

IM1200/IM2400 InterMail Voice Mail System

Administrator Installation and Configuration Guide

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Chapter 1

General Description

This chapter will guide you through the main features of InterMail.

New Generation Voice Mail

InterMail is a new generation voice mail system that combines the Internet with voice processing technologies to provide a robust, dynamic, and user friendly voice messaging system that meets your office communication needs today.

Designed with small-and-medium size business customers in mind, its features and functionality nonetheless rival those used by Fortune 500's.

System Features

- **Easy PBX Integration:** Integrating with PBX has never been easier. Simply pick the PBX from the PBX list and then select the call transfer method. The call transfer methods include Supervised, Non-Supervised, Semi-Supervised, and Call Pickup.
- **Network Based Voicemail Management Software (IMS):** Gives you an easy graphical user interface to maintain the system via local and wide area network. With the ubiquity of Internet, you can have full control of the system from wherever the network is available.
- **System Report:** Offers the system administrator easy overview of call statistics, mailbox usage, system status and performance.
- **Incoherent Configuration Report:** Keeps track of all system configurations that are incoherent to other settings. This is very useful when the administrator is trouble shooting the system configuration.
- **Live System Monitoring:** All system activities can be monitored through the network using the IMS utility program. The DTMF inputs and outputs at each voice channel can be captured by a built-in line monitor (digit grabber).
- **Voice-Guided System Configuration:** InterMail allows you to do the system setup and configuration changes using a simple touch-tone phone instead of running a PC. It makes the process easy by providing comprehensive voice prompts that guide you through every step of the way.
- **System Configuration Backup:** The system parameters and mailbox configurations can be backed up to the system administrator's local hard drive. This enables you to keep records of various installations and expedite disaster recovery process.
- **Dedicated Hardware and Software:** InterMail integrated, all-in-one, non-PC based architecture makes it a stable, secure, and reliable product.
- **Multilingual System Announcement:** Users and callers can select the language they prefer to hear in the system greetings and announcements.

- **Name Directory:** Gives the caller a quick and easy way to locate the person they are trying to reach by entering their first or last name.
- **Holiday Greetings:** The administrator can set up a holiday calendar containing single or a range of dates each capable of holding its own holiday greeting.

Auto-Attendant Features

- **Custom Automated Attendant Menu:** Up to 300 different Auto Attendant Menus (AA Menus) can be designed and used to handle calls differently per different time of day, day of week, and line of the system.
- **Operator & Extension Groups:** Extensions can be grouped together to form a team of operators, a department, or for other purposes. Different operator teams can be selected for Business Hours, Break Hours, After Hours, and Closed Days.
- **Call Distribution:** Calls can be distributed among group members in linear, circular, or ACD fashion.
- **Automatic Call Forward & Do-Not-Disturb:** These are convenient call answering options that can be individually set for each extension.
- **Conference Call:** If supported by your PBX, InterMail can transfer calls to an external phone number when the called party is not at his/her extension.

Voice Messaging Features

- **Unified Messaging System:** Your voice message can be delivered to your e-mail address as a Wave file attachment. The messages can be categorized as new or old message after its delivery.
- **Virtual and Multi-Tenant Mailboxes:** Aside from Real mailboxes, InterMail provides Virtual and Multi-Tenant mailboxes for messaging-only or extension sharing applications.
- **Personal Distribution Lists:** Each mailbox can define up to 9 personal message distribution lists. Messages can be sent to multiple recipients with a simple selection of a list.
- **Automatic Message Forward:** Lets you forward all messages to a co-worker's mailbox or a distribution list when you are away. Messages can be easily shared this way without any of them being overlooked.
- **Versatile Message Notification:** You can receive notification of incoming messages via extension, message lamp, pager, regular phone, mobile phone, and E-mail. You can also schedule the time you want the notification to be

in effect, retry interval, and retry count.

- **Urgent and Private Message Tags:** Messages can be marked with different tags to indicate the nature of the messages. The playback of the messages can also be prioritized based on the tag.
- **Message Play Control:** A comprehensive set of commands including Replay, Save, Delete, Time Stamp, Forward, Skip, Rewind, Fast Forward, and Volume Adjustment, offers the user a convenient and efficient way of playing back messages.

Chapter 2

Installing InterMail

This chapter explains the environmental requirements and the installation steps of InterMail.

Package Content

Thank you for purchasing InterMail Voice Mail System. InterMail includes two models: IM1200 and IM2400. The content might vary depending on the location and the dealer you have purchased the unit from. Report any damage or missing items in the package to your dealer right away.

Items in your package include:

- InterMail Unit (IM1200 or IM2400)
- Power Supply (12V DC) (IM1200)
- Power Cord
- Installation Guide and IMS Utility (CD)
- RJ-45 Network Cable
- RJ14-to-RJ11 Line Splitters

Note: The network cable provided is a straight cable. Should you need to connect a PC directly to the system, please prepare a crossover cable, i.e. pin 1, 3 and pin 2, 6 are swapped.

Environmental Requirements

The InterMail should be located in a dust-free environment that is near the trunk lines from your existing telephone system. The InterMail must have access to your network wiring if you plan to access InterMail through your LAN (Local Area Network) or WAN (Wide Area Network), or if you plan to use the Internet telephony features of InterMail.

It is highly recommended that you use an Uninterruptible Power Supply (UPS) in conjunction with the InterMail to protect against power surges and failures.

Telephone System

InterMail is compatible with most major brands of Telephone Systems/PBX, including:

Manufacturer	Model (Examples)
ALCATEL	4200/4400, OmniPCX Office
AVAYA	Partner, Merlin/Definity
NEC	ICS7400/EDK, NDK, M80, M100, MCI140
NORTEL	Mercator, Norstar, Option 11
Panasonic	KXTD-1232/500, KXTA-308/824

Philips	D120, SOPHO FVM 805/810/300, DS-1000
SIEMENS	Hicom 300, Hipath 4000

Figure 2-1

InterMail comes with 4 or 8 voice channels, and the same number of analogue ports is required from the Telephone System. In most cases, the VM ports from the Telephone System are the preferred ones to be connected to InterMail.

Network Environment

IP Networks

InterMail provides an Ethernet port allowing you to connect it to your IP network. Please prepare a fixed IP address for it. Then you will be able to access the system using IMS utility for further configuration.

Note: When using a PC accessing InterMail, please make sure your PC is located in the same subnet as the InterMail.

Direct Connection

When a LAN is not available, you could still access InterMail using a PC. Simply assign an IP address to the InterMail. Connect one end of a crossover cable to InterMail and the other end to your PC. Please make sure your PC is set to be in the same subnet as the InterMail.

Note: A crossover cable requires pin 1, 3 and pin 2, 6 swapped.

UMS E-Mail Server

InterMail can automatically send an e-mail with the voice message attachment to a designated e-mail address whenever a mailbox receives a new voice message. In order for this to work, a standard SMTP e-mail server with a valid e-mail address is required.

Installing InterMail – IM1200

The following is a schematic for the line configuration of IM1200 with other devices.

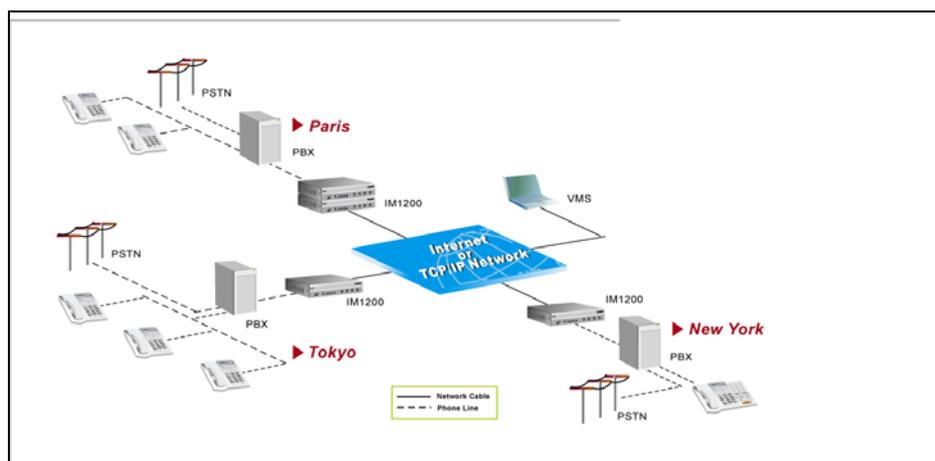


Figure 2-1



Figure 2-2

Front Panel and LED Indicators:

- Mode Button:** The Mode Button switches the Operation Mode of the IM1200. The Operation Mode will switch from Business Hours → Break Hours → After Hours → Closed Day → Business Hours → ..., with each push of the button. The Operation Mode will automatically switch according to the Business Schedule, if it is set to Auto mode.
- Security Button:** When the button is pressed down, all access to the system programming, including DTMF and IMS programming, will be blocked. **Note:** This is the only button that has a locking mechanism. Be sure to toggle it back to normal position to allow system programming.
- FUNC1 Button to reset IP and password:** This button will help you reset IP address and Administrator password to factory default. To reset, turn off the power. Press and hold the FUNC1 Button and turn on the power. About 1 minute later system booting will complete. Till you see the Power and Mode LED on, then you can release the FUNC1 Button. The IP address and Administrator password will be reset to the factory default.

- **FUNC2 Button to reset system parameters:** This button allows you to reset IP address, Administrator password as mentioned in FUNC1 and system parameters to factory default. To reset, turn off the power. Press and hold the FUNC2 Button and turn on the power. About 1 minute later system booting will complete. Till you see the Power and Mode LED on, then you can release the FUNC2 Button. The IP address, Administrator password and system parameters will be reset to the factory default.
- **Power Indicator:** The Power Indicator will be lit when the IM1200 has power connected and is turned on.
- **Mode Indicator:** The Mode Indicator will indicate which Operation Mode the system is in at the moment.
 - Green: Business Hours
 - Amber: Break Hours
 - Red: After Hours
 - No light: Holidays
- **Link Indicator:** The Link Indicator will be lit when the system is connected to LAN.
- **L1-L8 Line Indicators:** The Line Indicator will be on when the indicated channel is being used.

Follow these steps to install IM1200:

1. Use the 2- or 4-wire phone cords to connect your phone system's station ports to the jacks labeled L1/L2 to L7/L8 on the InterMail front panel. Plug the RJ14-to-RJ11 line splitters come with the package to split the ports to 4 or 8 channels and end to your phone system's station ports.
2. Connect your Ethernet network with InterMail using a standard Ethernet (UTP CAT-5e) cable to the RJ45 jack labeled ETHERNET on the InterMail front panel.
3. Connect your power adaptor to the socket labeled PWR on the back panel of InterMail.
4. Connect the Battery cable to a 12-volt battery if you wish to use a battery for emergency power.
5. Turn on the power switch at the back of InterMail. Allow about 1 minute for it to finish the boot cycle.

Installing InterMail - IM2400

The following is a schematic for the line configuration of IM2400 with other devices.

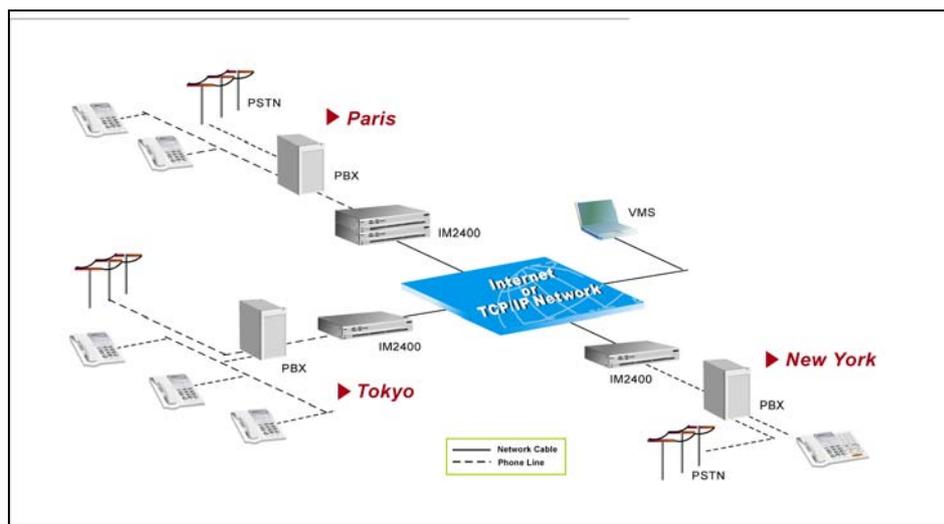


Figure 2-3

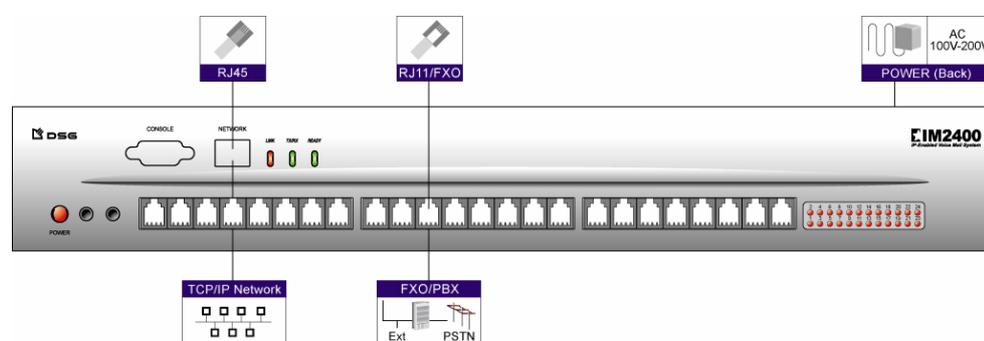


Figure 2-4

Front Panel and LED Indicators:

- **Power Indicator:** The Power Indicator will be lit when the IM2400 has power connected and is turned on.
- **Link Indicator:** The Link Indicator will be lit when the system is connected to LAN.
- **TX/RX Indicator:** The TX/RX Indicator will be blinking when data is transmitting.
- **Ready Indicator:** The Ready Indicator will be blinking when system is on and the program is running.
- **L1-L24 Line Indicators:** The Line Indicator will be on when the indicated channel is being used.

Follow these steps to install IM2400:

1. Use the 2- or 4-wire phone cords to connect your phone system's station ports to the jacks on the IM2400 front panel. Before that, use an analog phone connecting to the PBX to make sure the signaling is available.

2. Connect your Ethernet network with IM2400 using a standard Ethernet (UTP CAT-5e) cable to the RJ45 jack labeled ETHERNET on the IM2400 front panel.
3. Connect your power adaptor to the socket labeled PWR on the back panel of IM2400.
4. Turn on the power switch at the back of IM2400. Allow about 1 minute for it to finish the boot cycle.

Chapter 3

Installing IMS Utility

The InterMail Management Software (IMS) is a Windows-based software allowing you to setup and maintain the InterMail. This chapter describes the installation and usage of the IMS utility.

Before You Start

Before installing IMS utility, please make sure your computer conforms to the minimum system requirement blow:

- Windows 2000, XP
- Pentium III or higher
- Memory: 128 MB or higher recommended
- Available Hard Disk Space: 20 MB or above
- CD-ROM drive (for installation)
- LAN for connecting to InterMail

Installing IMS Utility

You should find the latest IMS Utility from the Installation CD that came with your package.

1. Insert the DSG CD into the CD-ROM drive of your computer.
2. Select Installing IMS program. The setup wizard will start automatically. Or double click on setup.exe to install the program.
3. Follow the on-screen instructions to complete the installation.



Note: If the setup wizard does not start automatically, you could specify the location and install manually. From your Windows Start menu, select **Run**. In the Run dialog box, type '**d:\setup.exe**', where '**d**' is your CD-ROM drive, then click Ok.

4. After you complete the installation, you will see the IMS shortcut in the Programs Menu and on your desktop.



Login to InterMail

To launch the InterMail for the first time, make sure you have all the proper lines connected to the system. The default settings of InterMail are as below.

Item	Default Settings
IP Address	192.168.1.200
Gateway	192.168.1.254

Subnet Mask	255.255.255.0
DNS	168.95.1.1
Password	1234

Table 3-1

1. Select a PC where IMS Utility is installed. Change the PC's IP settings, if necessary, to conform to InterMail default setting.
2. Launch IMS Utility from Start>Programs>IMS or double click the shortcut on your desktop. When you launch the software for the first time, you will need to select the language you would like to use later on.



3. You will see the main menu as below.

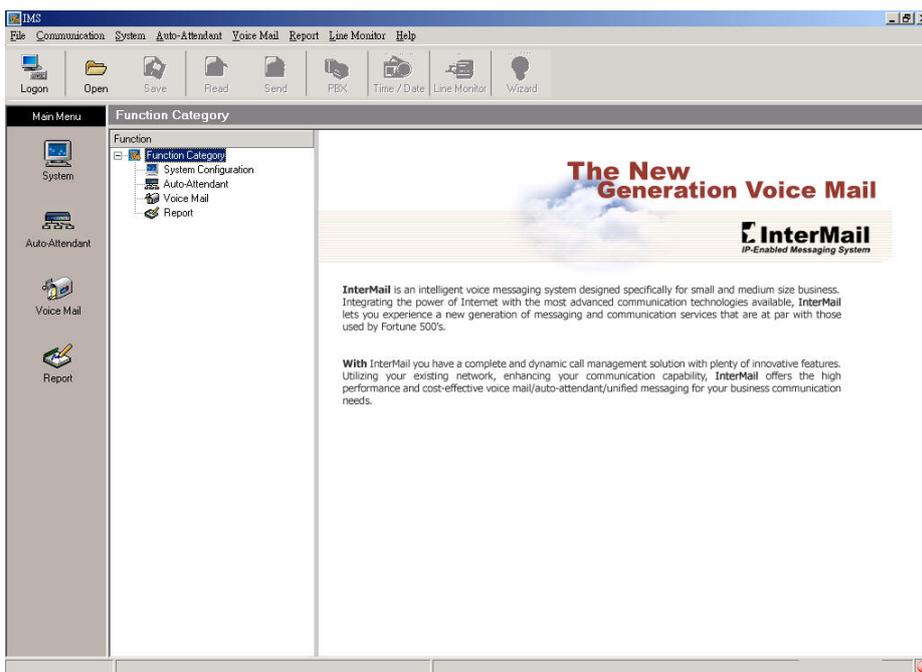
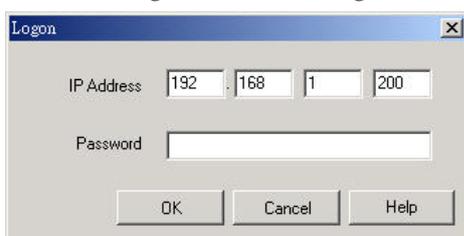


Figure 3-1

4. Click the Logon button. A Logon dialog box opens



5. Enter the IP Address and the Password. (The default IP is 192.168.1.200. The

default password is 1234.)

6. A new dialog box saying “Logon OK” will appear if you enter the correct IP address and password.
7. From the toolbar, click the Read button and click Start to import data from InterMail to IMS utility so that you could edit the settings later.



Note: You will stay connected for as long as there are actions on the IMS. If the IMS stays idle for 5 minutes, you will be automatically logged off from InterMail. Only one connection is allowed to access InterMail either from IMS Utility or DTMF Programming.

Note: You may start logging on to the InterMail if the factory default IP is applicable for the system in your network. You can also change the IP setting later using IMS when necessary. If the factory default IP is not available in your network, you can change the IP setting via DTMF Programming to one that is available in your network, so you can logon to InterMail using IMS. (For DTMF Programming, see Chapter 9)

Overview of IMS Utility

IMS provides user-friendly ways to program the InterMail, which include:

- **System Configuration:** The settings of IP address, PBX Setup, PBX integrated, Business Hours, Holidays and others.
- **Auto-Attendant:** Including AA menu, channel parameters, extensions and group settings.
- **Voice Mail:** Including mailbox parameters, notifications and personal options.
- **Reports:** Containing statistics of incoming lines and AA menu hit rates.
- **Open:** To open saved data on the computer.
- **Save:** To save modified data to local computer, available for future references.
- **Read:** To importing data from InterMail to your computer via IMS utility.
- **Send:** To upload modified data from your PC to InterMail.
- **PBX:** To specify a PBX model and import built-in parameters automatically. This will reduce the setting tasks.
- **Date/Time:** To define the system date and time.
- **Live Monitor:** To check the system info such as storage and CPU loading

and monitor the current status of each channel.

- **Wizard:** Use Wizard to setup the system step by step.

IMS Basic Settings

After you log into the InterMail successfully, you will need to setup the basic items.

1. Go to Main Menu. Select System Configuration>System Parameters.

2. **Password:** InterMail provides two kinds of password. One for the system administrator; one for the person to record greetings. The administrator could edit all functions from DTMF Programming Mode or access the IMS utility. The person who uses Greeting Recording Password can only access Function 330 from DTMF Programming Mode to record greetings for protecting the system from non-technical engineers.
3. **UMS:** InterMail could send voice mails as wav file attachments via e-mail to extension users. Input the email address assigned to InterMail and the SMTP server IP address. If your mail server requires authentication, enable this option and input the associated account name and password.
4. **IP Settings:** Change the IP settings of InterMail allowing it to conform to your network configurations.
5. **System Time and Date:** From the toolbar, select Time/Date button. Set system current time and date.

Using Setup Wizard

It is strongly advised to use the IMS Setup Wizard for first time configuration of the system. The Setup Wizard will guide the Administrator through all the steps of how to configure the system in detail. Click the Wizard icon and follow the steps to configure the system.



Chapter 4

Integration with PBX

This chapter includes the details of the integration of InterMail and PBX.

Selecting Your PBX

InterMail provides a PBX list for you to select to integrate your InterMail with your PBX the fastest and easiest way possible. The InterMail will be updated with the latest models of PBX periodically. Please contact your dealer for the latest PBX information. The default data and parameters are suitable for general conditions, and might be different from the specific and regional settings of your PBX. Check with the PBX dealer for the most accurate settings.

To Select a PBX

1. From the toolbar, click the PBX button. A PBX list is displayed after IMS finishes reading data from InterMail.

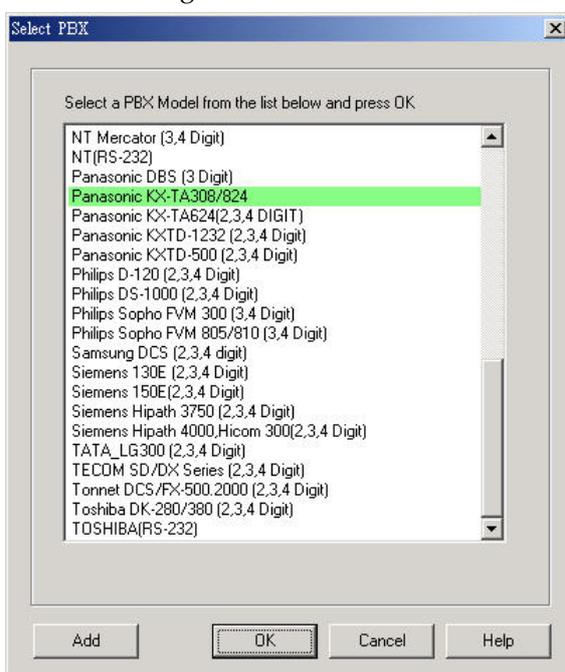


Figure 4-1

2. Choose one PBX model by clicking on the name of the PBX. And click OK.
3. IMS will apply the model you selected. Please click Send to export upload parameters.

To Add a PBX Selection

1. Click PBX button. A PBX list is displayed.
2. Click Add button. A dialog box opens with folders for you to choose.
3. Choose the folder and the PBX file that you want to add, then click Open.

Call Transfer

Depending on the PBX you would like to connect, the InterMail can support the commonly used call transfer methods. There are 3 possible call transfer methods.

- **Non-Supervised:** The line is released when InterMail transfers a call under Non-Supervised Mode. The PBX should be configured to forward the call back to the VM port when the extension is not available. This mode allows InterMail to untie its resource and provides the best performance. This is the recommended call transfer mode. There are two ways Non-Supervised call transfer can be achieved:
 - **In-Band DTMF String:** InterMail will check the In-Band DTMF String sent by the PBX for the reason (Busy or Ring/No-Answer) the call is sent back. This method requires the PBX be capable of sending In-Band DTMF Strings with condition codes when forwarding calls back to InterMail.
 - **Busy Time Lag:** Some PBXes send the same In-Band DTMF strings for both Busy and No-Answer Call Forward. This method uses the time lag between receiving the Busy and No-Answer Call Forward when the call is bounced back from the PBX to determine the extension is Busy or No-Answer. This method is only recommended for certain PBX models.
- **Supervised:** In contrast to Non-Supervised Mode, Supervised Mode does not release the line when transferring the call. It instead holds and monitors the line for the extension's response. It then retrieves the call if the extension is not available, or releases the line if the call has been picked up by the extension. This mode will take up the most resource of InterMail's, but will be the only mode possible if the PBX does not provide any extension status information when calls are transferred. There are two things InterMail can use to monitor the call transfer:
 - **Call Progress Tone:** InterMail monitors the Call Progress Tones (CPT) when transferring a call, and retrieves the call when the defined number of Busy or Ringback tones are received, then proceeds to take the call to the corresponding call flow.
 - **DTMF Signal:** Instead of Call Progress Tone, InterMail looks for the DTMF Signal sent by the PBX when transferring the call. It will retrieve the call and process it according to the DTMF Signal it receives. Not all PBXes provide DTMF Signals for extension status.
- **Semi-Supervised:** -In the case the PBX provides an incomplete set of In-Band DTMF Strings, Semi-Supervised Mode can be used instead of Supervised Mode to free up some system resource.
 - **Busy Recall, Ring Release:** InterMail will first operate under Supervised Mode to determine and retrieve the call if the extension is

Busy. If the extension is not Busy, the line will be released in the Non-Supervised Mode. This mode requires the Busy CPT parameters in the Supervised mode and the In-Band DTMF String for the No-Answer condition in the Non-Supervised mode be set properly first.

- **Call Pickup:** Similar to Busy Recall, Ring Release method, the call is retrieved if it is Busy and released otherwise. InterMail will then use the Call Pickup function of the PBX to retrieve the call in a definite amount of time, assuming the call is not answered.

To configure the transferring codes:

No matter which transfer method you select, you will need to configure the transfer codes first.

1. Choose System Configuration > PBX Parameters. Select the Transfer Mode Tab.

The screenshot shows the 'PBX Parameters' window with the 'Transfer Mode' tab selected. The window is divided into three main sections: Business Hours, Non-Business Hours, and Transfer Codes. In the Business Hours section, both the Operator and Extension dropdown menus are set to 'Supervised'. The Non-Business Hours section also has Operator and Extension dropdown menus set to 'Supervised'. The Transfer Codes section contains several text input fields: Transfer Sequence (containing '&.X'), Ringback Recall Sequence (containing '&.'), Busy Recall Sequence (containing '&.'), Hang Up Sequence (empty), CO Line Access Sequence (containing '.,0'), Conference Hold Sequence (containing '&.'), and Conference Sequence (empty). To the right of these fields are two spinners: 'First Hook Flash Time [m]' set to 500 msec(s) and 'Second Hook Flash Time [H]' set to 10 msec(s). Below these is a spinner for 'Extension's Size' set to 6 digits, and a text field for 'Disconnect Signal' which is empty. At the bottom of the window are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

Figure 4-2

2. Different Transfer Modes can be selected for the operator and extensions respectively for Business Hours and Non-Business Hours. Non-Business Hours includes Break Hours, After Hours and Closed Days as defined in Business Schedule (For Business Schedule, see Chapter 5).
Note: The Operator & Extension Group function can only be supported in the Supervised Mode. (For Operator & Extension Group function, see Chapter 5.)
3. Define the call transfer sequences using the codes in Table 4-1:

DTMF and Action Codes

Code	Action
0~9, *, #, A~D	DTMF Signal
&	First Hook Flash
h	Second Hook Flash
,	Pause for 0.5 second
;	Pause for 1 second
X	Extension Number

Table 4-1

- **Transfer Sequence:** Transfer Sequence transfers the call to the targeted extension. An example would be: [& , x].
 - **Ringback Recall Sequence:** Ringback Recall Sequence retrieves a call when the extension status is No-Answer. An example would be: [&].
 - **Busy Recall Sequence:** Busy Recall Sequence retrieves a call when the extension status is Busy. An example would be: [&].
 - **Hang Up Sequence:** Hang Up Sequence is used to disconnect the call. An example would be: [h].
 - **CO Line Access Sequence:** CO Line Access Sequence hunts for an available CO line to make an external call.
 - **Conference Hold Sequence:** Conference Hold Sequence puts the caller on hold while connecting the third party for a conference call.
 - **Conference Sequence:** Conference Sequence connects the caller who was put on hold by Conference Hold Sequence to the third party that is reached through the External Conference Call Number defined in the mailbox.
 - **First Hook Flash [&]:** InterMail provides two Hook Flash times for PBX programming. First Hook Flash is usually used for transferring calls. “&” is the symbol used to represent First Hook Flash time.
 - **Second Hook Flash [h] :** Most PBXes only uses one Hook Flash time for all operations, while some PBXes require an alternative Hook Flash time to retrieve a call on hold. Second Hook Flash is usually longer than First Hook Flash. “h” is the symbol used to represent Second Hook Flash time.
 - **Extension’s Size:** Input the valid digit of extension numbers.
 - **Disconnect Signal:** Input the PBX disconnect signal.
4. Click OK or Apply once you are done with the editing.

Setting Up InterMail in Non-Supervised Mode

Some PBXes have the capability of sending call information via DTMF or RS232

strings when transferring calls. InterMail can make use of this information and determine what action should follow allowing ports to be released immediately.

Note: Please set the related parameters properly so that strings can be sent to InterMail. For example, the PBX has to enable the Busy/No-Answer Forward to the voice mail port.

In-Band DTMF Strings

Examples of PBXes supporting Non-Supervised Call Transfer with In-Band DTMF Strings.

Manufacturer	Model
Alcatel	4200, 4400, OmniPCX Office
Aristel	AV Series
Avaya	Partner, Merlin, Definity
Bitronic	KDX-500
Fujitsu	9600 Series, E200
Hybrex	Gi
Mitel	SX Series
NEC	ICS 740, M80, M100
Nortel	Norstar
Panasonic	KX-TA/KXTD
Philips	Sopho, D120, DS-1000
Samsung	DCS
Siemens	Hi-Com 300, Hi-Path 4000
Tecom	SD/DX Series
Tonnet	DCS
Toshiba	DK-280/380

Table 4-2

1. Choose System Configuration > PBX Parameters.
2. Click Edit tab, a PBX Parameters dialog page appears.
3. Choose the Non-Supervised tab.

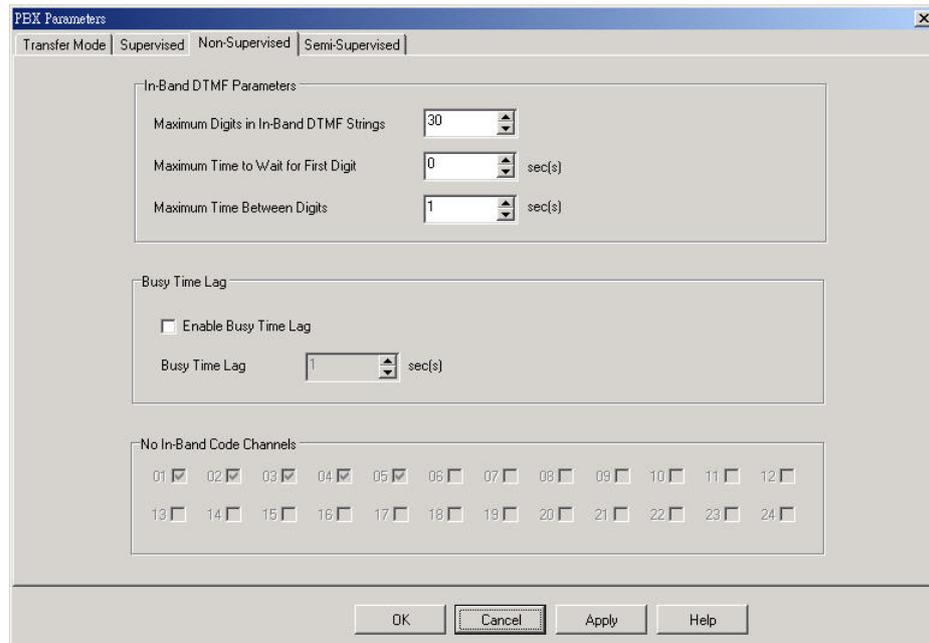


Figure 4-3

- **Maximum Digits in In-Band DTMF Strings:** The number of digits in the In-Band DTMF Strings will be different depending on the PBX models. This parameter will limit the maximum number of digits that can be received by InterMail. Digits exceeding this number will be ignored.
 - **Maximum Time to Wait for First Digit:** This parameter sets the maximum time to wait for the first digit of the In-Band DTMF String sent by the PBX to arrive when a call is answered. If no digit is received at the end of this time, the call will be taken to the channel's main AA menu greeting.
 - **Maximum Time Between Digits:** This parameter defines the timeout between digits in the In-Band DTMF String sent by the PBX. If no further digit is received after this timeout, InterMail will stop the waiting and use the string received thus far to determine the status of the extension.
 - **No In-Band Code:** Specify channels not offering in-band code. Greetings will be played immediately without detecting codes.
4. **To Define the In-Band DTMF Protocol:** Choose System Configuration > In-Band DTMF Protocol.
 5. Click Edit tab, an In-Band Protocol Details dialog box appears. Input the string sent by PBX.

- **String Sent by PBX:** In-Band DTMF String sent by the PBX should be entered in this field for the InterMail to determine the status of the call transfer. The EXACT number of digits should be entered. InterMail will compare the actual string received from the PBX against the defined string here. The following codes should be used to compose the String Sent by PBX.

In-Band DTMF Code	Definition
0~9, *,#,A~D	Represents one digit of DTMF.
E	E Represents one digit of the extension number.
I	I Represents this digit should be ignored.

Table 4-3

- **Operation:** Select one of the following operations you want InterMail to execute when the actual DTMF string from the PBX matches the one defined in String Sent by PBX:
 - **To Main AA-Menu:** InterMail will take the call to the prevailing AA-Menu and play that AA-Menu's greeting defined for the channel. (For AA-Menu, see Chapter 5) This operation will be activated in the case when no strings in the String Sent by PBX fields can be found matching the actual string from the PBX.
 - **To Busy Flow:** The caller will be taken to the call path that handles the Busy situation for the extension, i.e., playing a personal busy greeting and asking the caller to leave a message.

- **To No-Answer Flow:** The caller will be taken to the call path that handles the No-Answer situation for the extension, i.e., playing a personal not-available greeting and asking the caller to leave a message.
 - **To Access a Mailbox:** The caller will be taken to the mailbox whose number is encoded in the string. This is usually used when the mailbox owner wishes to retrieve his/her messages and calls the voicemail from the extension directly.
 - **To Record on Demand:** InterMail will record current calls.
 - **To Save/To Delete:** If the PBX supports recording function, input the string representing save and delete recordings.
6. Click Update for every String defined or modified.
 7. Click OK or Apply when done with all the modifications.

Busy Time Lag

Busy Time Lag is most useful when the PBX does not send No-Answer In-Band DTMF String or sends the same string for No-Answer and Busy situations. In such case, a countdown parameter is used to determine if the extension status is Busy or No-Answer. After the call is released, the countdown will start. If the call is bounced back during the countdown, the extension status will be identified as Busy. If the call is bounced back after the countdown, the extension status will be identified as No-Answer.

1. Choose System Configuration > PBX Parameters.
2. Click Edit tab, a PBX Parameters dialog page appears.
3. Choose the Non-Supervised tab.
4. Define the following parameters:
 - **Enable Busy Time Lag:** Checking this box tells InterMail to start the timeout counter for every transferred call.
 - **Busy Time Lag:** This parameter sets the timeout value for the count down.
5. Click OK or Apply when done with all the modifications.

Setting Up InterMail in Supervised Mode

The Supervised Mode will be the only transfer mode available for some PBXes. In Supervised mode, the line is not released while the call is being transferred. InterMail will monitor and decipher the signals sent back by the PBX and perform proper operation accordingly. If the call is picked up by the extension,

the line will be released. This transfer mode will take up the most resource of InterMail. There are two types of signals InterMail can monitor: Call Progress Tone (CPT), and DTMF Signal.

Call Progress Tone

Most PBXes send Call Progress Tones (CPT) while transferring calls to indicate the status of the transfer. If you are not sure about the tones, you may use Automatic Call Progress Learning function as described in the next section to get the parameters.

1. Choose System Configuration > PBX Parameters.
2. Click Edit tab, a PBX Parameters dialog page appears.
3. Choose the Supervised tab.

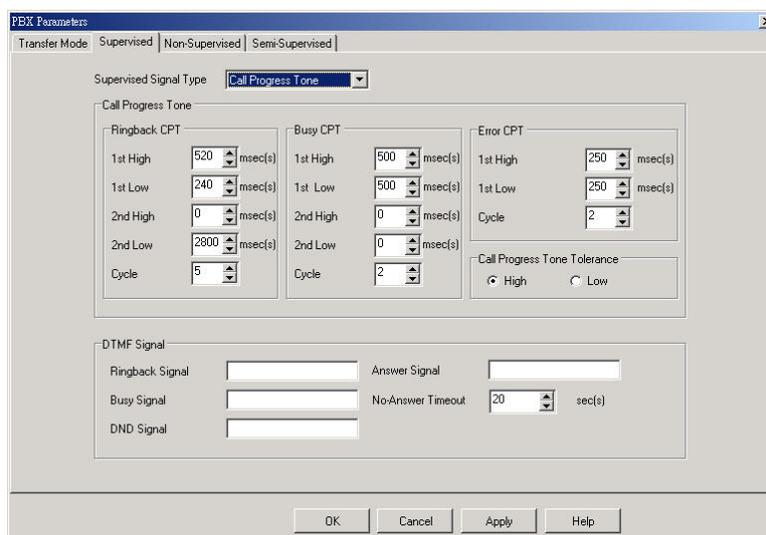


Figure 4-5

4. From the Supervised Signal Type list, select Call Progress Tone.
5. Define the following parameters:
 - **Ringback CPT:** Ringback CPT may vary depending on the PBX model. Ringback CPT is usually composed of 1 ringing pulse, and 1 silence pulse.

Ringback Cadence

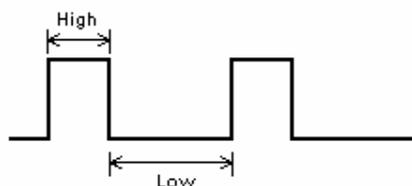


Figure 4-6

Some PBX sends Ringback CPT with 2 ringing pulses and 2 silence pulses.

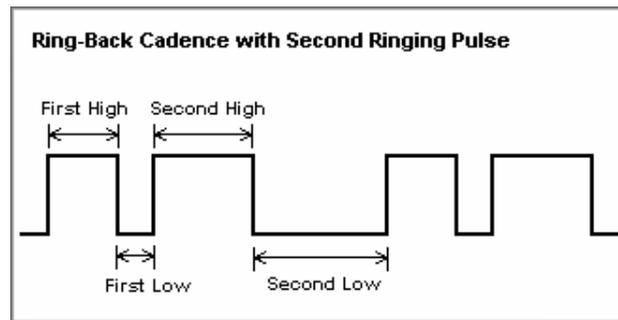


Figure 4-7

Define Ringback First High and Ringback First Low in milliseconds. If the PBX sends Ringback CPT with 2 ringing pulses, define the Ringback Second High and Ringback Second Low, or else set the two parameters to 0 milliseconds.

- **Ringback CPT Cycle :** This parameter defines how many times the Ringback Call Progress Tones from an extension should be received before the extension status is identified as No-Answer. InterMail will retrieve the call when the status has been confirmed.
 - **Busy/Error CPT:** Similar to Ringback CPT, Busy and Error Call Progress Tones are composed of First High, First Low, Second High and Second Low parameters. Busy CPT is sent by the PBX to indicate the extension status is Busy, and Error CPT usually indicates the extension is not legal. Define these parameters, and leave Second Low and Second High as 0 if not needed.
 - **Busy/Error CPT Cycle:** Similar to Ringback CPT Cycle, Busy and Error CPT Cycles define how many times the call progress tones should be received before the extension status is identified as busy or error. InterMail will retrieve the call when the status has been confirmed.
 - **Call Progress Tone Tolerance:** This parameter tells how much deviation the actual call progress tones sent from the PBX can be from the set values. Select High or Low for the setting.
6. Click OK or Apply when done with all the modifications.

Automatic Call Progress Learning

Instead of manually entering the call progress tone parameters, InterMail provides an alternative way of capturing and learning and assigning those parameters to itself, called Automatic Call Progress Learning (ACPL) method. This method requires DTMF System Programming.

Learning Ringback Tones

1. Enter Function Code [242] and set up the extension which will be the

learning target to monitor ring-back tone.

2. Make sure the extension is on-hook.
3. Enter Function Code [214] (Ringback CPT 1st High). Press [1#] when it prompts you to “Press 1 to edit, 2 to save, 3 to replay”. This will make InterMail call the extension.
4. After ringing the extension for a few times, it will reconnect to you and announce the value it has calculated and set for Ringback CPT 1st High based on the ringback pattern.

Note: It also has calculated and set other Ringback CPT parameters such as Ringback CPT 1st Low, Ringback CPT 2nd High/Low (when available), and Ringback CPT Cycle.

5. Press 2 to save the parameter.

Learning Busy Tones

1. Make sure the target extension is off-hook.
2. Enter Function Code [219] (Busy 1st High). Press [1#] when it prompts you to “Press 1 to edit, 2 to save, 3 to replay”. This will make InterMail to call the extension.
3. It will analyze the Busy Call Progress Tone coming from the ACPL extension and announce the value it has determined and set for the Busy 1st High parameter
4. Note: It also has determined and set other Busy CPT parameters such Busy CPT 1st Low, Busy CPT 2nd High/Low (when available), and Busy CPT Cycle.
5. Press 2 to save the parameter.
6. You have completed the Automatic Call Progress Learning process and assigned all the right values for the Ringback and Busy Call Progress Tone parameters to InterMail.

DTMF Signall

Some PBX sends DTMF Signals as well as Call Progress Tones to indicate call transfer status. Similar to the CPT, the DTMF Signal will convey the current extension status.

1. Choose System Configuration > PBX Parameters.
2. Click Edit tab, a PBX Parameters dialog page appears.
3. Choose the Supervised tab.
4. From the Supervised Signal Type list, select DTMF Signal.

5. Define the following parameters using the codes in the DTMF and Action Code Table (Table 4-1):
 - **Ringback Signal:** Ringback Signal indicates the extension is ringing back.
 - **Busy Signal:** Busy Signal indicates the extension status is busy.
 - **DND Signal:** DND Signal indicates the extension status is Do-Not-Disturb.
 - **Answer Signal:** Some PBX provides the Answer Signal when the call is picked up by the extension. When this signal is received, the call will be released.
 - **No-Answer Timeout:** Some PBX does not send Ringback Signal when transferring the call. In such case InterMail will hold the call for the No-Answer Timeout period and retrieve the call after the timeout.
6. Click OK or Apply when done with all the modifications.

Setting Up InterMail in Semi-Supervised Mode

This mode is the most commonly used when the PBX does not send a complete set of In-Band DTMF Strings. You will have 2 options in this mode. One is Busy Recall Ring Release; the other one is Call Pickup. For PBXes send DTMF signals for ringback and busy tone for busy, please apply Busy Recall Ring Release Mode. For PBXes supports call pickup, you may select Call Pickup option. Notice in Semi-Supervised mode, busy status will always be under Supervised Mode.

Busy Recall, Ring Releasee

When Callpick is not selected, you will be in Busy Recall, Ring Release Mode. Calls will initially be handled in the Supervised Mode when transferred, and InterMail will monitor for the Busy tone or the Busy DTMF signal. If the Busy CPT or the Busy DTMF Signal is not detected right away, the transfer is changed to Non-Supervised mode and the line released. When detecting ringback tones, lines will be release. You will need to setup the following items.

- **Ringback:** Go to Non-Supervised Mode and define DTMF strings (as Figure 4-3). Then go to In-Band DTMF Protocol to input the String (as Figure 4-4).
- **Busy:** Go to Supervised Mode. Set Busy Call Progress Tone parameters.

Call Pickup

Similar to Busy Recall, Ring Release operation, the call is retrieved if it is detected Busy right away and released if not. But instead of relying on the

In-Band DTMF String from the PBX to tell the call is not answered, InterMail will automatically use the Call Pickup function of the PBX to retrieve the call if the call is not answered by the extension after a pre-defined amount of time.

1. Choose System Configuration > PBX Parameters.
2. Click Edit tab, a PBX Parameters dialog page appears.
3. Choose the Semi-Supervised tab.
4. Define the following parameters:

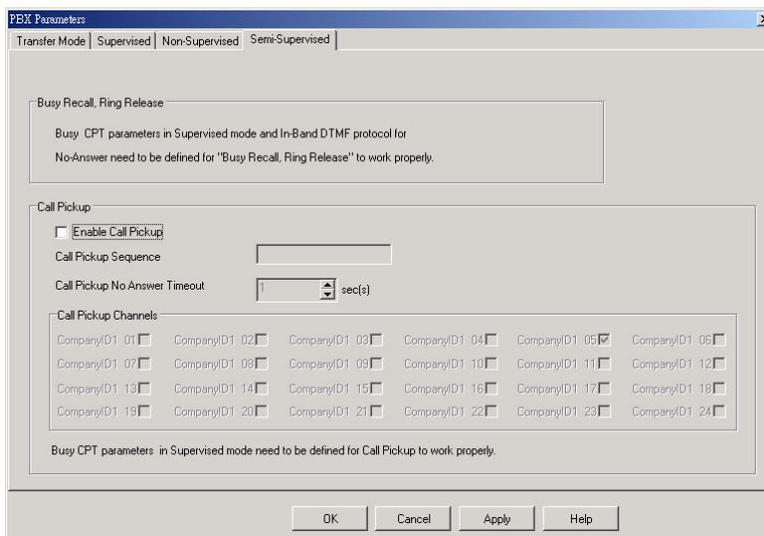


Figure 4-8

- **Enable Call Pickup:** Check this box to enable the Call Pickup operation.
 - **Call Pickup Sequence:** The sequence to pick up the call that is ringing the extension which is not answering to announce the No-Answer status to the caller.
 - **Call Pickup No-Answer Timeout:** InterMail will attempt to pick up the call after this timeout, and announce to the caller the extension is not available.
 - **Call Pickup Channels:** InterMail will use the selected channels to do Call Pickup operation.
5. Click OK or Apply when done with all the modifications.

Chapter 5

Auto Attendant

This chapter explains how to set up the Automated Attendant for InterMail.

Designing Your Auto-Attendant

The Auto-Attendant in InterMail is very flexible and easy to configure. It is highly recommended that you prepare a draft for the Auto-Attendant flow that you want to use VMS to set up before hand. Below is a sample draft for the Auto-Attendant Setup.

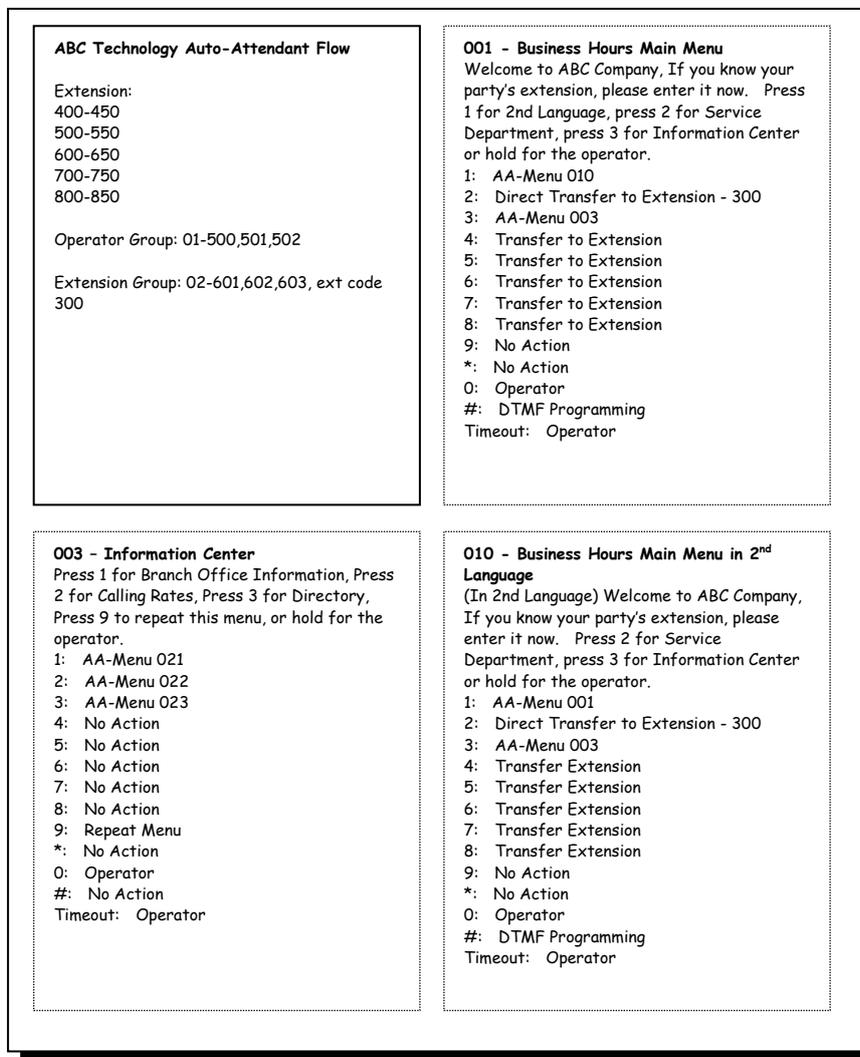


Figure 5-1

Creating Extension Blocks

To create the Extension Blocks is the first step of the Auto Attendant setup. InterMail will transfer calls to an extension that falls in an Extension Block. InterMail support Multi-Tenant function. You could set extension blocks for different companies.

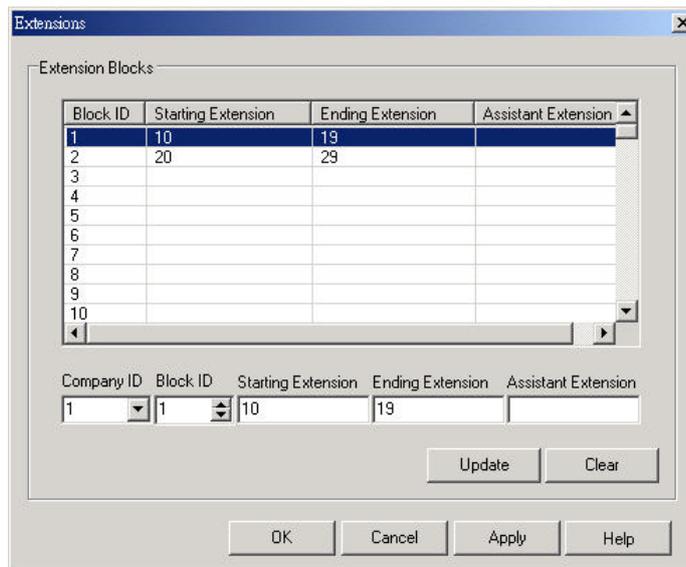


Figure 5-2

1. Choose Auto Attendant > Extensions.
2. Click the Edit tab. An Extension Blocks dialog box opens.
3. Specify the following information for the block:
 - **Company ID:** Select the serial number of company you would like to edit.
 - **Block ID:** Select the serial number of Extension Blocks.
 - **Starting/Ending Extension:** Set the starting and ending extension number of the block. All extensions between the Starting and Ending Extension will be available for call transfer. The Starting Extension number must be smaller than the Ending Extension number and have the same number of digits as the Ending Extension number. If your extension numbers are not consistent, please set another Extension Block.

Note: Please make sure the extension digit conforms to the Extension's Size setting at System Configuration>PBX Parameter>Transfer Mode.
 - **Assistant Extension:** When an extension in is not answering or busy, the call will be redirected to the Assistant Extension of that block. This is an optional attribute for each Extension Block, and is only supported in the Supervised Transfer Mode. (For Supervised Transfer Mode, see Chapter 4)
4. Click Update after setting up one block, then continue to define the next block.
5. Click OK or Apply once you are done with all the Extension Blocks setup you want.

Creating Operator & Extension Groups

An Operator & Extension Group is a group of related extensions. With InterMail Operator & Extension Groups you can perform simple ACD tasks, and

maximize the productivity of your Auto Attendant. You can also create a mailbox and record a greeting for each group and access the group via Name Directory. It is very useful when you wish to use InterMail for call distribution management.

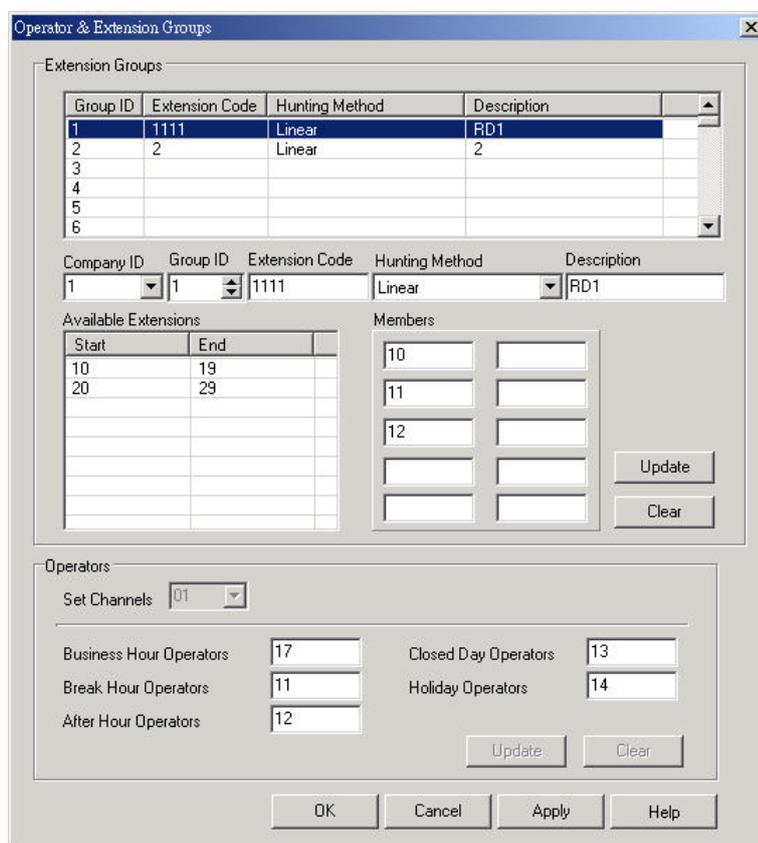


Figure 5-3

1. Choose Auto Attendant > Operator & Extension Groups.
2. Click the Edit tab. An Operator & Extension Group dialog box opens.
3. Specify the Company ID. You will see the available extensions associated with the company.
4. Select a Group ID serial number to edit.
 - **Extension Code:** Assign an Extension Code represents this Group. Calls for this group will be distributed to members of the group.

Note: Do not assign an Extension Code that is the same as one existed regular extension. If so, the group will have higher call transfer priority than the regular extension number.
 - **Description:** Fill in information for this group, such as Sales Dept.
 - **Hunting Method:** You can determine how to distribute calls for the group.
 - **Linear:** Calls will always be transferred to the first member of the group. Only when the first member is not available, InterMail will

transfer calls to the next member.

- **Circular:** The first call will be transferred to the first member and the second call to the next member and so on. InterMail will keep track of which member should be the target for the next incoming call.
 - **ACD:** Calls will be transferred to the member taking least number of calls. InterMail will track the number of calls successfully transferred to each member. The member with least number of calls answered will be the target for the next incoming call transfer.
 - **Members:** Refer to the available members, fill in the extension number of the group. You could set up to 10 members for a group.
5. Click Update for every group created or edited.
 6. Click OK or Apply once you are done with all the modification of all groups.

Operator Groups

1. Specify a channel. Each channel represents a company.
2. Input the operator extension number in charge of different business hours.

Setting Channel Parameters

InterMail provides 4 – 24 channels. Each channel can be programmed independently for individual greetings, languages, groups and others.

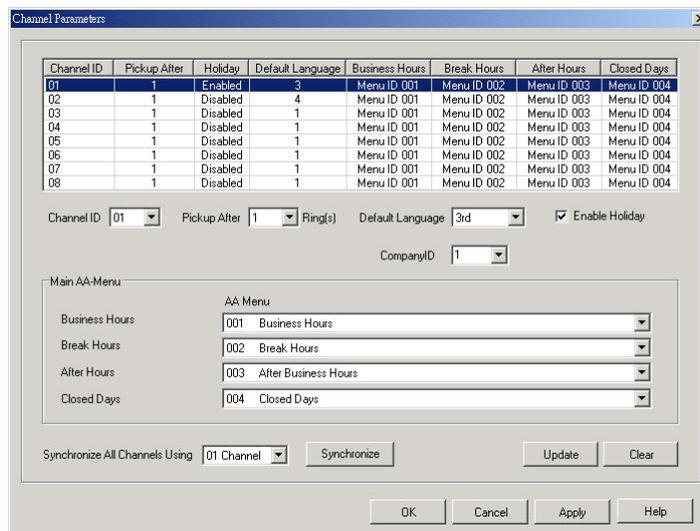


Figure 5-4

1. Choose Auto Attendant > Channel Parameters.
2. Click the Edit tab. A Channel Parameters dialog box opens.
3. Specify the following information for the channel:
 - **Pickup After:** The channel will pick up incoming calls after the set number of rings.
 - **Default Language:** InterMail supports up to 4 different languages. If you

set your default language as English, for example, all of your call transfer announcements will be played in English. (The languages vary depending on your location and installation. Refer to your dealer more details.)

- **Enable Holiday:** When enabled, holiday greetings will be played during holidays. Please go to System Configuration>Holiday Calendar to set up your holidays.
 - **Company ID:** Specify a company to use this channel.
 - **Main AA Menu:** Set AA Menu for Business Hours, Break Hours, After Hours and Closed Days. Different greetings will be played during different hours.
4. When finish editing one channel, you may click the Synchronize button to copy its settings to other channels.
 5. Click Update to save setups.
 6. Click OK or Apply once you are done with all the modification of all channels.

Designing an AA-Menu

InterMail provides up to 300 AA Menus. The Auto Attendant is constructed with independent scripts called AA-Menus. Each AA-Menu has its own greeting and customized action keys. From the menu, the caller can be guided to the extensions, service groups, operators, information bulletin, etc.

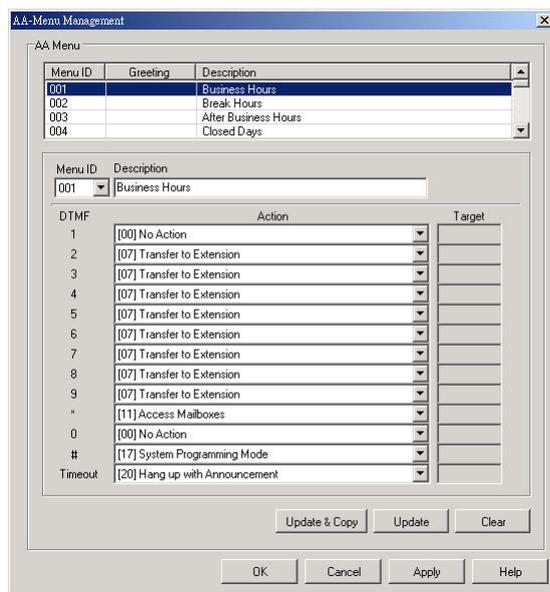


Figure 5-5

1. Choose Auto-Attendant > AA-Menu Management.
2. Click the Edit tab. An AA-Menu Management dialog box opens.
3. Specify a Menu ID and input its description, such as "Business Hours".

4. **AA Menu Action:** Assign each DTMF tone (0-9,*,# as shown on the key pad) with one specific AA-Menu Action. Possible actions are:
- **00 No Action:** The system will play an error announcement then repeat the Menu.
 - **01 AA-Menu:** The call will be transferred to another AA-Menu. Set the target AA Menu ID accordingly.
 - **02-05 AA-Menu in 1st/2nd/3rd/4th Language:** The call will be transferred to another AA-Menu in the specified language. Input the target AA Menu ID in "Target" box. The following system prompts will also be switched to the specified language.
 - **06 Lead to Extension Number:** It is helpful when the first digit of the desired extension has been used or the extension number has a wide range. Callers need to press one pre-defined DTMF keys for being led to the desired Extension Number. For example, if the caller wishes to reach extension "100" and "Lead to Extension Number" is set on "3", the caller should press "3" and then "100" for reaching extension 100.
 - **07 Transfer to Extension:** The assigned DTMF digit is the first digit of an extension to be transferred. For example, if the action is set on "1", callers will reach extension 100 by pressing "100".
 - **08 Direct Transfer to Extension:** The call will be transferred to the target extension directly. Set the target extension number accordingly. For example, if the action is set on "6" with the target set as "100", callers will be transferred to extension 100 directly by pressing "1".
 - **09 Transfer to Mailbox:** The assigned DTMF digit is the first digit of the mailbox to be transferred. For example, if the action is set on "2", callers can dial "200" to leave a message directly at mailbox 200.
 - **10 Direct Transfer to Mailbox :** The caller can leave a message directly at the target mailbox. Set the target mailbox accordingly. For example, if the action is set on "7" with the target set to "200", callers will be taken directly to mailbox 200 by pressing "7".
 - **11 Access Mailboxes:** Callers will be asked to enter voice mailbox number and password to accessing mailbox. It is helpful for business travelers to retrieve messages.
 - **12 Name Directory:** Depending on your setting, callers will be prompted to enter the first name or the last name of the person to be reached. The system will then announce the associated extension number. It is only applicable to enter English names when the Name Directory is configured. Go to System Configuration>Advanced Parameters>Parameter 2 to set

using first name or the last time.

- **16 Operator:** Calls will be transferred to the Operator or Operator Group. Refer to Chapter 5 for more details.
 - **17 System Programming Mode:** It allows administrators to enter DTMF Programming Mode to setup the system or to record greetings.
 - **18 Repeat Menu:** The system will announce the prompt corresponding to its AA Menu.
 - **19 Hang Up:** The call will be disconnected without announcement.
 - **20 Hang Up with Announcement:** The call will be disconnected after a disconnect announcement is made.
 - **21 Dialed a String:** Please enter the strings as defined by the PBX to function as a specific action.
 - **22 Lead to Mailbox Number:** It is helpful when the first digit of the desired mailbox has been used or the mailbox number has a wide range. Callers need to press one pre-defined DTMF keys for being led to the desired mailbox. For example, if the caller wishes to reach extension "100" and "Lead to Mailbox Number" is set on "3", the caller should press "3" and then "100" for reaching mailbox 100.
5. Click Update for every AA-Menu created or edited.
 6. Click OK or Apply once you are done with all the modification of all the AA-Menus.

Recording AA-Menu Greetings

Each AA-Menu should have an associated announcement of greeting and options for callers. The system provides up to 300 AA Menus. The greeting of each AA Menu goes with the AA Menu ID. If an AA-Menu does not have a greeting recorded, a system default greeting will be played instead.

To Record a Greeting for an AA-Menu:

1. Call into InterMail. When hearing AA Menu greetings, press "#" (as default) to enter the DTMF Programming Mode. If the administrator has define another DTMF key for entering the DTMF Programming Mode, input the specific key according. (For DTMF Programming Mode, see Chapter 9)
2. Enter the Greeting Recording Password. The recording password will allow the caller to only record greetings. Because the recording is usually performed by a person other than the administrator, this will prevent the system settings from being modified by accident.
3. Enter Function Code [330] to record greetings.

4. Follow the voice guide to enter add or edit greetings.
5. Specify the AA-Menu ID to be recorded.
6. Follow the voice guide and record the greeting.

Transfer Options

InterMail provides multiple choices for the caller to continue the call when the extension it tried to transfer for the caller is not available.

DTMF	Action	Target
1	[07] Transfer to Extension	
2	[07] Transfer to Extension	
3	[07] Transfer to Extension	
4	[00] No Action	
5	[00] No Action	
6	[00] No Action	
7	[00] No Action	
8	[00] No Action	
9	[00] No Action	
*	[13] Leave a Message	
0	[00] No Action	
#	[17] System Programming Mode	
Timeout	[20] Hang up with Announcement	

Figure 5-6

To set up Transfer Options:

1. Choose Auto Attendant > Transfer Options.
2. Click the Edit tab. A Transfer Options dialog box opens.
3. Define transfer announcement.
 - **Announce Call Transfer:** If enabled, the system will announce the call transfer prompt, “Please hold, while I transfer you.” When this option is disabled, the system will transfer the call without this announcement.
 - **Announce Name:** When the above call transfer announcement is enabled, set the content to be announced. You may select the extension number or the name of the extension. If the name is not recorded, extension number will be played instead. To record name, go to the personal mailbox.
4. When ring no answer or busy, you may allow callers to leave message directly or offer other transfer options.

- **Leave Message Directly:** If enabled, the system will take the call directly to the extension mailbox. The following transfer options will not be provided and callers will not be able to press DTMF keys 0~9, * and # for other options.
 - **Transfer Options:** In addition to the above mentioned options as described in AA Menu, there are some more options as below.
 - **13 Leave a Message:** The caller will be taken to the mailbox of the extension and asked to leave a message.
 - **14 Hold for Busy:** This option is applicable only when the extension status is busy. The system will put the caller on hold and attempt to transfer the caller to the extension again.
 - **15 Conference :** The caller will be connected with the predefined external phone number. This function is applicable if your PBX supports external call conference, and the Conference Hold Sequence and the Conference Sequence in the PBX Parameters setup, and the External Conference Call Number in the mailbox setup are done correctly.
5. Click OK or Apply once you are done with the modifications for all the options.

Note: When adopting external call forward function (conference), you need to set up the related parameters in System Configuration>PBX Parameters>Transfer Option for Conference Hold Sequence and conference Sequence. In personal mail box settings, you need to assign an external phone number for making conference calls.

Defining Business Schedule

InterMail offers very flexible work hour and work day scheduling.

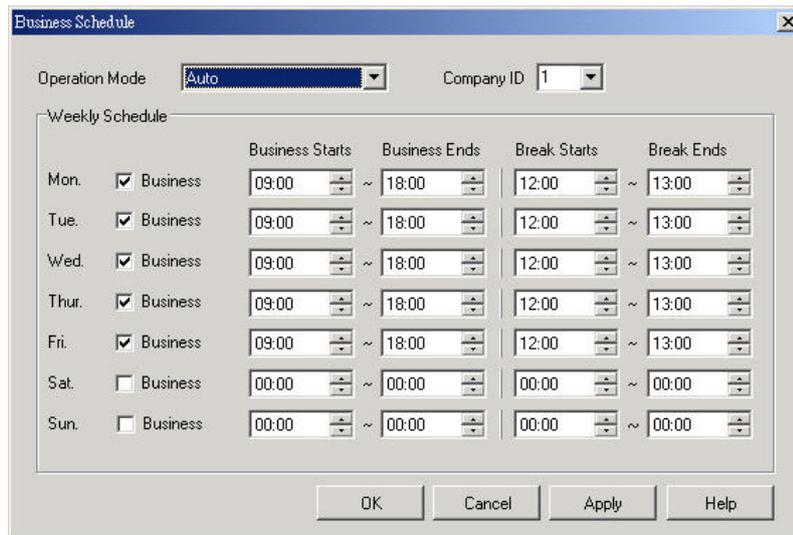


Figure 5-7

1. Choose System Configuration > Business Schedule.
2. Click the Edit tab. A Business Schedule dialog box opens.
3. Define the following parameters for InterMail:
 - **Operation Mode:** Select one of the following Operation Modes.
 - **Auto:** This tells InterMail to use the respective Business Hours/Break Hours/After Hours/Close Day AA-Menus according to the time of day and day of the week to handle the incoming calls. This is the normal mode of operation.
 - **Business Hours:** This tells InterMail to use the Business Hours AA-Menu to handle the incoming calls, no matter what the time of day is.
 - **Break Hours:** This tells InterMail to use the Break Hours AA-Menu to handle the incoming calls, no matter what the time of day is.
 - **After Hours:** This tells InterMail to use the After Hours AA-Menu to handle the incoming calls, no matter what the time of day is.
 - **Closed:** This tells InterMail to use the Closed Day AA-Menu to handle the incoming calls, no matter what the time of day or the day of the week is.
 - **Company ID:** Select the company you would like to edit.
 - **Business:** When this box is checked, the day is set as a work day, in opposite to a Closed day.
 - **Business Starts and Ends:** Enter the start and end of the business hours of the work day.
 - **Break Starts and Ends:** Enter the start and end of the break hours during the work day.

4. Click OK or Apply once you are done with the modifications for all the options.

Defining Holiday Calendar

In addition to the work week schedule, InterMail also offers a Holiday Calendar. The administrator can assign up to 100 sets of Holidays and corresponding Holiday AA-Menus per system.

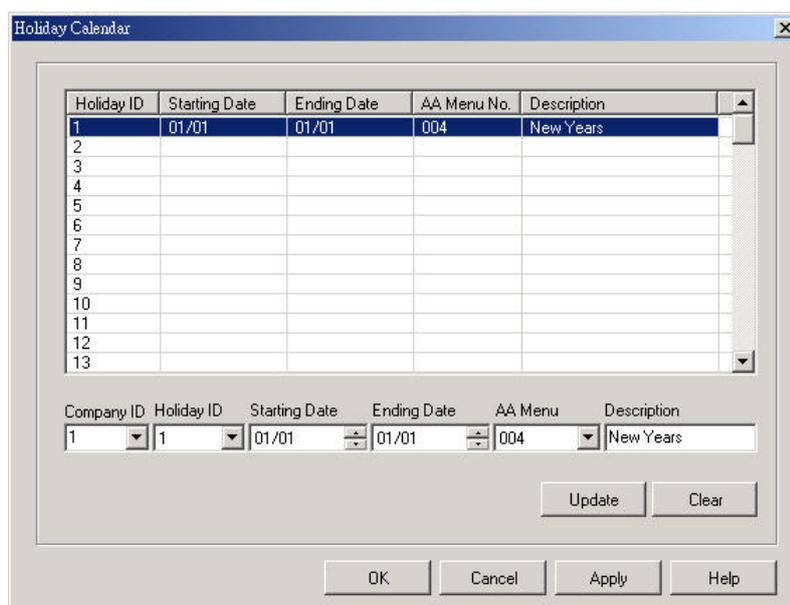


Figure 5-8

1. Choose System Configuration > Holiday Calendar.
2. Click the Edit tab. A Holiday Calendar dialog box opens.
3. Specify the Company ID you would like to edit and select a Holiday ID.
4. Set the holiday related parameters.
 - **Starting/Ending Date:** Set the start and end of the holiday. The format is MM/DD (Month/Date). To set a holiday to only one day, set the Starting Date and the Ending Date to be the same date. The Ending Date must be later than the Starting Date.
 - **AA-Menu:** Each holiday can have its own AA-Menu and greeting. Select the AA-Menu that was predefined for the specific holiday. Remember to record your holiday greetings using DTMF Programming Mode. (For more details, refer to Chapter 5 AA-Menu)
Note: You can set all the holidays to the same AA-Menu, and record a general holiday greeting for them.
 - **Description:** Input the description of the holiday, such as New Year.
5. Click Update for every Holiday created or edited.
6. Click OK or Apply once you are done with all the editing.

Chapter 6

Voice Messaging

This chapter describes the details of the Voice Messaging of InterMail.

Defining Voice Messaging Parameters

The voice messaging features provided by InterMail is comprehensive and dynamic and can be tailored to your specific needs.

To Set Up Voice Mail Parameters

1. Choose Voice Mail > Voice Mail Parameters.
2. Click the Edit tab. A Voice Mail Parameters dialog opens.

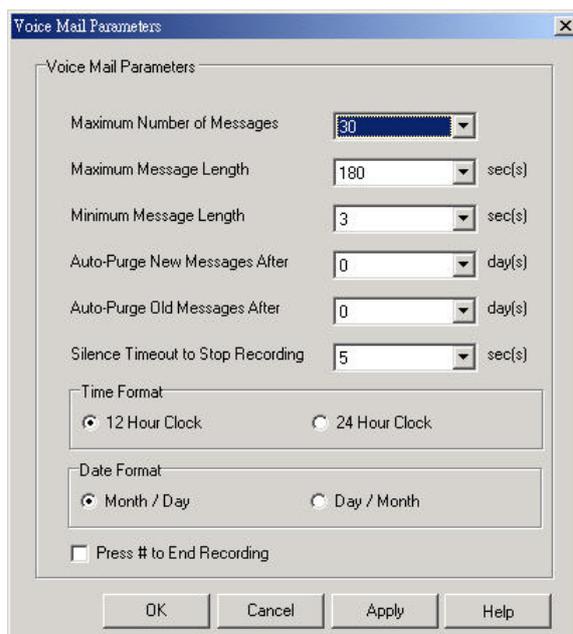


Figure 6-1

3. Define the following parameters:
 - **Maximum Number of Messages:** This defines the maximum number of new and old messages as a combination each mailbox can hold. When reaching this limit, callers will not be able to leave messages to this mailbox.
 - **Maximum Message Length:** This defines the maximum message recording length allowed. When this limit is reached, the caller will be prompted to review the message, re-record the message or save the message.
 - **Minimum Message Length:** This defines the minimum recording length required for the message when callers hang up at the end of the message without hitting any key. This limit will not apply in the case the caller ends the recording and saves the message manually.
 - **Auto-Purge New Messages After:** There is a New Folder and an Old Folder that store messages for each mailbox. The messages in the New Folder will be purged after they have been there for the number of days defined here. To disable Auto-Purge of new messages, select "0" for this

parameter.

- **Auto-Purge Old Messages After:** This parameter defines how many days the messages in the Old Folder should be kept. To disable Auto-Purge of old messages, select "0" for this parameter.

Note: Purged New or Old Messages will be permanently deleted and cannot be recovered.

- **Silence Timeout to Stop Recording:** When InterMail detects continued silence for the defined length of time, InterMail will stop the recording and disconnect the call.
- **Time and Date Format:** Select the time and date format used by your location allowing the system to play appropriate time stamp announcement when playing recordings.
- **Press # to End Recording:** When selected, callers need to press the # key to stop recording. If not selected, callers can press any key to stop recording.

Setting Up Message Notifications

When receiving new messages, InterMail can notify the mailbox owner using message lamp, ring notification or external notification.

Internal Notifications

1. Choose Voice Mail > Notification.
2. Click the Edit tab. A new Notification dialog box opens.

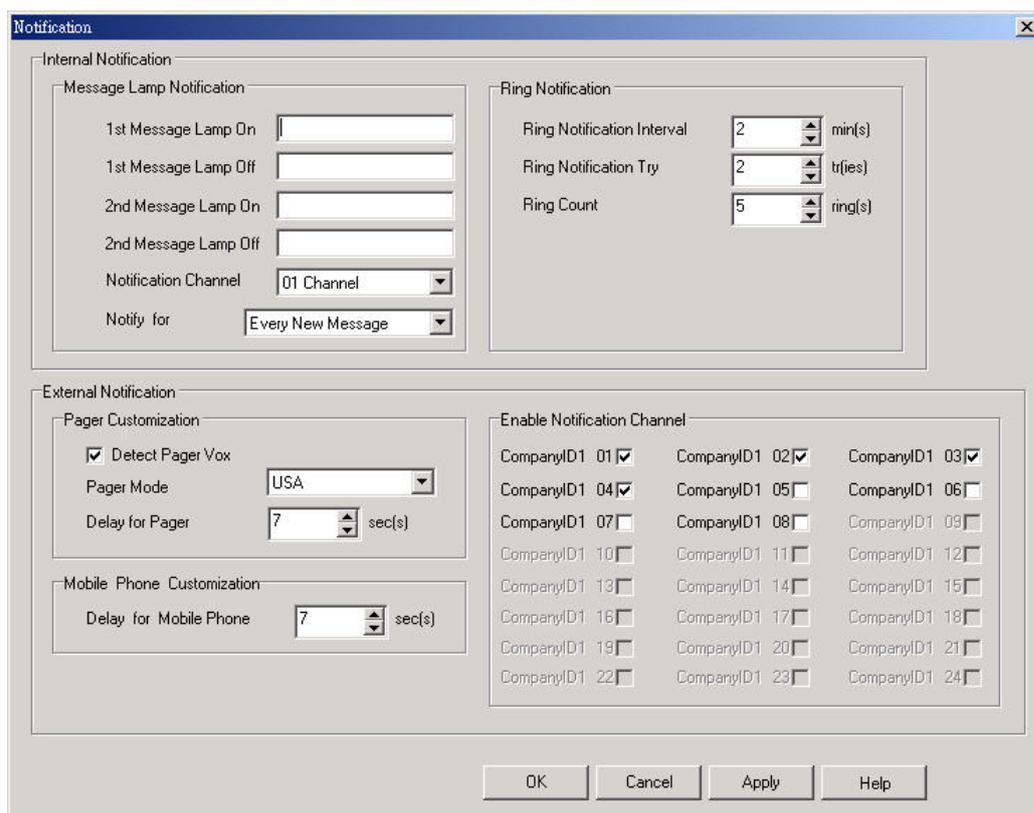


Figure 6-2

3. You could choose using message lamp or ring notification to notify extension owners.
 - **Message Lamp Notification:**
 - **Message Lamp On/Off:** There are 2 sets of Message Lamp On/Off Sequences. Most PBXes will only use one set of Message Lamp On/Off Sequences, while some other PBXes provide two sets of sequences. When both sets are entered, InterMail will initiate the first sequence, then the second sequence consecutively.
 - **Internal Notification Channel:** Specify one of the channel for delivering lamp notification signal. It is recommended to assign a channel that is least often occupied.
 - **Notify for:** To reserve the resource of InterMail, there are two options provided. One is First New Message Only. The system will only send notification for the first new message when more than one message is received by a mailbox. The other one is Every New Message which will allow the system to notify whenever receiving new messages. This will take up more resource of system.
 - **Ring Notification:**
 - **Ring Notification Interval:** Ring Notification Interval defines the interval between attempts to call the extension for notification.

- **Ring Notification Try:** It defines the number of attempts the system will make until the notification is successful. The attempts will stop if the owner checks the voice mail.
- **Ring Count:** The Ring Count defines the maximum number of rings the system should try for the notification. When not answered at the end of the ring count, the attempt will be deemed unsuccessful.

External Notifications

1. Choose Voice Mail > Notification.
2. Click the Edit tab. A new Notification dialog opens.
3. Define the following parameters:
 - **Pager Customization:** These parameters are designed to meet specific requirements for pager operations in certain regions of the world. Consult your local dealers regarding the setup of these parameters.
 - **Delay for Mobile Phone:** Some mobile phone network needs extra time to connect a call. The system will wait for a certain time defined here after the number has been dialed to avoid misjudgment of the call status.
 - **Enabled Notification Channel:** Multiple channels can be assigned for delivering external notifications. The system will use enabled channels that are available to do external notification.

Note: You will need to set external phone numbers for taking external notifications. Please go to Main>Voice Mail>Mailbox Management or access personal mailbox to set it up.

Mailbox Management

InterMail provides personalized mailbox features such as personal distribution lists, message playback options, Do-Not-Disturb mode, etc. These settings can be done through IMS Utility or accessing personal voice mailbox.

To Create a Mailbox:

1. Choose Voice Mail > Mailbox Management. Input the extension range you would like to edit. If there is no mailbox been opened, click Cancel and go to the next step.
2. Click the Edit tab. A new Mailbox Management dialog page opens.

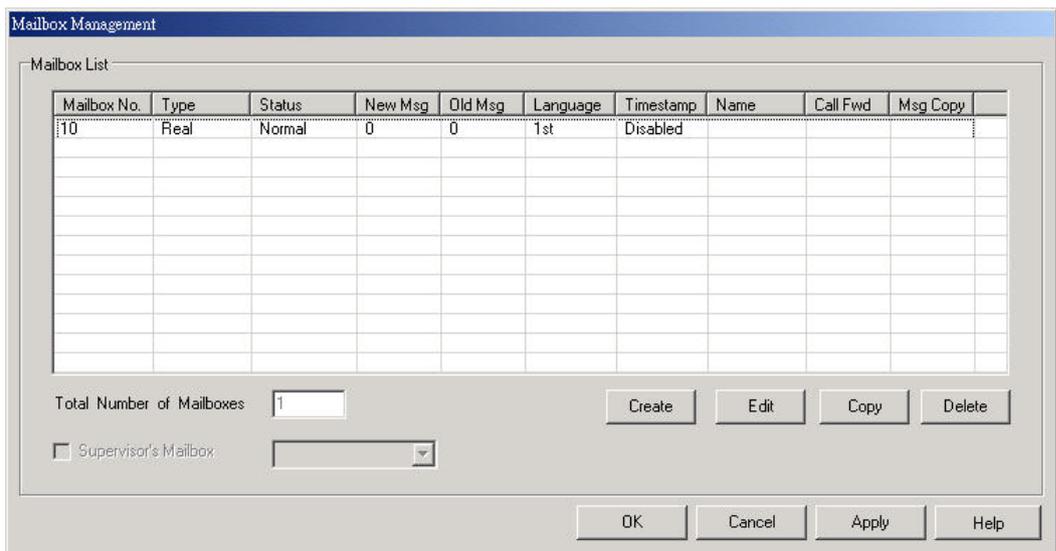
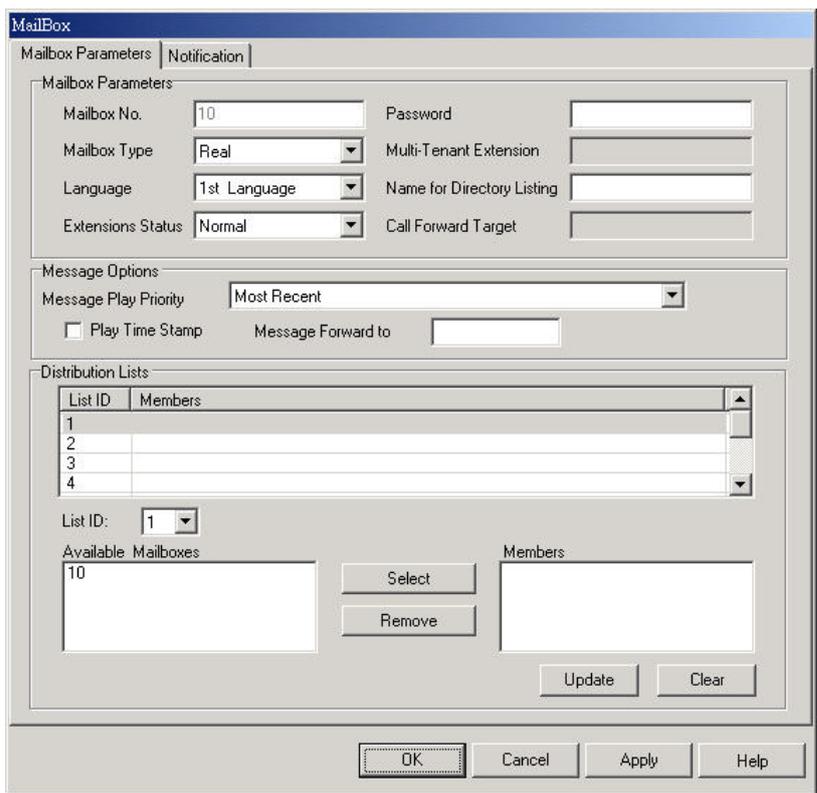


Figure 6-3

3. Click Create and a new Mailbox dialog opens, with default values in the fields.



Figure

6-4

4. Modify and edit the fields with the setting you want for this new mailbox.
5. Click OK to finish creating the mailbox.

To Copy a Mailbox (and To Create a Range of Mailboxes):

1. Choose Voice Mail > Mailbox Management. Input the extension range you

would like to edit. If there is no mailbox been opened, click Cancel and go to the next step.

2. Click the Edit tab. A new Mailbox Management dialog page opens.
3. Click Copy and a new Copy Mailbox dialog opens.

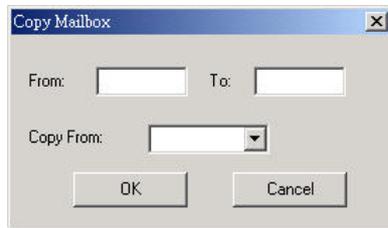


Figure 6-5

4. Enter the range of mailboxes you want to create. For example, From 100 To 130. Select the mailbox you want to Copy From. You should have some predefined mailboxes for this operation.
5. Click OK to finish copying/creating the mailboxes.

To Delete a Mailbox:

1. Choose Voice Mail > Mailbox Management. Input the extension range you would like to edit. If there is no mailbox been opened, click Cancel and go to the next step.
2. Click the Edit tab. A new Mailbox Management dialog page opens.
3. Highlight the mailbox you wish to delete.
4. Click Delete. A confirmation box will open. Click Yes to finish deleting the mailboxes.

To Edit a Mailbox:

1. Choose Voice Mail > Mailbox Management. Input the extension range you would like to edit. If there is no mailbox been opened, click Cancel and go to the next step.
2. Click the Edit tab. A new Mailbox Management dialog page opens.
3. Highlight the mailbox you wish to edit.
4. Click Edit. The selected Mailbox dialog page opens.

The screenshot shows the 'MailBox' configuration window with the following sections:

- Mailbox Parameters:**
 - Mailbox No.: 10
 - Password: [Empty]
 - Mailbox Type: Real
 - Multi-Tenant Extension: [Empty]
 - Language: 1st Language
 - Name for Directory Listing: [Empty]
 - Extensions Status: Normal
 - Call Forward Target: [Empty]
- Message Options:**
 - Message Play Priority: Most Recent
 - Play Time Stamp
 - Message Forward to: [Empty]
- Distribution Lists:**
 - Table with columns: List ID, Members
 - Table content:

List ID	Members
1	
2	
3	
4	
 - List ID: 1
 - Available Mailboxes: 10
 - Members: [Empty]
 - Buttons: Select, Remove, Update, Clear

At the bottom of the window are buttons for OK, Cancel, Apply, and Help.

Figure

6-6

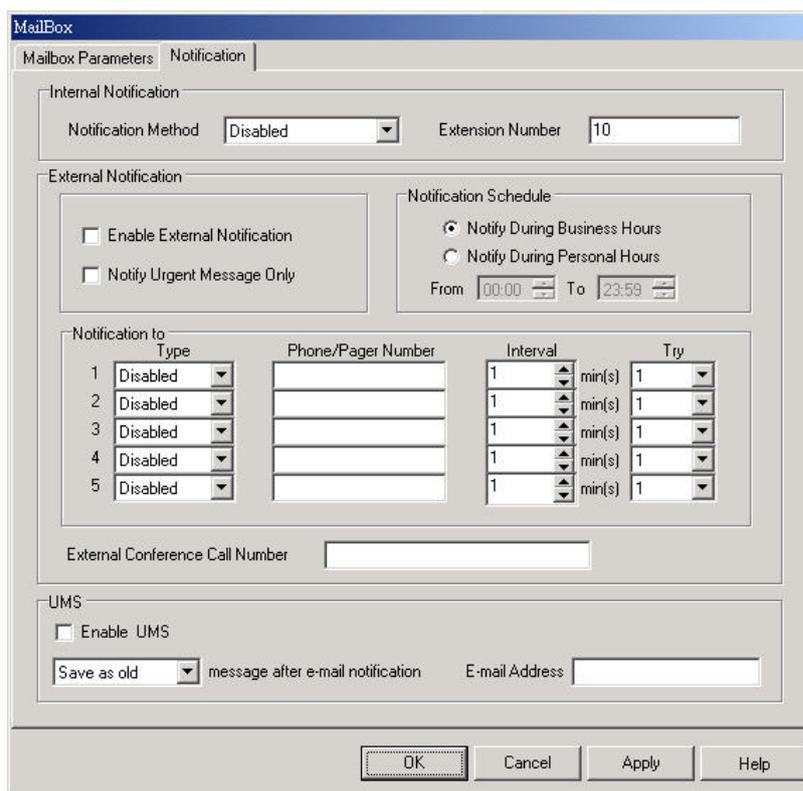
5. Edit the following Mailbox Settings:

- **Mailbox Password:** The Mailbox Password is the single keyword for entering the mailbox to retrieve and manage the voice mail over the phone. It includes up to 8 digits. When the Mailbox Password is missed, the administrator look it up from IMS Utility.
- **Mailbox Type:** There are three different Mailboxes Types.
 - **Real:** Real Mailboxes are regular mailboxes with physical extensions. If the extension is not available to answer the call, the call will be directed to the mailbox for the caller to leave a message.
 - **Virtual:** A Virtual Mailbox does not have a physical extension associated with it. The Virtual Mailbox number still needs to be within the valid Extension Blocks. Virtual mailboxes are usually created for people who need voice messaging only.
 - **Multi-Tenant:** A Multi-Tenant Mailbox shares an extension with other Multi-Tenant Mailboxes. When a caller dials the Multi-Tenant Mailbox number, InterMail will transfer the call to the extension specified in the Multi-Tenant Extension field, or to the Multi-Tenant Mailbox when not available. Thus, several Multi-Tenant Mailboxes can share one extension and meanwhile has independent mailbox. A multi-tenant mailbox needs to fall in a valid Extension Block and is

supported in Supervised Transfer Mode. (For Supervised Transfer Mode, see Chapter 4)

- **Multi-Tenant Extension:** When the mailbox type is Multi-Tenant, a Multi-Tenant Extension needs to be specified. The extension number needs to fall in a valid Extension Block.
 - **Language:** “This is the language of the prompts the box owner hears when they access their mailbox. Please check with your dealer for the available languages.
 - **Name for Directory Listing:** Name Directory“Input the name of the mailbox owner allowing callers to input the name to be reached using Name Directory.
 - **Extension Status:** Input the current status of the extension.
 - **Call Forward Target:** When the status is set as call forward, you need to specify the call forward target extension number.
 - **Message Play Priority:** The mailbox owner can specify the preferred Message Play Priority when retrieving messages.
 - **Least Recent:** Messages will be played in chronological order. Voice mail received least recently will be played first.
 - **Most Recent:** Messages will be played in counter chronological order. Voice mail received most recently will be played first.

Note: Messages marked Urgent will always be played ahead of regular new or old messages.
 - **Play Time Stamp:** When selected, the time the message was recorded will be announced before the message.
 - **Message Forward To :** InterMail can automatically copy a new message received to another mailbox. Please assign the targeted mailbox.
 - **Distribution List:** The Mailbox owner can forward and broadcast message to members in the personal Distribution List. Each mailbox can define up to 9 Distribution Lists and each list can hold up to 5 members. From the Available Mailboxes list select the mailboxes and click Select to move them to the Members list. Click Update after finish editing a list.
6. Click the Notification tab to set Notification.



Figure

6-7

7. Edit personal mailbox notification functions:

- **Internal Notification Method:** Each mailbox can select its own method of Internal Notification. The methods include the following:
 - **MsgLamp1:** The Internal Notification will be done via the Message Lamp on phone set. The Message Lamp On/Off Sequences must be properly defined for the Message Lamp Notification to function correctly. (For Message Lamp On/Off Sequence, see Chapter 6)
 - **MsgLamp2:** Some PBX has more than 1 set of Message Lamp On/Off Sequences. This allows you to use the second Message Lamp On/Off Sequences for the Message Lamp Notification to work.
 - **Extension:** InterMail will call the extension and inform the mailbox owner of the new messages. (For Ring Notification Parameters, see page Chapter 6)
 - **Disabled:** The Internal Notification can be disabled.
- **Internal Notification Extension Number:** A real extension must be defined for the internal notification. This extension is usually the same as the mailbox number.
- **Enable External Notification:** External Notification can also be enabled or disabled. Once it is disabled, the mailbox owner cannot enable it again from the extension. It can only be re-enabled through IMS Utility.

- **Notify Urgent Message Only:** To conserve the system resource, InterMail can send External Notifications only for messages marked as urgent. When enabled, regular messages will not be notified.
- **External Notification Schedule:** The External Notification can be selected to be in effect during the following hours:
 - **Notify During Business Hours:** The External Notification will be performed only during the Business Hours as defined in the Business Schedule. (For Business Schedule, see Chapter 5)
 - **Notify During Personal Hours:** The External Notification will be performed only during the customized hours.
- **Phone Notification:** Enter the phone number you want the system to send external notifications. It can be your mobile phone, home phone, another office phone, etc. Make sure the necessary country code or area code is included.
- **Pager Notification:** Enter the pager number you want the system to dial for external notification. Be sure to enter the necessary area and country codes.
- **Interval:** Enter the time (in minutes) InterMail should wait before it makes another attempt for the external notification.
- **Try:** Enter the total number of times InterMail should attempt to do the external notification.
- **External Conference Call Number:** If the PBX supports external conference call, the mailbox owner can enter the phone number when the extension is not available and the caller can choose the conference call option. The Conference Hold Sequence and the Conference Sequence in the PBX Parameters need to be set up correctly for this function to work.
- **Enable UMS:** When this box is checked, InterMail will send an E-mail with the message in WAV file format as an attachment to the E-mail address assigned by the mailbox owner.
- **Message after E-Mail Notification:** After the message has been sent via E-mail, InterMail can automatically categorize the voice message with the following options:
 - **Keep as New:** The message will be kept as a new message after it is sent via E-mail.
 - **Save as Old:** The message will be moved to the old folder after it is sent via E-mail.
- **E-Mail Address:** This field is for the mailbox owner's E-mail address from which they wish to receive the message.

8. Click OK to save the new settings.

Chapter 7

Unified Messaging System

This chapter describes the necessary setup of Unified Messaging.

Setting Up E-mail Addresses

InterMail provides the Unified Messaging function that allows the mailbox owner to receive their voice mail as a WAV file attachment to their e-mail. You could use IMS Utility to input the settings.

1. Got o System Configuration>System Parameter. The system needs the input as below

- **UMS E-mail Address:** This is e-mail account assigned for InterMail. It must be a valid address in the SMTP server.
 - **SMTP Server:** This is the name of the SMTP Server associated with the e-mail account. Please consult your MIS personnel for more details.
 - **Authentication:** If your mail server requires authentication, enable this option and input the account name and password of InterMail.
2. Personal Mailbox owner needs to input the personal mail address. Go to Voice Mail>Mailbox Management. Input the mailbox number to be edit and go to Notification tab.

Chapter 8

User Operations

This chapter describes the end-user operations on InterMail.

Accessing Your Personal Mailbox

InterMail offers up to 5000 personal mailboxes. Each mailbox can be defined to be: (For Mailbox Type, see Chapter 6)

- Real
- Virtual
- Multi-Tenant

All mailboxes can be accessed through the following steps:

1. Call into the system and press the Access Mailboxes action key defined by the AA-Menu. (For AA-Menu Actions, see Chapter 5)
2. Follow the system prompts, and enter your Mailbox Number. The Mailbox Number is the extension number if the mailbox is a Real Mailbox. If the mailbox is a Virtual or Multi-Tenant Mailbox, the Mailbox Number will be user-defined.
3. Follow the system prompts, and enter your Mailbox Password.
4. When you hear the system announces the number of new/old messages you have, you are inside your mailbox already.

Retrieving Your Messages

After you have successfully entered your mailbox, you can retrieve your messages. Messages are divided into two categories:

- **New Messages:** New Messages are messages that you have not listened to.
- **Old Messages:** Old Messages are messages that you have already listened to.

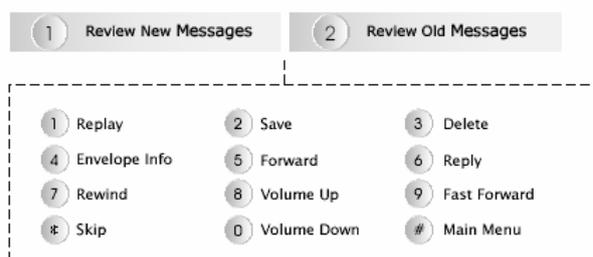


Figure 8-1

To Retrieve Messages:

1. Enter your mailbox.
2. The system will announce the number of new and old messages in your mailbox. Enter 1 if you wish to listen to the new messages, or 2 if you wish

to listen to old messages.

While you are listening to the messages, you can use the following functions to assist you to review your messages.

- ① **Replay:** To play your message from the beginning again.
- ② **Save:** To save the message and play the next message in the same category.
- ③ **Delete:** To delete the message permanently.
- ④ **Envelope Info:** To play the time of day when the message was recorded.
- ⑤ **Forward:** To send this message to a mailbox or all mailboxes in a Personal Distribution List.
- ⑥ **Reply:** This option will only be available when the message was sent by another mailbox. It will record and send a message to the sender of the original message. The original message will be appended to your reply message.
- ⑦ **Rewind:** To rewind the message by 5 seconds, then continue to play the message.
- ⑧ **Volume Up:** To turn up the volume by 1 level for the current message. The play volume will be automatically reset to default level for the next message.
- ⑨ **Fast Forward:** To fast forward the message by 5 seconds, then continue to play the message.
- * **Skip:** To skip this message.
- # **Main Menu:** To stop listening to the message, and go back to the previous level.

Sending a Message

When you are in your mailbox, you can record and send a message to a target mailbox or to a distribution list. The recipient will be able to reply to this message.



Figure 8-2

To Send a Message:

1. Enter your mailbox.
2. Press 3 to send a message.

3. Press 1 to send a message to single mailbox, or press 2 to send a message to a predefined distribution list.
4. Follow the system prompts, record and send your message.

Editing Your Personal Mailbox Options

When you are in your mailbox, you can modify the setting of your mailbox to have it perform the tasks you wish, in the way you wish.

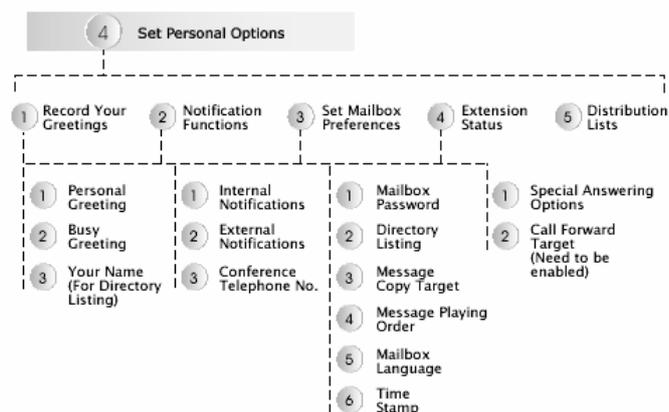


Figure 8-3

To Record/Re-record your Mailbox Greetings:

1. Enter your mailbox.
2. Press 4 to enter the Personal Options.
3. Press 1 to record/re-record your greetings.
4. Select the greeting you wish to record/re-record. There are 2 types of Mailbox Greetings.
 - Press 1 for Personal Greeting. This is the general mailbox greeting, and will be played when the extension is not available, status set on DND, or the mailbox type is set as virtual.
 - Press 2 for Busy Greeting. This greeting will be played when the extension is busy.
 - Press 3 for Your Name Recording. This will be played during the Name Directory announcement, and during call transfer if the Announce Name function is enabled. (For Announce Name option in Call Transfer, see page Chapter 5)
5. Follow the system prompts, and record/re-record or delete your greetings.

Note: When there are no user-recorded greetings available, InterMail will play the system default greetings.

To Modify the Notification Function:

1. Enter your mailbox.
2. Press 4 to enter the Personal Options.
3. Press 2 to modify the Notification Function.
 - Press 1 for Internal Notification Function. The Internal Notification options include Message Lamp 1, Message Lamp 2, and Ring Notification. Follow the system prompts to select the option you want for the internal notification.
 - Press 2 for External Notification Function. You could set up to 5 external phone numbers. The numbers can be of regular phone, mobile phone, or pager. Follow the system prompts to enter the phone number and the type of phone.
 - Press 3 for Conference Telephone Number. When the extension is not available, the caller can choose to connect to the Conference Telephone Number defined here. InterMail will use the conference call function of the PBX to connect the caller to the external telephone. Follow the system prompts to modify the Conference Telephone Number. To disable this function, simply delete the telephone number.

To Set Mailbox Preferences:

1. Enter your mailbox.
2. Press 4 to enter the Personal Options.
3. Press 3 to Set Mailbox Preferences.
 - Press 1 for Mailbox Password. The system will announce your current mailbox password. Follow the system prompts to change and save the new password.
 - Press 2 for Directory Listing. You may spell the name of extension owner allowing callers to use Name Directory to be transferred to. Refer to the numeral/alphabet conversion as below to input the name.



Figure 8-4

- Press 3 for Message Copy (Forward). This function will forward all new messages to a specified mailbox. Follow the system prompts to enter the

mailbox number you wish to forward all the messages to.

- Press 4 for Message Play Order. You can choose for the system to play the latest message first, or the oldest message first.
- Press 5 for Mailbox Language. InterMail supports multiple languages for system prompt. Follow the voice guide, and select the language you prefer. Check with your dealer for the available mailbox languages.
- Press 6 for Time Stamp. You can select to play or not to play the time information of the message received when listening to messages.

To Change the Extension Status:

1. Enter your mailbox.
2. Press 4 to enter the Personal Options.
3. Press 4 to Set Mailbox Preferences.
 - Press 1 for Special Answering Options. There are two Special Answering Options, Do Not Disturb (DND) and Call Forward. When the Mailbox is in the DND mode, the call will not be transferred to the extension, but taken directly to the mailbox greeting instead. When the Mailbox Type is Virtual, the DND mode will be automatically enabled. When the mailbox is in the Call Forward mode, the call will be transferred directly to the Call Forward Target. Follow the system prompts to modify the Special Answering Options. Select Normal mode to answer the call normally.
 - Press 2 for Call Forward Target. The Call Forward Target is needed when the mailbox Special Answering Options is set to Call Forward. Enter the target extension number you wish to forward the call to.

To Modify your Personal Distribution List:

1. Enter your mailbox.
2. Press 4 to enter the Personal Options.
3. Press 5 to Modify your Personal Distribution List. There can be up to 9 Personal Distribution Lists in each mailbox; each list can hold up to 5 members. Follow the system prompts to add and remove members from the list.

Chapter 9

DTMF Programming

There is an alternative way of programming InterMail to using a computer based utility program. Through a touch-tone telephone, you can set up or modify the system from anywhere.

DTMF Programming Mode

When you are without a computer or the proper network environment, you can use the DTMF Programming to set up the InterMail from any touch-tone telephone. InterMail can continue to take calls and operate normally when the system is in the DTMF Programming Mode.

Entering and Exiting the DTMF Programming Mode

The InterMail only allows one administrator in the Programming Mode, using either DTMF Programming or IMS Utility.

Note: When the Security button on the InterMail is pressed down, the programming mode will be locked.

To Enter the DTMF Programming Mode

1. Call from a touch tone phone to the InterMail.
2. During AA greeting, press the predefined key to enter the DTMF Programming Mode. The default key “#” in main AA menu (ID 000).
Note: The key is set as “DTMF Programming” function in AA Menu.
3. You will be prompted to enter the Administrator’s Password. The default password is “1234”.
4. Enter the 3-digit function code you would like to edit.

To Exit the DTMF Programming Mode

When finishing editing, press “#” when the system asks you to enter the function or simply hang up the phone.

DTMF Programming Procedure

All DTMF Programming will be guided by voice prompts. The following are the general DTMF Programming procedure:

1. After you have entered the correct password, you will be prompted to enter the 3-digit Function Code.
2. Enter the 3-digit Function Code to edit the function you would like to modify.
3. Follow the system prompt and refer to the 3-digit Function Code Table for modifications. In general, the system will announce the current setting of the function first, and then ask you to press 1 to edit, 2 to save, and 3 to replay the current setting.

Note: Some functions require several steps to enter the parameter, while some only need one step.

4. The new setting will be played back to you and followed by the standard options (1 to edit, 2 to save, 3 to replay) mentioned in Step 3 above. Follow the system prompts to confirm the setting and remember to save when you finish editing.

DTMF and Action Code Table

A 2-digit code table representing all DTMF signals (0-9, *, #, A, B, C, D) input using telephone keypad. Unlike IMS Utility, what you see is what you input.

Signal	Code using keypad	GUI from IMS Utility
DTMF 1	01	1
DTMF 2	02	2
DTMF 3	03	3
DTMF 4	04	4
DTMF 5	05	5
DTMF 6	06	6
DTMF 7	07	7
DTMF 8	08	8
DTMF 9	09	9
DTMF *	10	*
DTMF 0	11	0
DTMF #	12	#
First Flash	13	&
Second Flash	14	h
0.5 sec Pause Time	15	,
Extension	16	x
1 sec Pause Time	17	;
Timeout	18	
DTMF A	19	A
DTMF B	20	B
DTMF C	21	C
DTMF D	22	D
Extension Digit	23	E
Ignore	24	I
Number of Messages	25	M

3-Digit Function Code Table

The following is a full listing of the 3-Digit Function Codes for your programming reference.

Func. Code	Description	Input	Notes
100	System Password	X + #	X = 0~8-digit
101	Greeting Recording Password	X + #	X = 0~8-digit
102	IP Address	XXX + * + XXX + * + XXX + * + XXX + #	XXX = 000 ~ 255
103	Default Gateway Address	XXX + * + XXX + * + XXX + * + XXX + #	XXX = 000 ~ 255
104	Subnet Mask	XXX + * + XXX + * + XXX + * + XXX + #	XXX = 000 ~ 255
105	DNS	XXX + * + XXX + * + XXX + * + XXX + #	XXX = 000 ~ 255
106	DTMF Send On Time	X + #	X = 10, 20, 30, ~ 400 msec(s)
107	DTMF Send Off Time	X + #	X = 10, 20, 30, ~ 400 msec(s)
108	DTMF Send Gain	X + #	X = 1 ~ 10 level(s)
109	DTMF Inter-Digit Timeout	X + #	X = 1 ~ 10 sec(s)
110	DTMF AA-Menu Timeout	X + #	X = 1 ~ 10 sec(s)
111	Recording Gain	X + #	X = 1 ~ 10 level(s)
112	Play Gain	X + #	X = 1 ~ 10 level(s)
113	Dial Tone Duration	X + #	X = 0 (disable), 1 ~ 10 sec(s)
114	External Busy Tone Counter	X + #	X = 1 ~ 10 count(s)
115	Loop Current Drop Duration	X + #	X = 0 (disable), 1 ~ 10 sec(s)
116	Enable RS-232 Message Light	X + #	X = 0 (Disabled), 1 (Enabled)
117	RS-232, Baud Rate	X + #	X = 1200, 2400, 4800,

Func. Code	Description	Input	Notes
			9600
118	RS-232, Parity Check	X + #	X = 0 (none), 1 (odd), 2 (even)
119	RS-232, Data Bits	X + #	X = 5 ~ 8
120	RS-232, Stop Bits	X + #	X = 1, 2
121	InterMail Version Number		Read only
122	Echo Cancellation Tail Length	X + #	X = 0 ~ 5
123	DSP Calibration TX Gain	X + #	X = 0 ~ 50
124	DSP Calibration RX Gain	X + #	X = 0 ~ 50
125	Name Directory Listing	X + #	X = 0 (first name), 1(last name)
126	Reduce Calibration TX Gain for CPT Detection	X + #	X = 0 (Disabled), 1(Enabled)
127	DTMF Hold Off Limit	X + #	X = 0 ~ 26
128	Transfer Option Timeout	X + #	X = 0 ~ 10 sec(s)
129	DTMF Strength	X + #	X = 0 ~ 128
130	Dialing Error Limit	X + #	X = 1 ~30 times
131	Fax Extension	X + #	X = 1 ~ 6 digit
132	Day/Night Mode Switch Code	X + #	X = 1 ~ 6 digit
133	DTMF Detection	X + #	X = 0 (Detection by DTMF Digit), 1 (Detection by DTMF String)
134	Busy Detection during Recording	X + #	X = 0 (Extend the tolerance), 1(Limit the tolerance)
135	1st Language - Different	X + #	X = 0 (two one), 1 (twenty one)

Func. Code	Description	Input	Notes
	Announcement of Number. (Take 21 as an example)		
136	2nd Language - Different announcement of number. (Take 21 as an example)	X + #	X = 0 (two one), 1 (twenty one)
137	3rd Language - Different announcement of number. (Take 21 as an example)	X + #	X = 0 (two one), 1 (twenty one)
138	4th Language - Different announcement of number. (Take 21 as an example)	X + #	X = 0 (two one), 1 (twenty one)
139	Pickup Mode	X + #	X = 0 (Ring Low), 1 (Ring High)
140	Min Ring On	X + #	X = 300~2000 ms
141	Max Ring Off	X + #	X = 1000~5000 ms
142	DTMF Identification Performance	X + #	X = 0 (default), 1 (enhanced)
143	System Log		X = 0 (Disabled), 1 (Enabled)
200	Business Hour Operator Transfer Mode	X + #	X = 1 (Supervised), 2 (Non-Supervised), 3 (Semi-Supervised)
201	Business Hour Extension Transfer Mode	X + #	X = 1 (Supervised), 2 (Non-Supervised), 3 (Semi-Supervised)
202	After Hour Operator Transfer Mode	X + #	X = 1 (Supervised), 2 (Non-Supervised), 3 (Semi-Supervised)
203	After Hour Extension	X + #	X = 1 (Supervised),

Func. Code	Description	Input	Notes
	Transfer Mode		2 (Non-Supervised), 3 (Semi-Supervised)
204	Transfer Sequence	X... + #	X= Please follow the DTMF code to input
205	Ringback Recall Sequence	X... + #	X= Please follow the DTMF code to input
206	Busy Recall Sequence	X... + #	X= Please follow the DTMF code to input
207	Hang Up Sequence	X... + #	X= Please follow the DTMF code to input
208	CO Line Access Sequence	X... + #	X= Please follow the DTMF code to input
209	Conference Hold Sequence	X... + #	X= Please follow the DTMF code to input
210	Conference Sequence	X... + #	X= Please follow the DTMF code to input
211	First Hook Flash Time	X + #	X = 0, 10, 20, 30~4500 ms
212	Second Hook Flash Time	X + #	X = 0, 10, 20, 30~4500 ms
213	Supervised Signal Type	X + #	X = 1 (CPT signal), 2 (DTMF signal)
214	Ringback CPT 1st High	X + #	X = 0, 10, 20, 30~4500 ms
215	Ringback CPT 1st Low	X + #	X = 0, 10, 20, 30~4500 ms
216	Ringback CPT 2nd High	X + #	X = 0, 10, 20, 30~4500 ms
217	Ringback CPT 2nd Low	X + #	X = 0, 10, 20, 30~4500 ms
218	Ringback CPT Cycle	X + #	X = 1 ~ 20 times
219	Busy CPT 1st High	X + #	X = 0, 10, 20, 30~4500 ms
220	Busy CPT 1st Low	X + #	X = 0, 10, 20, 30~4500 ms
221	Busy CPT 2nd High	X + #	X = 0, 10, 20, 30~4500 ms

Func. Code	Description	Input	Notes
			ms
222	Busy CPT 2nd Low	X + #	X = 0, 10, 20, 30~4500 ms
223	Busy CPT Cycle	X + #	X = 1 ~ 20 times
224	Error CPT 1st High	X + #	X = 0, 10, 20, 30~4500 ms
225	Error CPT 1st Low	X + #	X = 0, 10, 20, 30~4500 ms
226	Error CPT Cycle	X + #	X = 1 ~ 20 times
227	Call Progress Tone Tolerance	X + #	X = 1 (high), 2 (low)
228	Ringback Tone DTMF Signal	X... + #	X... = DTMF & Action Code String
229	Busy Tone DTMF Signal	X... + #	X... = DTMF & Action Code String
230	DND DTMF Signal	X... + #	X... = DTMF & Action Code String
231	Answer Call DTMF Signal	X... + #	X... = DTMF & Action Code String
232	Disconnect Call DTMF Signal	X... + #	X... = DTMF & Action Code String
233	No Answer Time out for DTMF Signal	X + #	X = 1 ~ 60 sec
234	Maximum Digits in In-Band DTMF Strings	X + #	X = 1 ~ 30 digit
235	Maximum Time to Wait for First Digit	X + #	X = 0 ~ 30 sec
236	Maximum Time Between Digits	X + #	X = 1 ~ 10 sec
237	Busy Time Lag	X + #	X = 0 (Disabled) ~ 20 sec
238	Call Pickup No Answer Time out	X + #	X = 0 (Disabled) ~ 60 sec
239	Call Pickup Sequence	X... + #	X... = DTMF & Action Code String
240	Call Pickup	X + #	X = 1 ~ 8 (multiple)

Func. Code	Description	Input	Notes
	Channel(s)		choice)
241	PBX Model	X + #	X = 0 (default PBX) ~ 90
242	Automatic Cadence Learning Extension	X + #	X = 1 ~ 6 digit
243	Maximum Extension Digit	X + #	X = 1 ~ 6 digit
244	VMS Port 01	X + #	X = 1 ~ 6 digit
245	VMS Port 02	X + #	X = 1 ~ 6 digit
246	VMS Port 03	X + #	X = 1 ~ 6 digit
247	VMS Port 04	X + #	X = 1 ~ 6 digit
248	VMS Port 05	X + #	X = 1 ~ 6 digit
249	VMS Port 06	X + #	X = 1 ~ 6 digit
250	VMS Port 07	X + #	X = 1 ~ 6 digit
251	VMS Port 08	X + #	X = 1 ~ 6 digit
252	VMS Port 09	X + #	X = 1 ~ 6 digit
253	VMS Port 10	X + #	X = 1 ~ 6 digit
254	VMS Port 11	X + #	X = 1 ~ 6 digit
255	VMS Port 12	X + #	X = 1 ~ 6 digit
256	VMS Port 13	X + #	X = 1 ~ 6 digit
257	VMS Port 14	X + #	X = 1 ~ 6 digit
258	VMS Port 15	X + #	X = 1 ~ 6 digit
259	VMS Port 16	X + #	X = 1 ~ 6 digit
260	VMS Port 17	X + #	X = 1 ~ 6 digit
261	VMS Port 18	X + #	X = 1 ~ 6 digit
262	VMS Port 19	X + #	X = 1 ~ 6 digit
263	VMS Port 20	X + #	X = 1 ~ 6 digit
264	VMS Port 21	X + #	X = 1 ~ 6 digit
265	VMS Port 22	X + #	X = 1 ~ 6 digit
266	VMS Port 23	X + #	X = 1 ~ 6 digit
267	VMS Port 24	X + #	X = 1 ~ 6 digit
268	AA-Menu Repeat Times	X + #	X = 1 ~ 20 times
300	In Band DTMF Protocol	Step 1. String + # Step 2. Operation + * + In-Band DTMF + #	String= 01~30 Operation :

Func. Code	Description	Input	Notes
			1 = To Main AA-Menu 2 = To Busy Flow 3 = To No Answer Flow 4 = To Access a Mailbox String = DTMF & Action Code String (See Figure 9-1 for full flowchart)
310	Business Schedule		See Figure 9-2 for full flowchart
311	Operation Mode	X + #	X = 1 (Auto), 2 (Business Hour), 3 (Break Hour), 4 (After Hour), 5 (Closed Day)
312	Current Date	YY + MM + DD + #	YY = year MM = month DD = day
313	Current Time	HH + MM + SS + #	HH = hour in 24 hour format MM = minute SS = second
320	Holiday Calendar		See Figure 9-3 for full details
330	AA-Menu Action(AA-Menu 001,002,003,004)	Step 1. AA-Menu ID Step 2. DTMF + * + Action (+ * + Target) + #	AA-Menu ID = 001-300

Func. Code	Description	Input	Notes
		See Figure 9-4 for full flowchart	DTMF: 01 = DTMF 1 02 = DTMF 2 03 = DTMF 3 04 = DTMF 4 05 = DTMF 5 06 = DTMF 6 07 = DTMF 7 08 = DTMF 8 09 = DTMF 9 10 = DTMF * 11 = DTMF 0 12 = DTMF # 18= Time Out
			Action: 00 = No Action 01 = AA Menu 02 = AA Menu in 1st Language 03 = AA Menu in 2nd Language 04 = AA Menu in 3rd Language 05 = AA Menu in 4th Language 06 = Lead to Extension Number 07 = Transfer to Extension 08 = Direct Transfer to Extension 09 = Transfer to Mailbox 10 = Direct Transfer to Mailbox 11 = Access Mailbox 12 = Name Directory 16 = Operator

Func. Code	Description	Input	Notes
			17 = System Programming Mode 18 = Repeat Menu 19 = Hang Up 20 = Hang Up with Announcement 21 = Set Dialing String 22=Lead to Mailbox
			Target = straight numbers
			Time Out options: 01 = AA-Menu 08 = Direct transfer to Extension 10 = Direct transfer to Mailbox 16 = Operator 19=Hang up 20=Hang up with announcement
	AA-Menu ID : 300		Provisional greetings
340	Channel Parameters	Step 1. Channel ID Step 2. Parameter ID Step 3. X + #	Channel ID = 1~8 or 1~24
	1. Ring Number 2. Language 3. Enable Holiday Calendar 4. AA Menu ID of Business hours 5. AA Menu ID of Break Hours 6. AA Menu ID of After Business Hours 7. AA Menu ID of Closed Days 8. Apply to channel 1		X: 1. Ring Number = 1~ 9 2. Language = 1 ~ 4 3. Enable Holiday Calendar: 0 = disable, 1 = enable 4. AA-Menu = 1 ~ 300 5. AA-Menu = 1 ~ 300 6. AA-Menu = 1 ~ 300 7. AA-Menu = 1 ~ 300 8. Copy all channels from channel 1: 0 = disable, 1 = enable

Func. Code	Description	Input	Notes
	parameters		
350	Transfer Options	DTMF + * + Action (+ * + Target) + #	<p>DTMF:</p> <p>01 = DTMF 1 02 = DTMF 2 03 = DTMF 3 04 = DTMF 4 05 = DTMF 5 06 = DTMF 6 07 = DTMF 7 08 = DTMF 8 09 = DTMF 9 10 = DTMF * 11 = DTMF 0 12 = DTMF #</p> <p>Action :</p> <p>00 = No Action 01 = AA Menu 06 = Lead to Extension Number 07 = Transfer to Extension 08=Direct transfer to Extension 09= Transfer to Mailbox 10=Direct transfer to Mailbox 11=Access Mailbox 13 = Leave a Message 14=Hold for busy 15=Conference 16 = Operator 17= System Programming Mode 18 = Repeat Menu 19=Hang up 20=Hang up with announcement</p>

Func. Code	Description	Input	Notes
			Target = straight numbers
			Time out options: 01 = AA-Menu 08 = Direct transfer to Extension 10 = Direct transfer to Mailbox 13 = Leave a Message 16 = Operator 19=Hang up 20=Hang up with announcement
351	Enable Multi-Tenant	X + #	X = 0 (Disabled),1 (Enabled)
352	Announce Call Transfer	X + #	X = 0 (Disabled),1 (Enabled)
353	Announce Call Transfer to Ext. No./Name	X + #	X = 0 (Disabled),1 (Enabled)
354	Leave Message Directly	X + #	X = 0 (Disabled),1 (Enabled)
360	Extension Block	Step 1. Extension Block ID Step 2. Starting Ext + * + Ending Ext. (+ * + Assistant Ext.) + #	Extension Block ID = 01~99
	The 1st, 2nd and 3rd Extension Group Start, End, Assistant Extension		Starting Ext., Ending Ext., Assistant Ext. = 1-6 digit (See Figure 9-6 for full flowchart)
370	Operator and Departments	Step 1. Group ID Step 2. Extension Code + * + Hunting Method + #	Group ID = 01~99
	The 1st, 2nd and 3rd Department		Extension Code = 1-6 digit

Func. Code	Description	Input	Notes
			Hunting Method: 1 = Linear 2 = Circular 3 = ACD
371	Operator for Different Hours	Step 1. Select Hours Step 2. Ext. No. + #	Hours= 1~5
			1= Business Hour Operator 2= Break Hour Operator 3= After Hour Operator 4= Closed Day Operator 5= Holiday Operator
380	Prompt Recording (ID 001~063)	Step 1. Select ID Step 2. After ding + start recording.. + #	
	Lang0\AA\FLW001	ID001	Thank you and good bye.
	Lang0\AA\FLW002	ID002	Invalid entry, please try again.
	Lang0\AA\FLW003	ID003	Please hold while I transfer you.
	Lang0\AA\FLW005	ID004	...Extension...
	Lang0\AA\FLW006	ID005	...Operator ...
	Lang0\AA\FLW007	ID006	Please enter...
	Lang0\AA\FLW008	ID007	Mailbox number
	Lang0\AA\FLW009	ID008	The first few letters of the last name of the person you'd like to call.
	Lang0\AA\FLW010	ID009	Department.
	Lang0\AA\FLW011	ID010	...The first few letters of the first name of the person you'd like to call.
	Lang0\AA\BLM001	ID011	The extension you are trying to reach is busy.
Lang0\AA\BLM002	ID012	The extension you are trying to reach is not	

Func. Code	Description	Input	Notes
			available.
	Lang0\AA\BLM003	ID013	Please dial another extension number
	Lang0\AA\BLM004	ID014	To transfer to the operator...
	Lang0\AA\BLM005	ID015	To repeat this menu...
	Lang0\AA\BLM006	ID016	To go to the main menu...
	Lang0\AA\BLM007	ID017	To transfer to an extension...
	Lang0\AA\BLM008	ID018	...followed by your party's extension.
	Lang0\AA\BLM009	ID019	To Hang Up...
	Lang0\AA\BLM010	ID020	Please stay on the line.
	Lang0\AA\BLM011	ID021	To leave a message...
	Lang0\AA\BLM012	ID022	To retry the extension
	Lang0\AA\BLM013	ID023	...or stay on the line for the operator
	Lang0\AA\BLM014	ID024	If you want to transfer out to the person.
	Lang0\AA\BLM015	ID025	Invalid entry. Please try again.
	Lang0\AA\PLPRS0	ID026	...please press 0
	Lang0\AA\PLPRS1	ID027	...please press 1
	Lang0\AA\PLPRS2	ID028	...please press 2
	Lang0\AA\PLPRS3	ID029	...please press 3
	Lang0\AA\PLPRS4	ID030	...please press 4
	Lang0\AA\PLPRS5	ID031	...please press 5
	Lang0\AA\PLPRS6	ID032	...please press 6
	Lang0\AA\PLPRS7	ID033	...please press 7
	Lang0\AA\PLPRS8	ID034	...please press 8
	Lang0\AA\PLPRS9	ID035	...please press 9
	Lang0\AA\PLPRSS TR	ID036	...please press "star" sign
	Lang0\AA\PLPRSP ND	ID037	...please press "pound" sign
	Lang0\AA\PRS0	ID038	press zero

Func. Code	Description	Input	Notes
	Lang0\AA\PRS1	ID039	press one
	Lang0\AA\PRS2	ID040	press two
	Lang0\AA\PRS3	ID041	press three
	Lang0\AA\PRS4	ID042	press four
	Lang0\AA\PRS5	ID043	press five
	Lang0\AA\PRS6	ID044	press six
	Lang0\AA\PRS7	ID045	press seven
	Lang0\AA\PRS8	ID046	press eight
	Lang0\AA\PRS9	ID047	press nine
	Lang0\AA\PRSSTR	ID048	press star sign
	Lang0\AA\PRSPND	ID049	press pound sign
	Lang0\AA\LMF001	ID050	Please leave your message after the tone, press any key to stop recording.
	Lang0\AA\LMF002	ID051	To listen to your message.
	Lang0\AA\LMF003	ID052	To save your message.
	Lang0\AA\LMF004	ID053	To re-record your message.
	Lang0\AA\LMF005	ID054	To select a message delivery option.
	Lang0\AA\LMF006	ID055	To mark your message as urgent.
	Lang0\AA\LMF007	ID056	To mark your message as private.
	Lang0\AA\LMF008	ID057	To mark your message as urgent and private.
	Lang0\AA\LMF009	ID058	Your message has been saved
	Lang0\AA\LMF010	ID059	To delete...
	Lang0\AA\LMF011	ID060	Your message has been deleted.
	Lang0\AA\LMF012	ID061	Please leave your message after the tone.
	Lang0\AA\LMF013	ID062	Press any key to stop recording.
	Lang0\AA\LMF014	ID063	Press the “#” key to stop recording.

Func. Code	Description	Input	Notes
400	The 1st Message Lamp On Sequence	X... + #	X= Follow the DTMF input code
401	The 1st Message Lamp Off Sequence	X... + #	X= Follow the DTMF input code
402	The 2nd Message Lamp On Sequence	X... + #	X= Follow the DTMF input code
403	The 2nd Message Lamp Off Sequence	X... + #	X= Follow the DTMF input code
404	Internal Notification Channel	X + #	X = 1 ~ 8, (single choice)
405	Notify for	X + #	X: 1 = Only for the 1st new message, 2 = Every new message
406	Ring Notification Interval	X + #	X = 1 ~ 300 min
407	Ring Notification Retrials	X + #	X = 1 ~ 9 times
408	Ring Duration	X + #	X = 1 ~ 9 times
409	Pager Mode	X + #	X: 0 = US, 1 = Singapore
410	Detect Pager Vox	X + #	X = 0 (Disabled), 1 (Enabled)
411	Delay for Pager	X + #	X = 1 ~ 20 sec
412	Delay for Mobile Phone	X + #	X = 1 ~ 20 sec
413	External Notification Channel	X + #	X = 1 ~ 8, (multiple choices) Example: 1234 represents channel 1, 2, 3 and 4.
414	Maximum Number of Messages	X + #	X = 1 ~ 255 messages
415	Maximum Messages Length	X + #	X = 10 ~ 600 sec
416	Minimum Messages Length	X + #	X = 1 ~ 9 sec
417	Auto Purge of New Messages	X + #	X = 0 (Disabled), 1 ~ 30 days
418	Auto Purge of Old Messages	X + #	X = 0 (Disabled), 1 ~ 30 days

Func. Code	Description	Input	Notes
419	Silence Time out to Stop Recording	X + #	X = 1 ~ 60 sec.
420	Supervisor's Mailbox	X + #	X = a valid Mailbox No.
421	Digit of New Message Numbers	X + #	X=1~3 digit (comply with PBX Message Lamp Code)
422	Press # key to stop recording	X + #	X = 0 (Disabled),1 (Enabled)
423	Personal Mailbox Specified Language	X + #	X = 0 (Disabled),1 (Enabled)
424	Enable Voice Mailbox	Starting Ext. No.+ * + Ending Ext. No. + #	Ext. No. = 1 ~ 6 digit
425	Delete Voice Mailbox	Ext. No. + #	Ext. No. = 1 ~ 6 digit
426	UMS Attachment	X + #	X = 0 (Disabled),1 (Enabled)
427	Time stamp format : 12-Hrs or 24-Hrs Time	X + #	X = 0 (12 Hours), 1 (24 Hours)
428	Date format: Month/Date or Date/Month	X + #	X= 0 (MM/DD), 1 (DD/MM)

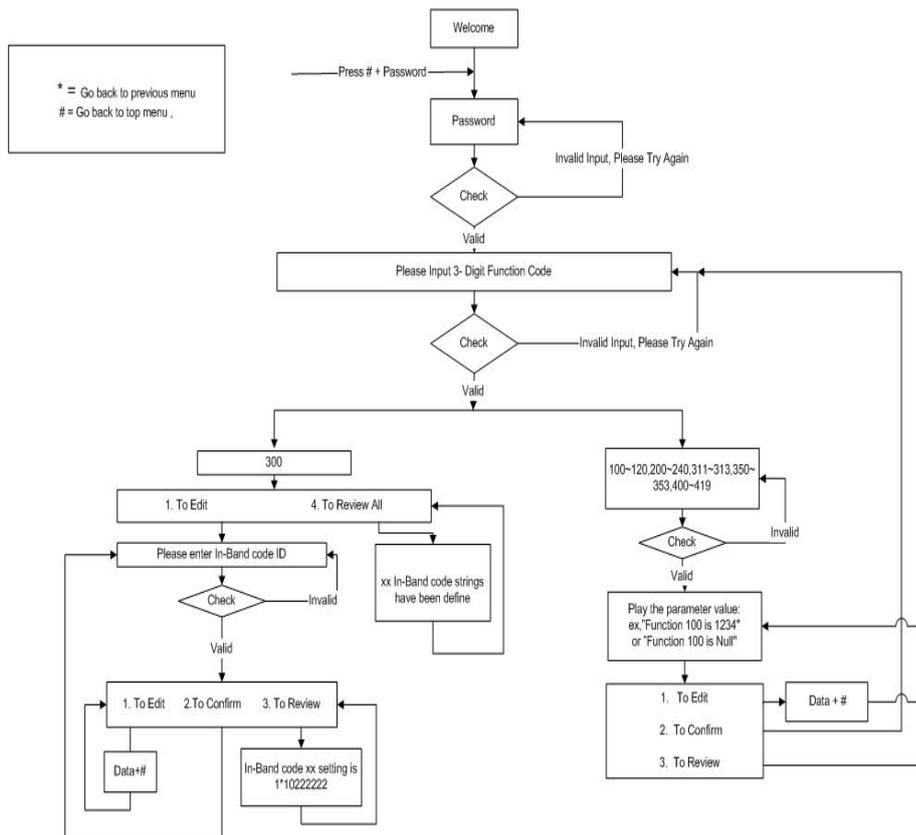


Figure 9-1

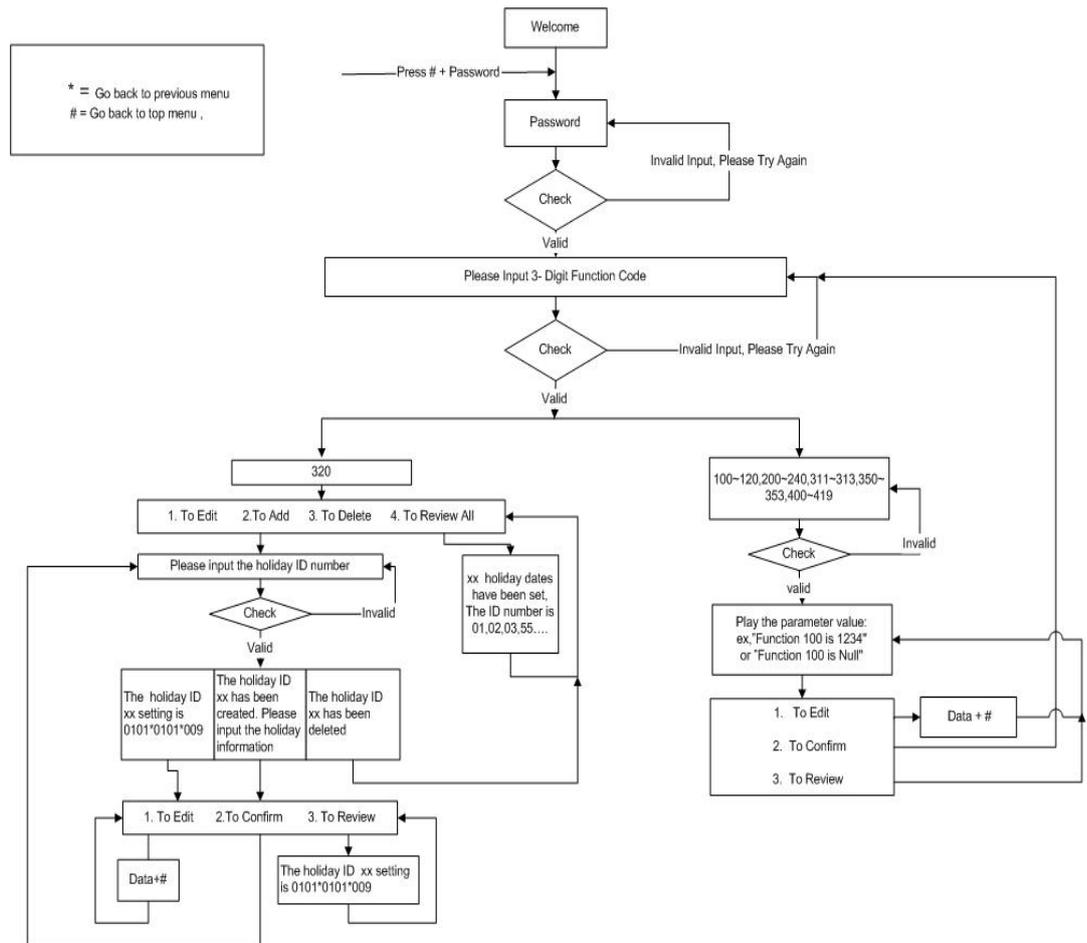


Figure 9-3

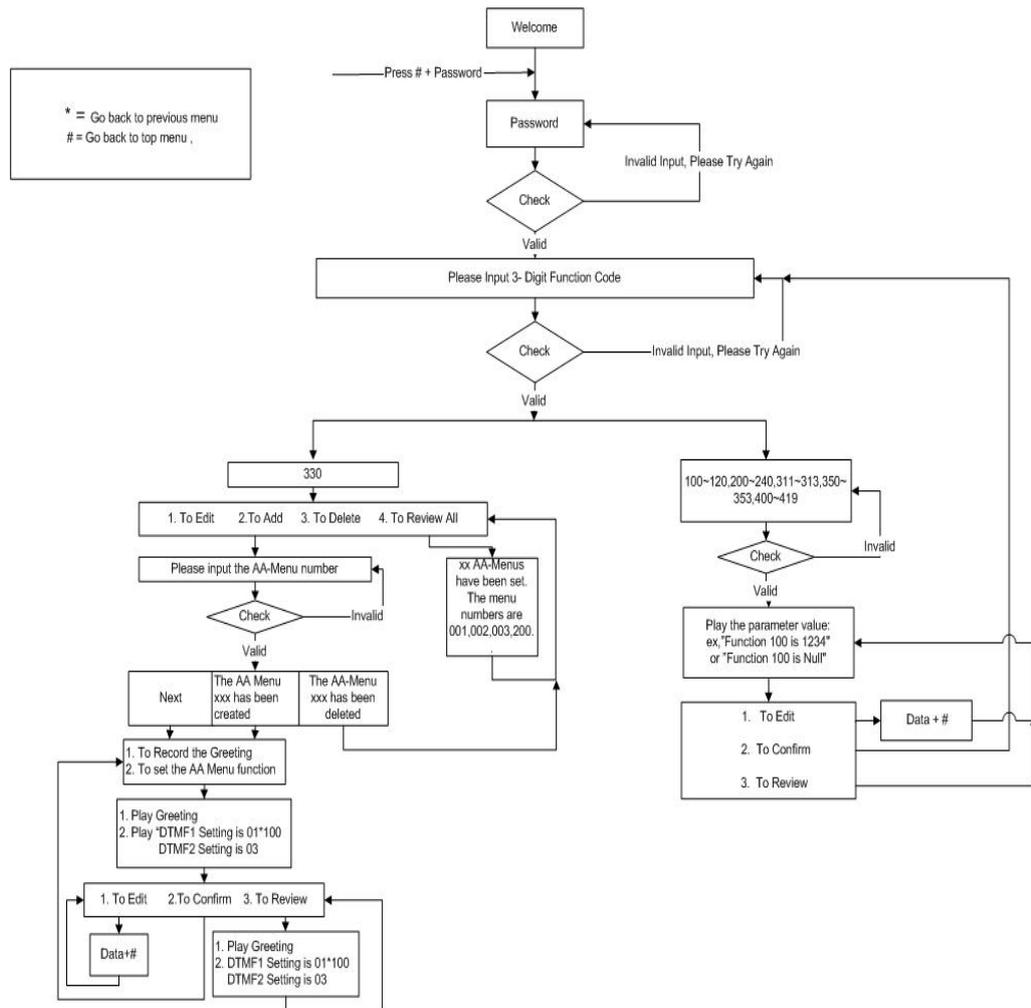


Figure 9-4

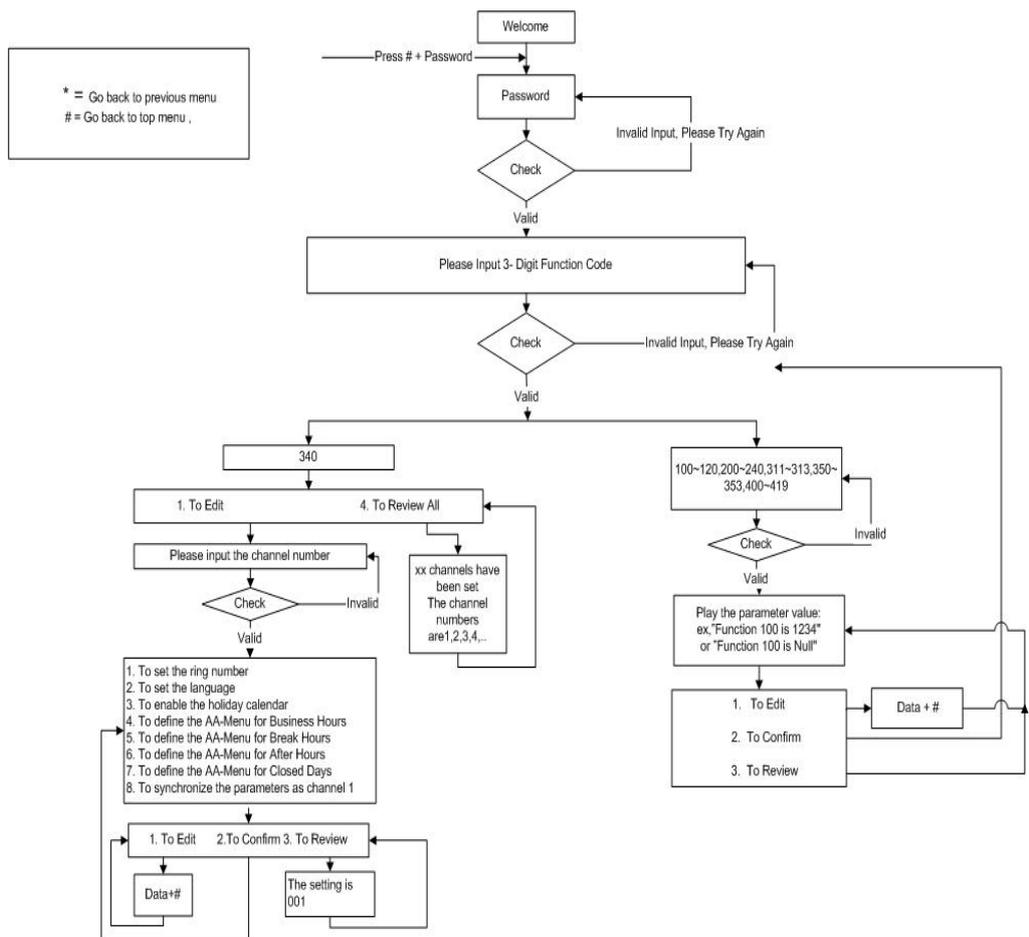


Figure 9-5

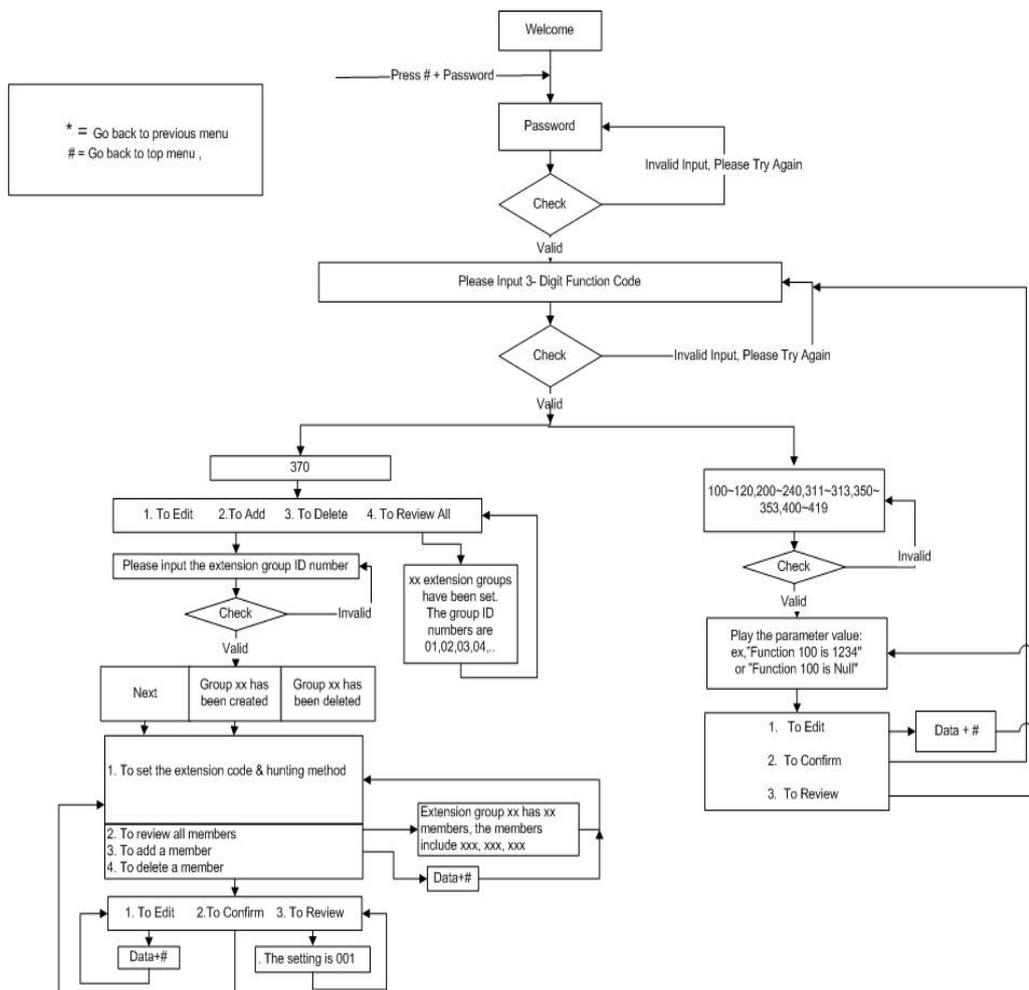


Figure 9-7

Chapter 10

Advanced Parameters

This chapter will guide you through the advanced parameter settings.

Advanced Parameter 1

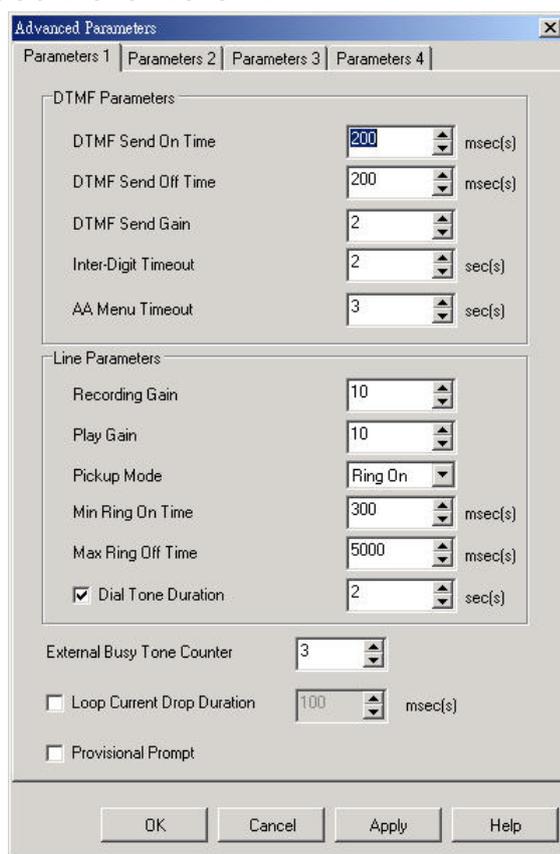


Figure 10-1

1. **DTMF Send On Time:** The DTMF length sent from InterMail to PBX.
2. **DTMF Send Off Time:** The interval between the 1st digit and the 2nd digit when InterMail dialing extension number.
3. **DTMF Send Gain:** To increase or decrease the DTMF signal sent from InterMail to PBX. The default value is 2. The valid range is from 1 to 6. The larger number represents the stronger power.
4. **Inter-Digit Timeout:** Inter-digit timeout is the interval between two digits entered. If callers don't enter the next digit within the pre-defined time, the system will assume the input action ends.
5. **AA Menu Timeout:** AA timeout is the duration that callers have to enter the digits after the AA greeting plays. If there are no digits entered within the pre-defined time, the system will lead the caller to AA Menu Timeout Action which is assigned to an Operator, for example.
6. **Recording Gain:** To increase or decrease the signal when record greetings or voice messages. The valid range is from 1 to 20. The larger number represents the stronger power.
7. **Play Gain:** To increase or decrease the signal when playing greeting or voice messages. The valid range is from 1 to 20. The larger number represents the

stronger power.

8. **Pickup Mode:** When ringing, set InterMail to answer calls when ringing or after the ringing.
9. **Min Ring On Time:** Set the minimum length of ringing. When reached or exceeding, the system will take the ringing as an effective one.
10. **Max Ring Off Time:** Set the time to determine the end of ringing. When no further ringing signal is received after the period, the system will take the ringing ended.
11. **Dial Tone Duration:** When dial tone exceeds the set time, InterMail will release the line.
12. **External Busy Tone Counter:** When busy tone exceeds the set number, InterMail will release the line.
13. **Loop Current Drop Duration:** When no current signal is detected after the time, InterMail will release the line.
14. **Provisional Prompt:** You could pre-record AA Menu 300. When necessary select this option to enable the provisional prompt.

Advanced Parameter 2

Figure 10-2

1. **RS232 Message Light:** If the message lamp needs to be light up when

- receiving messages, select this option and set the Baud Rate, Parity Check, Data Bits and Stop Bits. The settings need to conform to the PBX settings allowing command to be delivered through PBX RS232 interface.
2. **Name Directory:** When enabled, callers will be prompted to enter the first name or last name of the person to be reached. The system will then announce the associated extension number. It is only applicable to enter English names when the Name Directory is configured.
 3. **DTMF Detection:** Set DTMF Detection using either DTMF Digit or DTMF String. If DTMF Digit is selected, the system will decide to perform transferring or do other actions right after receiving the 1st digit. This will speed up the process but only one action can be assigned to one individual digit. When DTMF String is selected, the system will wait till the complete DTMF digits are received and decide what to do next.
 4. **Fax Extension:** Enter the extension number where the fax machine is connected. When detecting fax tones, the fax will be automatically transported to the fax machine.
 5. **DTMF Identification Performance:** If InterMail is deployed in an area with weak DTMF signal, you could select "Enhance" to better improve the identification of DTMF signals.

Advanced Parameter 3 and 4

When RS232 integration between InterMail and PBX is required, in general you will need to set VMS Port 1 as the extension number connected to it and so forth.

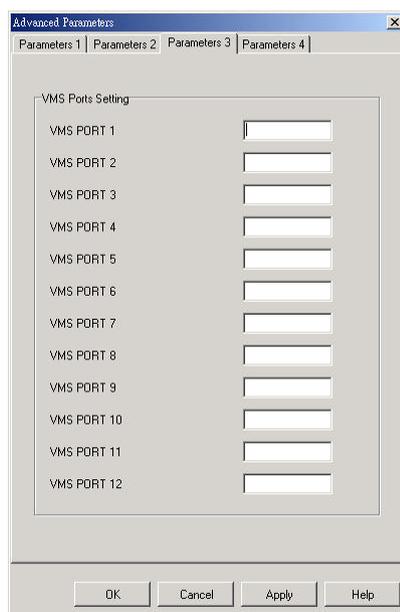


Figure 10-3

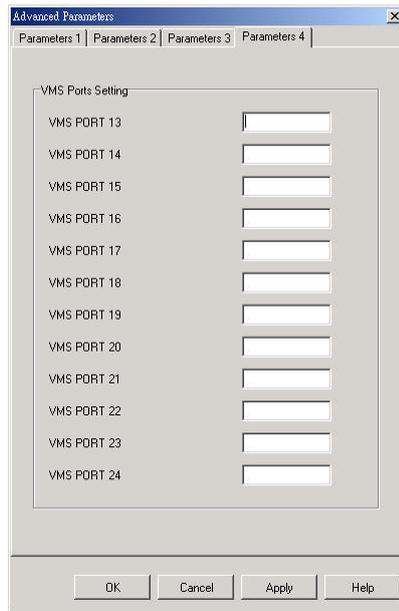


Figure 10-4

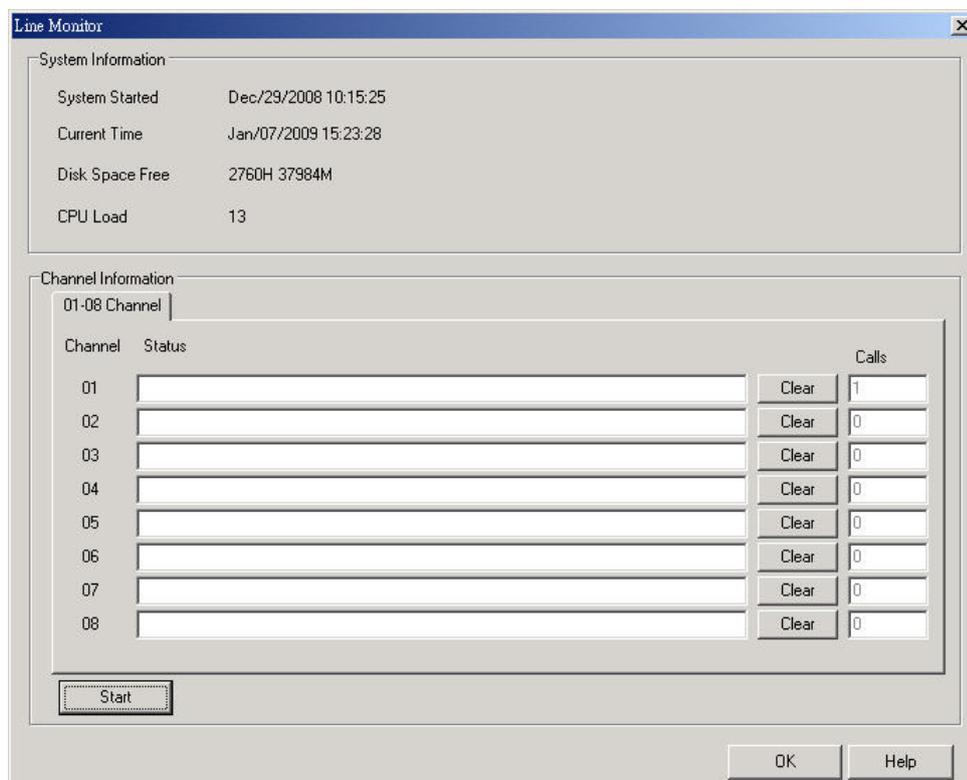
Chapter 11

System Status and Backup

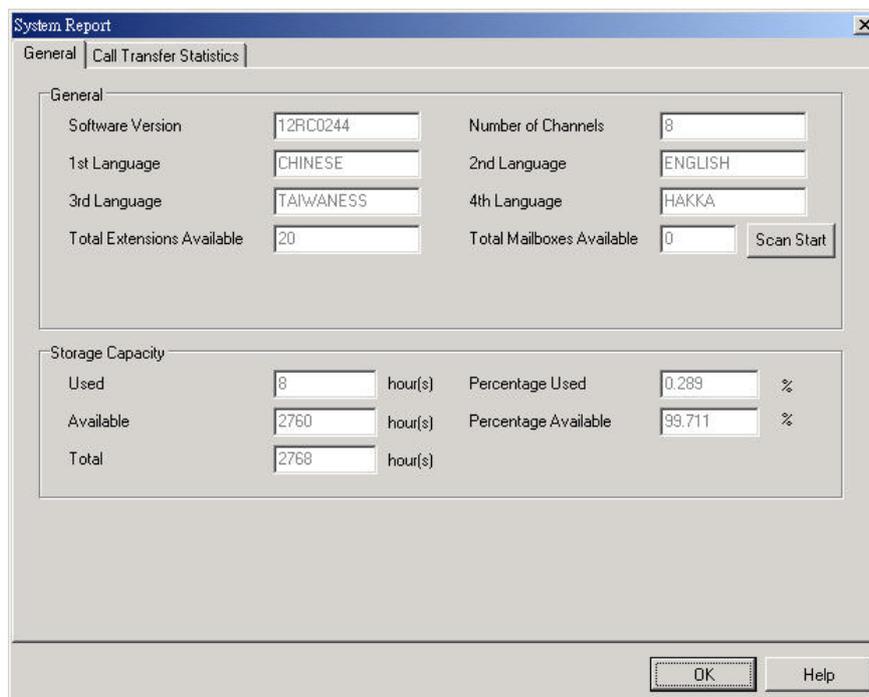
This chapter will guide you how to check system current status and back up the system.

System Status

From the main menu, click Live Monitor button and you will be able to view the current available disk space and CPU loading.



You could also go to Report>System Report to check the software versions, available languages, storage capacity and percentage used.



System Alarm

You could set system alarm allowing the system to send email to the administrator when storage space is not enough.

- **A Warning Situation Arises:** When a critical situation, such as memory storage full, occurs, InterMail will send out a warning message to the supervisor's e-mail address.

1. Go to Voice Mail>Mailbox Management. Click the Edit button.

Mailbox No.	Type	Status	New Msg	Old Msg	Language	Timestamp	Name	Call Fwd	Msg Copy
10	Real	Normal	0	0	1st	Disabled			

2. Specify the Administrator's mailbox number. When system storage is not enough, the system will send email to the administrator.

Note: The administrator needs to enable the UMS function allowing the warning message to be delivered.

System Backup & Restore

You can backup and restore system data including: PBX Setup, System Configuration, Auto-Attendant Menus, Voice Mail Parameters, Individual Mailbox Settings, AA-Menu Greetings and Personal Mailbox Greetings.

Note: The backup here does not include voice messages recorded by callers.

To Backup the System Data:

1. From Explorer, go to C:\Program Files\IMS and increase a new folder to save backup files.
2. From the menu bar, select Communication > Backup.
3. Specify the location of the backup folder.

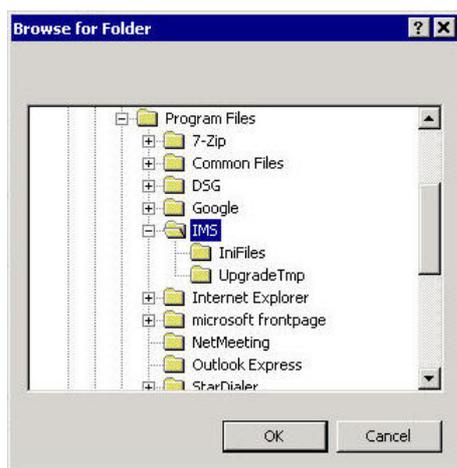


Figure 3-2

4. A new dialog box will appear. Press the Start button to start the backup.

To Restore the System Data:

1. From the menu bar, choose Communication > Restore.
2. Specify the location and folder, then click OK.
3. Press the Start button to restore.

Warning: If any of the files being restored cannot be recognized by the system or is corrupted, it might cause system failure. Do not tamper with files in the backup folder.

Parameters Backup & Restore

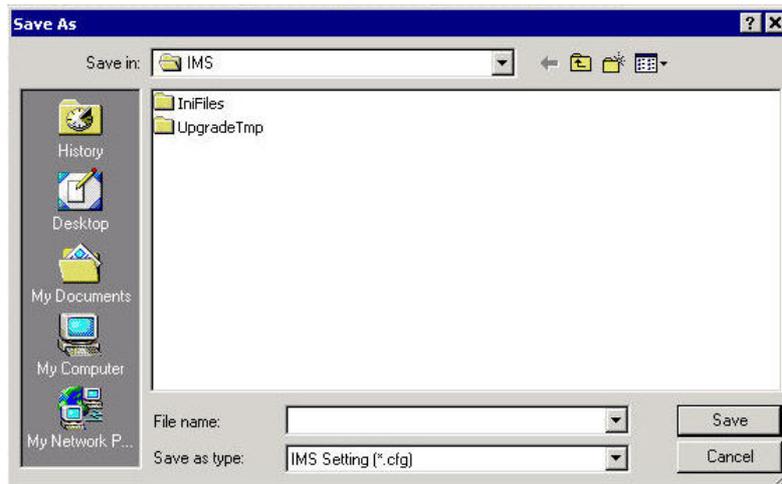
You could also backup the parameters only which does not include AA-Menu greeting and personal greetings. The backup file will be small better for dealer maintenance.

To Backup Parameters:

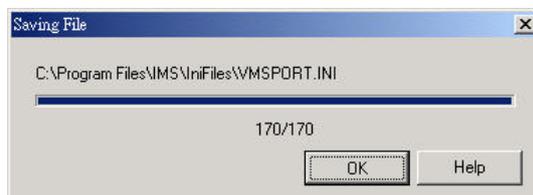
1. From the toolbar, click the Save button. Or select Save As from the Menu bar.



2. Input the name of the backup file and click OK. The backup file will be stored with cfg extension.



3. Your backup will be stored in the location as below.



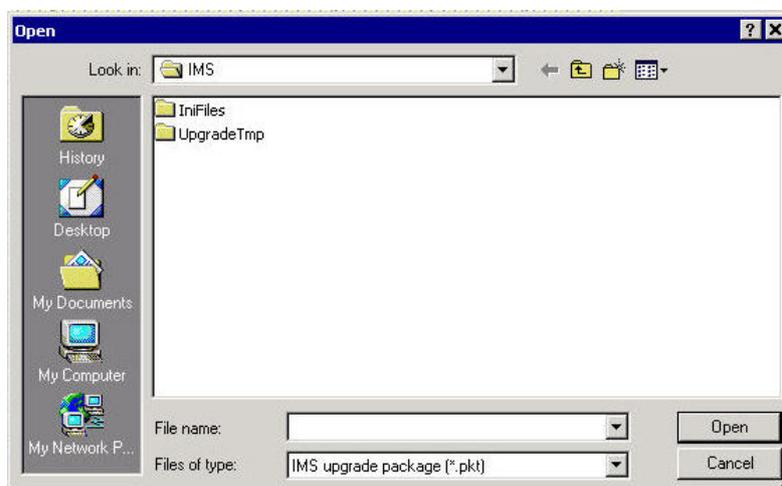
To Restore Parameters:

1. From the toolbar, click the Open button.
2. Specify the location of the file, then click OK.
3. Press the Start button to restore.

System Upgrade

When you have new software version, you may upgrade the system.

1. Please make sure the new software can be accessed from the IMS Utility.
2. From menu bar, select Communication>Upgrade.
3. You will pop up a window. Specify the upgrade package file and click Open.



You will need to restart the system after the upgrade completes.

Appendix A: 3-Digit Function Codes

Func. Code	Function Description	Default
100	System Password	1234
101	Greeting Recording Password	
N/A	UMS E-mail Address	N/A
N/A	UMS SMTP Server	N/A
102	IP Address	192.168.1.200
103	Default Gateway Address	192.168.1.254
104	Subnet Mask	255.255.255.0
105	DNS	168.95.1.1
106	DTMF Send On Time	200 msec(s)
107	DTMF Send Off Time	200 msec(s)
108	DTMF Send Gain	2
109	Inter-Digit Timeout	2 sec(s)
110	AA Menu Timeout	3 sec(s)
111	Recording Gain	10
112	Play Gain	10
113	Detect Dial Tone Before Dialing	2 sec(s)
114	External Busy Tone Counter	3 cycle(s)
115	Loop Current Drop Duration	2000 msec(s)
116	Enable RS-232 Message Light	0 = Disabled
117	RS-232 , Baud Rate	9600
118	RS-232 , Parity Check	0 = none
119	RS-232 , Data Bits	8
120	RS-232 , Stop Bits	2
121	InterMail Version Number	xxxx
122	Echo Cancel Tail Length	1
123	Calibration TX Gain	25
124	Calibration RX Gain	25
125	Name Directory Listing	0 = First Name
126	Reduce Calibration TX Gain for CPT Detection	0
127	DTMF Hold Off Limit	0
128	Transfer Option Time Out	1 sec

Func. Code	Function Description	Default
129	DTMF RX	35
130	Dialing Error Limit	5 Times
131	Fax Extension No.	--
132	Day/Night Switch Code	--
133	DTMF Detection	0 = Detection by DTMF Digit 1 = Detection by DTMF String
134	Busy Detection during Recording	0=loose detection 1=enhanced detection
135	1st Language - Different announcement of number. (Take 21 as an example)	0=Two One 1=Twenty One
136	2nd Language - Different announcement of number. (Take 21 as an example)	Same as the above
137	3rd Language - Different announcement of number. (Take 21 as an example)	Same as the above
138	4th Language - Different announcement of number. (Take 21 as an example)	Same as the above
139	Pickup Mode	0= Ring On 1= Ring Off
140	Min Ring On Time	300~2000 ms
141	Max Ring Off Time	1000~5000 ms
142	DTMF Identification Performance	1= Enhance
143	System Log	0=Disable 1=Enable
200	Business Hour Operators	1 = Supervised
201	Business Hour Extensions	1 = Supervised
202	Non-Business Hour Operators	1 = Supervised
203	Non-Business Hour Extensions	1 = Supervised
204	Transfer Sequence	&,,X
205	Ringback Recall Sequence	&,,
206	Busy Recall Sequence	&,,
207	Hang Up Sequence	--
208	Reach CO Line Sequence	,,0
209	Conference Hold Sequence	&,,

Func. Code	Function Description	Default
210	Conference Sequence	--
211	First Hook Flash	500 msec(s)
212	Second Hook Flash	0 msec(s)
213	Supervise Signal Type	1 = Call Progress Tone
214	Ringback CPT 1st High	540 msec(s)
215	Ringback CPT 1st Low	240 msec(s)
216	Ringback CPT 2nd High	0 msec(s)
217	Ringback CPT 2nd Low	3840 msec(s)
218	Ringback CPT Cycle	5 cycle(s)
219	Busy CPT 1st High	540 msec(s)
220	Busy CPT 1st Low	450 msec(s)
221	Busy CPT 2nd High	0 msec(s)
222	Busy CPT 2nd Low	0 msec(s)
223	Busy CPT Cycle	2 cycle(s)
224	Error Tone High	250 msec(s)
225	Error Tone Low	250 msec(s)
226	Error Tone Cycle	2 Cycle
227	Call Progress Tone Tolerance	1 = high
228	Ringback Tone DTMF Signal	--
229	Busy Tone DTMF Signal	--
230	DND DTMF Signal	--
231	Answer Call DTMF Signal	--
232	Disconnect Call DTMF Signal	--
233	No Answer Time out for DTMF Signal	20 sec(s)
234	Maximum Digits in In-Band DTMF Strings	30
235	Maximum Time to wait for First Digit Strings	0
236	Maximum Time Between Digit	1
237	Busy Time Lag	--
238	Call Pick up Function	0 = Disabled
239	Call Pick up Sequence	--
240	Call Pick up Channel	--
241	PBX Model	0
242	Automatic Cadence Learning Extension	--
243	Maximum Extension Digit	6

Func. Code	Function Description	Default
244	VMS Port 01	--
245	VMS Port 02	--
246	VMS Port 03	--
247	VMS Port 04	--
248	VMS Port 05	--
249	VMS Port 06	--
250	VMS Port 07	--
251	VMS Port 08	--
252	VMS Port 09	--
253	VMS Port 10	--
254	VMS Port 11	--
255	VMS Port 12	--
256	VMS Port 13	--
257	VMS Port 14	--
258	VMS Port 15	--
259	VMS Port 16	--
260	VMS Port 17	--
261	VMS Port 18	--
262	VMS Port 19	--
263	VMS Port 20	--
264	VMS Port 21	--
265	VMS Port 22	--
266	VMS Port 23	--
267	VMS Port 24	--
268	AA-Menu Repeat Times	3
300	In-Band DTMF Protocol	--
310	1. To enable the weekday	--
	2. To set the Business Hours	--
	3. To set the Break Hours	--
	4. To copy the settings from another weekday	--
311	Operation Schedule Mode	1 = Auto
312	Current Date	YY MM DD (Present Date)
313	Current Time	HH MM SS (Present

Func. Code	Function Description	Default
		Time)
320	Holiday Calendar	--
330	AA-Menu Action (AA-Menu 001,002,003,004)	AA-Menu ID = 001-300
	DTMF 1 = 07	07 (Transfer to Extension)
	DTMF 2 = 07	07 (Transfer to Extension)
	DTMF 3 = 00	00 (No Action)
	DTMF 4 = 00	00 (No Action)
	DTMF 5 = 00	00 (No Action)
	DTMF 6 = 00	00 (No Action)
	DTMF 4 = 00	00 (No Action)
	DTMF 5 = 00	00 (No Action)
	DTMF 6 = 00	00 (No Action)
	DTMF 7 = 00	00 (No Action)
	DTMF 8 = 00	00 (No Action)
	DTMF 9 = 00	00 (No Action)
	DTMF 0 = 00	00 (No Action)
	DTMF * = 11	11 (Access Mailbox)
	DTMF # = 17	17 (System Programming Code)
	Timeout = 20	20 (Hang Up with Announcement)
340	Voice Channel Parameter	Channel = 1~24
	1. Ring Number	1
	2. Language	1 (Default Language)
	3. Enable Holiday Calendar	0 = Disabled
	4. AA Menu ID of Business hours	001
	5. AA Menu ID of Break Hours	002
	6. AA Menu ID of After Business Hours	003
	7. AA Menu ID of Closed Days	004
	8. Apply to channel 1 parameters	0 = Disabled
350	Transfer Options	

Func. Code	Function Description	Default
	DTMF 1 = 07	07 (Transfer to Extension)
	DTMF 2 = 07	07 (Transfer to Extension)
	DTMF 3 = 00	00 (No Action)
	DTMF 4 = 00	00 (No Action)
	DTMF 5 = 00	00 (No Action)
	DTMF 6 = 00	00 (No Action)
	DTMF 4 = 00	00 (No Action)
	DTMF 5 = 00	00 (No Action)
	DTMF 6 = 00	00 (No Action)
	DTMF 7 = 00	00 (No Action)
	DTMF 8 = 00	00 (No Action)
	DTMF 9 = 00	00 (No Action)
	DTMF 0 = 00	00 (No Action)
	DTMF * = 13	13 (Leave a Message)
	DTMF # = 00	00 (No Action)
	Timeout = 20	20 (Hang Up with Announcement)
351	Enable Multi-Tenant	0 = Disabled
352	Announce Call Transfer	1 = Enabled
353	Announce Call Transfer to Ext. No. /Name	1 = Enabled
354	Leave Message Directly	0 = Disabled
360	Extension Groups	Group No. = 01~ 99
	The 1st Extension Group Start, End, Assistant Extension	10 ~ 26
	The 2nd Extension Group Start, End, Assistant Extension	--
	The 3rd Extension Group Start, End, Assistant Extension	--
370	Operator and Departments	Group No. = 01~ 30
	The 1st Department	--
	The 2nd Department	--
	The 3rd Department	--
371	Operator for different Hours	--

Func. Code	Function Description	Default
380	System Prompts	ID 001 ~ 063
	Thank you and good bye.	ID 001
	Invalid entry, please try again.	ID 002
	Please hold while I transfer you.	ID 003
	...Extension...	ID 004
	...Operator ...	ID 005
	Please enter...	ID 006
	Mailbox number	ID 007
	The first few letters of the last name of the person you'd like to call.	ID 008
	Department.	ID 009
	...The first few letters of the first name of the person you'd like to call.	ID 010
	The extension you are trying to reach is busy.	ID 011
	The extension you are trying to reach is not available.	ID 012
	Please dial another extension number	ID 013
	To transfer to the operator...	ID 014
	To repeat this menu...	ID 015
	To go to the main menu...	ID 016
	To transfer to an extension...	ID 017
	...followed by your party's extension.	ID 018
	To Hang Up...	ID 019
	Please stay on the line.	ID 020
	To leave a message...	ID 021
	To retry the extension	ID 022
	...or stay on the line for the operator	ID 023
	If you want to transfer out to the person.	ID 024
	Invalid entry. Please try again.	ID 025
	...please press 0	ID 026
	...please press 1	ID 027
	...please press 2	ID 028
	...please press 3	ID 029
...please press 4	ID 030	

Func. Code	Function Description	Default
	...please press 5	ID 031
	...please press 6	ID 032
	...please press 7	ID 033
	...please press 8	ID 034
	...please press 9	ID 035
	...please press "star" sign	ID 036
	...please press "pound" sign	ID 037
	press zero	ID 038
	press one	ID 039
	press two	ID 040
	press three	ID 041
	press four	ID 042
	press five	ID 043
	press six	ID 044
	press seven	ID 045
	press eight	ID 046
	press nine	ID 047
	press star sign	ID 048
	press pound sign	ID 049
	Please leave your message after the tone, press any key to stop recording.	ID 050
	To listen to your message.	ID 051
	To save your message.	ID 052
	To re-record your message.	ID 053
	To select a message delivery option.	ID 054
	To mark your message as urgent.	ID 055
	To mark your message as private.	ID 056
	To mark your message as urgent and private.	ID 057
	Your message has been saved	ID 058
	To delete...	ID 059
	Your message has been deleted.	ID 060
	Please leave your message after the tone.	ID 061
	Press any key to stop recording.	ID 062
	Press the "#" key to stop recording.	ID 063

Func. Code	Function Description	Default
400	The 1st Message Lamp On Sequence	--
401	The 1st Message Lamp Off Sequence	---
402	The 2nd Message Lamp On Sequence	--
403	The 2nd Message Lamp Off Sequence	--
404	Internal Notification Channel	1
405	Notify for	2 = Every New Message
406	Ring Notification Interval	30 min(s)
407	Ring Notification Retrials	3
408	Ring Duration	5
409	Pager Mode	0 = USA
410	Detect Pager Vox	1 = Enabled
411	Delay for Pager	7 sec(s)
412	Delay for Mobile Phone	7 sec(s)
413	External Notification Channel	1
414	Maximum Number of Messages	30 messages
415	Maximum Messages Length	180 sec(s)
416	Minimum Messages Length	3 sec(s)
417	Auto Purge of New Messages	0 = Disabled
418	Auto Purge of Old Messages	0 = Disabled
419	Silence Time out to Stop Recording	5 sec(s)
420	Supervisor's Mailbox	--
421	Digit of New Voice Message Numbers	2
422	Press # key to stop recording	0 = Disabled
423	Personal Mailbox Specified Language	0 = Disabled
424	Enable Voice Mailbox	--
425	Delete Voice Mailbox	--
426	UMS Attachment	1 = Enabled
427	Time stamp format : 12-Hrs or 24-Hrs Time	0=12 Hours
428	Date format: Month/Date or Date/Month	0=MM/DD 1=DD/MM

Appendix B: System Prompts

General Greetings (Directory: Lang0\AA)

File Name	Content
GRT001	Thank you for calling, it is our business hour, If you know your party's extension, please enter it now, or hold for the operator.
GRT002	Thank you for Calling, it is our break hour, If you know your party's extension, please enter it now, or call back during our office hours.
GRT003	Thank you for calling, our office will be closed for the day. If you know your party's extension, please enter it now, or Call back during our office hours.
GRT004	Thank you for calling, today is national holiday, If you know your party's extension, please enter it now, or call back during our office hours.
GRT005	Your greeting has not been set. Please record your greeting.

AA Flow. (Directory: Lang0\AA)

File Name	Content
FLW001	Thank you and good bye.
FLW002	Invalid entry, please try again.
FLW003	Please hold while I transfer you.
FLW004	...to...
FLW005	...Extension...
FLW006	...Operator ...
FLW007	Please enter...
FLW008	Mailbox number
FLW009	The first few letters of the last name of the person you'd like to call.
FLW010	Department.
FLW011	...The first few letters of the first name of the person you'd like to call.

Before Leaving Messages. (Directory: Lang0\AA)

File Name	Content
BLM001	The extension you are trying to reach is busy.
BLM002	The extension you are trying to reach is not available.
BLM003	Please dial another extension number

File Name	Content
BLM004	To transfer to the operator...
BLM005	To repeat this menu...
BLM006	To go to the main menu...
BLM007	To transfer to an extension...
BLM008	...followed by your party's extension.
BLM009	To Hang Up...
BLM010	Please stay on the line.
BLM011	To leave a message...
BLM012	To retry the extension
BLM013	...or stay on the line for the operator
BLM014	If you want to transfer out to the person.
BLM015	I'm sorry. The extension does not exist.

Please Press. (Directory: Lang0\AA)

File Name	Content
PLPRS0	...please press 0
PLPRS1	...please press 1
PLPRS2	...please press 2
PLPRS3	...please press 3
PLPRS4	...please press 4
PLPRS5	...please press 5
PLPRS6	...please press 6
PLPRS7	...please press 7
PLPRS8	...please press 8
PLPRS9	...please press 9
PLPRSSTR	...please press "star" sign
PLPRSPND	...please press "pound" sign
PRS0	press zero
PRS1	press one
PRS2	press two
PRS3	press three
PRS4	press four
PRS5	press five
PRS6	press six
PRS7	press seven
PRS8	press eight

PRS9	press nine
PRSSTR	press star sign
PRSPND	press pound sign
DING	Ding.

Leave Message Flow. (Directory: Lang0\AA)

File Name	Content
LMF001	Please leave your message after the tone, press any key to stop recording.
LMF002	To listen to your message.
LMF003	To save your message.
LMF004	To re-record your message.
LMF005	To select a message delivery option.
LMF006	To mark your message as urgent.
LMF007	To mark your message as private.
LMF008	To mark your message as urgent and private.
LMF009	Your message has been saved
LMF010	Delete
LMF011	Your recording has been delete.
LMF012	Please leave your message after the beep tone.
LMF013	Press any key to stop recording.
LMF014	Press “#” key to stop recording.

Month, Day, Hour and Minutes. (Directory: Lang0\Time)

File Name	Content
MTH001	January
MTH002	February
MTH003	March
MTH004	April
MTH005	May
MTH006	June
MTH007	July
MTH008	August
MTH009	September
MTH010	October
MTH011	November
MTH012	December

File Name	Content
DAY001	First
DAY002	Second
DAY003	Third
DAY004	Fourth
DAY005	Fifth
DAY006	Sixth
DAY007	Seventh
DAY008	Eighth
DAY009	Ninth
DAY010	Tenth
DAY011	Eleventh
DAY012	Twelfth
DAY013	Thirteenth
DAY014	Fourteenth
DAY015	Fifteenth
DAY016	Sixteenth
DAY017	Seventeenth
DAY018	Eighteenth
DAY019	Nineteenth
DAY020	Twentieth
DAY021	Twenty-first
DAY022	Twenty-second
DAY023	Twenty-third
DAY024	Twenty-fourth
DAY025	Twenty-fifth
DAY026	Twenty-sixth
DAY027	Twenty-seventh
DAY028	Twenty-eighth
DAY029	Twenty-ninth
DAY030	Thirtieth
DAY031	Thirty-first
HRS000	Twelve O'clock
HRS001	One O'clock
HRS002	Two O'clock
HRS003	Three O'clock
HRS004	Four O'clock

File Name	Content
HRS005	Five O' clock
HRS006	Six O' clock
HRS007	Seven O' clock
HRS008	Eight O' clock
HRS009	Nine O' clock
HRS010	Ten O' clock
HRS011	Eleven O' clock
HRS012	Twelve O' clock
MIN000	.
MIN001	One Minute
MIN002	Two Minutes
MIN003	Three Minutes
MIN004	Four Minutes
MIN005	Five Minutes
MIN006	Six Minutes
MIN007	Seven Minutes
MIN008	Eight Minutes
MIN009	Nine Minutes
MIN010	Ten Minutes
MIN011	Eleven Minutes
MIN012	Twelve Minutes
MIN013	Thirteen Minutes
MIN014	Fourteen Minutes
MIN015	Fifteen Minutes
MIN016	Sixteen Minutes
MIN017	Seventeen Minutes
MIN018	Eighteen Minutes
MIN019	Nineteen Minutes
MIN020	Twenty Minutes
MIN021	Twenty-one Minutes
MIN022	Twenty-two Minutes
MIN023	Twenty-three Minutes
MIN024	Twenty-four Minutes
MIN025	Twenty-five Minutes
MIN026	Twenty-six Minutes
MIN027	Twenty-seven Minutes

File Name	Content
MIN028	Twenty-eight Minutes
MIN029	Twenty-nine Minutes
MIN030	Thirty Minutes
MIN031	Thirty-one Minutes
MIN032	Thirty-two Minutes
MIN033	Thirty-three Minutes
MIN034	Thirty-four Minutes
MIN035	Thirty-five Minutes
MIN036	Thirty-six Minutes
MIN037	Thirty-seven Minutes
MIN038	Thirty-eight Minutes
MIN039	Thirty-nine Minutes
MIN040	Forty Minutes
MIN041	Thirty-one Minutes
MIN042	Thirty-two Minutes
MIN043	Thirty-three Minutes
MIN044	Thirty-four Minutes
MIN045	Thirty-five Minutes
MIN046	Thirty-six Minutes
MIN047	Thirty-seven Minutes
MIN048	Thirty-eight Minutes
MIN049	Thirty-nine Minutes
MIN050	Fifty Minutes
MIN051	Fifty-one Minutes
MIN052	Fifty-two Minutes
MIN053	Fifty-three Minutes
MIN054	Fifty-four Minutes
MIN055	Fifty-five Minutes
MIN056	Fifty-six Minutes
MIN057	Fifty-seven Minutes
MIN058	Fifty-eight Minutes
MIN059	Fifty-nine Minutes
AM	...AM
PM	...PM
WEEKSUN	Sunday
WEEKMON	Monday

File Name	Content
WEEKTUE	Tuesday
WEEKWED	Wednesday
WEEKTHU	Thursday
WEEKFRI	Friday
WEEKSAT	Saturday

Tone. (Directory: Lan0\Tone)

File Name	Content
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
30	30
40	40
50	50
60	60
70	70
80	80
90	90

File Name	Content
100	100
STAR	Star Sign
POUND	Pound Sign
A	A
B	B
C	C
D	D
FLASH1	first flash time
FLASH2	Second flash time
PAUSE1	First pause time
PAUSE2	Second pause time
EXTNO	Extension number
AND	And
PAUSE	Pause time
TIMEOUT	Timeout
E	E
I	I
DOT	
NEWMSG	Number of new messages
NO	

Mailbox Prompt. (Directory: Lang0\VM)

File Name	Prompt
MBP001	Welcome to the voice mail system.
MBP002	Please enter your mailbox number.
MBP003	Please enter your password.
MBP004	Your mailbox is busy now, please dial another mailbox number.
MBP005	You have
MBP006	New message
MBP007	new messages
MBP008	old message
MBP009	old messages
MBP010	You have no message
MBP011	You have no more message
MBP012	To review new messages
MBP013	To review old messages

File Name	Prompt
MBP014	To send a message
MBP015	To change personal options
MBP016	To replay the message
MBP017	To save the message
MBP018	To delete the message
MBP019	To forward the message
MBP020	To listen to the envelope information
MBP021	To reply to the message
MBP022	To skip the message
MBP023	This message was received on.
MBP024	marked as urgent.
MBP025	marked as private.
MBP026	marked as urgent and private.
MBP027	Please input target mailbox number.
MBP028	The mailbox you've dialed is not recognized.
MBP029	The mailbox is full.
MBP030	Please leave your note after the tone, press any key to stop recording.
MBP031	To review your note.
MBP032	To send this message.
MBP033	To Re-record your note.
MBP034	Message send complete.
MBP035	You have reached mailbox number.
MBP036	To send a message to a mailbox.
MBP037	To send a message to a distribution list.
MBP038	This message has been
MBP039	Please select your distribution list from 1 to 9.
MBP040	Distribution list.
MBP041	has
MBP042	has no member
MBP043	members
MBP044	member
MBP045	To record your greetings.
MBP046	To edit notification function.
MBP047	To set mailbox preferences.
MBP048	To modify your personal distribution lists.

File Name	Prompt
MBP049	To change the extension status.
MBP050	To record
MBP051	Your personal greeting
MBP052	Your busy greeting
MBP053	Your name
MBP054	is
MBP055	has not been recorded
MBP056	To review
MBP057	To save
MBP058	To re-record
MBP059	To delete
MBP060	Your recording has been saved.
MBP061	Your recording has been deleted.
MBP062	To edit internal notification functions.
MBP063	To edit external notification functions.
MBP064	To set your conference telephone number.
MBP065	Your internal notification function is now
MBP066	Disabled.
MBP067	Enable using message lamp.
MBP068	Enable using ring extension.
MBP069	To edit.
MBP070	To confirm.
MBP071	To enable message lamp notification.
MBP072	To enable ring extension notification.
MBP073	To disable internal notification.
MBP074	To set your telephone and pager notification functions.
MBP075	To edit notify urgent message only function.
MBP076	To select external notification schedule.
MBP077	To specify personal notification schedule.
MBP078	Please select your notification entry from 1 to 5.
MBP079	Entry
MBP080	is using telephone mode.
MBP081	is using pager mode.
MBP082	is disabled.
MBP083	The number is.
MBP084	To review the entry.

File Name	Prompt
MBP085	To change notification type.
MBP086	To edit the notification number.
MBP087	For telephone
MBP088	:For pager
MBP089	To disable the entry
MBP090	Your notification number
MBP091	is
MBP092	has not been set.
MBP093	To review entry.
MBP094	To confirm.
MBP095	To edit.
MBP096	Please enter the notification number followed by a pound sign.
MBP097	Notify urgent message only function is now
MBP098	Enabled.
MBP099	Disabled.
MBP100	To edit.
MBP101	To confirm.
MBP102	To enable
MBP103	To disable
MBP104	External notification is now
MBP105	Using business schedule.
MBP106	Using personal notification schedule.
MBP107	To edit.
MBP108	To confirm.
MBP109	To use business schedule.
MBP110	To use personal notification schedule.
MBP111	Your personal notification schedule
MBP112	is
MBP113	has not been defined.
MBP114	To review entry.
MBP115	To confirm.
MBP116	To edit.
MBP117	Please enter the time to start and stop external notification in twenty-four hour format followed by a pound sign. For example, from eight thirty AM, to six o'clock PM. Enter zero, eight, three, zero, one, eight, zero, zero, pound.

File Name	Prompt
MBP118	Invalid entry, please try again.
MBP119	Your conference telephone number
MBP120	is
MBP121	has not been defined.
MBP122	To review entry.
MBP123	To confirm.
MBP124	To edit.
MBP125	Please enter your conference telephone number followed by a pound sign.
MBP126	To change your mailbox password.
MBP127	To change your name in the directory listing.
MBP128	To set the message copy target.
MBP129	To select message playing order.
MBP130	To select message playing priority.
MBP131	To select mailbox language.
MBP132	To change time stamp control function.
MBP133	Your mailbox password.
MBP134	is
MBP135	has not been set.
MBP136	To review the entry.
MBP137	To confirm.
MBP138	To edit.
MBP139	Please enter your mailbox password followed by a pound sign.
MBP140	Your name in the directory listing.
MBP141	is
MBP142	has not been set.
MBP143	To review the entry.
MBP144	To confirm.
MBP145	To edit.
MBP146	Please enter your name directory listing followed by a pound sign.
MBP147	Your target number.
MBP148	is
MBP149	has not been set.
MBP150	To review the entry.
MBP151	To confirm.
MBP152	To edit.

File Name	Prompt
MBP153	Please enter your target number followed by a pound sign.
MBP154	Message playing order is
MBP155	most recent play first.
MBP156	least recent play first.
MBP157	To edit.
MBP158	To confirm.
MBP159	To select most recent play first.
MBP160	To select least recent play first.
MBP161	Message playing priority is
MBP162	urgent play first.
MBP163	disabled.
MBP164	To edit.
MBP165	To confirm.
MBP166	To enable.
MBP167	To disable.
MBP168	Your mailbox language is
MBP169	English.
MBP170	Spanish.
MBP171	3rd language.
MBP172	4th language.
MBP173	To review the entry.
MBP174	To confirm.
MBP175	To edit.
MBP176	For English.
MBP177	For Spanish.
MBP178	For 3rd language.
MBP179	For 4th language.
MBP180	Time stamp control is
MBP181	enabled.
MBP182	disabled.
MBP183	To edit.
MBP184	To confirm.
MBP185	To enable.
MBP186	To disable.
MBP187	To review your personal distribution lists.
MBP188	To edit the members in a distributions list.

File Name	Prompt
MBP189	:To remove all members from a distribution list.
MBP190	Please select your distribution list from 1 to 9.
MBP191	Distribution list
MBP192	has
MBP193	has no member.
MBP194	members.
MBP195	member.
MBP196	The member include
MBP197	The members include
MBP198	To review the list members.
MBP199	To confirm.
MBP200	To add a member.
MBP201	To remove a member.
MBP202	Please input the mailbox number followed by a pound sign.
MBP203	To review the list members.
MBP204	To remove all members.
MBP205	All members have been removed from the list.
MBP206	To select special answering options.
MBP207	To set call forward target.
MBP208	The special answering option is now
MBP209	in do not disturb mode.
MBP210	in call forward mode.
MBP211	disabled.
MBP212	To edit.
MBP213	To confirm.
MBP214	To select do not disturb mode.
MBP215	To select call forward mode.
MBP216	To disable special answering option.
MBP217	The call forward target extension
MBP218	is
MBP219	has not been set.
MBP220	To review the entry.
MBP221	To confirm.
MBP222	To edit.
MBP223	Please input the call forward target extension number, followed by a pound sign.

File Name	Prompt
MBP224	Your voice mail capacity has reached the defined maximum limit. Please proceed to resolve this issue.
MBP225	Enable using message lamp one.
MBP226	Enable using message lamp two.
MBP227	To enable message lamp one.
MBP228	To enable message lamp two.
MBP229	Delete...
MBP230	The recording has been deleted.
MBP231	Please leave your remark after the beep tone.
MBP232	Press any key to stop recording.
MBP233	Press “#” key to stop recording.

System Prompt. (Directory: Lang0\SYS)

File Name	Prompt
SYS001	Welcome to the Voice-Mail system, please enter system password.
SYS002	Programming mode is not available now.
SYS003	Please enter three digit function code.
SYS004	To edit.
SYS005	To add.
SYS006	To delete.
SYS007	To review all.
SYS008	Please input the AA-Menu number.
SYS009	has been created.
SYS010	has been created.
SYS011	has been deleted.
SYS012	To record the greeting.
SYS013	To set the AA-Menu function.
SYS014	DTMF
SYS015	Timeout
SYS016	setting is
SYS017	To edit.
SYS018	To confirm.
SYS019	To review.
SYS020	AA-Menu has been set.

File Name	Prompt
SYS021	AA-Menus have been set.
SYS022	The menu number is
SYS023	The menu numbers are
SYS024	ID.
SYS025	function
SYS026	is
SYS027	null
SYS028	To edit.
SYS029	To confirm.
SYS030	To review.
SYS031	To edit.
SYS032	To add.
SYS033	To delete.
SYS034	To review all.
SYS035	Please input the extension ID number.
SYS036	The extension ID
SYS037	has been created.
SYS038	has been deleted.
SYS039	setting is
SYS040	null
SYS041	To edit.
SYS042	To confirm.
SYS043	To review.
SYS044	Please input the extension information.
SYS045	extension ID has been set
SYS046	extension IDs have been set
SYS047	The ID number is
SYS048	The ID numbers are
SYS049	ID.
SYS050	To edit.
SYS051	To add.
SYS052	To delete.
SYS053	To review all.
SYS054	Please input the group ID number.
SYS055	The group ID member

File Name	Prompt
SYS056	has been created.
SYS057	has been deleted.
SYS058	To set the extension code and hunting method.
SYS059	To review the all members.
SYS060	To add the member.
SYS061	To delete the member.
SYS062	The setting is
SYS063	null
SYS064	To edit.
SYS065	To confirm.
SYS066	To review.
SYS067	extension group has
SYS068	member.
SYS069	members.
SYS070	the member include
SYS071	the members include
SYS072	extension group has been set.
SYS073	extension groups have been set.
SYS074	The group ID number is
SYS075	The group ID number are
SYS076	ID.
SYS077	To edit.
SYS078	To review all.
SYS079	Please input the weekday.
SYS080	To enable the weekday.
SYS081	To set the business hours.
SYS082	To set the break hours.
SYS083	To copy the settings from another weekday.
SYS084	The setting is
SYS085	null
SYS086	enable
SYS087	disable
SYS088	The settings copy from
SYS089	To edit.
SYS090	To confirm.

File Name	Prompt
SYS091	To review.
SYS092	weekday has been enabled.
SYS093	weekdays have been enabled.
SYS094	To edit.
SYS095	To add.
SYS096	To delete.
SYS097	To review all.
SYS098	Please input the holiday ID number.
SYS099	The holiday ID
SYS100	has been created.
SYS101	has been deleted.
SYS102	setting is
SYS103	null
SYS104	To edit.
SYS105	To confirm.
SYS106	To review.
SYS107	lease input the holiday information.
SYS108	holiday date has been set
SYS109	holiday dates have been set
SYS110	The ID number is
SYS111	The ID numbers are
SYS112	ID.
SYS113	To edit.
SYS114	To review all.
SYS115	Please input the channel number.
SYS116	To set the ring number.
SYS117	To set the language.
SYS118	To enable the holiday calendar.
SYS119	To define the AA-Menu for business hour.
SYS120	To define the AA-Menu for break hour.
SYS121	To define the AA-Menu for after business hour.
SYS122	To define the AA-Menu for closed days.
SYS123	To synchronize the parameter as channel 1.
SYS124	To edit.
SYS125	To confirm.

File Name	Prompt
SYS126	To review.
SYS127	The setting is
SYS128	null
SYS129	channels have been set.
SYS130	The channel numbers are
SYS131	enable.
SYS132	disable.
SYS133	To edit.
SYS134	To review all.
SYS135	Please enter the in-Band code number.
SYS136	To edit.
SYS137	To confirm.
SYS138	To review.
SYS139	In-Band code
SYS140	setting is
SYS141	null
SYS142	In-Band signals have been set.
SYS143	In-Band signals have been set
SYS150	Copy settings to other AA Menu.
SYS151	Please input AA Menu you would like to copy.
SYS152	Copy succeed.
SYS153	Copy failed.
SYS154	AA-Menu...
SYS155	Enable Multi-Tenant
SYS156	To edit Transfer Options...
SYS157	Please input the channel number you would like to edit.
SYS158	Enable Leave Message Directly
SYS159	Edit Multi-Tenant transfer options...
SYS160	Copy settings to other channel...
SYS161	Please input the channel you would like to copy.
SYS162	function...
SYS163	is enabled.
SYS164	is disabled.
SYS165	to edit...
SYS166	to save...

File Name	Prompt
SYS167	To replay...
SYS168	Channel number.
SYS169	Copy succeed.
SYS170	Copy failed.
SYS171	Business Hour Operator
SYS172	Break Hour Operator
SYS173	After Hour Operator
SYS174	Closed Day Operator
SYS175	Holiday Operator
SYS176	Please input the channel number you would like to edit.
SYS177	To edit operator
SYS178	Copy settings to other channels
SYS179	Please input the channel you would like to copy.
SYS180	Setting is...
SYS181	To set
SYS182	To edit
SYS183	To confirm
SYS184	To repeat
SYS185	Port Number
SYS186	Copy succeed.
SYS187	Copy failed
SYS188	First Language
SYS189	Second Language
SYS190	Third Language
SYS191	Fourth Language
SYS192	Please input the Menu ID
SYS193	ID...
SYS194	Set as
SYS195	To edit
SYS196	To confirm
SYS197	To repeat

Appendix C: System Specifications

InterMail - IM1200

Voice Compressions	G.726
LAN Port	Ethernet, 100BaseT, RJ45
Capacity	2700 Hours
Voice Ports	4 ~ 8 Ports
Voice Port Interfaces	FXO, RJ11
COM Port: RS232	1200 , 2400 , 4800 , 9600 bps
Internet Protocols	TCP/IP, SMTP
LED Indicators	8 voice ports status, 3 system active indicators
Buttons	Mode, Security, Func1 and Func2 buttons
Power Input	DC 12V
Temperature	0 C ~ 50 C (32 F ~ 122 F)
Humidity	10% ~ 90% (Non-condensing)
Dimensions	315 mm x 198 mm x 60 mm
Weight	3.5 kg(7.72 lb)

InterMail - IM2400

Voice Compressions	G.726
LAN Port	Ethernet, 100BaseT, RJ45
Capacity	2700 Hours
Voice Ports	4 ~ 24 Ports
Voice Port Interfaces	FXO, RJ11
COM Port: RS232	1200 , 2400 , 4800 , 9600 bps
Internet Protocols	TCP/IP, SMTP
LED Indicators	24 voice ports status, 4 system active indicators
Power Input	AC 100 ~ 240 V
Temperature	0 C ~ 50 C (32 F ~ 122 F)
Humidity	10% ~ 90% (Non-condensing)
Dimensions	65 mm x 270 mm x 440 mm
Weight	5.2 kg (11.46 lb)

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