VME Office Installation and Programming Manual

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Safety

Safety Precautions

Observe the following safety precautions at all times.



WARNINGS

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

Hardware Handling

Observe the following hardware precautions at all times.



CAUTIONS

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

Programming Cautions

Observe the following precautions at all times during programming.

CAUTIONS

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

Introduction

1.1

Manual Audience and Contents

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



NOTE

Please read this manual before installation, programming and operation.

The manual contents are as follows:

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

1.2 Manual Conventions

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

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

1.3 System Description

This section contains the following:

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

1.3.1 Functional Description

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

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

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

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

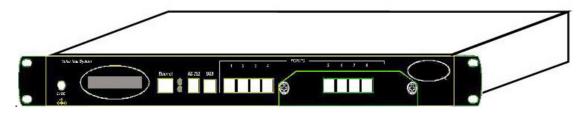


Figure 1-1: General View

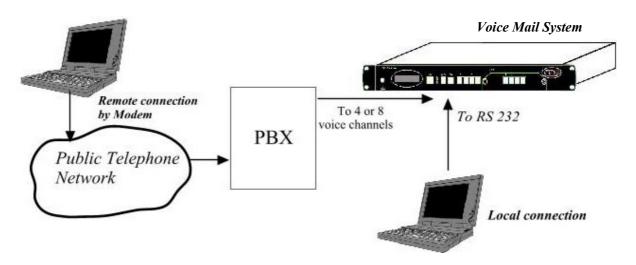


Figure 1-2: VME Office Connections

Automated Attendant

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

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

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

• Transfer the call to a specified Operator

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

Voice Mail

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

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

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

System Administration

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

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

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

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

1.3.2 Physical Description

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

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

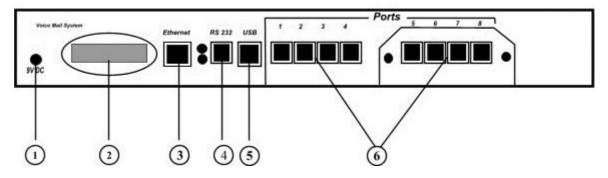


Figure 1-3 : Front Panels

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

Table 1-1: VME Office Connections and Display

1.3.3 Technical Data

General Data

Number of voice mail ports	4 or 8
Extension size	2 to 6 digits flexible
Recording time	4 ports – 18 hours
	8 ports – 36 hours
Mailboxes	500
Messages per mailbox	Up to 92 (programmable)
Operator's extensions	Up to 8
Fax extensions	Up to 4
Script messages	Up to 98
DTMF strings	Up to 10
In-band DTMF entries	Up to 20
Legal extension groups	Up to 10
Modem support	
Interface	V.32 bis
Rates	14.4 Kbps with fallback to 12, 9,6 and 4.8 Kbps
Number of languages	Up to 3
00	-r ····
Features	
	Opening greeting
Features	-
Features	Opening greeting
Features	Opening greeting Operating modes: day, night, holiday, break
Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays
Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays Fax detection
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Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays Fax detection Directory listing (dial by name) Call transfer modes: non-supervised, supervised, semi- supervised Multi-lingual option Answering on first ring
Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays Fax detection Directory listing (dial by name) Call transfer modes: non-supervised, supervised, semi- supervised Multi-lingual option Answering on first ring Script menus
Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays Fax detection Directory listing (dial by name) Call transfer modes: non-supervised, supervised, semi- supervised Multi-lingual option Answering on first ring Script menus Transfer call to specific Operator
Features	Opening greeting Operating modes: day, night, holiday, break System schedules: daily, weekly, holidays Fax detection Directory listing (dial by name) Call transfer modes: non-supervised, supervised, semi- supervised Multi-lingual option Answering on first ring Script menus Transfer call to specific Operator Transfer call to extension, mailbox, group of mailboxes

Features

Voice Mail	Real/virtual, announcer mailboxes
	Personalized mailboxes
	Message waiting notification (Local and External)
	Personal greeting
	Day and time stamp
	Message handling: deletion, forwarding, reply ,save
	Mailbox groups
	Do Not Disturb mode
	Adjustable recording length
	Quantity of stored messages
Administration	Configuration: 4 or 8 PBX extension ports
	Importing *.WAV files for opening greetings
	Programming: PC or touch-tone telephone
	Integration with PBX: in-band DTMF Protocol or out- of-band via RS-232 port
	Disconnection methods: Loop Disconnect, DTMF Disconnect, Busy Disconnect and Disconnect tones
	Security passwords: Administrator, Operator, mailbox
	Line monitor: incoming/outgoing calls via RS-232 port or modem connection
	Modem support: enabled/disabled
	LCD: front panel monitoring
	Reports: statistics and configuration print-out
	Backup and restore: system configuration and recordings
	Software download: via RS-232 port connection
	Memory re-organization
	Memory Alarm: when 85% in use
	PBX selection with default integration parameters
	Wizard for first time programming

Characteristics

Electrical

	DC Power Supply	9VDC/1.5 A
	Line Voltage	24 to 72VDC
	DC Leakage Current	10μA maximum
	On-hook Insulation Resistance between Line Terminal and Ground	0 to 100VDC, 5MΩ minimum 100 to 200VDC, 30KΩ minimum 500 VAC/50Hz, 20KΩ minimum 100 VAC/25Hz, 100KΩ minimum
	Ring Capacitor	$0.47\mu F\pm10\%$
	On-hook Impedance	@ 50VDC, 40 VAC/25Hz, 3000Ω minimum
	Ring Detect	27 to 100VAC/16 to 60Hz
	DC Resistance (off-hook)	24 to 66VDC @ 20 to 100mA 100 to 350 Ω
	Impedance (off-hook)	300 to 3400Hz 500 to 700Ω
	Imbalance Ratio	300 to 3400Hz, 46dB minimum
	Return Loss	300 to 3400Hz > 18dB
	Current during Break	700μA, maximum
	DTMF Transmission: Frequency Tolerance Frequency Level (High Group) Frequency Level (Low Group)	+1.5% -6 to -8dBm -8 to -10dBm
	Inter-digit Pause in Tone Dialing	70 to 80ms
	Fax CNG Tone Detection	$1100Hz \pm 38Hz$
M	echanical	
	Dimensions (W x H x D)	422 x 43 x 165 mm
	Weight	2.2 Kg

1.4 Workflow

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

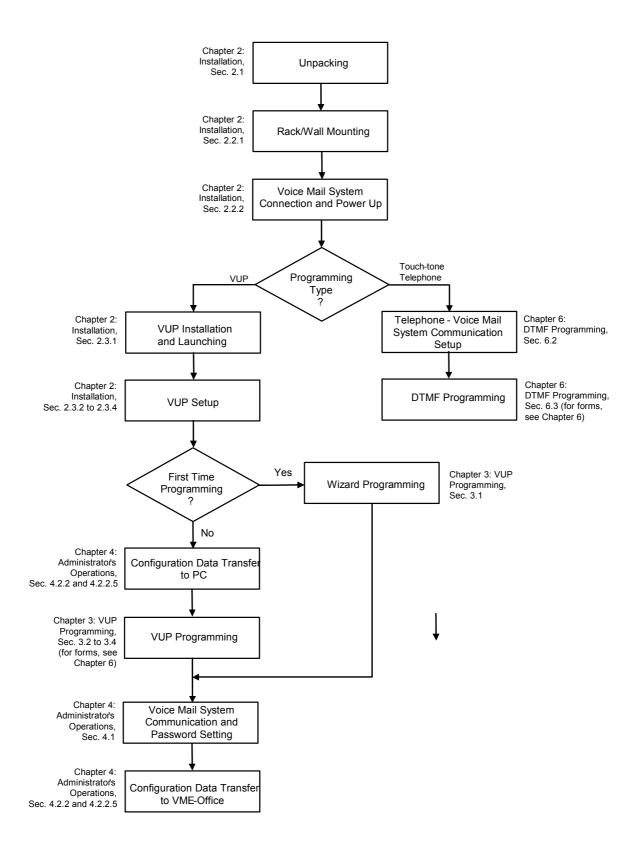


Figure 1-4 : VME Office Workflow

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2 Installation

This chapter consists of the following:

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

2.1 Unpacking

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

Table 2-1: VME Office Packing List

NOTES

a. Report any damage to the package or to its contents to your local dealer.

b. For the electrical diagram of the RS-232 cable, see Figure 2-1.

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

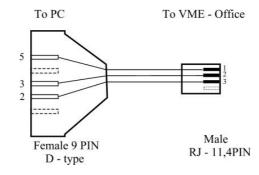


Figure 2-1: RS-232 Cable Electrical Diagram

2.2 Hardware Installation

This section consists of the following:

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

NOTE

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

2.2.1 VME Office Installation

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

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

> To install the VME Office on a wall:

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

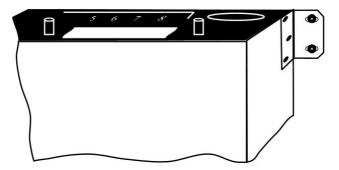


Figure 2-2: VME Office Wall Installation

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

2.2.2 Connections, Starting Up and Initial Indications

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

-	
_	
_	

NOTE

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



CAUTION

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

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

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



NOTES

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

2.2.3 Physical Expansion

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

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

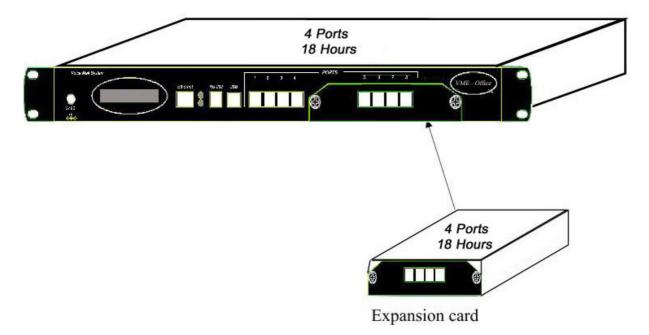


Figure 2-3 : Expanding the VME Office to Eight Ports

2.3 Software Setup

This section consists of the following:

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

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

2.3.1 Installing and Downloading the VUP Software

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

NOTES

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

> To install and download the VUP software

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

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

File Communication	Parameters A	Auto-Attendant	Voice Mail	Line Monitor	Statistics	Wizard	Help	
	900					PBX S	election	Create Call

VUP Voicemail Utility Program

Figure 2-4: VUP's Main Screen

2.3.2 PBX Selection

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

> To select a PBX

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

PBX Selection	×
Alcatel 4200 (2 digits) Alcatel 4200 (3 digits) Alcatel 4200 (4 digits) Alcatel 4400 (2 digits) Alcatel 4400 (3 digits) Bosch 3 (2 digits) Bosch 3 (3 digits) Bosch 4 digits) Bosch V4 (2 digits) Bosch V4 (2 digits) Bosch V4 (4 digits) Ericsson BP250 (2 digits) Ericsson BP250 (3 digits) Ericsson BP250 (4 digits) Ericsson Md110 (2 digits)	
	ancel

Figure 2-5: PBX Selection List



CAUTIONS

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

2.3.3 Configuring the VUP Toolbars

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

> To configure the VUP toolbars

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

ool Bar Configuration File	Location	
Tool Bars	Tool Tips © <u>S</u> how C <u>H</u> ide	
Parameters		

Figure 2-6: Toolbar Configuration Tab

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

2.3.4 Setting the Location of the VME Office Files

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

> To set the location of the VME Office files

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

tions	
ool Bar Configur	ation File Location
File types	Location
VMO files V0X files	
WAX files	
Script files	
WAV Files BIN files	
	<u>•</u>
	<u>M</u> odify <u>D</u> elete
	OK Cancel Helo
	OK Cancel Help

Figure 2-7: File Location Tab

The file list contains:

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

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

3 VUP Programming

This chapter contains the following:

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

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

3.1 Quick Installation Using the Installation Wizard

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

> To use the VME Office Installation Wizard

1. Select **Wizard** \rightarrow **Start** from the menu bar of the VUP's main screen.

Alternatively, select the Installation Wizard icon 🔊 from the tool bar.

- 2. After opening the **Wizard**, press **start**. The first out of the following eight programming dialogs appears.
 - Reference No. Dialog Description 1 PBX Figure 3-1 **Operator Extensions**, Fax **Parameters Extensions**, **PBX Legal Extensions** 2 PBX **Transfer mode** Figure 3-2 **Parameters** 3 PBX Figure 3-3 **Busy Tone, Disconnect Tone Parameters** Figure 3-14 4 List of Range of mailboxes Mailboxes (similar) Notification PBX code used to turn the message Figure 3-17 5 light on and off (similar) **Parameters**
- 3. In these dialogs, enter the following parameters:

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

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

3.2 System Programming

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

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

3.2.1 Setting the PBX Parameters



NOTE

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

> To set the PBX parameters

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

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

Extensions Call Transfer CP Tone & Disc Operator Extensions	PBX's Legal Extensions
1 0 5 0 2 0 6 0 3 0 7 0 4 0 8 0	From To From To Group: 0 6 6 6 Group: 2 7 7 6
Fax Extensions 1 2 4	Group: 4 9 9
	OK Cancel Help

Figure 3-1: PBX Parameters Dialog

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

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

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

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

Parameter	Usage		
Hook Flash Time (&)	Defines the hook flash time in milliseconds.		
Transfer Mode	Defines the transfer mode of the Operator and other extensions. Select:		
	Mode	То	
	Non-supervised	Transfer the call without checking the status of the extension.	
	Semi-supervised	Check for a Busy signal before transferring a call.	
	Supervised	Check for a Busy or No Answer signal before transferring a call	
Transfer Supervise Type	Defines the method for detecting the No Answer, Busy and Do Not Disturb (DND) status when a call is transferred to an extension in semi-supervised or supervised mode. Select:		
	Туре	Details	
	Call Progress Tones	The VME Office samples the sounds from the PBX (Busy tone, Disconnect tone, etc.)	
	DTMF	The VME Office receives the DTMF signals for Busy, No Answer and DND from the PBX.	
		ΓDΛ.	
DTMF Codes from PBX		BA. Busy and DND signals after the Transfer Supervise Type	
	switching to DTMF in drop-down menu. Defines the VME Offic	Busy and DND signals after	

Call Progress Tone	Operator	Other Extension
DTMF Codes from PBX		
Answer Signal	Non Supervised	Non Supervised
Busy Signal	C Semi Supervised	🔿 Semi Supervised
DND Signal	C Supervised	C Supervised
ransfer Code		
Transfer Code	Time	e to Wait for No-Answer 20 🚊 se
Recall from Busy Code 🛛 💩		
Recall from No-Answer Code		Voice Sensitivity 5
Hook Flash1 Time (&)	⊥ msec	

Figure 3-2: Call Transfer Tab

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

Tone	Usage
Busy, External Busy	Detects a busy extension when a call is transferred in semi-supervised or supervised mode and disconnects the line when a Disconnect situation is detected.
Disconnect, External Disconnect	Disconnects the line when the caller hangs up.
Enter the Disconnect Code to define the DTME codes sent from the	

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

Busy Tone	Disconnect Tone
Busy Tone On-Time 500 🔤 msec	Disconnect Tone On-Time 250 msec
Busy Tone Off-Time 500 📰 msec	Disconnect Tone Off-Time 250 🚆 msec
External Busy Tone	- External Disconnect Tone
Busy Tone On-Time 500 🔤 msec	Disconnect Tone On-Time 250 msec
Busy Tone Off-Time 500 mm msec	Disconnect Tone Off-Time
	Disconnect Code

Figure 3-3: CP Tone & Disconnect Tab

3.2.2 System Parameters

NOTE

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

> To set the system parameters

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

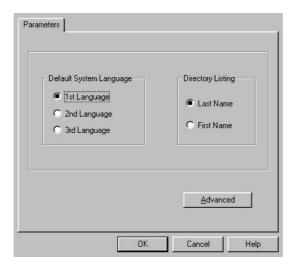


Figure 3-4: System Parameters Tab

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



NOTE

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

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

anced Parameters				
Delay before notification dialing Pause before/after external	D + sec	DTMF Setting	nsitivity level	5
access code Number of answer samples	2 ÷ sec	DTMF Am	blitude	5 🕂
Max. Recording Time	2 🔹 min	DTMF Off		200 🛨 msec
Volume level	5 🕂	DTMF On DTMF Inpu		100 · msec
MATRA Support		DTMF Disc	connect code lenath	2 - 100 msec
Loop Disconnect Detection		DTMF mini	mum Input length	100 🕂 msec
ctive System Messages			P.	
004 🔽 ('Please	e hold')			System Init
102 ('You have a call')			Sc	oftware Upgrade
	e a message after t s star or hang up')	he tone, when		
 Active Non Activ 	/e			
	nen no Greeting is r	ecorded	ОК	Cancel Help

Figure 3-5: Advanced Parameters Dialog

6. In the **DTMF Setting** section, use dual arrow buttons to enter the relevant DTMF parameters.

-DTMF Sensitivity Level defines the sensitivity for DTMF codes dialed by the PBX. **-DTMF Amplitude** defines the outgoing DTMF tone level.

-DTMF Input Timeout defines the maximum time the caller has to enter the relevant data. **-DTMF Disconnect Code Length** defines the length of DTMF cadence sent by the PBX when a call is disconnected. This parameter is needed in order to calculate the amount of time that must be truncated from the end of a message which was terminated by a Disconnect Code. For example, if you set this parameter to 2, the VME will cut 200 ms off the end of the recording (assuming 100 ms is set for DTMF ON and 100 ms for DTMF OFF)

-DTMF Minimum Input Length defines the length of the "DTMF ON" tone used by the PBX. This parameter helps to differentiate between voice and actual DTMFs.

7. Define other system parameters as follows:

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

8. Check boxes as necessary:

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

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

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

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



CAUTION

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

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

3.2.3 In-band DTMF Protocol

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

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



NOTE

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

> To define DTMF strings using the in-band DTMF protocol

1. Select **Parameters** → **In-band DTMF Protocol** from the menu bar on the VUP's main screen. The **In-band DTMF Protocol** dialog then appears (see Figure 3-6).



NOTE

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

In-Band	DTMF Protocol					×
Page 1	Page 2					
Event	CODE Received from PBX		Operation		Destination	
0		Auto Attendant		•		
1		Auto Attendant		•		
2		Auto Attendant		•		
3		Auto Attendant		•		
4		Auto Attendant		•		
5		Auto Attendant		•		
6		Auto Attendant		•		
7		Auto Attendant		•		
8		Auto Attendant		•		
9		Auto Attendant		-		
Max.	Time to Wait for First DTMF	3000 🖬 msec	Max. Delay betw	een DTMFs	500 📩 mse	
			OK	Cancel	Help	

Figure 3-6: In-band DTMF Protocol Dialog

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

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

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

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



NOTE

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

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

3.3 Automated Attendant Programming

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

- Script programming
- Schedule programming

3.3.1 Script Programming

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

NOTES

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

> To program scripts

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

cript Menu Script Program	ming Script Opening Script Status Dial Strings		
Script No.	0 PREV NEXT		
DTMF	Type of Operation	Destination	
0	Transfer to a Script Message	01	
1	Transfer to a Script Message + 1st Language 📃	02	
2	Directory List		
3	Transfer to an Extension	200	
4	Transfer to a Mailbox	210	
5	Dial a String	01	
6	Transfer to the Operator	2(0)	•
7	No entry		
8	Leave a Message		
9	Retrieve Messages		
EOM	No entry		
EOM Time	out 5 sec Fax 0 se	Import Wave	
	OK	Cancel	Help

Figure 3-7: Script Menu Dialog

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

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

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

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



NOTE

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

> To define the script opening conditions

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

Line 1		ine 3 Line 4	Line 5 Line 6	Line 7 Line 8	
	Day	Night	Break	Holiday]
Line 1	0 =	10 ÷	15 -	20 -	
Line 2		10 -	15 -	20 -	
Line 3		10 -	15 -	20 -	
Line 4	0 -	10 -	15 -	20 -	
Line 5	0 -	10 -	15 -	20 -	
Line 6	0 -	10 -	15 +	20 -	
Line 7	0 -	10 -	15 -	20 -	
Line 8	0 -	10 ÷	15 -	20 -	

Figure 3-8: Script Opening Tab

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

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

> To review the status of the scripts

1. In the Script Menu, click on the Script Status tab (see Figure 3-9).

The status of all programmed and recorded scripts is displayed adjacent to the script number. The icon for a script is changed if a script is recorded.

npt Program	ming Script Op	bening Scrip	ot Status Dial Strings	
Script No.	Programmed	Recorded	Description	
* 00	Yes	Yes	Day Opening (Default)	
01	Yes	No		_
9 02	No	Yes		
a 03	No	Yes		
a 04	No	No		
a 05	No	No		
🖬 06	No	No		
🖬 07	No	No		
a 08	No	No		
🖵 09	No	No		
🖵 10	No	No	Night Opening (Default)	
G 11	No	No		

Figure 3-9: Script Status Tab

- 2. Press the **Description** button to enter script details (for example, the script file name for future reference).
- > To define dial strings
 - 1. In the Script Menu, click on the Dial Strings tab (see Figure 3-10).
 - 2. Define up to 10 dial strings.

NOTE

= l

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

cript Programming Scrip	Opening Script Status Di	ial Strings	
- Dial Strings			
1 [6		
2	7		
3	8		-
4	9		
5	10		-
2			

Figure 3-10: Dial Strings Tab

> To end the Script Menu session

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

3.3.2 Schedule Programming

Schedule programming consists of the following:

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

NOTE

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

> To define the system time and scheduling modes

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

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

Auto Day Light saving time	None	•
System Time	1:22:40 PM	•
System Date	3/24/02	•
Mode of Operation	Auto	•

Figure 3-11: Time and Date Dialog

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



NOTE

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

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

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



NOTE

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

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

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

> To define the weekly schedule

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

NOTE

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

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

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

uto Weekly Scheduk) Holiday'	s Schedules			
_	Da	ytime	Breal	< Time	
Monday	From 09:00	To 17:00	From 13:00	To 13:30	
Tuesday	09:00	17:00	13:00	13:30	
Wednesday	09:00	17:00	13:00	13:30	
Thursday	09:00	17:00	13:00	13:30	
Friday	09:00	17:00	13:00	13:30	
Saturday	09:00	17:00	13:00	13:30	
Sunday	09:00	17:00	13:00	13:30	
		0	K Car		Help

Figure 3-12: Automatic Scheduling Dialog

> To define the holiday schedules

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

0						
Vee	ekly Sched	lule Holida	iy's Schedu	les		
1	Date	Start	Stop	Descripti	on	<u>A</u> dd
	01/01	00:00	23:59	Happy N	ew Year 🗧	
						<u>R</u> emove
					-	
Ado	l to Holic	lay List				×
	Date		Start	Stop	Description	
F	12/24/02			23:59	Christmas	
2						
				<u>o</u> k	Cancel	Help
1					<u> </u>	
-			-	ОК	Cancel	1 1
				UN		Help

Figure 3-13: Holiday Schedules Tab

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

NOTE

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

3. To remove a holiday date from the list, highlight it and press the **Remove** button.

> To end your time and date scheduling session

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

3.4 **Programming the Voice Mail**

Voice Mail programming is comprised of the following:

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

3.4.1 Handling the List of Mailboxes

The tasks associated with the list of mailboxes are:

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

NOTE

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

> To create a range of mailboxes and define a Supervisor Mailbox

 Select VoiceMail → List of Mailboxes from the menu bar of the VUP's main screen. The List of Mailboxes dialog appears (see Figure 3-14).

Alternatively, click on the List of Mailboxes icon Mailboxes icon Alternatively.

МЬох	Ext.	Туре	Pswd	Loc	Ann	D. Sta.	. Lang	FW	•	<u>N</u> ew
100	100	Real	1234	None	No	N., Yes	1st	None	-	
101	101	Real	1234	None	No	N., Yes	1st	None		
102	102	Real	1234	None	No	N., Yes	1st	None		Copy
103	103	Real	1234	None	No	N., Yes	1 st	None	-	
104	104	Real	1234	None	No	N., Yes	1st	None		
105	105	Real	1234	None	No	N., Yes	1st	None		Delete
106	106	Real	1234	None	No	N., Yes	1st	None		
107	107	Real	1234	None	No	N., Yes	1st	None		
108	108	Real	1234	None	No	N., Yes	1st	None		<u>E</u> dit
109	109	Real	1234	None	No	N., Yes	1st	None		=
110	110	Real	1234	None	No	N., Yes	1st	None		
111 •	111	Real	1234	None	No	N., Yes	1st	None	Ě.	<u>S</u> tatistics
Total I	Number	Of Mailbo		te Range		Supervisor boxes	's Mailbox	None	•	
	n 🗖			To 🔽			Source [-	Create <u>R</u> ange

Figure 3-14: List of Mailboxes

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



NOTE

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

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

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

4. When finished, press the Create Range button.

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

To edit the list of mailboxes

1. Use the right-hand buttons as follows:

Press	То
New	Create a new mailbox (see Figure 3-15).
Сору	Create a new mailbox based on the parameters of a highlighted mailbox.
Delete	Delete the highlighted mailbox.
Edit	Edit the parameters of the highlighted mailbox (see Figure 3-15).
Toodda	now mailbox after pressing the New button press enter (see

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

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

NOTE

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

w Mailbox					
lailbox Parameters					
Mailbox Exte	nsion	Mailbox Type	1	User Lan	
Local Notification			er Passw	1	_,
External Notification Allowed Phone Enabled		Pager Numbe	ſ		
Announcer		- Forward Optic	ons		
🗖 Do Not Disturb		Forward to E	xtension		
🔽 Time Stamp		Opera	tor	1(0)	•
Max. stored Messages	30	Fax		None	•
		OK	-	Cancel	Help

Figure 3-15: New Mailbox

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

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

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

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

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

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

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

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

> To set the mailbox parameters

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

ist	Parameters		
	Operator ID	0	
	Key to Retrieve Messages During Mailbox Greeting Playback	₩.	
	Max. No. Of Days to Store Messages	30 🚊	
	Forward ID	5 ÷	

Figure 3-16: Parameters Tab for List of Mailboxes

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

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

3.4.2 Setting Message Notifications



NOTE

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

> To set the notification parameters

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

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

	Parameters						
lotificatio	on Status —						
Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8
v	N	N	N			2	ব
vlessage	e Light 1-Cod	le	1				
dessage	Light 2-Coc	le					
dessage	Light Off-Co	ode	-				
Ring Not	ification Inte	rval	, 30 ÷	min _[M	lessage Lig	ht Activatio	n
Ring Not	ification Ret	ries	5 -	Ø	First Nev	v Message	Only
External	Notification	Start at	08:00	(D Each Ne	w Message	į.
	Notification	Stop at	22:00		lina Notifia:	ation Duratio	
xternal	ernal Line Ar	ccess Code	9 -		 Short 	C Lor	
							1 20

Figure 3-17: Local and External Notification Parameters

2. Define the following notification parameters:

Parameter	Usage	Usage			
Notification Status		Activates the notification function for the specified port.			
Message Light 1-Code	Defines the code dialed by the VME Off from the port defined in the Notification Parameters tab, in order to turn on the message notification light on the termina Legal entries are:				
	Entry	Meaning			
	Х	Extension number			
	Р	Pause			
	&	Hook flash			
	!	Number of new messages sent to the VME Office LCD (applicable only if the PBX supports this feature)			
	DTMF	0 to 9, *, # and A to D			
Message Light 2-Code	includin supporti	to Message Light 1-Code ng legal entries for a PBX ing more than one message tion code.			

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

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

3.4.3 Setting a Mailbox Group



NOTE

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

> To set the mailbox group parameters

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

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

Groups of Mailboxes				×
Groups				
_ 000	001	002	-003	099
Add	Add	Add	Add	
Remove	Remove	Remove	Remove	
First Dig	it of Groups 0 📩			
			OK	Cancel Help

Figure 3-18: Groups of Mailboxes Dialog

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

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



1

NOTES

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



CAUTION

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

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

4 Administrator's Operations

This chapter contains the following:

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

4.1 Accessing VUP Programming Data 4.1.1 Setting the VUP – VME Office Communication

This section describes how to:

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

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

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

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

> To set up the PC connection

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

NOTES

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

Communication Selec	tion	×
Com Port1	C Com Port3	
C Com Port2	C Com Port4	
C Modem	C USB	
<u>0</u> K	<u>C</u> ancel <u>H</u> e	ip

Figure 4-1: Communication Selection

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

⊡~ Folders List	Name	Modem's phone Num.	Notes	Represen
👘 Local Users	🔷 Ice Cafee	2223333	15 Ave,	Mr.John 9
Beach Cafee	🗣 Pizza East B	2334444	Baker str.25	Ms.Monic
	🔹 📚 Sweet cafee	2445555	Rosa str.	Paul
				Þ
	14			

Figure 4-2: Modem Contacts

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

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

NOTES

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

3. To set a new contact

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

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

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

Contact's Name		Repr	esentative's n	ame	
Modem's phone nu	n.	Repre	esentative's ph	none	
Notes [

Figure 4-3: New Contact's Details

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

4. To delete contacts and groups of contacts

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

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

5. To edit a contact

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

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

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

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

4.1.2 Setting a Password

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

> To change the Administrator's password

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

NOTE

1=

The VUP default password is 1234.

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

4.2 Handling Configuration Data

Use the following to:

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

4.2.1 Handling Configuration Files

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

> To handle a VME Office configuration file

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

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

4.2.2 Transferring Complete Backup data to VME Office

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

> To backup and restore the VME Office data

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



NOTE

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

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

4.2.3 Transferring Configuration Data between VME Office Units

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

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



CAUTION

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

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

NOTE

<u>=</u>

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

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

4.2.4 Transferring Script Messages between VME Office Units

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

- Reading scripts from a source VME Office.
- Sending scripts from the PC containing the VUP software to a target VME Office.
- > To transfer configuration data from one VME Office unit to another
 - Establish a connection between the source VME Office and the PC containing the VUP software. For details, see <u>Setting the VUP PC VME Office Communication</u>.
 - 2. Select **Communication** \rightarrow **Read Recording** from the VUP's menu bar.
 - 3. Press the List of Script Recordings button in the Read Recording dialog. The List of Scripts to be Read dialog appears (see Figure 4-4).

ist of Scripts to be Read	×
Script Recording	
No. Script File Name	<u>Add</u>
01	 Delete
12	×
	OK Cancel Help

Figure 4-4: List of Scripts to be Read

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

NOTE

=[

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

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

4.2.5 Resetting the VME Office

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

- > To transfer configuration data from one VME Office unit to another
 - Establish a connection between the VME Office and the relevant PC containing the VUP software. For details, see <u>Setting the VUP PC VME Office Communication</u>.
 - 2. Select Communication \rightarrow System Reset from the VUP's menu bar.

4.3 Monitoring and Problem Solving

Use the following information to:

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

4.3.1 LCD Messages

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

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

Table 4-1: VME Office LCD Messages

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

4.3.2 Line Monitor

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

> To activate the Line Monitor locally

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

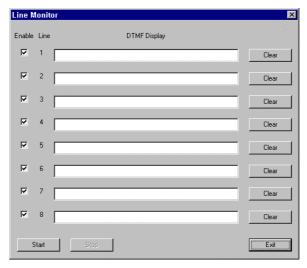


Figure 4-5: Line Monitoring Dialog

3. To display on-line DTMF signaling:

Press	То			

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

NOTES

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

Figure 4-6: Typical Line Monitoring Log File

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

Table 4-2: Line Monitor Codes and Colors

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



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

4.3.3 Using Statistics

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

> To obtain the general statistics of the VME Office unit

NOTE

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

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

Take note of the following information sections:

To view
The Flash memory recording time
The number of incoming calls per VME Office line.
The number of programmed languages (up to three).
VME Office version.

ash Usage		- Incoming Calls P	er Line
		Line	Number of Calls
otal Time	18:04 hour:min	1	2
sage Time	00:00 hour:min	2 3 4	29
-	00.00	3	160
sage Percentage	0 %	2	· · ·
me Left	18:04 hour:min	C	Clear
anguages]	Version	
Number of Langua	ages 2	Product Ver	sion is 0.00

Figure 4-7: General Statistics Dialog

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

> To obtain the VME Office mailbox statistics

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

			For acc	urate inform	iation, please u	ise the Read Parameters option		
failbox 1234 1235 1236 1237 1238 1239 1240	Mailbox 1234	Date 07/01	Time 08:57	Length 00:04	Status New	Total Length of New Messages Total Length of Saved Messages Total Number of New Messages Total Number of Saved Messages Total Number of Messages	00:00:04 00:00:00 1 0 1	hh:mm:ss hh:mm:ss

Figure 4-8: General Statistics

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

4.4 Software Upgrading

NOTE

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

> To upgrade the VME Office software

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

Se	nd Software	×
	File Name	Browse
	Check connection and press OK to c	
S	<u>D</u> K <u>C</u> ancel	<u>H</u> elp

Figure 4-9: Software Upgrading

5 End User Operations

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

- Retrieve messages
- Send messages
- Set the mailbox parameters

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

\geq To enter the user's main menu

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

NOTE You can also enter the user's main menu by dialing the programmed "Key to

retrieve messages" while the mailbox greeting is played. This parameter is programmed via command *331 or from the VUP (9 is the default digit).

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

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

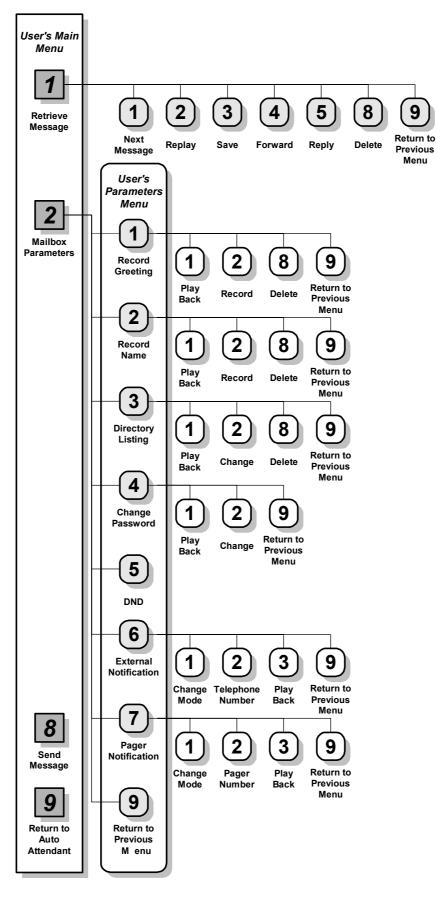


Figure 5-1: Mailbox Quick Reference

To handle received messages

 \geq

3.

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

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

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

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

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

Press	То
1	Play the current greeting message.
2	Record a new greeting message.
8	Delete the current message.
9	Return to the mailbox parameters menu.
T	nd a supprise manage for a mailhow around out on the mailhow

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

3. To edit your name record

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

Press	То				

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

4. To edit the directory listing parameters

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

Press	То		
1	Play the current directory listing code.		
2	Change the directory listing code.		
8	Delete the directory listing code.		
9	Return to the mailbox parameters menu.		
Fo bandle the 4 digit password			

5. To handle the 4-digit password

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

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

NOTES

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

6. To enable/disable the Do Not Disturb mode

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

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

Message Type

- 121 System message (default).
 - 25 Script message in the 1st language.
- 35 Script message in the 2^{nd} language.
- 45 Script message in the 3^{rd} language.
- 7. To handle the external notification of a mailbox

NOTE

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

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

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

9 Return to the mailbox parameters menu.

8. To define pager notification for a mailbox

NOTE

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

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

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

9 Return to the mailbox parameters menu.

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6 DTMF Programming

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

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

6.1 DTMF Programming Rules

Please observe the following rules for DTMF programming:

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

6.2 Entering and Exiting the Programming Mode

> To enter the programming mode

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

> To exit the programming mode:

Dial *900 or refrain from dialing for one minute.

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

6.3 **Programming Commands**

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

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

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

NOTES

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

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

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

Table 6-2: PBX Commands for DTMF Programming

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

Function		Code						
	NOTE	Argument	Specifie	Specifies				
	For a description of the transfer modes, see <u>PBX</u> <u>Settings</u> .	X	The extensions to which the command applies Enter:					
			Value	Τα) select			
			1		I the extensions except the perator's extension.			
			2	Th	ne Operator's extension only.			
		Y	The tran	sfer	mode. Enter:			
			Value		To set			
			0		The non-supervised transfer mode.			
			1		The supervised transfer mode.			
			2		The semi-supervised transfer mode.			
numbe	s the Operator's extension r for script and mailbox mming.	*360 +X+YY	*360 +X+YYY+ # where					
	NOTE	Argument	Specifies					
E	To transfer to an	Х	The Operator's extension number (1 to 8).					
	Operator, see command *125 in Table 6-5.	YY	The extension number (up to six digits).					
Delete	s an Operator's extension.	*360 + X + #						
		Argument	Specifies					
		Х	The Operator's extension number (1 to 8).					
to whic	s a fax extension number, ch a call is transferred he VME Office detects the e.	*361 + X + Y	(YY + #	ŧ wh	nere			
	NOTE	Argument	Specifie	S				
	To select a fax for a script, see command	Х	The fax	nun	nber (1 to 4) in VME Office.			
	*103 in Table 6-5.	YYY	The fax	exte	ension number.			
	s a supervised mailbox	*362 + YY	Y + # whe	ere				
	the mailbox reaches 80% apacity, an appropriate	Argument	Specifie	S				
	ge is sent to the mailbox	YYYY	The mai	lbox	x number.			
		Х	The mai	The mailbox type. Enter:				
Define	s a supervised mailbox	Х	Value	I	For			

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

Length of DTMF cadence sent by the	*372 + X w	here						
PBX such us Disconnect code.	Argument	Specifie	S					
<i>This parameter is needed in order</i> <i>to calculate the amount of time</i>	Х	The leng	gth of DTMF cadence in ms (0-9)					
that must be truncated from the		Each ste	p represents 100 ms.					
end of a message which is terminated via Disconnect Code.								
Checks the Busy signal cadence	*375 + XXX	*375 + XXXX + # where						
by dialing the busy extension number and playing the Busy	Argument	Specifie	s					
cadence values.	XXXX	The nun	nber of the busy extension.					
Sets the voice and DTMF sensitivity, that is the volume at	*376 + X + Y							
which the VME Office detects	Argument	Specifie						
voice when the called extension answers or the volume level at	Х	,	1) or DTMF (2)					
which the VME Office detects	Y	The sense	sitivity level on a scale of 0 to 9.					
DTMF tones.								
Sets the DTMF amplitude.	*379 + X wh	ere						
Sets the D I will uniplitude.	Argument	Specifie	9					
	X	The volume level on a scale of 3 to 9, where						
	Λ		ghest level and 5 is the default level.					
Sets the procedural codes sent to	*380 + X + 0	Code # wh	nere					
the PBX to perform a specific task.	Argument	Specifie	s					
tuor.	Х	The cod	e type. Enter:					
		Value	То					
		1	Turn on notification code LED1.					
		2	Turn on notification code LED2.					
		3	Turn off all LEDs.					
		4	Transfer code.					
		5	Recall from Busy.					
		6	Recall from No Answer.					
	Code	The PB2	X code.					

	s a specific procedural	*380 + X + # where					
code.		Argument	Specifie	's			
		Х	The code type. Enter:				
			Value	То			
			1	Turn on notification code LED1.			
			2	Turn on notification code LED2.			
			3	Turn off all LEDs.			
			4	Transfer code.			
			5	Recall from Busy.			
			6	Recall from No Answer.			
	a string from the Automated lant to the PBX.	*381 + X + Y	YYYY	+ # where			
	NOTE	Argument	Specifie	·S			
	To dial a DTMF string,	Х	A string	number (0 to 9).			
	see command *121 in Table 6-5.	YYYY	A DTM	F string.			
Answe	ers number of samples.	*386 + X w	*386 + X where				
		Argument	Specifie	'S			
		Х	The nun default i	nber of samples between 0 and 9 (the is 5).			
	es or disables modem	*399 + X wh	ere				
suppor	t.	Argument	Sets				
		Х	The stat	e of the modem. Enter:			
			Value	То			
			1	Enable the modem.			
			0	Disable the modem.			

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

NOTE

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

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

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

_	NC	TES									
	a.	a. The DTMF codes are as follows:									
		Digits	0 to 9								
									_		
		Character	*	See Note b.	#	A	В	С	D		
		Code	**	*2	*4	*5	*6	*7	*8		

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

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

Function	Code					
Defines an in-band DTMF code	*200 + XX + YYYY + # where					
for an event.	Argument	Specifie	28			
	XX	The eve	nt number.			
	YYYY	An in-ba	and DTMF code (see notes below).			
Deletes all in-band DTMF codes.	*200 + #					
Deletes in-band DTMF codes for	*200 + XX #	⁴ where				
an event.	Argument	Specifie	25			
	XX	The eve	nt number.			
Selects a task for an in-band	*201 + XX + YY where					
DTMF code.	Argument	Specifies				
	XX	The eve	nt number.			
	YY	The task	x number. Enter:			
		Value	То			
		00	Play the Automated Attendant opening script.			
		01	Leave a message.			
		02	Retrieve a message.			
		03	Play a specific script.			
		04	Play a Busy menu.			
		05	Play a No Answer menu.			
		06	Play a Do Not Disturb menu.			
		07	Disconnect a call.			
Selects a task for an in-band		Value	То			

Function	Code				
DTMF code.		08	Record the conversation.		
		09	Change to the 1 st language and play a specific script.		
		10	Change to the 2 nd language and play a specific script.		
		11	Change to the 3 rd language and play a specific script.		
		12	Play the Directory Listing (DBN).		
		13	Transfer to a mailbox (see Note c.).		
		14	Transfer to an extension (see Note c.).		
		15	Transfer to the Operator (see Note c.).		
		16	Transfer to a group of mailboxes.		
Selects a destination for an in-	*202 + XX +	- YYYY	+ #		
band DTMF event.	Argument	Specifie	25		
	XX	The eve	nt number.		
	YY	The des	tination of the task (see Note d.).		
Deletes the destination for a	*202 + XX + # where				
specific in-band DTMF event.	Argument	Specifies			
	XX	The event number.			
Deletes all task destinations.	*202 + #				
Defines MATRA support.	*204 + X w	here			
	Argument	Specifie	25		
	Х	If the MATRA PBX support is enabled. Enter:			
		Value	То		
		0	To disable the PBX support.		
		1	To enable the PBX support.		
Defines the waiting period for the	*210 + XXX	X where			
first DTMF character of the in- band DTMF code.	Argument	Specifie	28		
	XXXX		iting period between 0000 and 9980 onds in steps of 20 milliseconds.		
Defines the waiting period	*211 + XXX	where			
between adjacent DTMF characters received as part of the	Argument	Specifie	28		
in-band DTMF code.	XXX	The waiting period between 000 and 980 milliseconds in steps of 20 milliseconds.			

Function	Code				
Defines the type of transfer	*220 + X where				
supervision.	Argument	Specifie	es		
	Х	The type	e of transfer supervision. Enter:		
		Value	To use		
		0	Call progress tones.		
		1	DTMF codes.		
Defines the DTMF codes for the	*221 + X + 0	Code + #	where		
No Answer, Busy and Do Not Disturb conditions.	Argument	Specifie	25		
	Х	The con	dition. Enter:		
		Value	For		
		1	The No Answer condition.		
		2	The Busy condition.		
		3	The Do Not Disturb condition.		
	Code		MF code sent by the PBX for transfer sion (see Note a.).		
Deletes the DTMF code for a	*221 + X + #	*221 + X + # where			
specific condition.	Argument	Specifie	es		
	Х	The con	dition. Enter:		
		Value	For		
		1	The No Answer condition.		
		2	The Busy condition.		
		3	The Do Not Disturb condition.		
Deletes the DTMF code for all conditions.	*221 + #				

Table 6-5: AA Script Commands for DTMF Programming



The following conventions apply to the arguments of the DTMF commands used to program the VME Office Automated Attendant: XX indicates the number of the played script messages. B indicates the digit dialed to select the required service.

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

Function	Code			
Records a script message after the beep.	*100 + XX			
Plays a script message after the beep.	*101 + XX			
Deletes a script message.	*102 + XX			
Selects a fax for transferring a script when the VME Office detects the fax tone.	*103 + XX +	Y where		
NOTE	Argument	Specifies		
To define a fax extension, see	Y	The fax number.		
command *361 in Table 6-2				
Select EOM timeout for each	*105 +XX +	Y + # where		
script.	XX = Script No.			
	Y = Timeout in seconds			
Transfers to a script message	*110 + XX + B + YY + # where			
defined by a submenu.	Argument	Specifies		
	YY	The script message in the submenu.		
Transfers to the directory listing. (The VME Office asks the caller to enter the first three letters of the first or last name of the required party.)	*111 + XX +	• B + #		
Selects an opening menu to	*112 + XX +	$\mathbf{Y}\mathbf{Y} + \mathbf{Z} + \mathbf{\#}$ where		
replace the existing one.	Argument	Specifies		
	YY	The number of the replacement script: 00 to 97.		
	Ζ	The number of the line.		
Transfers the caller to an opening (main) menu when pressing the specified digit.	*115 + XX + B + #			
Transfers to a script message	*117 + XX + B + YY + Z + # where			

Function	Code			
played in the specified language.	Argument	Specifie	s	
	YY	The nun	nber of the destination script.	
	Ζ	The dest	tination script language (1, 2 or 3).	
Transfers the call to the specified	*120 + XX +	- B + Exte	ension + # where	
extension.	Argument	Specifie	S	
	Extension	Up to sin of the ex	x digits irrespective of the legal number stension.	
Dials a DTMF string and the	*121 + XX +	$-\mathbf{B} + \mathbf{Y} + \mathbf{z}$	# where	
caller is asked to enter a string number from the PBX speed dial	Argument	Specifie	8	
table.	Y	The DT	MF string number (0 to 9).	
Transfers the call from the script	*125 + XX +	$-\mathbf{B} + \mathbf{Y} + \mathbf{z}$	# where	
message to a local Operator.	Argument	Specifie	S	
	Y	The Ope	erator number (0 to 8).	
Transfers to a mailbox. (The	*130 + XX +	B + Mai	lbox + # where	
caller is asked to dial a mailbox, to which the call is directly	Argument	Specifie	S	
transferred and a personal greeting is played.)	Mailbox The mailbox number		lbox number.	
Disconnects the caller.	*140 + XX +	$-\mathbf{B}+\mathbf{Z}+\mathbf{z}$	# where	
	Argument	Specifie	'S	
	Ζ	How to disconnect the line as follows.		
		Value	Specifies to	
		0	Disconnect the line without leaving a message.	
		1	Disconnect the line with a message.	
Leaves a message in a mailbox. (After pressing on the defined digit, the VME Office asks for a mailbox number to leave a message.)	*150 + XX +	- B + #		
Retrieves messages from a mailbox. (After pressing the defined digit, the VME Office requests the mailbox number and password.)	*160 + XX + B + #			
Directly transfers the caller, who	*170 + XX +	*170 + XX + B + First Digit(s) + # where		
is instructed to dial to a legal extension.	Argument	Specifie	s	
	First Digit(s)	The extension number.		
Directly transfers the caller, who	*175 + XX +	B + First	t Digit(s) + # where	

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

Table 6-6: AA Scheduling Commands for DTMF Programming

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

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

Functi	ion	Code	Code			
each d	ay of the week.	Argument	rgument Specifies			
		DD	The day Monday	y of the week between 1 and 7, where 1 is		
		hh mm	The star	t of break time in the 24 hour format.		
		hh mm	The end	of break time in the 24 hour format.		
	e annual holidays	*470 + DD -	+ MM + 1	hh mm + hh mm where		
schedu	lle.	Argument	Specifi	25		
		DD	The day	y of the month (01 to 31)		
		MM	The mo	nth (01 to 12)		
		hh mm	The star	t time in the 24 hour format		
		hh mm	The end	time in the 24 hour format		
Delete	s all holiday schedules.	*470 + #				
	s the holiday schedule for a	*470 + DD -	*470 + DD + MM # where			
specifi	c date.	Argument	Specifi	28		
		DD	The day	y of the month (1 to 31).		
		MM	The month (1 to 12).			
	s all holiday schedules for	470 + ** + MM + # where				
a speci	fic month.	Argument	Specifies			
		MM	The mo	nth (1 to 12)		
	s the external notification	*490 + hh mm + hh mm where				
active	time.	Argument	Specifi	28		
		hh mm	The star	t time in 24 hour format.		
		hh mm	The end	time in 24 hour format.		
				90 09 00 20 00 to activate the external 9 a.m. and 8 p.m.		
	es or disables automatic of day light time.	* 499 + X wl	nere			
	NOTE	Argument	Specifi	es		
	In the US, the time is		The stat	e of the automatic saving. Enter:		
	changed on the 1 st Sunday of April and on		Value	То		
	the last Sunday of		0	Disable automatic saving.		
	1	1	1	5		

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

Table 6-7: VM Mailbox Commands for DTMF Programming

Functio	n	Code				
Creates	a range of mailboxes.	*500 + First mailbox +*+Last mailbox + # where				
		Argument	Speci	Specifies		
			The n digits	umber of the first mailbox (up to six).		
		Last mailbox	The n digits	umber of the last mailbox (up to six).		
Creates	a mailbox.	*501 + mail	box + #			
		Argument	Specifie	s		
		mailbox	The nun	ber of the mailbox (up to six digits)		
Switche mailbox	s to an announcer	*502 + XXXX + Y + # where				
	NOTE	Argument	Specifies			
	It is impossible to leave	XXXX	The nun	ber of the existing mailbox.		
	a message in the announcer's mailbox.	Y	The type of mailbox. Enter:			
			Value	For		
			0	A regular mailbox.		
			1	An announcer mailbox.		
	es a range of extensions to	*505 +XX * XX * YY + # where				
a range	of mailboxes.	Argument	Specifie	s		
		XX	The nun range.	bers of the first and last mailbox in the		
		YY	The nun	ber of the first extension in the range.		
		For example, *505 + 300 * 350 * 500 + # defines mailbox to 350 for a range of extensions starting with 500.				
	es an extension to a	*506 +XX *YY + # where				
mailbox		Argument	Specifie	S		
		XX	The mai	lbox number.		

Functio	n	Code				
		YY The extension number .				
	s a backup extension to a mailboxes.	*507 + XX	*507 + XX * XX * YY + # where			
	NOTE	Argument	Argument Specifies			
	To define a backup extension, see command *332 in Table	XX	The number range.	ers of the first and last mailboxes in the		
	6-2.	YY	The numb	er of the backup extension.		
	s a backup extension to a	*508 +XX	*YY+#	where		
mailbox		Argument	Specifies			
		XX	The numb	er of the mailbox.		
		YY	The numb	er of the backup extension.		
Deletes	a mailbox.	*510 + maill	box + # whe	ere		
	CAUTION	Argument	Specifies			
Ĺ	Before deleting a mailbox, remove any call transferred to the mailbox by the Automated Attendant scripts.	mailbox	The numb	er of the mailbox.		
	the type of range of	*520 + mailbox + * + mailbox + B + # where				
defined	mailboxes.	Argument	Specifies			
		Mailbox	The numb range.	ers of the first and last mailbox in a		
		В	The mailbox type. Enter:			
			Value	For		
			0	Real mailbox.		
			1	Virtual mailbox.		
Changes	the type of defined	*521 + maill	box + B + #	ŧ		
mailbox	es.	Argument	Specifies			
			The mailb	ox to be created.		
		В	The mailb	ox type. Enter:		
			Value	For		
			0	Real mailbox.		
			1	Virtual mailbox.		

Function	Code				
Plays or skips the time and date	*530 + mailbox + * + mailbox + B + # where				
stamp for a range of mailboxes.	Argument	Specifie	s		
	mailbox	The num range.	bers of the first and last mailbox in a		
	В	The action	on to be taken. Enter:		
		Value	То		
		0	Play the time and date.		
		1	Skip the time and date.		
Plays or skips the time and date	*531 + mail	box + B +	# where		
stamp for a mailbox.	Argument	Specifie	s		
	Mailbox	The mail	lbox number		
	В	The action	on to be taken. Enter:		
		Value	То		
		0	Play the time and date.		
		1	Skip the time and date.		
Sets the language for a range of	*532 + maill	00x + * +	mailbox + Z + # where		
mailboxes.	Argument	Specifies			
	mailbox	The numbers of the first and last mailbox in a range.			
	Ζ	The lang	guage number (1, 2 or 3).		
Sets the language for a mailbox.	*533 + maill	$\mathbf{x} + \mathbf{Z} + \mathbf{z}$	# where		
	Argument	Specifie	s		
	mailbox	The num	bers of the mailbox.		
	Ζ	The lang	guage number (1, 2 or 3).		
Defines an Operator for a range	*534 +XX	* XX +	- Y + # where		
of mailboxes 360.	Argument	Specifie	s		
NOTE To define an Operator's	XX	The num range.	bers of the first and last mailbox in a		
extension, see command *360 in Table 6-2.	Y	The num	ber of the Operator (1 to 8).		
Defines an Operator for a	*535 + XX	(+ Y + # w	vhere		
mailbox.	Argument	Specifie	s		
	XX	The mai	lbox number.		
	Y	The num	ber of the Operator (1 to 8, 1 is default).		
Defines a fax for a range of	536 + XX	.X * XX + Y + # where			
mailboxes.	Argument	Specifie	s		

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

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

Table 6-8: VM Notification Commands for DTMF Programming

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

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

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

Function	Code				
Changes the Administrator's	*600 + * + Old password + New password + #				
password (four digits).	NOTE Do not use the * and # keys for the password.				
Changes the Operator's password.	*601 + * + Old password + New password + #				
	Image: Note by the state in the state i				
Forces reorganization.	*610				
Resets the system to factory	*654 + * +	⊦ XX	XXX + #	where	
settings. (Use this operation to	Argument Specifi		Specifie	28	
PVX, in case that the VME Office has been programmed for a different PBX.)	VX, in case that the VME XXXX ffice has been programmed for		The Administrator's password.		
Enables to listen to the software version number.	*680				
Plays a system message. (For a	*690 + Z + XXX where				
list of system messages, see the System Messages Appendix.)	Argument Spe		Specifie	specifies	
System Wessages Appendix.)	Ζ		The message language (1, 2 or 3).		
	XXX		The number of the system message.		
Plays all system messages.	*691 + Z	01 + Z			
	Argument		Specifies		
	Ζ		The message language (1, 2 or 3).		
Enables or disables the playing of	*699 + X + Y where				
specific system messages.	Argument Specifie		Specifie	s	
	X		A system message. Enter:		
			Value	То	
			1	Enable or disable message 004.	
			2	Enable or disable message 102.	
			3	Enable or disable message 095.	
	Y		If the message is played. Enter:		
			Value	То	
			0	Enable message playing	
			1	Disable message playing	
			2	Play the message 095, if selected, to a mailboxe without a greeting message.	

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

7 Programming Forms

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

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

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

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

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

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

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

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

Table 7-2: Message Notification Form

Table 7-3: Time, Data and Scheduling Form



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

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

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

						Program	ning Reference
Function	Code					DTMF	VUP
		W	ork	Br	eak		
	Day	Start Time	End Time	Start Time	End Time	-	
	1 Mon						
	2 Tue	_					
	3 Wed	_	_		-		
	4 Thu						
	5 Fri	_	_				
	6 Sat	_					
	7 Sun						
Sets the operation mode (scheduling mode and type).	*400					Table 6-6	Schedule Programming
	messag • Sci • Sci • Sci • Sci • Sci The res	owing me es by de ript mess ript mess ript mess ript mess t of the s	efault: sage num sage num sage num sage num	ber 00 to ber 10 to ber 15 to ber 20 to ssages ((nout limit) the Day) the Nig) the Brea) the Hol: 01 to 09, ations.	11 to 14 and	ing Menu ening Menu
	Script No.	Sc	cript No.		Script N	0	Script No
	0	0			0		0
	1	1			1 2		l
	2	<u> </u>			2 3		23
	4				3 <u></u> 4		4
	5	5			5		5
	6	6			6		6
	7	7_			7		7
	8	8			8		8
	9	9			9		9
	EOM		<u> </u>		EOM		EOM



NOTE

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

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

Event	In-band DTMF Code Code: *200	Task Code: *201	Destination Code: *202
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			

8 VM System Messages

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

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

Table 8-1: VM System Messages

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

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

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

Group	No.	Message
	158	To record your greeting, press 1. To record your name, press 2. To access to directory-listing options, press 3. To change your password, press 4. To change the Do Not Disturb mode, press 5. To return to the previous menu, press 9.

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

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

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



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