name directory, system greetings and schedules, etc.) and are some of the most critical to have on backup.

- ◆ C:\MES

  The MES folder is where the messages left for mailboxes are stored. The first 5 digits of the message name are the **original** mailbox owner's extension number (e.g. 101XX203.WAV was a message left for mailbox 101). If a message has been transferred to another mailbox, you cannot tell this by the file name.

- ◆ C:\NAME

  The NAME folder is where the mailbox names, personal greetings, and distribution list names are stored.

- ◆ C:\MESNGR

  The MESNGR folder contains the User Interface (i.e. the Courier UI) and its related help files and supporting programs.

- ◆ C:\PBX

  The PBX folder contains the data files for the different Pbx types as listed under PBX Parameters.

- ◆ C:\DONGLE

  Support software for the hardware security 'key' attached to the back of each Courier system.

- ◆ C:\STATS

  The print files for all of the statistical reports are stored here.

- ◆ C:\UI

  This folder contains the software for installing a User Interface on a remote machine.

NETWORKING: NOVELL, NT & 98 SE

Networking the Courier together with other computers allows you to run the User Interface remotely. Other optional Courier components may also utilize a network connection. When installing the Courier on a network, care should be given to providing adequate security to the files on the Courier computer.

Assuming that the networking hardware is in place and functional, the following are the steps for installing other computers so that they may communicate with the Courier machine:

♦   From the desktop, Right click on the network neighborhood icon and select "Properties" from the list.

♦   Confirm that your network card is listed under "The following network components are installed". If not, you will need to troubleshoot the hardware installation before continuing.

♦   Confirm that "Client for Microsoft Networks" is listed.

- •   If it is, skip to the next step.
- •   If not, click "add", highlight "Client" and click "add".
- •   Choose "Microsoft" under Manufacturers and "Client for Microsoft Networks" under Network Clients. Click "OK".
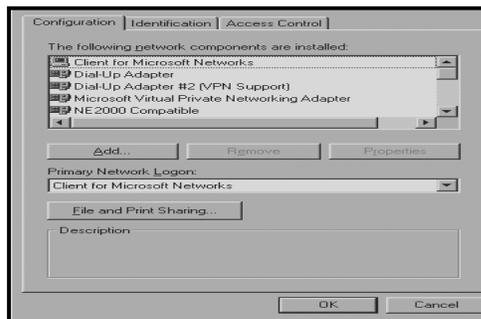
It should now be listed in the installed components' box.

Confirm that TCP/IP is entered as an available protocol.

To add TCP/IP,
- •   Click "add" "protocol" then Microsoft and TCP/IP protocol.

When the protocol is added, the properties will be shown.
- •   Click on the IP Address tab.
- •   Click on "Specify an IP Address".
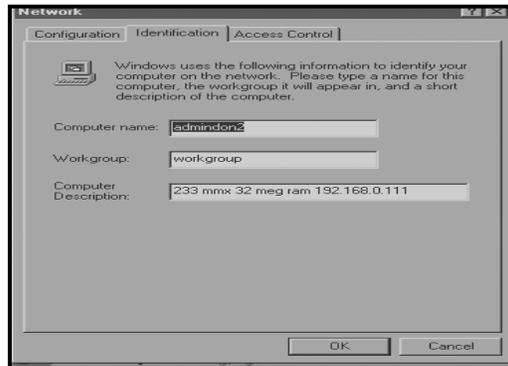
The Courier machine is shipped with 192.168.0.9 for the IP address, and 255.255.255.0 for the Subnet Mask.

In order to network to the Courier as it ships with its default settings, an IP address within the range of 192.168.0.1 -192.168.0.254 (with the exception of 192.168.0.9) may be used for the IP address on other machines.

The Subnet Mask must be the same as the Courier machine (255.255.255.0). If your location is currently TCP/IP, change the default address of the Courier and give it a valid IP number in the range you are using.

Next,
- Select "File and Print Sharing..." and
- Choose "I want to be able to give others access to my files".
- Click "OK".
- Select the "Identification" tab.

For your computers to be visible to everyone in the workgroup, they must each have the EXACT SAME Workgroup name. The Courier machine is shipped with "workgroup" as the workgroup name. If you are currently using a different Workgroup name, change the Courier's workgroup to match that of your other computers.

♦ Click "OK" to save all of your changes.

Windows will ask you to shut down and restart now. When Windows reboots, you will be asked for a user name and a password.

♦ Enter user name and a password.

In a Windows NT environment, the system administrator of the NT machine will need to set up an account with the user name and password for the remote machine to allow access to the NT system.

If connecting to a hub, a straight through cable will be needed to connect both machines. If connecting two machines without a hub, a "crossover" cable must be used connecting the two computers together.

To test a network connection for proper setup after all work has been done:

1. Mouse click on Start.
2. Highlight Programs.
3. Scroll to MsDOS icon. Double mouse click.
4. A DOS window will appear. C:\windows > will be seen.
5. At the prompt, type: ping 192.168.0.9

If the network connections and protocols are working properly, there will be a response time. Otherwise, the response will be a time-out. If there is a time-out, check the setup again.

INSTALLING A REMOTE USER INTERFACE

One of the primary reasons for connecting a Courier to a network is to allow the ability to remotely administer the system. To do this, once the networking is completed, the User Interface program should be installed on the remote computer.

To install the User Interface on a computer, insert the CD into the CDROM drive. The install program will automatically execute. Follow the install prompts by clicking the Next button as needed. When asked for the type of install, choose 'Typical' installation. Continue pressing the Next button as needed to complete the installation.

After installation is complete, the computer will reboot. You will now have a 'PanaVOICE Courier' program group under your Start-Programs button. Click 'Courier Startup' in this program group to begin using the User Interface.

The first time this program is started, you must tell it what the machine name and number is of the Courier voice system as it appears on the network. You will be given a Configuration Dialogue box to do this.

In the field labeled 'IP address of the host machine' you should enter 192.168.0.9 or the appropriate IP number of the Courier voice system if it has been changed. Click the 'Test' button. If the TCP/IP settings and network configuration are correct, the system should respond with 'found a suitable connection.' Any other response would indicate a physical problem with the network or incorrect settings of the TCP/IP parameters on one of the machines.

In the field labeled 'UNC name of host machine', click the drop down arrow and choose the machine named 'COURIER'. Again, click the test button and you should receive the prompt 'found a suitable network server.'

Once this is done, click the 'Apply' button and then the 'OK' button. You will be informed that you must exit the Courier User Interface and restart it before the changes will take effect. Close the program by clicking File-Exit and restart. You should now see the port activity of the Courier voice system and be able to remotely administer the system just as if you were at the voice machine.

INSTALLING UPDATES TO SOFTWARE

All updates/upgrades will be provided to Panasonic. The Hotline Technical Support staff will be able to give information as to location of upgrades via Internet or availability of media for upgrades

Upgrades will be distributed in two methods: 1) Install Shield installations; 2) Self - extracting zip files.

Should you be upgrading the number of ports or increasing the functionality of your Courier system, you will receive a security key upgrade code along with the needed hardware. The security key upgrade procedure must be done from the Courier system itself. Follow the instructions included with the upgrade package.

INSTALL SHIELD INSTALLATIONS

Install Shield installations will be distributed with an autorun feature. A CD Rom must be attached to the computer to utilize this type upgrade.

To upgrade using this method, close down the Courier software completely by clicking on the Service Overlord in the taskbar. Select "Stop", "Next", "Exit" the Service Overlord.

Insert the CD into the CD-rom and the installation will automatically start. When the installation is completed, reboot the computer for all changes to take effect.

SELF-EXTRACTING ZIP FILES

Self-extracting zip files will be available for most software updates.

To upgrade using this method, close down the Courier software completely by clicking on the Service Overlord in the taskbar. Select "Stop". Next, "Exit" the Service Overlord. Click on the Start Menu, and then click Run. Insert the diskette into the A: drive. Type "a:\(name of upgrade.exe)" and press OK. The files will be extracted to the hard drive of the machine. Reboot the computer for all changes to take effect.

SETTING THE JUMPERS

The following procedure is the first step in setting the jumpers on the voice board included with your upgrade.

Start Showjump by left mouse clicking on Start, Programs, Rhetorex, Showjump (Diagram 1).

(Diagram 1)
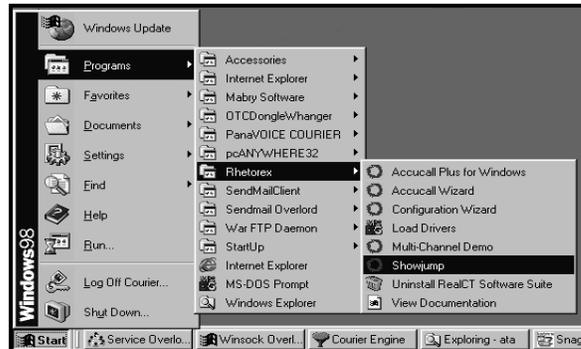
Select the board type and the next available I/O address. Normally the second board should be 301, the third 302, the fourth 303 (Diagram 2).

(Diagram 2)
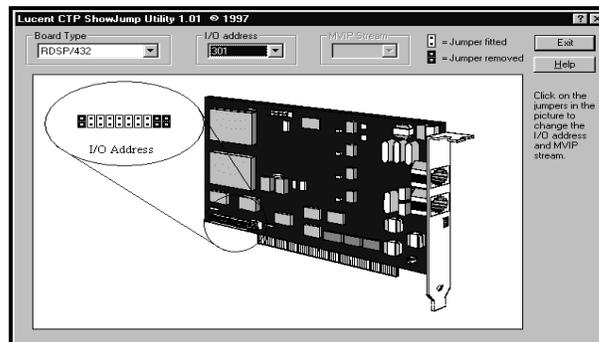
Note: When handling voice boards, use proper static and grounding procedures to avoid static discharge onto the voice board.

CONFIGURATION OF HARDWARE

JUMPERS
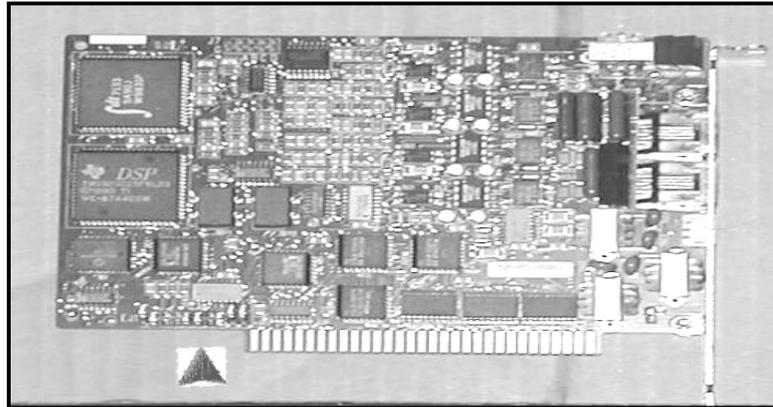
Note position of jumpers on the voice board. After using showjump, set the jumpers to the next available I/O address as shown in showjump.

Shut down the Courier using the proper shutdown through the Service Overlord.

Shut down Windows using the proper shut down procedure.

PHYSICAL INSTALLATION OF HARDWARE FOR UPGRADE

MACHINE DISASSEMBLY

Remove the screws as shown in Diagram 3.
Remove the cover as shown in Diagram 4.

(Diagram 3)   (Diagram 4)

(Diagram 5)

Diagram 5 shows the unused slots.

DRIVER CONFIGURATION

Reboot the machine, and shut down the Courier.

(Diagram 6)
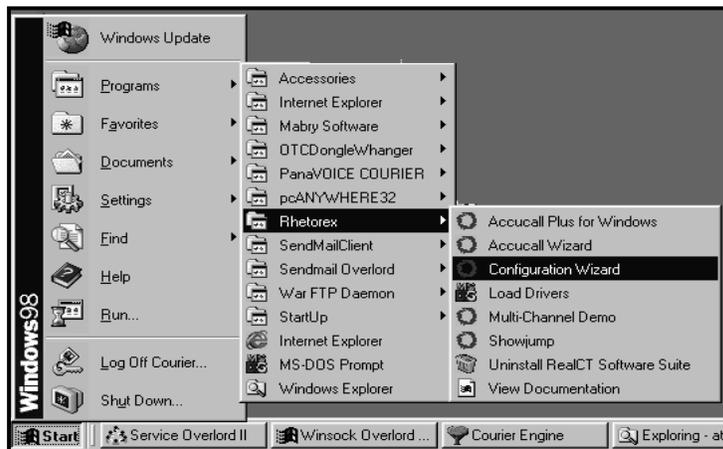
Diagram 6 shows clicking on the **Start** menu, Rhetorex, and Configuration Wizard

(Diagram 7)

The level of drivers is shown in Diagram 7.

(Diagram 8)

Clicking **Next** will show current boards loaded. (Diagram 8.)

(Diagram 9)

Clicking **Add** will add the new voice board. (Diagram 9)

A listing of all Rhetorex/Brooktrout voice boards will be shown in the next screen.
(Diagram 10) Select the appropriate voice board. (Diagram 11)

(Diagram 10)   (Diagram 11)

After adding the board, reboot the machine.

NON-API SETUP AND TEST ROUTINE

**PanaVOICE Courier Series Non-API
Initialization Setup and Test Routine**

Is system API Integrated — Yes → See API Troubleshooting Flow Chart

No ↓

Power Up Courier

↓

Passes Power Up Sequence — No → Properly power down Courier and reseat the PC cards and power up the unit again → Passes Power Up Sequence — No → Call Technical Support

Yes ↓

Program DBS Hunt Group & Connect Ports in Sequential Order ← Yes

↓

Dial Hunt Group

↓

Does Courier Answer — No → Is Hunt Group Correctly Programmed — No → Correct Programming

Yes ↓   Yes ↓

Dial Each Individual Port → Disconnect Courier and Check Analog Port with Butt Set → Does port answer — No → Check All DBS/ DBS576 Hardware → Bad Component Found — Yes → Replace Defective Component

↓   Yes ↓   No ↓

Does each port answer — No

Yes ↓   Call Technical Support

Start Courier UI

API SETUP AND TEST ROUTINE

PanaVOICE Courier Series API Initialization Setup and Test Routine

See non-API Troubleshooting Flow Chart ← No — Will system be API Integrated

Yes ↓

Power Up Courier

↓

Passes Power Up Sequence — No → Properly power down Courier and reseat the PC cards and power up the unit again. → Passes Power Up Sequence — No →

Yes ↓

Program the DBS API then Program the Hunt Group ← Yes ——

← No ——

Connect Each Port Sequentially

↓

Correct Program → Dial the First Port

Is API Correctly Programmed

No ↓

Does the Courier Answer — No → Is Hunt Group Correctly Programmed — Yes → Does Overload Display "Integrated"

Yes ↓

Yes ↓

Rewire the Ports

No ↑

Does Overload Show Courier Sending API Data — No →

Is Audio Present — No → Are Ports Sequentially Wired

Call Technical Support

Yes ↓

Yes ↓

Yes ↓

Does Overload Show Courier Receiving API Data — No →

Dial the Next Port in Sequence ← No — Have All Ports Been Tested

Call Tech Supp ← Yes — Is Hardware and API Program Correct

Yes ↓

Yes ↓

Start the Courier U

Correct the Problem

↓

Properly Power Down Then Repower Up the Courier

PCANYWHERE

Each Courier comes installed with PCAnywhere. The host version loads at boot time, and runs in the background all the time, waiting on a call. Technical support may need to use this connection to help solve any problems in the field.

Only Plug Analog Phone Connections Into the Modem.

There are support accounts set up within PCAnywhere. When logging into the machine, use **Dealer** for the login, and **Courier** for the password.

Remote maintenance may be done from this connection, and in future releases of Courier machines, remote maintenance of the Panasonic switch is planned, using DBS Manager and/or PCAS.

Depending on the connection speed, there may be some lag time or slow response time between the machines. Be patient or you could have numerous windows open by clicking too many places too quickly.

RHETOREX ACCUCALL PLUS FOR WINDOWS

PURPOSE OF ACCUCALL PLUS FOR WINDOWS

AccuCall Plus for Windows is a utility program, which analyzes call progress tones in order to create Tone Definitions that can be used to recognize them.
The ability to recognize a specific tone on the phone line is called Call Progress Monitoring, or CPM. Rhetorex telephony boards support CPM under the control of a telephony software application, an ability called Programmable Call Progress Monitoring, or PCPM.

The Tone Definitions created by AccuCall Plus for Windows are stored in a file called a PCPM table. Since a telephony application usually needs to distinguish between several call progress tones, a PCPM table typically holds several Tone Definitions.

In addition to Tone Definitions, every PCPM table also includes Filter Definitions, Filter Parameters and PCPM Parameters. These settings are used to adjust PCPM performance.

USING ACCUCALL PLUS FOR WINDOWS

The features of AccuCall Plus for Windows are used to modify the active PCPM table. In order to use these features, you must first either create a new PCPM table or load an existing PCPM table using the New and Open commands from the File menu.

The information stored in the PCPM table is presented in three windows: Tones, Filters and PCPM Parameters. These windows can be arranged and displayed using the options in the View and Window menus.

The Tones, Filters and PCPM Parameters windows allow you to modify the PCPM table manually. The Tools menu provides two tools that modify the PCPM table automatically: Learn New Tone and Test.

When the PCPM table is created and tested, it is saved to a file using the Save or Save As options from the File menu.

LEARN NEW TONE COMMAND (TOOLS MENU)

Use this command to automatically analyze a call progress tone and add it's definition to the active PCPM table.

Learn New Tone dials the phone number then analyzes the frequencies and cadence of any call progress tone present on the phone line. Once analysis is complete, Learn New Tone adds a Tone Definition for the signal to the PCPM table.

Specify a Phone Number and Minimum Cycles in the Learn New Tone dialog box then press Start to begin call progress analysis. The Learning... dialog box shows the detected as the tone is analyzed. When the analysis is complete, press Add Tone to add the Tone Definition to the PCPM table.

LEARN NEW TONE DIALOG BOX

The following options allow you to specify how a new tone will be learned:

Phone Number
Specifies the number to dial to generate the tone you want AccuCall Plus to learn.
The number can include digits (0 - 9, A - D, #) and dialing tokens, up to 50
characters in length.

Dialing Token Description
w   Waits for dial tone before dialing
, (comma)   Causes the dialing to pause for two seconds
*   Dials the standard R1 KP digit
T   Causes subsequent digits to be dialed as DTMF
M   Causes subsequent digits to be dialed as MF

Wait for Dial tone
Specifies whether to detect dial tone before proceeding to dial.

Minimum Cycles
Specifies the number of times Learn repeats the cadence analysis while learning the
tone.

Align Frequency
Specifies whether detected frequencies should be aligned with filters already defined
in the Filters window.

Scan High Frequency
Specifies whether to limit frequency analysis to 800 Hz and higher during Learn.
This type of frequency analysis is faster than scanning the full frequency range. Use
this option if Learn cannot define a tone because the cadence is too short for a
complete analysis.

Quick Scan
Quick scan performs frequency analysis twice as fast as normal scan, but is not as
accurate. Use this option if Learn cannot define a tone because the cadence is too
short for a complete analysis. Set Minimum Cycles to 0 to use this option.

LEARNING…DIALOG BOX

This dialog box reports the progress of the current Learn New Tone operation.
The frequencies detected while learning are reported in the Frequency1 and Frequency2
fields. The cadences detected while learning are reported in the Cadence Detected
scroll box. Click the Stop button to abort the Learn New Tone operation and return to the
Learn New Tone dialog box.

After the Learn New Tone operation is complete, click the Add Tone button to add the
new Tone Definition to the current PCPM table, or click the Close button to discard the
results of the Learn New Tone operation. If you click Add Tone, the Edit Tone dialog is
displayed with the learned values. Enter a Tone Name and PCPM code, then click OK to
store the Tone Definition.

APPENDIX 1 – AUDIOTEX MAINTENANCE WORKSHEET

The following is a copy of the Audiotex Maintenance Worksheet to use in setting up (or changing) your single-digit branching list.

IOM 999 – FIRST LEVEL CHOICES

Options	Another Menu	A recorded Message	Ring an Extension or Guest Mailbox?
0._____	( ) _____	( )_____	( )_____
1._____	( ) _____	( )_____	( )_____
2._____	( ) _____	( )_____	( )_____
3._____	( ) _____	( )_____	( )_____
4._____	( ) _____	( )_____	( )_____
5._____	( ) _____	( )_____	( )_____
6._____	( ) _____	( )_____	( )_____
7._____	( ) _____	( )_____	( )_____
8._____	( ) _____	( )_____	( )_____
9._____	( ) _____	( )_____	( )_____

Text for Mailbox Messages

Mailbox/Extension No.____

Mailbox/Extension No.____

Mailbox/Extension No.____

NEXT LEVEL CHOICES

Options	Another Menu?	A Recorded Message?	Rings an Extension or Guest Mailbox
0._____	( )_____	( )_____	( )_____
1._____	( )_____	( )_____	( )_____
2._____	( )_____	( )_____	( )_____
3._____	( )_____	( )_____	( )_____
4._____	( )_____	( )_____	( )_____
5._____	( )_____	( )_____	( )_____
6._____	( )_____	( )_____	( )_____
7._____	( )_____	( )_____	( )_____
8._____	( )_____	( )_____	( )_____
9._____	( )_____	( )_____	( )_____

Text for Mailbox Messages

Mailbox/Extension No._____

Mailbox/Extension **No.**____

Mailbox/Extension **No.**____

Mailbox/Extension **No.**____

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