MITEL NETWORKS

6510 Unified Messaging

SERVER CONFIGURATION GUIDE Draft





it's about **YOU**

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6510 Unified Messaging Server Configuration Guide

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Document Overview

This guide provides detailed instructions on configuring the 6510 UM server after you have installed the software. Detailed information is provided on modifying the PBX, creating a company, mailboxes, and feature groups. In addition, this document also contains information on setting the different configuration parameters.

Note: Some screen captures in this document may not reflect the Mitel Networks[™] 6510 UM software exactly. All screens will be updated in the next release of the 6510 UM documentation.

Intended Audience

This guide is intended for anyone responsible for maintaining the 6510 UM server.

Before You Begin

Before you configure the 6510 UM system, make sure that you have read the Server Installation Guide.

This guide provides detailed instructions on installing 6510 Unified Messaging (UM) software.

Conventions

This guide contains three types of help:

Note: contains additional information about the task you are performing.

Hint: contains an alternative method of performing the task or offers a solution if you run into a problem.

Warning: contains critical information relating to the task.

Contacting Mitel Networks

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Introduction to Server Configuration

What is 6510 UM?

6510 UM is a voice processing system that functions with the existing telephone system to enhance an organization's overall telecommunications environment.

6510 UM acts as a unified messaging solution offering call and voice messaging control from the user's desktop PC. System Administrative functions may also be performed either by using a touchtone telephone or the Windows interface from the Voice Mail server

Before You Begin

The Supervisor plays a key role in the everyday operation of the 6510 UM. It is important that the Supervisor understands at least the basics of how 6510 UM operates. The Supervisor should be familiar with all features available to users and completely understand the User Guide before covering the material in this manual.

Basic System Maintenance

The Supervisor performs a key role in the operation of 6510 UM. The following are some examples of the basic duties as a Supervisor:

- Add a new user to the 6510 UM system
- Record an audiotex announcement
- Generate reports showing basic system administration such as call counts, port use, message counts
- Understand how to record the system greetings

Questions and Answers

The Supervisor is responsible for answering questions from users and having a working knowledge of how the system operates. The Supervisor will also help new or inexperienced users become accustomed to using the system. Answers can be found in a variety of sources, including the following documentation:

- Server Installation Guide
- Server Configuration Guide

Introduction to Server Configuration

- Client Application Installation Guide
- Client Application User Guide
- Phone User Guide

Problem Reporting

In the event that a user or caller reports a problem with the system, the Supervisor and/or the vendor's technical personnel work to determine the cause of, and the solution to the problem. The cause of a problem may be one or more of the following:

- User error
- Insufficient training
- Incorrect system configuration
- Faulty hardware
- Faulty software

The Supervisor plays a central role in separating those issues that can be addressed within the organization (for example, training or user error), and those issues that need to be addressed by the vendor's technical personnel. A complete description of the situation is vital in determining the problem and the solution. Information should be gathered regarding when the situation occurred, who was involved (caller and/or User), what occurred, and how the system was being used at the time.

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Logging on to 6510 UM

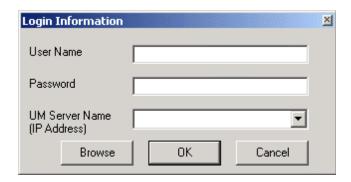
Before you can configure the system, you must log in. Make sure that you have a valid user name and password.

♦ To log on to 6510 UM:

1. Click Start>Programs>Mitel Networks 6510 UM>6510Admin.

Note: You can also double-click the 6510Admin icon on the desktop.

2. The Login Information dialog appears.



- **3.** In the **User Name** field, enter your user name.
- **4.** In the **Password** field, enter your password.

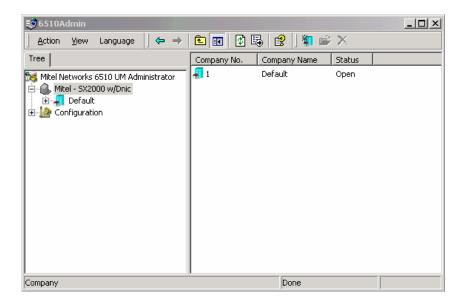
Note: The default user name is Administrator.
The default password is 1111.

The password is not case sensitive.

- 5. From the **UM Server Name (IP Address)** drop-down list, enter the IP address or the name of a remote computer that you want to access and click **OK**. You may also click **Browse** to search for a remote computer.
- **6.** The Administration Console of the remote computer appears.

Navigating the Administration Console

The Administrative Console allows you to configure, add, modify and delete information on the PBX, Company, Mailboxes, Feature Groups, Call Routing Table, Voice Menus and Customized Mailboxes. You can also specify the system configuration settings for both the voice mail and optional applications such as external add-on devices and maintenance utilities.

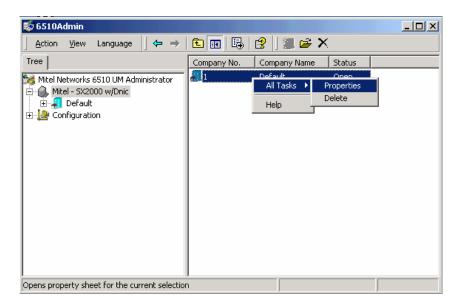


Viewing an Item's Properties

Each component has one or more items associated with it. For example, highlighting the Mailbox displays all mailboxes associated with that company. By highlighting a mailbox and right-clicking the mouse, you can either delete an individual mailbox or display its properties.

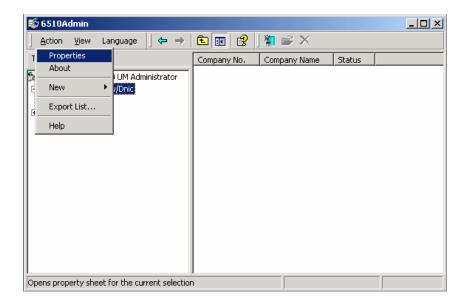
◆ To view and delete properties:

- 1. Highlight the component from the Administration Console.
- 2. Highlight an item and right-click. The All Tasks drop menu appears.
- **3.** Click **All Tasks**. The following drop-down menu appears.



Using the Action Drop-down List

The Action drop-down list allows you to perform particular tasks based on where you are in the program. For example, if you highlight the PBX and click **Action**, you can perform various tasks, including displaying information about the PBX and software, or creating a new company.



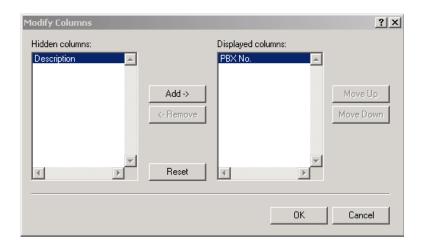
You can also display this menu by selecting an option and clicking the right mouse button.

Modifying Columns

You can change how 6510 UM displays information on the screen.

♦ To change the display:

1. In the 6510 Admin, right-click **6510 Unified Messaging**, select **View>Choose Columns**. The Modify Columns dialog appears.



To hide a displayed pane, highlight it in the Displayed panes and click Remove.

Note: You cannot remove the PBX Number column.

- 3. To display a hidden pane, highlight it in the Hidden panes and click **Add**.
- **4.** To change the order of the columns, highlight the column and click **Move Up** or **Move Down**.
- **5.** To cancel all of your changes, click **Reset**.

Selecting a Language

6510 UM allows you to change the language of the information displayed on the Administration Console.

Note: The 6510 UM Administrator supports English and Spanish.

- **♦** To change the language:
 - 1. Click **Language**. The Language drop-down menu appears.



2. Select a language. The system changes the Administration Console to the language you have selected.

Displaying Contact Information

You can display the 6510 UM version information by highlighting the PBX and clicking **Action>About**.

The screen also displays the contact information that you enter in the Dealer Info section. For more information, refer to Appendix C – Configuration Settings.

Connecting to a Remote Server

The 6510 Unified Messaging system allows you to connect to a remote server from within the system itself. This is useful if you want to connect to a remote system from within your voicemail system.

◆ To connect to a remote server:

1. In the 6510 Admin, right-click **6510 Unified Messaging** and select **Connect to.** The Connect dialog appears.



 From the UM Server Name (IP Address) drop-down list, enter the IP address or the name of a remote computer you want to access and click OK.

Exporting the List

This function is part of the Microsoft Management Console. For more information, refer to the product documentation.

Refreshing the Display

At any time during your 6510 Administration session, you can refresh your screen to display the most updated settings.

1. In the 6510 Admin, click **Action>Refresh**. The screen refreshes to show the most updated settings.

Changing the Display

You can change the screen display for any 6510 UM component from two panes (the default setting) to one pane.

Note: The Administration Console defaults to a two pane display.

- **♦** To change the display
 - **1.** Highlight a component.
 - 2. Click **Show/Hide Console Tree/Favorites** button. 6510 UM displays information about the component in a single pane.

Using the Toolbar Buttons

There are 15 buttons that allow you to perform various tasks within the Administration Console.

| Button | Name | Function |
|---------------|--------------------------------------|--|
| 4 | Backward | Move backwards through the components that you have used |
| \Rightarrow | Forward | Move forward through the components that you have used |
| £ | Up One Level | Up the tree by one level |
| = 4 | Show/Hide Console Tree/ Favorites | Changes the display from two panes (the default setting) to one pane. |
| \$ | Refresh | Refreshes the display |
| | Export List | This function is part of the Microsoft Management Console. For more information, refer to the product documentation. |
| | Help | Displays the Administrator help contents. |
| ** | Add New Mailbox | Adds a new mailbox |

| * | Add New Feature Group | Adds a new Feature Group |
|--|------------------------------|--|
| | Add New AMIS | Adds a new remote site |
| === | Add New Voice Menu | Adds a new Voice Menu |
| *** | Add New Customize Mailbox | Adds a new customized mailbox |
| ~ | Open | Opens a Mailbox, feature Group, Remote Site, Routing Table, Voice Menu, or Customize Mailbox |
| × | Delete | Deletes a Mailbox, Feature Group, Voice Menu, Remote Site, and Customized Mailbox. |
| Contraction of the Contraction o | Add Range | Creates a range of mailboxes |

Using the Scroll Buttons

Scroll buttons are used throughout 6510 UM to scroll through existing records. Clicking a scroll button selects the record and makes it current.

Scroll buttons can be found in the Company, Mailbox, Feature Group, Remote Site, Routing Table, Voice Menu, and Customize Mailbox components.

| Button | Name | Function |
|--------|-----------------|--------------------------------|
| H | First Record | Scrolls to the first record |
| 4 | Previous Record | Scrolls to the previous record |
| • | Next Record | Scrolls to the next record |
| H | Last Record | Scrolls to the last record |

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Overview

Configuration tables contain system configuration settings for optional applications such as speech, fax, e-mail configuration, external add-on devices, maintenance & unified messaging.

After the software has been installed, the configuration will display the configuration settings. You can then modify or fine-tune these default settings.

Maintaining Configuration Settings

The 6510 UM Administrator has 12 types of configuration settings.

| Configuration | Function |
|----------------------------------|--|
| Advanced | Specifies advance settings such as fine tune board settings, turning logs on or off for debugging, speech configuration, date format, path for the system, and other options activation. |
| Custom Interface Settings | Allows the configuration of custom interface settings, enabling the integration of a third party database. |
| Dealer Info | Specifies the installing dealer information. |
| Device Management | Third party devices connect to the COM port such as Caller ID boxes, SMDI, LAP, or CTI devices. |
| Device Management Settings | Allows you to configure device settings that are added. |
| Fax Settings | Specifies fax on demand and fax mail settings |
| Global | Specifies the Global Parameters settings. |
| Log | Specifies report logging on all the system components |
| SMTP | Allows the configuration of the Simple Mail Transfer Protocol settings. |
| MSS | Allows the configuration of your voicemail system for MSS support. |
| Remote Site Setting | Specified both AMIS & VPIM settings |
| Reorg | Allows the specifying of the time when the reorg function is to run. |

| User Manager | Allows the administrator to add and edit user settings including access rights to the system. |
|-------------------------|--|
| Voice Board Settings | Allows the configuration of compression formats of the telephone system and voice board types that are used by the system. |

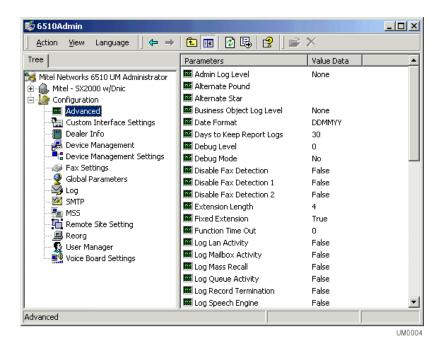
Advanced Settings Configuration

The Advanced settings allow you fine-tune your 6510 UM system. Available settings include board settings, enabling logs on or off for debugging, speech, and other specific and detailed options.

Note: In order for the changes made to the advanced settings to take effect, it is required that you stop and restart the 6510 UM service.

◆ To configure advanced settings:

1. In the 6510 Admin Tree, click **Configuration>Advanced**. The Advanced settings appear in the right window.



2. For information on configuring these settings, refer to the table below.

| Setting | Function |
|--------------------------|--|
| Alternate Pound | Alternate DTMF tone for #. Used for phone systems that reserve the key for other functions |
| Alternate Star | Alternate DTMF tone for *. Used for phone systems that reserve the key for other functions |
| Date Format | Defines the playback format of the date format for messages |
| Days to Keep Report Logs | Enter the number days the system is to keep report logs in the database. |
| Debug Level | Sets the level of information sent to a log file when Debug mode is activated. |
| Debug Mode | Defines the type of debug mode to be used |
| | EVENT writes to the EVENT.LOG file |
| | DEBUG writes to the Status screen |
| | NOTIFY writes all outcall activity (message lights, beeper, outcall) to OUTCALL.LOG |
| Disable Fax Detection | Prevents the voice board from recognizing the fax tone |
| Disable Fax Detection 1 | Value is a frequency. Used for troubleshooting |
| Disable Fax Detection 2 | Value is a frequency. Used for troubleshooting |
| Extension Length | Determines the extension length |
| Fixed Extension | Determines if the extension length is fixed |
| Function Time Out | Maximum time for a function to wait |
| Log Lan Activity | Determines to log all LAN activity |
| Log Mailbox Activity | Determines to log all mailbox activity |
| Log Mass Recall | Logs activities of mass recall |
| Log Queue Activity | Logs the call queuing activities |
| Log Record Termination | Logs the record termination event when the recording a conversation function is in use |
| Log Speech Engine | Logs all activity of the speech engine |

Log System Statistics Logs all activity of the voice mail system

Logs all wakeup calls Log Wakeup Calls

Logo URL Allows you to choose the logo URL

Loop Current on In Dial Indicates whether or not to disable loop

detection during dialing

Loop Current On In Record Indicates whether or not to disable loop

current detection during recording

Mass Recall Installed Determines if mass recall is installed Allows you to specify a different path for Messages Temp. Folder

receiving messages

Path for System Allows you determine the path of the system

Print Wakeup Calls Allows you enable the printing of wakeup

call activity

Proxy IP Address Allows you to declare the proxy address

Queue Debug Mode Defines whether or not to gueue the debug

mode

Queue Mode Defines whether or not to gueue the mode. Record with AGC

Indicates whether or not to use Automatic

Gain Control during recording

Status Log Level Determines the level of the log information

(the higher the level, the more detailed the

log)

Trace Log Level Determines the level of information to be

recorded in logs

WITH TAPI – This value indicates the amount Transfer Timeout

> of time the system will wait after dialing an outside call over an analog CO line before

playing the prompt.

WITH ANALOG VOICE BOARDS - if no connect or busy signal is received by the end of the timer, the system will assume a not

busy state and release the call

Trim Digit Enables the elimination of unnecessary digits

at the beginning of a string

Trim From End of File Enables the elimination of digits from the

end of a file

TTS Mode Allows you to choose the application to be

used for TTS

Use Mailbox Language as Default Indicates whether or not to use the mailbox's

defined language as the system language when a caller returns to the automated

attendant from the mailbox

Use Port Monitor Indicates whether or not the system will

return a port to idle mode after a fixed time

period

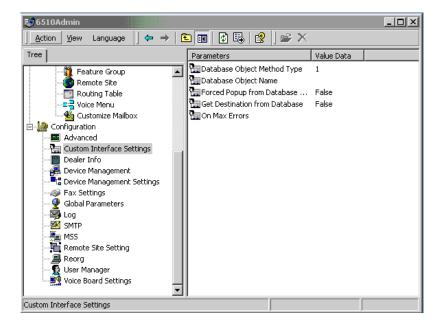
Web Site URL Allows you to declare your web site URL

Custom Interface Settings

The Custom Interface settings allow you to specify the configurations that deal with integrating a third party databse into the 6510 UM.

♦ To configure Custom Interface parameters:

In the 6510 Admin Tree, click Configuration>Custom Interface
 Settings. The Custom Interface Settings parameters appear in the right window



2. For information on configuring these settings, refer to the table below:

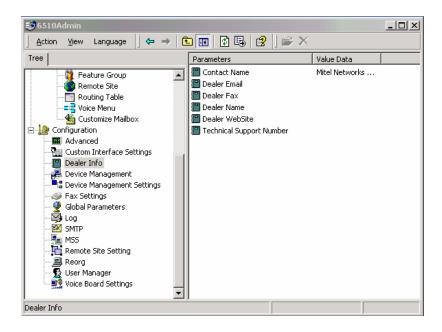
| Setting | Function |
|----------------------------------|--|
| Database Object Name | Enter value of 1 or 2. |
| Forced Popup From Database | Select True to enable the forcing of pop ups from the database. Select False to disable this parameter. |
| Get Destination From Database | Select True to enable the retrieving of the folder destination from the database. Select False to disable this parameter. |
| On Max Errors | Select Hang Up to instruct the system to disconnect from the third party database in situations where too many errors occur. Select Operator switch to the operator in situations where too many errors occur. |

Dealer Info Configuration

The Dealer Information settings allow you to specify the information of the dealer who has installed 6510 UM.

♦ To configure dealer info:

1. In the 6510 Admin Tree, click **Configuration>Dealer Info**. The dealer information settings appear in the right window.



2. For information on configuring these settings, refer to the table below.

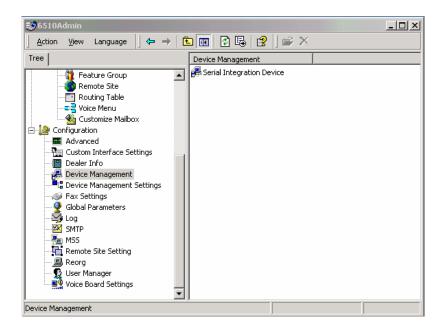
| Setting | Function |
|-----------------------------|---|
| Contact Name | Shows the dealer representative contact name |
| Dealer Email | Shows the dealer contact e-mail address |
| Dealer Fax | Shows the dealer contact fax number |
| Dealer Name | Shows the dealer company name |
| Dealer Website | Shows the dealer company website |
| Technical Support Number | Shows the dealer technical support phone number |

Device Management Configuration

Unlike other configuration settings, Device Management is made up of devices and settings. You can add a Serial Integration Device, CTI Serial Integration Device, Local Area Paging Device, and a Caller ID Device. After you add devices, you can configure its settings, such as CTI Settings, Serial Integration Setting, or Caller ID settings. This allows you to manage the settings and integration with these specific devices that communicate to the application over a COM port.

♦ To open Device Management settings:

1. In the 6510 Admin Tree, click **Configuration>Device Management**. The Device Management (Device) settings appear in the right window.



2. Follow the steps below to configure each device type.

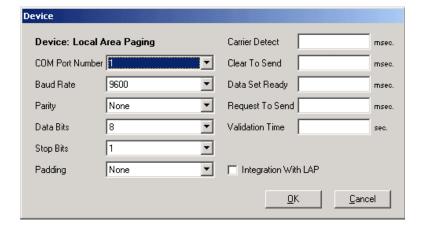
Specifying Local Area Paging

Local Area Paging is a module that allows you to use the pager function that will notify you when a call or message is received. In the Local Area Device tab, you can specify the settings associated to your paging device.

Note: The device settings must match the hardware settings of your pager.

- ◆ To specify a local area paging parameter:
 - In the 6510 Admin Tree, expand Configuration, right-click Device Management and select New>Local Area Paging. The Local Area Paging dialog appears.

Note: You can also click Action>New>Local Area Paging.



- 2. From the **COM Port Number** drop-down list, select the port that the device is connected to.
- **3.** From the **Baud Rate** drop-down list, select the baud rate of the device. The default is 9600.
- **4.** From the **Parity** drop-down list, select the appropriate device setting. The default is None.

- 5. From the **Data Bits** drop-down list, select the bit configuration of the device. The default is 8.
- **6.** From the **Stop Bits** drop-down list, select the device settings for stop bit. The default is 1.
- **7.** From the **Padding** drop-down list, select any padding that may be needed for connecting. The default is None.
- **8.** In the **Carrier Detect** field, enter the control signal indicating that the modem is detecting a "live" carrier.
- 9. In the Clear to Send field, enter the time to wait.
- 10. In the **Data Set Ready** field, enter the delay time.
- 11. In the **Request to Send** field, enter the time to wait for the request.
- In the Validation Time field, enter the period of time to wait for validation.
- **13.** Select **Integration With LAP** to select this if it is a local area paging device you are integrating to.
- 14. Click OK.

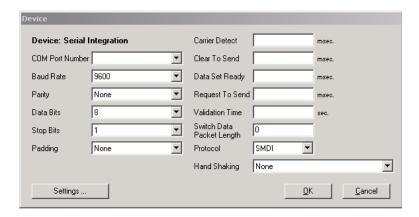
Specifying Serial Integration Device

The Serial Integration device and settings specify the settings for a Serial integration to a PBX. Most setups are defined as Telco standard SMDI, or a proprietary switch standard like NEC's MCI.

◆ To specify a serial integration device:

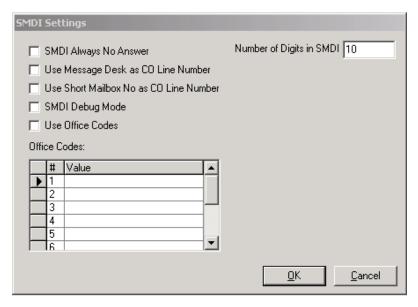
In the 6510 Admin Tree, expand Configuration right-click **Device** Management and click **New>Serial Integration Device**. The Device dialog appears.

Hint: You can also click Action >New>Serial Integration.



- 2. In the **Switch Data Packet Length** field, enter the max digit length of the packets being sent through.
- **3.** From the **Protocol** drop-down list, select the type of serial integration standard it is sending (SMDI, MCI or User Defined).
- **4.** From the **Hand Shaking** drop-down list, select the protocol to use to precede the telephone connection.
- **5.** Click **Settings** to define the SMDI properties. The SMDI Settings dialog appears.

Note: Defining the SMDI settings being sent by the switch enables you to define serial integration on the fly to further enhance the PBX integration.



6. Select one or more of the following options:

| Setting | Purpose |
|---|---|
| SMDI Always No Answer | Treats all busy no answer conditions as no answer |
| Use Message Desk as C.O. Line Number | Used for multi-tenanting configuration* message desk configuration must be programmed on the phone system |
| Use Short Mailbox No as C.O. | Used for multi-tenanting purposes. |
| Line Number | Note: This option must be programmed on the phone system |
| SMDI Debug Mode | Reports the log of all the SMDI events |
| Use Office Codes | Used for Central office integration in a centralized voice mail setup |

7. In **the Number of Digits in SMDI** field, enter the maximum number of digits in a SMDI string for the calling and called parties. The standard setting is 7 or 10 digits.

8. Click OK.

Note: After configuring the settings, you can always return to reconfigure them by double-clicking the device in the Device Management window.

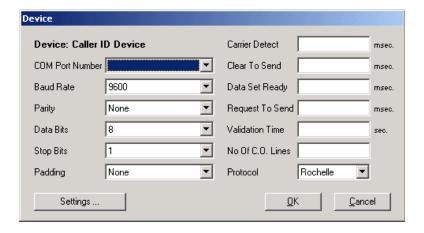
Specifying the Caller ID Device

The Caller ID Device indicates the specifications of the Caller ID Device you are using.

♦ To specify a caller ID device:

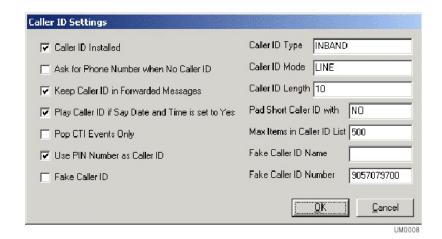
 In the 6510 Admin Tree, expand Configuration, right-click Device Management and select New>Caller ID Device. The caller ID Device dialog appears.

Hint: You can also click Action > New > Caller ID Device.



- 2. In the **No of C.O. Lines** field, enter the number of CO lines the device is monitoring.
- **3.** From the **Protocol** drop-down list, select the type of caller ID device that will be used to track and send caller ID. (Rochelle, Zeus, TCI).
- **4.** Click **Settings** to fine-tune the caller ID device settings. The Caller ID Settings dialog appears.

Note: The Caller ID Settings allows you to custom define and finetune the settings for monitoring and sending caller ID information within the system.



5. Select the settings you want activated or fine-tuned.

| Caller ID Setting Caller ID Installed | Function A third party device installed for passing caller ID. |
|---|---|
| Ask for Phone Number when No Caller ID | Prompts the caller for a number when device fails to detect one. |
| Keep Caller ID in Forwarded Messages | When forwarding a message, maintain and attach original caller ID information with the message. |
| Play Caller ID if PlayDate Active | Time and date stamp is requested and also plays back the caller ID information. |
| Pop CTI Events Only | Only perform screen popups on events driven by the CTI Link. |
| Use PIN Number as Caller ID | Treat PIN number inputs as caller ID information. |
| Fake Caller ID | Define a fake number to use on all calls. |

6. In the **Caller ID Type** field, enter the type of device connected for tracking caller id such as Rochelle, Zeus or TCI.

- 7. In the **Caller ID Mode** field, enter the mode in which the system receives the caller ID information, such as inband, SMDI, or CTILink.
- **8.** In the **Caller ID Length** field, enter the maximum digits that can be sent for caller ID packets.
- **9.** In the **Pad Short Caller ID** with field, enter any prefixes such as area code when only 7 digits are sent. It will pad the number to ensure a proper lookup in a database.
- **10.** In the **Max Items in Caller ID List** field, indicate the max list view for the system administration.
- 11. In the **Fake Caller ID Name** field, define a name that you want to appear on the screen pops.
- **12.** In the **Fake Caller ID Number**, enter the number you want to appear on the caller ID screen pops and messages.
- **13.** Click **OK**.

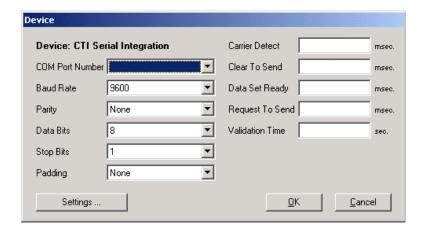
Note: After configuring the settings, you can always return to reconfigure them by double-clicking the device in the Device Management window.

Specifying CTI Serial Integration

The CTI Serial Integration allows you to define the type of CTI integration for CSTA integration that you are receiving through a serial link.

To specify CTI Serial Integration;

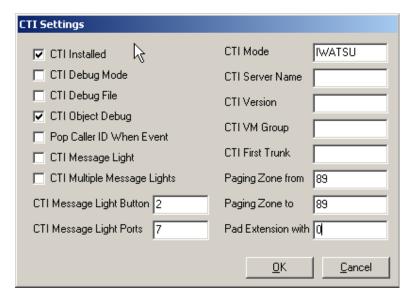
In the 6510 Admin Tree, expand Configuration, right-click Device
 Management and select New>CTI Serial Integration Device. The CTI
 Serial Integration dialog appears.



- **2.** For information on filling out the fields, refer to Specifying Local Area Paging on page 39.
- 3. Click **Settings**. The CTI Settings dialog appears.

Note: The CTI Integration settings allow you to fine-tune the information you will be receiving via the CTI link data.

4. Perform the following steps to configure CTI settings:



- Select **CTI Installed** to indicate that a CTI link from the PBX is active and available for monitoring.
- Select **CTI Debug Mode** to monitor and log the CTI events.
- Select **CTI Debug File** to enable the creation of a debug file from CTI event monitoring.
- Select **CTI Object Debug** to enable object debug.
- Select **Pop Caller ID When Event** to enable the activation of screen popups on station-to-station and internal dialing.
- Select **CTI Message Lights** to use the CTI serial link to light the message lights.
- In **the CTI Message Light Button** field, enter the numeric digit on the phone keypad that will enable the message light option. This is an optional setting for lighting lights through the link.
- In **the CTI Message Light Ports** field, indicate the ports on the switch where the lights are located.
- In **the CTI Mode** field, enter the type of CTI events that the system is to look for (for example, lwatsu).

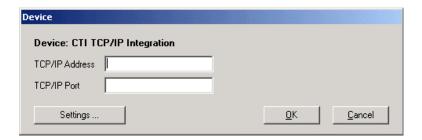
- In the **CTI Server Name** field, enter the server machine or phone system on the network that will be sending the CTI events.
- In the CTI Version field, enter the version description of the CSTA or CTI link on the switch.
- In the **CTI VM Group** field, enter the VM ports that are to be monitored for events.
- In the **CTI First Trunk** field, enter the first VM port to monitor.
- In the **Paging Zone from** field, enter the From port used for paging that the system should ignore events for screen pops.
- In the **Paging Zone to** field, enter the To port used for paging that the system should ignore events for screen pops.
- In the **PAD Extension with** field, enter the numerical digit that will pad the unused number spaces in the screen pop up when you receive an incoming call that contains a string of digits less than the maximum that is specified.
- 5. Click OK

Specifying TCP/IP Integration

The TCP/IP Integration allows you to specify CTILINK or CSTA integration over TCP/IP.

◆ To specify TCP/IP Integration Device:

 In the 6510 Admin Tree, expand Configuration, right-click Device Management and select New>CTI TCP/IP Integration Device. The Device dialog appears.



- 2. In the **TCP/IP Address** field, enter the IP address of the phone system that the CTI data is coming from.
- 3. In **the TCP/IP Port** field, enter the IP port the system will use to access the CTI Link.
- **4.** Click **Settings**. The CTI Settings dialog appears.
 - Select **CTI Installed** to indicate that a CTI link from the PBX is active and available for monitoring.
 - Select **CTI Debug Mode** to monitor and log the CTI events.
 - Select **CTI Debug File** to enable the creation of a debug file from CTI event monitoring.
 - Select **CTI Object Debug** to enable object debug.
 - Select **Pop Caller ID When Event** to enable the activation of screen popups on station-to-station and internal dialing.
 - Select **CTI Message Lights** to use the CTI serial link to light the message lights.

- In **the CTI Message Light Button** field, enter the numeric digit on the phone keypad that will enable the message light option. This is an optional setting for lighting lights through the link.
- In **the CTI Message Light Ports** field, indicate the ports on the switch where the lights are located.
- In **the CTI Mode** field, enter the type of CTI events that the system is to look for (for example, lwatsu).
- In the **CTI Server Name** field, enter the server machine or phone system on the network that will be sending the CTI events.
- In the CTI Version field, enter the version description of the CSTA or CTI link on the switch
- In the **CTI VM Group** field, enter the VM ports that are to be monitored for events.
- In the **CTI First Trunk** field, enter the first VM port to monitor.
- In the **Paging Zone from** field, enter the From port used for paging that the system should ignore events for screen pops.
- In the **Paging Zone to** field, enter the To port used for paging that the system should ignore events for screen pops.
- In the **PAD Extension with** field, enter the numerical digit that will pad the unused number spaces in the screen pop up when you receive an incoming call that contains a string of digits less than the maximum that is specified.
- 5. Click OK.

Device Management Settings

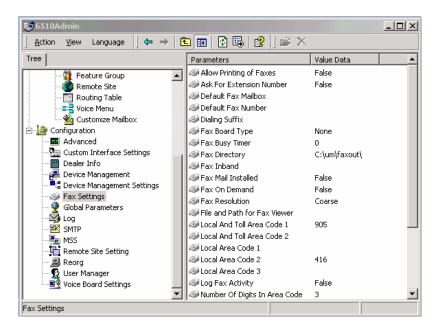
Device Management Settings allow you to configure the settings of the devices that are available. Refer to Device Management Configuration on page 38 for details on configuring device settings.

Fax Settings Configuration

Fax Settings allow you to specify the information required for a user to be able to receive a fax into the Auto Attendant. Fax On Demand can be used to forward the fax to an appropriate mailbox or location.

♦ To configure fax settings:

1. In the 6510 Admin Tree, click **Configuration>Fax Settings**. The Fax Settings appear in the right window.



2. For information on configuring the settings, see the table below.

| Setting | Function |
|-------------------------|---|
| Allow Printing of Faxes | Indicates whether or not users can print received |
| | faxes via the telephone. |

Ask for Extension Number Indicates whether or not to ask the caller for an

extension number to put on the received faxes

when using the fax on demand module.

Default Fax Mailbox Defines the mailbox that incoming faxes will be

delivered to if no destination is given.

Default Fax Number Defines the default number to dial to print received

faxes.

Dialing Suffix The long distance account code required in order to

make toll calls from the Phone system. This will apply if the default fax number is an external toll

call.

Fax Board Type Identifies the fax board that is integrated with the

system.

Fax Busy Timer Indicates the number of seconds to wait after

initiating a transfer to the fax port before reverting

back to an idle state.

Fax Directory Specifies the path for the directory that contains the

fax documents.

Fax Inband Not used in this version.

Fax Mail Installed Indicates whether the Fax mail option is enabled for

receiving faxes.

Fax On Demand Indicates if the Fax on Demand option is enabled.

Fax Resolution Sets the resolution type for fax transmissions.

File and Path for Fax Viewer The path to the directory containing the fax viewer

application.

Local and Toll Area Code 1 The area code(s) in your region that covers both

local and toll calls

Local and Toll Area Code 2 The area code(s) in your region that covers local digit

calls.

Note: Code Number 1 for both entries is for 7-digit

dialing. Code Number 2 and higher is for 10-digit

dialing.

Local Area Code 1 The first local Area Code for the country.

Local Area Code 2 The second local Area Code for the country.

Local Area Code 3 The third local Area Code for the country.

Log Fax Activity Indicates to create a log file for all fax activity

No of Digits in Area Code Indicates how many digits to view from the entered

number as the Area Code.

No of Digits in Phone No Indicates how many digits to view from the entered

number as the Phone Number.

Number of Log Entries to delete Sets the housekeeping rules for deleting old fax log

entries starting from the oldest record.

Outside Line Access This sets the code for line access to out dial a fax-on-

demand call.

Path for Fax Drivers Indicates the path to the directory that stores the fax

drivers.

System CSID Specifies the fax header information.

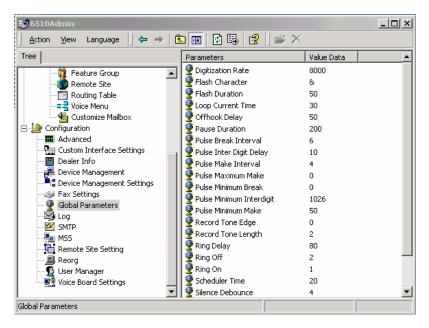
Toll Line Access Code Defines the code for Alternate Carrier Access

Global Parameters Configuration

Global parameters allow for the configuration of specific boards and pulse detection.

♦ To configure global parameters:

1. In the 6510 Admin Tree, click **Configuration>Global**. The Global parameters appear in the right window.



2. For information on configuring the settings, see the table below.

| Setting | Function |
|-------------------|---|
| Digitization Rate | The value used for digitization |
| Flash Character | Character used in a dial string to indicate a hook flash to occur |
| Flash Duration | The value of the duration of the hook flash in 10msec intervals |

Loop Current Time The value of the minimum time that loop current must be

off before Loop Current CST can be generated in 10msec

intervals

Offhook Delay The value for the offhook delay time in 10msec intervals

Pause Duration The value of the length of a pause used in a dialing string

in 10msec intervals

Pulse Break Interval The value of the break interval for pulse dialing in 10msec

increments

Pulse Inter Digit Delay The value of the inter-digit interval for pulse dialing in

10msec increments

Pulse Make Interval The value of the make interval for pulse dialing in 10msec

increments

Pulse Maximum Make The value of the maximum make pulse time for pulse

dialing in 10msec increments

Pulse Minimum Break The value of the minimum break interval for valid loop

pulse dialing in 10msec increments

Pulse Minimum Inter-digit The value of the minimum inter-digit interval for pulse

dialing in 10msec increments

Pulse Minimum make The value of the minimum make interval for pulse dialing in

10msec increments

Record Tone Edge The value for the Record DTMF filter time in 10msec

increments

Record Tone length Indicates the event edge to use for record tone

1=event detection on trailing edge of tone 2=event detection on leading edge of tone

Ring delay The value of the wait delay after which the ring count is

reset in 100msec increments

Ring Off The value of the minimum Ring Off interval to detect an

incoming ring in 100msec increments

Ring On The value of the minimum Ring On interval to detect an

incoming ring in 100msec increments

Scheduler Time The value of the Scheduler Time Slice, expressed as the

maximum number of timer ticks (expressed in 1/20 sec), before the driver must return control to the program in

50msec increments

Silence Debounce The value of the Silence message debounce interval in

10msec increments.

Tone Duration The value of the duration of dialed DTMF tones in 10msec

increments

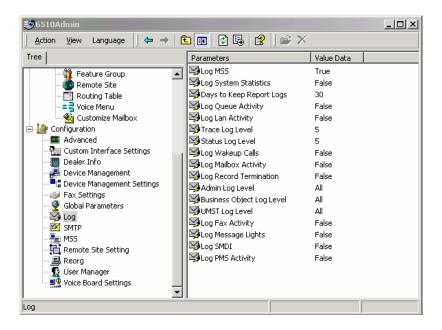
Tone Inter-Digit Delay The value of the inter-digit tone dialing delay in 10msec

increments.

Log Settings Configuration

Log settings allow you to specify report logging on all system components.

- **♦** To configure log settings:
 - 1. In the 6510 Admin Tree, click **Configuration>Log**. The Log settings appear in the right window.



2. For information on configuring these settings, see the table below.

| Settings | Function |
|--------------------------|--|
| Log MSS | This will create a log file for the Message Synchronization Service |
| Log System Statistics | This will create a log file for all system statistics |
| Days to Keep Report Logs | Defines the number of days log files will be stored |
| Log Queue Activity | This will create a log file for all Queue activity |

Log Lan Activity This will create a log file for all LAN activity Trace Log Level

This indicates the level of activity of the logs

created

Status Log Level This indicates the status of logs created

Log Wakeup Calls This will create a log file for all Wakeup Call activity Log Mailbox Activity This will create a log file for all Mailbox activity

Log Record Termination This will create a log file for all Record termination

activity

Admin Log Level This will create a log file for all Admin activity Business Object Log Level This will create a log file for all EE Application

Manager activity

UMST Log Level This will create a log file for all UMST activity

Log Fax Activity Logs all fax activity

Log Message Lights Logs all Message Light activity

Log SMDI Logs all SMDI activity

SMTP Settings Configuration

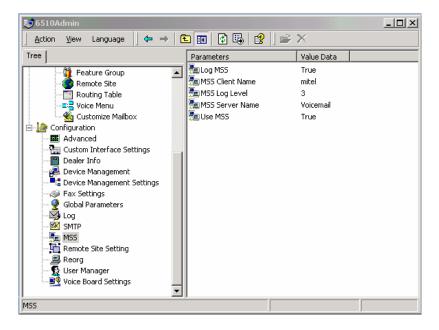
SMTP settings allow you to specify settings related to the Simple Mail Transfer Protocol connection. SMTP settings can be defined using the VPIM Tools application. Refer to VPIM Tools Overview on page 328 for more information.

MSS Settings Configuration

Message Synchronization Servive (MSS) allows you to synchronize all of your messaging servers with the 6510 UM. The MSS settings allow you to configure the voicemail system for MSS support.

♦ To configure MSS settings:

1. In the 6510 Admin Tree, click **Configuration>MSS**. The MSS settings appear in the right window.



2. For information on configuring these settings, see the table below.

| Setting | Function |
|---------|---|
| Log MSS | This will create a log file for the Message |
| | Synchronization Service. |

MSS Client Name Sets the MSS client name.

Note: This name **must** be entered without any

spaces in it.

MSS Log Level Sets the level of MSS logs to be created.

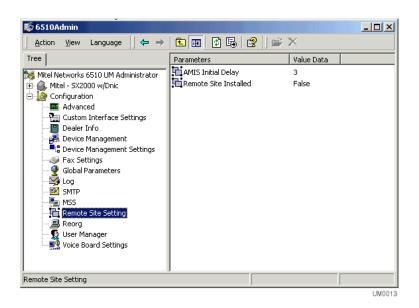
MSS Server Name Sets the MSS server name.
Use MSS Enables the use of MSS.

Remote Site Settings Configuration

Remote Site settings allow you to specify both AMIS and VPIM settings.

♦ To configure remote site settings:

1. In the 6510 Admin Tree, click **Configuration>Remote Site Setting**. The Remote Site settings appear in the right window.



2. For information on how to configure these settings, see the table below.

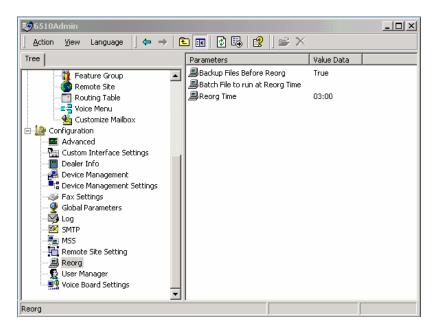
| Setting | Function |
|-----------------------|---|
| AMIS Initial delay | The value of the delay, in seconds, that the system will use to ignore the C tone sent by AMIS. This is required only if there is a C tone sent via the Inband signaling from the PBX. Set to zero if no delay is needed. |
| Remote Site Installed | Indicates whether Remote Networking is installed. Required for AMIS or VPIM. |

Reorg Settings Configuration

Reorg settings allow you to specify the rules to run and activate the Reorg function that cleans and compacts the database.

♦ To configure reorg settings:

1. In the 6510 Admin Tree, click **Configuration>Reorg**. The Reorg settings appear in the right window.



2. For information on configuring these settings, see the table below.

| Setting | Function |
|---------------------------|--|
| Backup Files Before Reorg | Indicates whether or not to back up the database files before initiating the reorg |

Batch Files to Run at Reorg Time

Reorg Time

Defines a batch file, if required, to initiate before the reorg is performed. (i.e. network or tape drive backup)

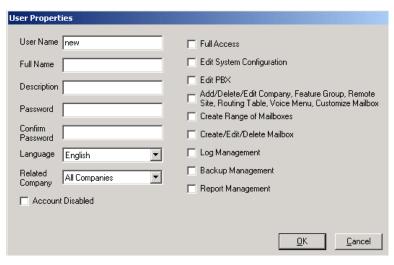
Sets the time of day (24 hour military) to initiate the reorg function. Select the **Disable Reorg** checkbox to disable the reorg function

User Manager Settings Configuration

The User Manager configuration setting allows you to specify one or more Administrators and the system properties that they can control. The Administrators can have control over the entire 6510 UM system, ranging from selected functions (for example, Edit PBX) to Full Access.

◆ To configure user manager settings:

- 1. In the 6510 UM Admin Tree, click **Configuration>User Manager**. The list of users appears in the right window.
- 2. Right-click **User Manager** and select **New>User Manager** to add a new user or right-click an existing user and select **All Tasks>Properties**. The User Properties dialog appears.



- In the **User Name** field, enter the name of the administrator.
- In the **Full Name** field, enter the administrator's full name.

- In the **Description** field, enter the title or purpose of this administrator.
- In the **Password** field, create a password.
- In the **Confirm Password** field, re-enter the password.
- From the **Language** drop-down list, select the language preference for this administrator.
- From the **Related Company** drop-down list, select the companies this administrator has administrative rights over.
- Select the **Account Disabled** checkbox to disable the account.
- **3.** Click the following checkboxes to indicate what tasks the administrator can perform.

| Task | Function |
|---|--|
| Full Access | Allows a user full access to the system. |
| Edit System Configuration | Allows the administrator to edit system configuration files. |
| Edit PBX | Allows the administrator to edit the PBX. |
| Add/Edit/Delete Company, Feature Group, Remote Site, Routing Table, Voice Menu, Customized Mailbox | Allows the administrator to add, edit, and delete a company, feature group, remote site, and routing table, voice menu, customized mailbox . |
| Create Range of Mailboxes | Allows the administrator to create a range of mailboxes. |
| Create/Edit/Delete Mailbox | Allows the administrator to create, edit, and delete a mailbox. |
| Log Management | Allows the administrator to set and define logs. |
| Backup Management | Allows the administrator to perform and define backup management. |
| Report Management | Allows the administrator to define and create reports and run the Web Reporter utility. |

4. Click OK.

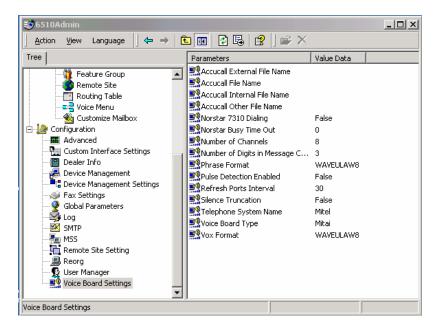
Note: You must be logged in as an administrator to be able to edit and delete user manager settings.

Voice Board Settings Configuration

Voice Board settings allow you to specify the technical settings that dictate the functionality of the voice boards.

♦ To configure voice board settings:

1. In the 6510 Admin Tree, click **Configuration>Voice Board Settings**. The Voice Board settings appear in the right window.



2. For information on configuring these settings, see the table below.

| Setting | Function |
|----------------------------|---------------------------------------|
| Accucall External filename | Indicates the external filename used. |
| Accucall File Name | Indicates the accucall filename used. |
| Accucall Internal filename | Indicates the internal filename used. |

Accucall other filename Indicates the other filename used.

Norstar 7310 Dialing Allows for out dialing to be performed on the virtual set

dial pad rather than via the voice boards (Dialogic)

Norstar Busy Timeout Used to set timer for Busy Transfer

Number of Channels Indicates the total number of voice channels installed

Number of Digits in This value sets the number of digits used to send to a

Message Count for display pager or a supported display PBX telephone indicating the number of the message sending the

notification

Phrase Format Indicates the format of the system prompts used by the

system if to be different than the VOX format.

Pulse Detection Enabled Indicates whether or not to use pulse detection. Requires

the correct hardware.

Refresh Ports Interval Indicates the time interval between generating an

offhook/onhook sequence on each port. Used to keep

ports listed as active in certain PBXs.

Silence Truncation Removes silence from recordings. (used for Rhetorex

only)

Telephone System Name Indicates the make of the telephone system

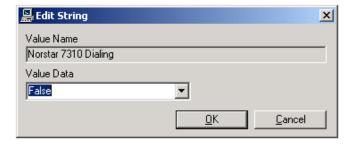
Voice Board Type Indicates the type of voiceboard used (Rhetorex,

Rhetorex Direct, Dialogic, TAPI, Aculab)

VOX Format Indicates the format of all recordings in the system (for

example, WAV)

3. Double-click on the parameter you want to configure. The Edit String dialog appears.



- 4. The Value Name field displays the parameter you are configuring. In the Value Data drop-down list select True to enable the setting or select False to disable the setting.
- **5.** Click **OK**. The setting is configured.

In This Chapter . . .

Overview on page 70
Using the Toolbar Buttons on page 70
Modifying the PBX on page 72
Specifying Area Code Rules on page 104
Deleting a PBX on page 107

Maintaining a PBX

Overview

When you configure the 6510 UM for the first time, it is pre-configured for the 6510 UM phone system. If you are configuring the UM for another phone system, you must first run the configuration wizard to select the manufacturer and model of the company's phone system. This integrates 6510 UM to the current switching device. Once the setup is complete, you can go back and modify the existing PBX settings.

Note: You must have Dialogic or Brooktrout boards installed prior to connecting to a PBX other than the 6510 UM. For more information, refer to the Server Installation Guide.

Make sure that you have completed the configuration section before modifying the PBX.

Using the Toolbar Buttons

There are three buttons that allow you to perform various tasks within the PBX application.

| Button | Name | Function |
|-----------|-------------------------|--|
| | Save PBX | Saves the revised details of the PBX. |
| \$ | Refresh PBX | Refreshes the screen. |
| | PBX Templates | Uses information from another PBX configuration. |
| | | Note : When you choose another PBX, 6510 UM pastes this information to the appropriate tab. For more information, refer to Appendix D - PBX Template. |
| 슈 | Add New PBX Template | Allows you to specify new PBX configuration. |

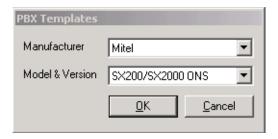
Maintaining a PBX

To Add a New PBX Template

You can add a new PBX configuration so that it can be readily used as a template.

◆ To add a new PBX template:

1. In the PBX dialog, click the Add New PBX Template button. The New PBX Template dialog appears.



2. Select **Add New Model to Manufacturer** and select the manufacturer in the drop-down list. (Only if you want to add a new model to an existing manufacturer).

Or

- 3. Select Add New Manufacturer.
- **4.** Click **OK**. The PBX General tab appears.
- In the Manufacturer field, enter the new manufacturer you want to add

Note: If Add New Model to Manufacturer was selected, then this field is automatically populated.

- **6.** In the Model field, enter the new model.
- **7.** In the Version field, enter the model version.
- **8.** fixed length.
- 9. In the **PBX** Extension **Max Length** field, enter the length of the extension. If you have decided that the length of the PBX Extension is to be a fixed, the number that you enter specifies that all extensions must be that length.

Maintaining a PBX

Note: The default settings for the 6510 UM switch are configured to have the Fixed Length checked off with an Extension length of 3.

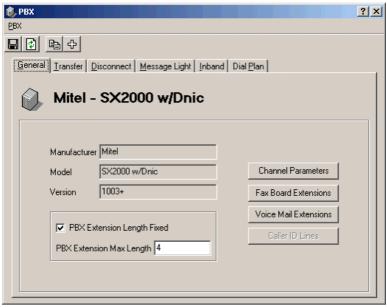
- 10. If you have not selected the **PBX Extension Length Fixed** field, the number that you enter into this field determines the variable length of the PBX extensions. For example, if you enter 5, the PBX extension can be from one to five numbers in length.
- 11. Click Save PBX.

Modifying the PBX

6510 UM allows you to modify the existing PBX settings.

◆ To modify the PBX:

1. In the Tree, click the PBX so that it becomes highlighted, right-click and select **Properties**. The PBX General dialog appears.



UM0054

Specifying General Options

The General Options dialog allows you to change the Manufacturer, Model, and Version of your PBX.

◆ To specify general options:

1. Click the **PBX Templates** button to change the Manufacturer, Model, and Version of the PBX in use. The PBX Templates dialog appears.



- From the Manufacturer drop-down list, select the manufacturer of your PBX.
- 3. From the **Model & Version** drop-down list, select the model and version of the PBX that you are using and click **OK**. The Warning dialog appears.
- **4.** Click **OK**. The General dialog displays the information that you selected.
- **5.** Select PBX **Extension Length Fixed** if you want the extension to be a fixed length.
- 6. In the **PBX** Extension **Max Length** field, enter the length of the extension. If you have decided that the length of the PBX Extension is to be a fixed, the number that you enter specifies that all extensions must be that length.

Note: The default settings for the 6510 UM switch are configured to have the Fixed Length checked off with an Extension length of 3.

- 7. If you have not selected the PBX Extension Length Fixed field, the number that you enter into this field determines the variable length of the PBX extensions. For example, if you enter 5, the PBX extension can be from one to five numbers in length.
- 8. Click Save PBX.

Specifying the Channel Parameters

When you install 6510 UM, the system automatically preloads the required settings if you are using a voice board other than what is recommended by Mitel Networks. Channel Parameters allow you to change one or more of these predetermined settings.

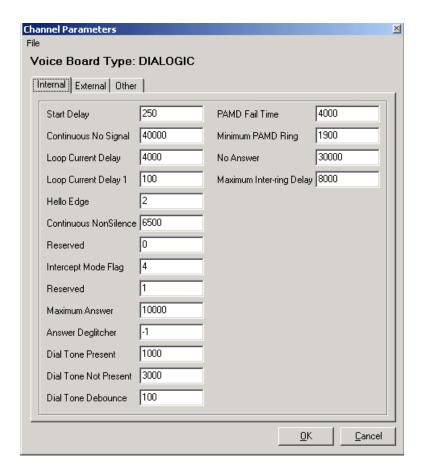
You can also configure the 6510 voice mail to integrate with other PBX systems.

Note: The system supports both Dialogic and Brooktrout voice boards.

Setting Dialogic Channel Parameters

When you install 6510 UM with a Dialogic voice board, the system automatically preloads the required settings. The Dialogic dialog allows you to change one or more of these preinstalled parameters.

- To change a channel parameter:
 - 1. Click **Channel Parameters**. The Dialogic dialog appears.



- 2. Select **Internal**, **External**, or **Other** to indicate the source of the call and the strength of the signal.
- **3.** Change one or more of the displayed fields.

| Field | Function |
|-----------------------|--|
| Start Delay | The delay after dialing has been completed and before starting analysis for Cadence Detection, Frequency Detection, and Positive Voice Detection in 10 msec increments. |
| | The default is 250. |
| Continuous No Signal | The maximum time of silence (no signal) allowed immediately after Cadence Detection begins. If exceeded, a no ringback is returned in 10 msec increments. |
| | The default is 40000. |
| Loop Current Delay | The delay after dialing has been completed and before beginning Loop Current Detection. A value of –1 indicates to Disable Loop Current Detection in 10 msec increments. |
| | The default is 4000. |
| Loop Current Delay 1 | The delay after Loop Current Delay detects a transient drop in loop current and before Call Analysis returns a <i>connect</i> to the application in 10 msec increments. |
| | The default is 100. |
| Hello Edge | The point at which a <i>connect</i> will be returned to the application. |
| | Valid Range 1 (rising edge – immediately when a connect is detected) or 2 (falling edge – after the end of the salutation. |
| | The default is 2. |
| Continuous NonSilence | The maximum length of the first or second period of nonsilence allowed. If exceeded, a <i>no ringback</i> is returned in 10 msec increments. |
| | The default is 6500. |
| Reserved | Reserved. This must be set to zero. |

Intercept Mode FlagThis parameter enables or disables SIT-Frequency

Detection, Positive Voice Detection (PVD), and/or Positive Answering Machine Detection (PAMD), and selects the mode of operation for Frequency

Detection.

The default is 4.

Reserved Reserved. This must be set to 1.

Maximum Answer The maximum allowable length of Answer Size.

When Answer Size exceeds Maximum Answer, a connect is returned to the application in 10 msec

increments.

The default is 10000.

Answer Deglitcher The maximum silence period allowed between

words in a salutation. This parameter should be enabled only when you are interested in measuring

the length of the salutation.

A value of -1 indicates to disable this condition in

10 msec increments.

The default is -1.

Dial Tone Present The length of time that a dial tone must be

continuously present. Specified in 10 msec units.

The default is 1000.

Dial Tone Not Present The maximum length of time to wait before

declaring dial tone failure in 10 msec increments.

The default is 3000.

Dial Tone Debounce The maximum gap allowed in an otherwise

continuous dial tone before it is considered invalid.

Specified in 10 msec increments.

The default is 100.

PAMD Fail TimeMaximum time to wait for Positive Answering

Machine Detection or Positive Voice Detection after

a cadence break in 10 msec increments.

The default is 4000.

Minimum PAMD Ring Minimum allowable ring duration for Positive

Answering Machine Detection in 10 msec

increments.

The default is 1900.

No AnswerLength of time to wait after first ringback before

deciding that the call is not answered in 10 msec

increments.

The default is 30000.

Maximum Inter-ring Delay Maximum time to wait between consecutive

ringback signals before deciding that the call has

been connected in 10 msec increments.

The default is 8000.

4. Click OK.

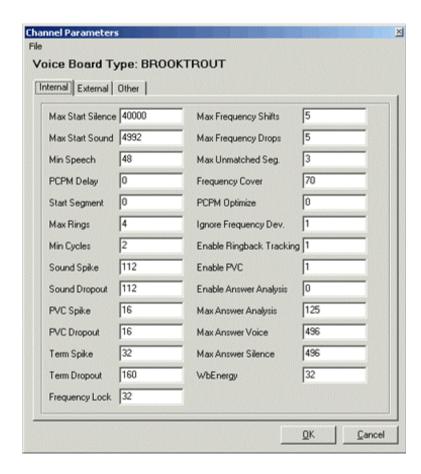
Setting Brooktrout Parameters

When you install 6510 UM, the system automatically preloads the required settings if you are using a voice board other than Mitel's recommendation. Channel Parameters allow you to change one or more of these predetermined settings.

You can also configure the 6510 voice mail to integrate with other PBX systems.

Note: The system supports both Dialogic and Brooktrout voice boards. Brooktrout and Rhetorex are identical voice boards.

- **♦** To change a channel parameter:
 - 1. Click **Channel Parameters**. The Brooktrout dialog appears.



- 2. Select **Internal**, **External**, or **Other** to indicate the source of the call and the strength of the signal.
- 3. Change one or more of the displayed fields.

Field **Function Max Start** Specifies the duration of the longest valid silence period Silence that PCPM waits for at the beginning of an outbound analysis. If the initial silence duration exceeds this value. PCPM considers that no tone is present on the line. This value should be greater than the value for Sound Dropout and also greater than the maximum silence period of any tone in the tone table. Valid Range is 1 through 524272 in milliseconds. The default is 40000 (16-msec units) **Max Start** Specifies the duration of the longest valid sound period Sound that PCPM waits for at the beginning of an outbound analysis. If the initial sound duration exceeds this value, PCPM considers that no tone is present on the line. This value should be greater than the value for Sound Spike and also greater than the maximum silence period of any tone in the tone table. Valid Range is 1 through 524272 in milliseconds. The default is 4992. Min Speech Specifies the minimum duration of voice that must be present on the line for PCPM to consider the call answered. The default is 48 **PCPM Delay** Specifies the amount of time that PCPM waits after outbound PCPM starts before it begins to analyze tones. This parameter allows the application to specify an amount of time tat PCPM waits for the audio on the line to stabilize. For example, some switches send a few spurious signals before the ringback (or busy) signal starts. In such cases, set the PCPM Delay value to a non-zero value to avoid detecting false answer conditions that the spurious signals can trigger. Valid Range is 1 through 1048560 in milliseconds.

The default is 0.

Start Segment

Specifies the deglitched segment that PCPM analysis starts on. A segment is either a period of silence or a period of sound on the line. It is considered deglitched once its duration exceeds the threshold specified by the value in the Sound Dropout or Sound Spike field.

PCPM analysis normally starts as soon as the function is called. However, older switches can generate some signals on the line during an outbound call that is not part of the ringback tone. If this happens, you should increase this segment value to a value greater than zero.

If a value other than zero is specified for Start Segment, the PCPM algorithm considers the first segment to be the first sound segment it receives. This eliminates the uncertainty caused by not knowing whether there will be a silence period preceding the first tone.

The default is 0

Max Rings

Specifies the number of ringback cycles that PCPM waits for before it terminates analysis and returns this tone's ID. If the number of ringback cycles exceeds this value, PCPM considers the call unanswered.

Ringback tones differ from non-ringback tones in that PCPM must wait several cycles after detecting a ringback tone before it terminates to give the called party a chance to answer the call. Non-ringback tones, on the other hand, must be detected as fast as possible.

The default is 4.

Min Cycles

Specifies the minimum number of full cycles of a non-ringback-type tone that PCPM must detect before it terminates analysis and returns this tone's ID.

Ringback tones differ from non-ringback tones in that PCPM must wait several cycles after detecting a ringback tone before it terminates to give the called party a chance to answer the call. Non-ringback tones, on the other hand, must be detected as fast as possible.

The default is 2.

Sound Spike

Specifies the maximum duration of a sound signal that PCPM analysis considers a glitch (or spike) on the line. If the amount of time PCPM detects sound on the line does not exceed the value for this parameter, this sound signal is considered a spike (noise) and PCPM ignores it. The duration of the spike is added to the duration of the silence that PCPM was previously detecting.

The value for Sound Spike should be less than the duration of all sound elements that are a part of frequency-only tones

The default is 112

Sound Dropout

Specifies the maximum duration of a silence signal that PCPM analysis considers a glitch (dropout) on the line. If the amount of time PCPM detects the absence of sound (silence) on the line does not exceed the value for this parameter, this absence of sound is considered a temporary and unexpected loss of signal (a dropout) and PCPM ignores it. The duration of the dropout is added to the duration of the sound that PCPM was previously detecting.

This value should be less that the duration of all silence elements in the tone table.

The default is 112

PVC Spike

Specifies the maximum duration of a voice signal that PCPM analysis considers a glitch (spike) on the line. If the amount of time PCPM detects voice on the line does not exceed the value for this parameter, this voice signal is considered a spike (noise) and PCPM ignores it. The duration of the spike is added to the duration of the absence of voice segment that PCPM was previously detecting.

This value should be less than the value for Min Speech.

The default is 16.

PVC Dropout

Specifies the maximum duration of a voice signal that PCPM analysis considers a glitch (spike) on the line. If the amount of time PCPM detects the absence of voice on the line does not exceed the value for this parameter, this absence of sound is considered a temporary and unexpected loss of signal (a dropout) and PCPM ignores it. The duration of the dropout is added to the duration of the sound that PCPM was previously detecting.

The default is 16.

Term Spike

Specifies the maximum duration of a frequency signal that PCPM considers a glitch (spike) during background PCPM. This PCPM analysis operates while other voice processing activities (play, record, or wait for digit) are ongoing to determine whether the line receives any user-specified tones

If the amount of time PCPM detects a certain frequency on the line does not exceed the value for this parameter, the frequency is considered a spike (noise) and PCPM ignores it. The duration of the spike is added to the duration of the silence that PCPM was previously detecting.

This value should be less than the duration of all sound elements of terminating tones in the tone table.

The default is 32.

Term Dropout

Specifies the maximum duration of a loss of frequency that PCPM analysis considers a glitch (dropout) on the line. If the amount of time PCPM detects a loss of frequency on the line does not exceed the value for this parameter, this loss of frequency is considered a temporary and unexpected loss of signal (a dropout) and PCPM ignores it. The duration of the dropout is added to the duration of the frequency that PCPM was previously detecting.

The value for Term Dropout should be less than the duration of all silence elements of terminating tones in the table.

The default is 160.

Frequency Lock

Specifies the length of time for the detection algorithm to detect a frequency and determine that it is the tone's main frequency. It uses this frequency to analyze a segment's characteristics.

The value for Frequency Lock needs to be less than the duration of all sound elements in the tone table that contain a frequency (excluding cadence-only and frequency-only tones). This value also needs to be less than the value of Sound Spike.

The default is 32.

Max Frequency Shifts

Defines the maximum number of times that the receive frequency can change before PCPM detects another valid frequency (or silence). If PCPM detects more than this number of frequency shifts, it considers that voice is present on the line and assumes the call is answered. The frequency shift count is reset every time a frequency (or silence) becomes valid (exceeds the spike or dropout threshold).

The default is 5.

Max Frequency Drops

Defines the maximum number of times that a frequency can drop before PCPM detects another valid frequency (or silence). If the number of frequency drops exceeds this value, PCPM considers the call answered.

The PCPM algorithm defines a frequency drop as the detection of a silence sample (16 msec) that turns out to be part of a glitch (meaning the silence period does not exceed the duration specified by Sound Dropout). The frequency drop count is reset every time a frequency (or silence) becomes valid (exceeds the spike or dropout threshold)

The default is 5

Max Unmatched Seq.

Specifies the maximum number of segments that can be received that do not match any part of a tone in the tone table. A segment is a period of sound or a period of silence of certain duration. Unlike the frequency shift and frequency drop counters, the unmatched segment counter is not reset when a valid frequency or silence period is detected.

The default is 3.

Frequency Cover

Specifies the percentage of a segment duration that a frequency must cover for PCPM analysis to consider the segment valid. PCPM analysis compares the duration of the sound segment with the duration of the detected frequency, if any. When the frequency covers less than the specified percentage of segment duration, PCPM analysis considers the call answered.

The default is 70.

PCPM Optimize

Specifies a value that determines whether to optimize PCPM analysis for voice or tone detection. When this value is set to optimize PCPM analysis for voice detection, the algorithm becomes much more sensitive to detecting a voice signal and considers most deviations from a clear signal as a potential voice signal. In particular, PCPM analysis uses the values for Frequency Cover, Max Frequency Drops, Max Frequency Shifts, and Max Unmatched Segments to detect voice and does not use these values when PCPM is optimized to detect tones.

If PCPM analysis is performed on noisy lines, or cadenceonly tones are present in the tone table, set this parameter's value to 0 to avoid detecting false answer indications. If there is a cadence-only tone in the tone table, PCPM Optimize must be set to 0.

The default is 0.

Ignore Frequency Dev.

Specifies a value that determines whether PCPM disregards or considers small frequency deviations. Setting this parameter to True (1) is equivalent to dynamically adjusting the PCPM filter parameters. This value allows PCPM to still consider samples good even though they do not satisfy specified criteria. When this parameter is set to False (0), deviations are counted as frequency shifts.

This value makes PCPM analysis much more sensitive to noise on the line and can lead to false reports of callanswered conditions for noisy lines.

The default is 1

Enable Ringback Tracking

Specifies a value that allows the outbound PCPM function to detect call-answered conditions faster based on changes in the characteristics of ringback tones.

When PCPM detects a ringback tone and the parameter's value is set to True (1), PCPM assumes that any change in this tone signals a call-answered condition. PCPM constantly monitors the signal on the line to identify any change in the signal (change of cadence, break in cadence or change of frequency) and reports a call-answered condition as soon as it detects a change. Setting this value to False (0) causes PCPM to wait for other events (voice or unmatched segments) before it considers the call answered.

The default is 1

Enable PVC

Specifies a value that determines use of a proprietary PVC algorithm to detect the presence of a human voice on the line. Enabling this feature provides a faster and more reliable method of detecting call-answered situations.

The default is 1.

Enable Answer Analysis

Specifies a value that enables analysis of answer characteristics. When enabled, this type of analysis returns parameters that allow the application to distinguish different types of greetings (for example, a greeting spoken by a live person, a business receptionist, or an answering machine). If enabled, the greeting (answer) is analyzed until a termination condition is met.

Answer analysis only starts if the PCPM algorithm determines that the call has been answered due to presence of voice on the line. If answer analysis is disabled (the parameter is set to False), PCPM returns an indication of answer as soon as it identifies one.

The default is 0.

Max Answer Analysis

Specifies the maximum amount of time to run answer analysis. If answer analysis runs for this amount of time without detecting the amount of voice or silence specified by Max Answer Voice or Max Answer Silence (below), it terminates

The default is 125.

Max Answer Voice

Specifies the maximum amount of continuous voice that answer analysis can accept. If the voice duration exceeds this value, PCPM terminates.

Caution: The value for Max Answer Voice should be less than the value for Max Answer Analysis.

The default is 496.

Max Answer Silence

Specifies the maximum amount of continuous silence that answer can accept. If the silence duration exceeds this value, PCPM terminates.

Caution: The value for Max Answer Silence should be less than the value for Max Answer Analysis. Do not use 0.

The default is 496.

WbEnergy

Minimum amount of energy that a signal (wide band) must have for PCPM analysis to consider it a sound sample. If the signal level does not meet this minimum value, PCPM analysis considers the sample a silence. This parameter, together with the values for Sound Spike and Sound Dropout, dictate how PCPM identifies tone cadences.

For lines with a low noise level, you can adjust this parameter value to avoid detecting false answer indications. Lines that experience a significant noise level might require additional adjustments in the tone table to avoid false detection.

Each time you double this value, you add 3 dB to the energy threshold. Each time you halve this value, you subtract 3 dB from the energy threshold. The value for –15 dB is an exception to these rules: the value for –15 dB is 1 less than twice the value for –18 dB.

The default is 32.

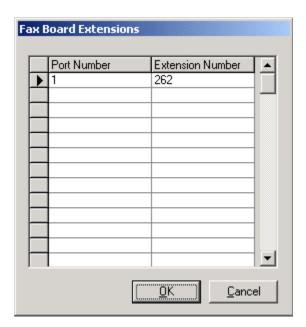
4. Click OK.

Specifying Fax Board Extensions

Specifying a fax board extension allows you to match a port number to an extension number. When a fax is received by the voice mail system, the fax call will be transferred to the specified extension.

Note: Fax board settings must be configured only if you have either fax mail or fax on demand software installed, as well as a fax board installed on the fax server.

- ♦ To specify an extension:
 - 1. Click **Fax Board Extensions**. The Fax Board Extensions dialog appears.



2. In the **Port Number** field, enter the fax port on the installed fax card.

Note: You must enter the port numbers in sequential order. If you are specifying more than one fax port, they must be specified in order.

3. In the **Extension Number** field, enter the analog extension connected to the associated port.

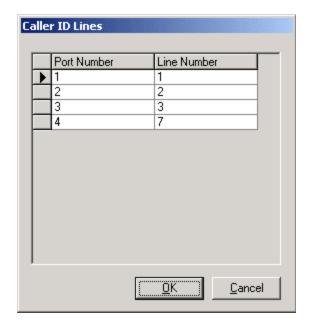
4. Click OK.

Specifying Caller ID Lines

While 6510 UM supports caller ID, some PBX systems require that all calls first go through a third-party caller id device (for example, Rochelle), which then passes them to the PBX.

♦ To specify a call ID extension:

1. Click **Caller ID Lines**. The Caller ID Lines dialog appears.



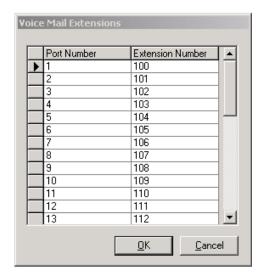
- 2. In the **Port Number** field, enter the number of the first port. When you click on the next **Line Number** field, the system prompts you to confirm the auto adding of all line numbers.
- 3. Click **Yes** to let the system add the rest of the line numbers or click **No** to enter the rest of the line numbers manually.
- **4.** When all of the line numbers have been specified, click **OK** and **Save PBX**.

Specifying Voice Mail Extensions

In the 6510 UM system, you must match the port number with the line number declared in the PBX Configuration.

Note: These are predefined during installation of the 6510 switch. For more information, refer to the TAPI guide.

- ◆ To specify a voice mail extension:
 - In the PBX General tab, click Voice Mail Extensions. The Voice Mail Extensions dialog appears and displays the number of ports that have been installed in the system.



Note: If you are using inband integration, these extensions do not have to be populated. If you are using SMDI, Ericsson MD 110, or MCI integration, the extensions must be populated.

- In the **Extension Number** field, enter the number of the first extension. When you click on the next **Extension Number** field, the system prompts you to confirm the auto adding of all line numbers.
- Click Yes to let the system add the rest of the extension numbers or click No to enter the rest of the extension numbers manually.

Note: The extension numbers must be entered in sequential order (for example, 301, 434, 536).

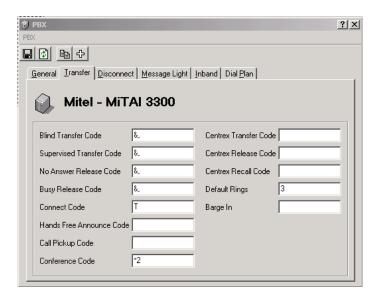
If an extension number changes, you must specify the new Port Number/Extension Number combination.

When all of the extension numbers have been specified, click OK and Save PBX.

Specifying the Actions Required for a Transfer

The **Transfer** dialog allows you to specify the actions required to perform a transfer generated by the voice board.

- **♦** To specify transfer parameters:
 - 1. Click the **Transfer** tab. The Transfer dialog appears.



2. Change one or more of the displayed fields.

| Action | Function |
|-----------------------------|--|
| Blind Transfer Code | A transfer that is done blindly without supervision. |
| Supervised Transfer Code | Sequence to place caller on Hold and perform a supervised transfer. This parameter instructs 6510 UM on the sequence it should follow to place a caller on hold before attempting a transfer. |
| | The following Special Characters may be used (& - Flash Hook and , - Pause). |
| No Answer Release Code | Sequence to return to caller in the event of a no- answer. This parameter instructs 6510 UM on the sequence it should follow to get a caller back when it encounters a no-answer condition. |
| | The following Special Characters may be used (& - Flash Hook and , - Pause). |
| Busy Release Code | Sequence to get caller back in the event of a busy signal. This parameter instructs 6510 UM on the sequence it should follow to get a caller back when it encounters a busy condition. |
| | The following Special Characters may be used (& - Flash Hook and , - Pause). |
| Connect Code | Sequence to connect a call. If your telephone switch requires a connect code (a code that must be dialed when connecting a transferred call), here is where you would define it. |
| | The following Special Characters may be used (& - Flash Hook and , - Pause). |
| Hands Free Announce Code | Sequence to connect a call. If your telephone system requires a connect code (a code that must be dialed when connecting a transferred call), here is where you would define it. |
| | The following Special Characters may be used (& - Flash Hook and , - Pause). |
| Call Pickup Code | Code to initiate the pick up of a call from another station. |
| Conference Code | Code to establish a conference call to record the conversation. For 6510 UM, the deafult code is S . |

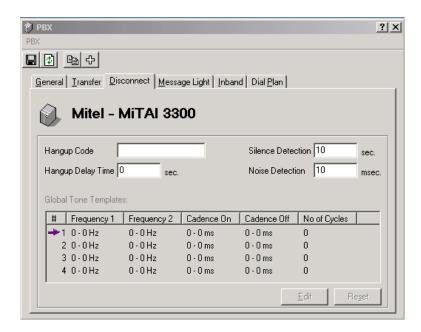
| Centrex Transfer Code | Code to release a Centrex transfer call. For example, the transfer code for a Norstar System is KN71. |
|-----------------------|---|
| Centrex Release Code | Code to release a Centrex transfer call |
| Centrex Recall Code | Indicates the code to dial to recall a Centrex transferred call. |
| Default Rings | The number of rings before system returns a no answer. |
| Barge In | Code to enable the function that allows a third party to enter into an existing conversation. |
| Transfer Type | Select transfer type, NET1, NET2, or Flash Hook. |
| | Note : Only available if Aculab voice board is being used. |

3. Click Save PBX.

Specifying the Disconnect Parameters

The **Disconnect** dialog allows you to define the parameters sent to the 6510 UM system indicating that a call has been terminated.

- **♦** To specify the disconnect parameters:
 - 1. Click the **Disconnect** tab. The Disconnect dialog appears.



• In the **Hangup Code** field, enter the DTMF code supplied by the PBX to signal a disconnect.

Note: This information is necessary only if required by the PBX.

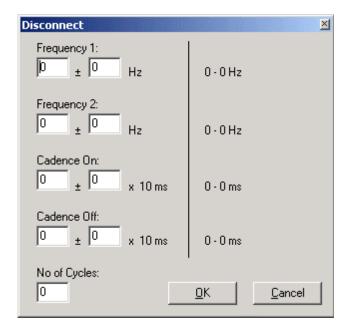
- In the **Hangup Delay Time** field, enter the length of time the system is to wait before hanging up after receiving the hangup code.
- In the **Silence Detection** field, enter the maximum length of silence that the system is to consider a disconnect.
- In the **Noise Detection** field, enter the maximum length of noise (such as dial tone) that the system is to consider a disconnect.
- 2. Click Save PBX.

Editing the Disconnect Tone

6510 UM allows you to define the type of signal used as the disconnect tone for the PBX. This tone is transmitted from one end of a **user line** or **trunk** to indicate to the other end that the established **connection** should be disconnected.

Note: There is no disconnect code for the 6510 UM.

- **◆** To edit a disconnect tone:
 - 1. Click **Edit**. The Disconnect dialog appears.



- In the **Frequency 1** field, enter the frequency.
- In the **Frequency 2** field, enter the second frequency.
- In the **Cadence On** field, enter the amount of time that the signal is on.
- In the **Cadence Off** field, enter the amount of time that the signal is off.
- In the **No of Cycles** field, enter the number of cycles that 6510 UM analyses before reporting the disconnect signal.

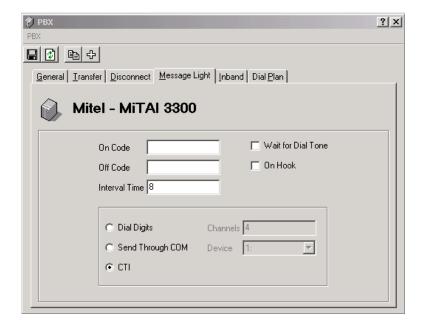
Note: Mitel Networks recommends 2 as the number of cycles.

2. Click **OK**.

Modifying the DTMF Message Light On/Off Code

The Message Light dialog allows you to activate or deactivate message waiting lights after a message has been sent to a mailbox.

- **♦** To modify the message light code:
 - 1. Click the **Message Light** tab. The Message Light dialog appears.



- In the **On Code** field, enter the code to turn on the message light. If this field is left blank, 6510 UM uses the code contained in the system parameters for activating message waiting lights.
- In the **Off Code** field, enter the code to turn off the message light. If this field is left blank, the 6510 UM system uses the code contained in the system parameters for deactivating message waiting lights.

Note: You must ensure that the letter 'E' is included in the On and Off Codes. The letter 'E' signifies 'extension'.

- In the **Interval Time** field, enter the frequency that the system will check ports set to notify. 6510 UM checks to see if there is an outcall event to be performed.
- Select the **Wait for Dial Tone** checkbox to instruct the system to check for the dial tone. If set to 1, when the system goes off hook, it checks for dial tone first. If no dial tone is detected, it returns to the company greeting.
- Select the **On Hook** checkbox to instruct the system whether or not to go off hook to send the message light codes to the telephone system.
- Select **Dial Digits** and indicate in the enabled field which port to use to enable lighting of the message waiting light.
- In the **Channels** field, enter the channels assigned to perform the Message Waiting Light.
- Select **Send Through COM** if the Message Waiting Light is performed by a serial port.
- From the **Device** drop-down list, select the COM port.
- Select **CTI** for integration with the 6510 UM.
- 2. Click Save PBX.

Selecting Inband Parameters

If your telephone system does not have C.O. Line identification, 6510 UM allows you to simulate this feature.

Note: Set up the C.O. Lines to ring into real extensions that are programmed to forward all calls to 6510 UM. On the "Inband Parameters" screen, enter the inband that you would normally receive from a forwarded extension into the Parameter 190 - "Inband Outside C.O. Call". On the company screen, enter the extension number of this forwarded extension in the C.O. Lines field.

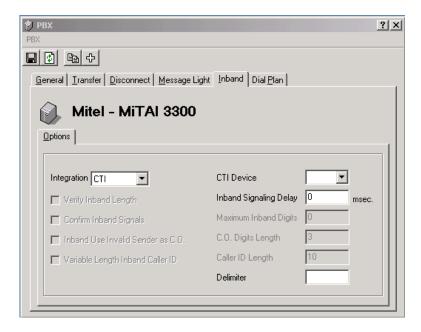
♦ To select inband parameters:

- 1. Click the **Inband** tab. The Inband dialog appears.
- 2. The Integration drop-down list displays TAPI as the default, with the rest of the fields inactive.

Depending on the switch that was selected when you configured the PBX, all of these fields are populated. If your PBX uses a Serial Integration, the Inband tab will display it. If your integration is Inband, the Inband dialog displays both the Options and the Definition tab.

Note: The Serial Integration Device field becomes active if you select MD110, MCI, CTI, or ASCOM.

For the Mercator and Matra PBX:



- From the **Integration** drop-down list, select PBX you want to use.
- Select the **Verify Inband Length** checkbox to verify that all inband codes are the same length. This ensures that the inband codes being sent from the PBX are correct and is applicable to Mercator and Matra switches
- Select the Confirm Inband Signals checkbox to indicate that the system must confirm the inband signals. This is applicable to Mercator and Matra switches.

- Select the **Inband Use Invalid Sender as C.O.** checkbox to indicate that the system is to use an invalid sender as a C.O. This is applicable to Mercator and Matra switches.
- In the **Inband Signaling Delay** field, enter the delay (in milliseconds) between packets.
- In the **Maximum Inband Digits** field, enter the maximum inband digits that the system can accept.
- In the **C.O. Digits Length** field, specify the numerical digit length of the C.O. that is accepted by the system.
- In the **Caller ID Length** field, enter the numerical digit length of the phone number that the caller ID receives.

Note: These options are used for Inband integration.

For the Nitsuko PBX.

• Select the **Variable Length Inband Caller ID** checkbox to the system that it can receive calls from numbers stings of variable length.

Note: These options must be selected for the Mercator PBX.

3. Click Save PBX

Specifying and Confirming Inband Definitions

Following the configuration of PBX options, you can view, specify and confirm inband definition codes. When you click the PBX Templates button to add a PBX, the wizard will generate default definitions. You can also view and fine-tune your inband definitions by using the Definitions tab.

Note: Definitions are only available for inband protocols. The 6510 UM uses the SMDI protocol and does not use definitions. The Definitions area can only be used if you are using a different PBX such as an Iwatsu.

♦ To specify and confirm inband definitions:

- 1. In the right window, double-click the PBX you want to use. The **PBX** dialog appears.
- 2. Click the **Inband** tab, and then click the **Definition** tab. The **Definition** tab appears.



3. All definitions will be listed, indicating the Code and Type. You can make the appropriate changes by entering the new code in the **Code** field, or choosing a new type in the **Type** drop-down list.

The following table illustrates the available Inband Definition Codes:

| Code | Definition |
|------|------------------|
| E | Called Party |
| S | Calling Party |
| C | Outside Co. Line |
| I | Caller ID |
| X | Ignore Character |
| | |

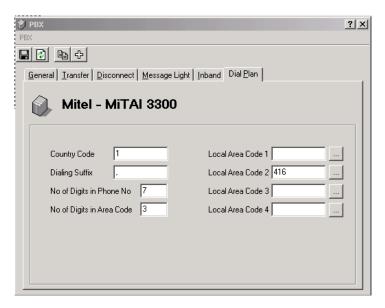
4. Click **Save PBX** when all changes are made and confirmed.

Specifying the Dial Plan

The Dial Plan dialog is used to specify the local, toll area, and long distance codes required so that the system can dial out.

◆ To specify the dial plan:

1. Click the **Dial Plan** tab. The Dial Plan dialog appears.



- 2. In the **Country Code** field, enter the appropriate country code required to dial long distance.
- 3. In the **Dialing Suffix** field, enter the symbol for pauses.
- 4. In the **No of Digits in Phone No** field, enter the max number in the phone number dial string (for example, 7 or 10).
- 5. In the **No of Digits in Area Code** field, enter the number of digits in the local area code (for example, 3 for 247-677-9700).
- **6.** In the **Local Area Code 1 to 4** fields, enter up to four area codes. For each local area code, click the ... button. The Local Area Code dialog appears.



- 7. In the Local Area Code Prefix field, enter the prefix (first three numbers of the telephone number) that belongs to the area code specified in the Local Area Code (1,2,3,4) fields. Additional prefixes can be entered by separating each with a comma (,). For example, 888, 947, 660 and so on.
- **8.** Select the **All Local** checkbox to indicate that all calls belonging to that prefix are local.
- 9. Click **OK**. You are returned to the Dial Plan tab.

Note: By adding prefixes to the specified local area codes, the system will recognize any numbers beginning with the specified local area codes and assigned prefixes as local calls.

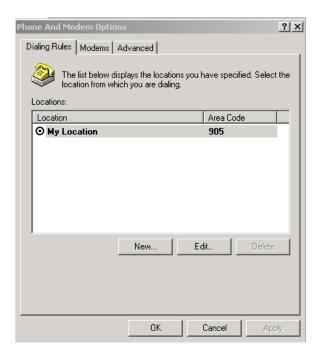
10. Click Save PBX.

Specifying Area Code Rules

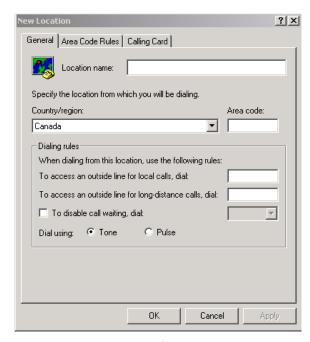
After specifying the area codes in the Dial Plan tab, you must ensure that your Phone and Modem Options in Windows is configured to handle local dialing that requires the inputting of an area code.

♦ To specify area code rules:

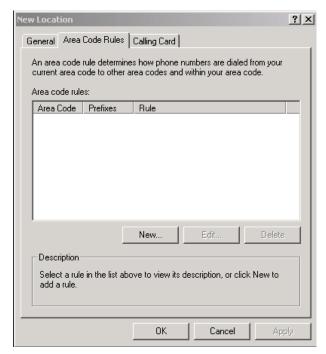
 In the Windows Task Bar, click Start>Settings>Control Panel>Phone and Modem Options, The Dialing Rules tab appears.



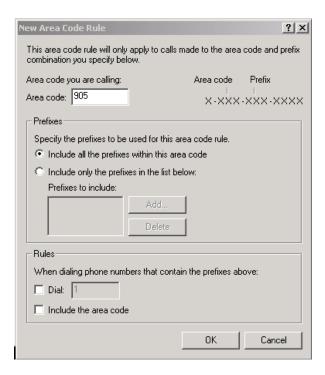
2. Click **New**. The General tab appears.



- **3.** In the **Location Name** field, enter the location name that the system will be dialing to.
- **4.** In the **Country/region** drop-down list, select the Country/Region that this location is in.
- 5. In the **Area Code** field, enter the area code.
- **6.** Click the **Area Code Rules** tab. The Area Code Rules tab appears.



7. Click **New**. The New Area Code Rule dialog appears.



- **8.** In the **Area code** field, enter the local area code that the system is required to dial.
- **9.** Select the **Include the area code** checkbox.
- **10.** Click **OK**.

Deleting a PBX

If you are running a single PBX, 6510 UM does not allow you to delete it. However, in the future, the software will be able to support more than one PBX.

In This Chapter . . .

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Specifying Advanced Features on page 119

Specifying Call Options on page 140

Specifying Mailbox Options on page 142

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Specifying the C.O./ Channel Assignment on page 159

Configuring Multi-Tenanting using C.O.Line Assignment on page 165

Configuring Multi-Tenanting using Voice Mail Port Assignments on page 169

Overview

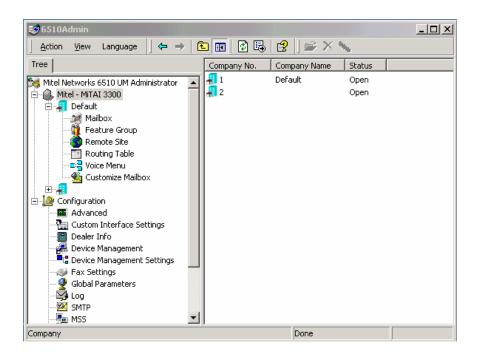
Using 6510 UM, you can create single or multiple companies with multiple configurations on a single system.

Note: The number of companies that you can create is determined by the terms of your Sentinel license.

You must enter at least one company in order for 6510 UM to work properly.

Displaying Summary Information

The Administration Console displays a summary of the details for each company associated with the PBX. These details include the company name, company number, and status.



The Status indicates whether the company is open (business hours) or closed (after office hours or closed).

Using the Toolbar Buttons

There are 18 buttons that allow you to perform various tasks within the Company application.

| Button | Name | Function |
|--------------|--|--|
| & | Add Company | Add a company |
| | Сору | Copy the configuration of one company to another company. |
| | | Note: If a single company exists, clicking this button creates a new company. |
| × | Delete Company | Delete a company |
| | Save Company, Distribution List, or Schedule | Save the company, distribution list, or schedule |
| 3 | Refresh Company | Refresh the display |
| | Find Sub Menu | Find a sub menu within a voice menu |
| | Start Voice Menu Schedule | Start a voice menu schedule |
| ₽ | Start Voice Menu Schedule (Enabled) | The Menu Schedule has been enabled. |
| | Schedule Report | |
| 2 | Open Voice Menu | Open a voice menu |
| m.[] | Add Voice Menu | |
| | Delete Sub Menu or Schedule Item | Delete a sub menu or a schedule item |
| 4 | Add Sub Menu/Schedule Item | Add a sub menu or schedule item |
| Ç ≡ | Key Mapping | Allows for key mapping configuration. |

| | Send Message Menu | Allows configuration of message menu that is used by outside callers who want to leave a message to a mailbox |
|-----------|-------------------|--|
| <u>#</u> | Distribution List | Allows you to define distribution lists |
| A | Business Hours | Allows you to define company business hours |
| :: | Holidays | Allows you to define company holidays |

Opening a Company

You can open a company from the Administration Console.

◆ To open a company:

- 1. Highlight the PBX. All associated companies appear in the right pane.
- **2.** Right-click on the company that you want to open and select **Properties**. The Company dialog appears.

Hint: Once you have opened a company, you can open another company by clicking on the scroll buttons.

Creating a Company

6510 UM allows you to create additional companies under a single PBX. Each company can be made up of multiple feature groups, remote sites, voice menus, and customized mailboxes.

Note: The number of companies that you can create depends on your licensing agreement.

◆ To create a company:

- **1.** Highlight the PBX on the Administration Console.
- 2. Click **Add New Company**. The General dialog appears.

Editing a Company

You can change all of the information associated with a company.

◆ To edit a company:

- **1.** Open a company from the Administration Console. The General dialog appears.
- **2.** Make the required changes and click **Save Company**.

Deleting a Company

You can delete a company from either the Administration Console or from a Company dialog.

Deleting from the Administration Console

6510 UM allows you to delete one or more companies from the Administration Console.

◆ To delete a company:

- 1. In the Tree, click the PBX so that it becomes highlighted. All associated companies appear in the right pane.
- 2. In the right window, right-click the Company that you want to delete and select **All Tasks>Delete**. A message appears, prompting you to confirm the deletion.
- **3.** Click **Yes**. A dialog appears informing you that the deletion of the company cannot be undone once it is performed.
- 4. Click Yes. The company is deleted.

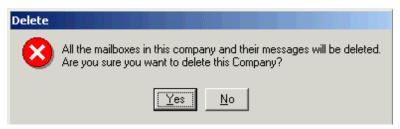
Caution: Mitel Networks does not recommend the deletion of the Default company. The deletion of the Default company (or the last existing company in your configuration) will make all default mailboxes, customized mailboxes, and feature groups irretrievable.

Deleting from a Dialog

You can delete a company from any dialog within a company.

◆ To delete a company:

- 1. Open the company that you want to delete.
- Click **Delete Company**. A message appears, prompting you to confirm the deletion.
- 3. Click **Yes**. A dialog appears, warning you that you are about to delete the selected Company.
- **4.** Click **Yes**. The following message appears:



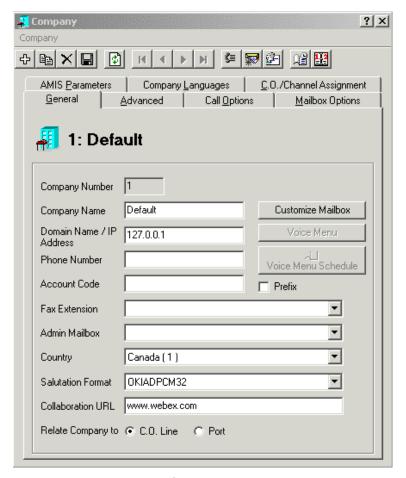
5. Click **Yes**. The General Dialog displays information about the next company if it exists.

Caution: Mitel Networks does not recommend the deletion of the Default company. The deletion of the Default company (or the last existing company in your configuration) will make all default mailboxes, customized mailboxes, and feature groups irretrievable.

Specifying General Options

The General dialog allows you to specify general information about the company, including name, phone number, and company mailbox. You can also create a new company within a company.

- ◆ To specify general options:
 - 1. Click the **General** tab. The General dialog appears.



- 2. The Company **Number** field is entered automatically when you save the company.
 - In the **Company Name** field, enter the name of the company.

Note: The company name is used to associate users to a particular company when there are two or more companies sharing the same 6510 UM system. If the system is configured for only one company, this field will not affect any function of the system.

• In the **Domain name /IP Address** field, enter the domain name that you established for the UM server or the IP address of the computer.

- In the **Phone Number** field, enter the company's phone number.
- In the **Account Code** field, enter the company Long Distance Account Code
- Select the **Prefix** checkbox if you want the prefix to be used before the phone number. Leaving the **Prefix** checkbox unchecked indicates that the prefix is to be used after the phone number.

Caution: This information must be specified if you want to create a VPIM address.

- From the **Fax Extension** drop-down list, select the mailbox that the fax extension is associated with.
- From the Admin Mailbox drop-down list, select the administrator's mailbox.
- From the **Country** drop-down list, select the country 6510 UM is installed in.
- From the **Salutation Format** drop-down list, select the format that you want to use.

Note: 6510 UM uses the WAVE format.

- In the **Collaboration URL** field, enter the URL of the collaboration service that your company is using. (Collaboration services are enabled in the Web Client).
- Select Relate Company to C.O. Line if C.O. Lines are being used for the company.
- Select **Relate Company to Port** if you are using ports to identify the companies.
- 3. Click Save Company.
- 4. Click **Add Company** to add another company.

Customizing a Mailbox

For information on customizing a mailbox, refer to Chapter 10, Customizing a Mailbox.

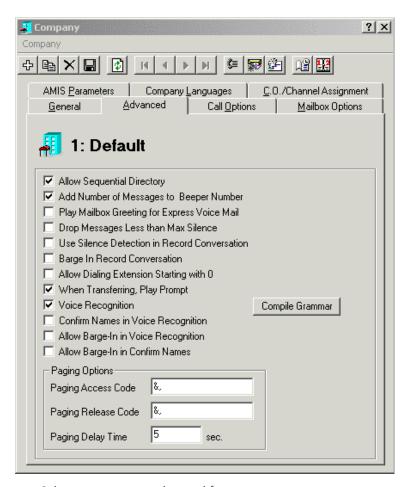
The system has its own customized mailbox. The user can create, modify or restore a new customized mailbox but cannot delete the default customized mailbox.

Specifying Advanced Features

The Advanced dialog allows you to specify a variety of options, including the paging code for the company, business and holiday hours, and company-wide distribution lists.

♦ To specify advanced feature:

1. Click the **Advanced** tab. The Advanced dialog appears.



2. Select one or more advanced features:

Feature

Allow Sequential Directory

Function

Indicates whether or not to allow callers to access the sequential directory when they select the directory option by pressing **.

The default is selected.

| Add Number of Messages to Beeper Number | Indicates whether or not to indicate the number of new messages in the mailbox when outcalling to a beeper. This is shown with an asterisk (*), followed by the number (for example, 201 *3 indicates 3 new messages in mailbox 201). |
|---|--|
| | The default is selected. |
| Play Mailbox Greeting for Express Voice Mail | Indicates whether or not to play the mailbox greeting when callers are sent to Express voice mail, or just the name prompt. |
| Drop Messages Less than Max Silence | Messages that are less than the specified Maximum Silence parameter will not be delivered (if selected). |
| Allow Dialing Extension Starting with 0 | This allows you to create extensions that lead with digit 0 (for example, 033). |
| When Transferring, Play Prompt | This plays the "Thank You. Please Hold" prompt when transferring calls from the automated attendant. |
| Allow Barge-In in Confirm Names | Allows a third party to interrupt name confirmation. |

3. Click Save Company.

Enabling the Intercom Paging System

The 6510 UM system allows a caller to have the 6510 UM page the internal user via the PBX paging feature. As this feature is PBX dependent, you must specify a paging access code.



Note: The default settings are passed on your PBX codes and integration.

♦ To specify a paging option:

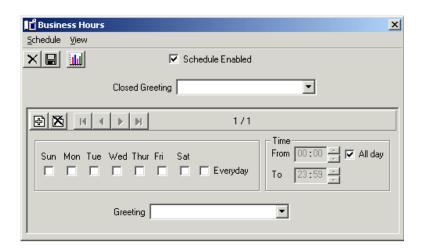
- 1. In the **Paging Access Code** field, enter the sequence that will place the caller on hold and access the intercom paging system.
- 2. In the **Paging Release Code** field, enter the sequence that the system is to dial to get the caller back after intercom paging.
- 3. In the **Paging Delay Time** field, enter the time that the system is to wait after paging before transferring to extension.
- 4. Click Save Company.

Adding Business Hours

The Business Hours dialog allows you to designate your company's office hours. These business hours are used in conjunction with the Greeting Times to play the appropriate greeting.

◆ To specify office hours:

1. In the Company Advanced tab toolbar, click the **Business Hours** button. The Business Hours dialog appears.



2. From the **Closed Greeting** drop-down list, select the phrase that you want to play when callers call outside of business hours.

Note: For information on recording a closed greeting, refer to Recording a Company Greeting on page 323.

- In the **From** field, scroll to the time (hours and minutes in military format) that the greeting is to start or enter the time in the field.
- In the **To** field, scroll to the time (hours and minutes in military format) that the greeting is to end or enter the time in the field.

Note: Select the All Day checkbox if you want the greeting to play for the entire day. If no time is entered, the system will assume all hours.

A value of From 13:00 to no value indicates 1:00 PM to midnight. The maximum value is 23:59 and the minimum value is 0:00.

Other than a no value, the From field cannot be greater than the To field.

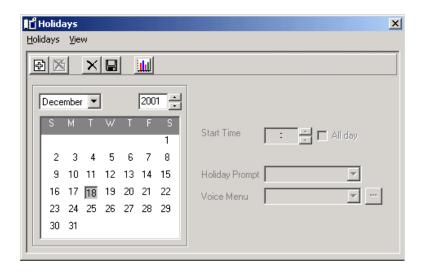
- Select the days of the week that you want the greeting to run.
- If you want the message to run every day, select **Every day**.
- **3.** From the **Greeting** drop-down list, select the greeting that is to play during the specified time.
- 4. Click Save Schedule.

Adding a Holiday

The Holidays parameter allows you to specify holidays so that an appropriate greeting can be played on that day. You can enter as many holiday dates as you require.

Note: When the Company starts with a Voice Menu, the Holidays phrase will only take effect if the Phrase field says "Company Active Greeting" in the Voice Menu. This tells the system to use the Phrase defined on the Greetings tab of the Holiday screen, and to check if the current day is a Holiday.

- ♦ To add a holiday:
 - 1. Click **Holidays**. The Holidays dialog appears.



2. Click **Add Item**. The **Holiday Prompt** and **Voice Menu** fields become active. Holiday

Hint: You can also double-click on the date.

- **3.** From the **Month** drop-down list, select the month that the holiday appears in.
- **4.** From the **Year** drop-down list, select a year.
- 5. Leave **All day** selected if you want the prompt to play all day. If you want the prompt to begin playing at a particular time, clear the check box and enter the time in the **Start Time** field.
- **6.** In the **Holiday Prompt** field, enter the appropriate prompt that corresponds to the holiday in question.

Note: You must record a new prompt for each holiday that you add to reflect the appropriate holiday's greeting. To record these greetings, refer to Recording a Company Greeting on page 323.

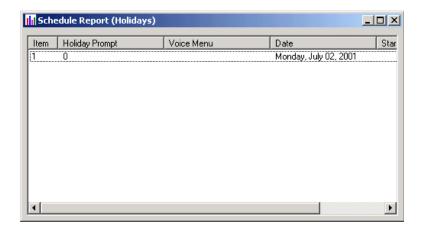
- **7.** From the **Voice Menu** drop-down list, select the voice menu that you want the system to use.
- 8. Click OK.

Viewing a Schedule Report for Holidays

The Schedule Report lists all of the holidays and associated voice menus that have been created for the company.

◆ To view a schedule report:

1. Click **Holidays**. The Schedule Report (Holidays) dialog appears.



2. Close the window.

Specifying Key Mapping

Single digit access (Key Mapping) fields are used in conjunction with the company greetings to allow callers to transfer to a desired department or individual by pressing a single digit (1 through 9). For example, the company greeting might say, "Good morning, you have reached ABC Company...for the sales department press one (1)...for technical support press two (2)."

In the key mapping field, enter the appropriate mailbox number. For example, if the Sales department is Mailbox 101, enter 101 in single digit number one (1). If you do not want to use this function, leave these fields blank.

Using the Company Default Keys

If you use the Key Mapping feature, make sure that you are aware of the following company default keys:

- * Directory
- # Login
- 0 Operator
- D Default

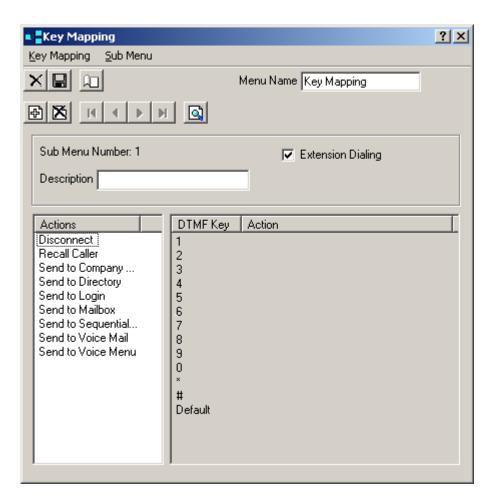
Special Keys

There are two special values that may be entered in the key mapping fields to offer other additional options to callers: pound (#) and asterix (*). The # enables the user to log into the system, and the * enables the caller to access the company directory.

Note: Some telephone systems may have predefined features programmed to the <#> and <*> keys.

◆ To map the keys:

1. In the Company tab toolbar, click the **Key Mapping** button. The Key Mapping dialog appears.

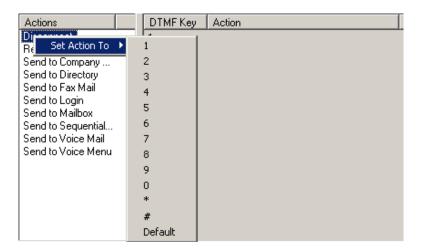


- In the **Description** field, enter a description of what this key mapping is doing.
- Select **Extension Dialing** to allow callers that are in this menu to enter an extension that they will be directly transferred to.

• The **Actions** field displays a list of predefined actions you can configure in the automated attendant. The following actions are available for key mapping:

| Action | Function |
|------------------------------|---|
| Disconnect | Hang up the call. |
| Recall Caller | Recalls the caller out of the voice menu of a defined mailbox. |
| | Note : The DTMF Key assigned to this action cannot be the same as the first number of the user's mailbox number. For example, if a user has the mailbox number 255, the Recall Caller action cannot be assigned to DTMF key 2. |
| Send to Company Operator | Sends the caller to the company operator. |
| Send to Directory | Sends the caller to the company directory. |
| Send to Fax Mail | Transfers the call to the fax board extension to receive a fax. |
| Send to Login | Allows the caller to log into the system as a user. |
| Send to Mailbox | Transfers the caller to a defined mailbox. |
| Send to Sequential Directory | Lists the company directory to the caller name by name. |
| Send to Voice Mail | Sends the caller to the MBX that was entered. |
| | Note: This action works in the same way as if you had pressed # E# (for example, 7#E#). |
| Send to Voice Menu | This transfers the call into a custom voice menu for further processing. |

• The **Actions** list box displays a list of action commands that you can define in a voice menu. Highlight an action, press the right mouse button and click **Send Action To**. The DTMF key drop-down list appears.



Select a DTMF key to match the action to. For example, to transfer a
caller to the Operator if they either press 0 or do nothing, highlight
Send to Mailbox and select 0 and Default.

Hint: You can also drag and drop an action to a key.

A mailbox for the Operator must exist before you can assign an action to 0.

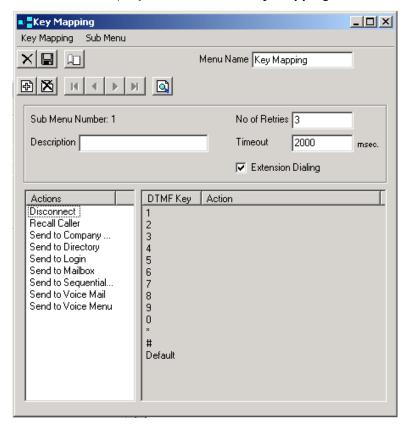
- A dialog box appears if additional information is required. For more information, refer to Appendix H Key Mapping.
- 2. Click Save Key Mapping.

Creating a Key Mapping Sub Menu

Creating a key mapping sub menu allows the user to create a series of different key mapping definitions based on different times and days of the week. For example, if a caller presses 1 in the morning, they are transferred to Sales. However, if they press 1 when the company is closed, the system transfers the call to the west coast office where operations are still open to handle the call.

♦ To create a sub menu:

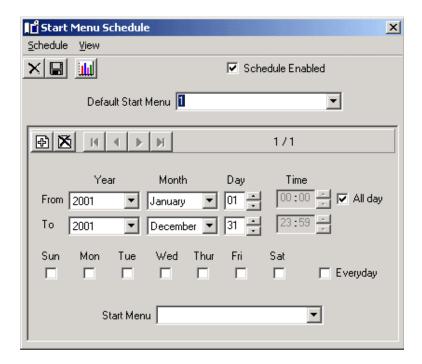
1. In the Company toolbar, click the **Key Mapping** button.



2. Click **Add Sub Menu**. The Sub Menu number will increment by one.

You can create as many key mapping sub menus as you need. You can also associate a schedule to play the sub menus at predefined dates and times.

3. Click **Start Menu Schedule** to associate the new sub menu to a time to be active. The Start Menu Schedule dialog appears.



- **4.** From the **Default Start Menu** drop-down list, select the sub menu that should be active during default hours.
- 5. In the **FromYear/Month/Day/Time** fields, enter the time (in military format) that the sub menu is to become active.
- **6.** In the **To Year/Month/Day/Time** fields, enter the time (in military format) that the sub menu is to become inactive.

Note: If no time is entered, the system will assume all hours.

Select All day if the sub menu is to run all day.

A value of From 13:00 to no value indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

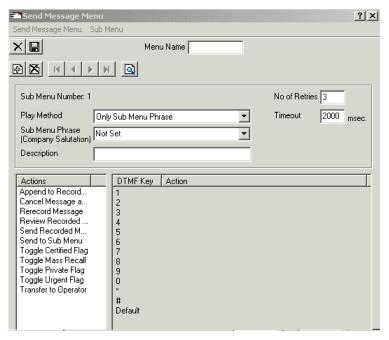
- **7.** Select the days of the week that you want the message to run.
- **8.** If you want the message to run every day, select **Everyday**.
- **9.** From the **Start Menu** drop-down list, select the sub menu that will run at the times specified.
- 10. Click Save Schedule.

Configuring the Send Message Menu

The Send Message Menu allows you to configure a message menu that will be used by outside callers who decide to leave messages to mailboxes within your company system.

♦ To configure the send message menu:

1. In the Company toolbar, click the **Send Message Menu** button. The Send Message Menu dialog appears.



2. In the **Menu Name** field, enter a name for the sub menu.

- 3. In the **Play Method** drop-down list, select the play method to use.
- **4.** In the **Sub Menu Phrase** drop-down list, select the phrase to use for the sub menu.
- **5**. In the **Description** field, enter a description for the sub menu.
- **6.** In the **No. of Retires** field, enter the maximum number of retries that a caller is allowed to commit within the sub menu.
- 7. In the **Timeout** field, enter the amount of time (in milliseconds) that is allowed for inaction before the system times out.
- **8.** From the **Actions** list, drag and drop the selected actions into the DTMF key of choice. By designating actions to specific keys, outside callers will be presented with the actions that you have defined.

| Action | Function |
|-------------------------------|---|
| Append to Recorded Message | Adds another message to the already recorded message. |
| Cancel Message and Exit | Cancels the message and exits. |
| Rerecord Message | Allows for the rerecording of the message. |
| Review Recorded Message | Plays the recorded message for review. |
| Send Recorded Message | Sends the message to the destination. |
| Send to Sub Menu | Sends message to the sub folder. |
| Toggle Certified Flag | Flags message as certified. |
| Toggle Mass Recall | Enables mass recall. |
| Toggle Private Flag | Flags the message as private. |
| Toggle Urgent Flag | Flags the message as urgent. |
| Transfer to Operator | Sends the caller to the company operator. |

9. After dragging and dropping an action, the Parameters dialog appears.



- **10.** For each action, in the **Next Sub Menu** drop-down list, enter the sub menu number that is to follow the current action.
- 11. After defining all actions, click **Save**.

Creating a Distribution List

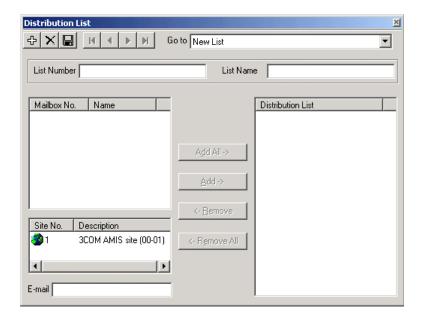
6510 UM allows you to create a distribution list consisting of one or more mailboxes. This enables you to send a voicemail, e-mail, or fax to more than one user at the same time.

When creating the distribution list you can add internal UM users, users on a site that is networked via AMIS to the UM, users on a site that is networked via VPIM to the UM, and external e-mail users. This allows you to send a voice message to any user with one of these profiles on your list.

Each mailbox has the capability of holding all the distribution lists that you need, each consisting of an unlimited number of mailboxes.

◆ To create a distribution list:

1. In the Company toolbar, click the **Distribution Lists** button. The Distribution List dialog appears.



- 2. In the **List Number** field, enter the distribution list number.
- 3. In the **List Name** field, enter a name for the distribution list.

Note: The List Name can be any combination of numbers and characters found on a telephone keypad. If you require the voice mail system to read your distribution lists to you, it will read the characters that you have entered in this field through the telephone handset using the Text to Speech feature.

- **4.** To add a mailbox to the distribution list, highlight it and click **Add**.
- 5. To add all mailboxes to the distribution list, click **Add All**.
- To remove a mailbox from the distribution list, highlight it and click Remove.
- To remove all mailboxes from the distribution list, highlight it and click Remove All.
- 8. Click Save Distribution List
- 9. To add another distribution list, click **Create Distribution List**.

Editing a Distribution List

You can edit any distribution list associated with a company.

- ◆ To edit a distribution list:
 - 1. Click **Distribution Lists**. The Distribution List dialog appears.
 - **2.** From the **Go to** drop-down list, select the distribution list that you want to edit.
 - 3. Make the appropriate changes and click **Save Distribution List**.

Deleting a Distribution List

You can delete any distribution list associated with a company.

- ◆ To delete a distribution list:
 - 1. Click **Distribution Lists**. The Distribution List dialog appears.
 - 2. From the **Go to** drop-down list, select the distribution list that you want to delete
 - **3.** Click **Delete Distribution List**. The following message appears:

4. Click **Yes**. The system removes the distribution list from the display.

Adding an AMIS Site

AMIS (Audio Messaging Interchange Specification) is a communications standard that enables voice-messaging systems produced by different vendors to network or inter-network together. Specifying an AMIS user allows 6510 UM to integrate with voice processing systems from other vendors.

To add an AMIS Site:

1. Highlight an AMIS site and click **Add**. The Remote Site dialog appears.



- In the Address field, enter the remote user's mailbox number and click OK.
- 3. Click Save Distribution List.

Adding a VPIM Site

Voice Profile for Internet Mail (VPIM) is an International Telecommunications Union (ITU) standard that allows different types of messaging servers to pass voice and fax messages between each other over the Internet. For information on adding a VPIM user to the system, refer to Adding a VPIM Site on page 259.

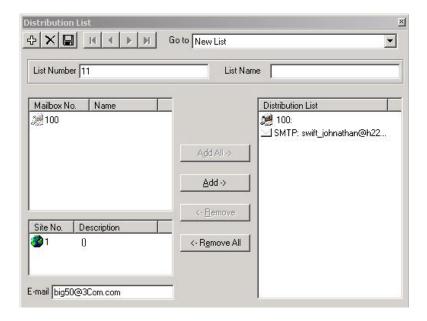
◆ To add a VPIM Site:

- **1.** Highlight a VPIM site and click **Add**. The Remote Site dialog appears.
- In the Address field, enter the remote user's mailbox number and click OK.
- 3. Click Save Distribution List.

Adding an E-mail User

You can add either an internal or external e-mail address to the distribution list.

- ◆ To add an e-mail user:
 - 1. In the **E-mail** field, enter the user's SMTP e-mail address and click **Add**. 6510 UM pastes the address into the Distribution List pane.

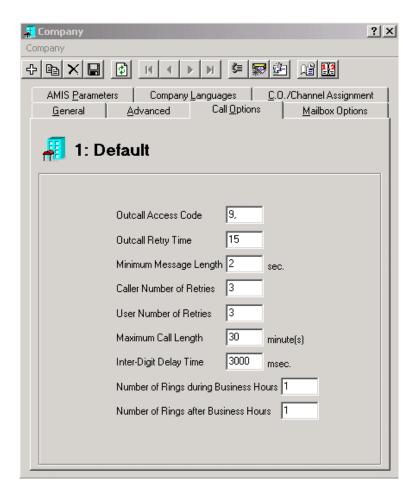


2. Click Save Distribution List.

Specifying Call Options

The Call Options default settings are loaded when you first install the system. The Call Options tab allows you to change the settings.

- To specify call parameters:
 - 1. Click the **Call Options** tab. The Call Options dialog appears.



• In the **Outcall Access Code** field, enter the code required for the system to access an outside line.

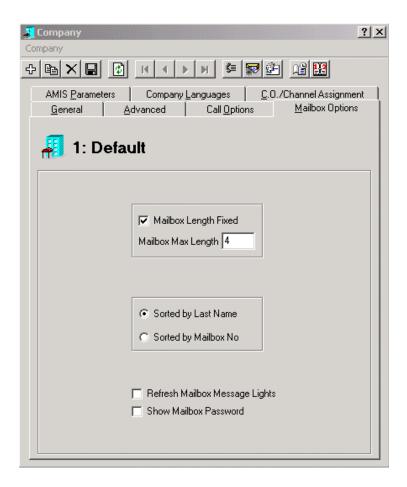
- In the **Outcall Retry Time** field, enter the period of time that the system is to wait before attempting another outside call. The default is 2.
- In the **Minimum Message Length** field, enter the minimum length of messages in seconds. If set to 0, all messages will be recorded. The default is 2.
- In the **Caller Number of Retries** field, enter the number of invalid attempts the user is allowed while in the voice mail system before disconnecting the call. The default is 3.
- In the **User Number of Retries** field, enter the number of invalid attempts when the user is in the voice mail system to allow the user before disconnecting the call. The default is 3.
- In the **Maximum Call Time** field, enter the maximum number of minutes that an incoming call can last. A value of 0 indicates unlimited time. The default is 30 minutes.
- In the **Inter-Digit Delay Time** field, enter the maximum time interval that the system should wait between in-band digit strings before reading. The default is 3000.
- In the **Number of Rings During Business Hours** field, enter the number of rings before the Auto Attendant answers during business hours. A value of one (1) intercepts calls quickly.
- In the **Rings After Business Hours** field, enter the number of rings before the Auto Attendant answers when the Company is closed. A value of one (1) intercepts calls quickly.
- 2. Click Save Company.

Specifying Mailbox Options

The **Mailbox Options** dialog allows you to specify the options for all mailboxes associated with this company, including the mailbox length (the number of digits representing the mailbox), the length of the directory list, and the method used to sort the mailboxes.

◆ To specify mailbox options:

1. Click the **Mailbox Options** tab. The Mailbox Options dialog appears.



- 2. Select the **Mailbox Length Fixed** checkbox to indicate whether or not the mailboxes associated with this company will be a fixed length (Selected), or a variable length (not Selected).
- 3. In the **Mailbox Max Length** field, enter the maximum number of digits that mailboxes can be.
- 4. Select the **Refresh Mailbox Message Lights** checkbox to automatically audit all mailbox statuses and reset mailbox lights based on power failures and computer reboots. This by default is turned off and only activated when the PBX does not have the capability to store message light status in memory.
- **5.** Select the **Show Mailbox Password** checkbox to show the mailbox passwords in the administration screen of a mailbox.
- 6. Click Save Company.

Using AMIS

Audio Messaging Interchange Specification (AMIS) is a standard that enables voice-messaging systems produced by different vendors to network or inter-network.

6510 UM is AMIS compatible. The AMIS specification calls for the use of DTMF tones to convey control information and transmission of the message itself in analog form. This means that the 6510 UM system can be networked to other 6510 UM systems or with other vendors' voice messaging systems that are also AMIS compatible. With AMIS networking, users from different locations can communicate as if they are all on the same voice mail system, whether they are in different buildings, different cities, or different countries.

This feature is especially useful for companies that have multiple locations. A user that wants to send a message to the head office can do so as if they are sending an internal message from one mailbox to another. Distribution lists can include entire AMIS sites, or specific mailboxes from different AMIS sites.

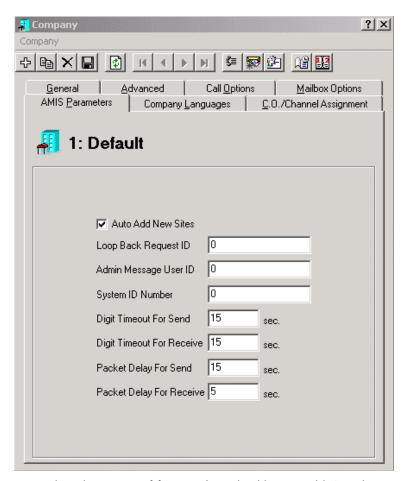
A user at one location can set up a mailbox in another location (referred to as a virtual mailbox, as it has no physical extension), and then set up Message Forwarding to point to the mailbox on the original site. This ensures that messages can be sent to this user easily by sending it directly, through a virtual mailbox, or through a distribution list.

Specifying AMIS Parameters

The **AMIS Parameters** tab allows you to specify the settings that apply to the remote AMIS site, such as Timeout Digits and Packet information.

♦ To specify the parameters:

1. In the Company dialog, click the **AMIS Parameters** tab. The AMIS Parameters dialog appears.



- Select the Auto Add New Sites checkbox to add sites that are not registered to the network database automatically by the system. The Description of auto-added sites will show the date the site was autoadded.
- 3. In the **Loop Back Request ID** field, enter the AMIS loop back test number for this site. For LOCAL sites, this defines the loop back test for incoming calls from other sites.
- **4.** In the **Admin Message User ID** field, enter the user ID that will receive messages that cannot be delivered or messages that cannot be returned.

Note: The default value for this field is blank. If the field is left blank and these types of messages will be deleted. This field is used for LOCAL sites only.

5. In the **System ID Number** field, enter a unique string that identifies this site to all other sites that it may ever contact. It will also identify the callback telephone number.

AMIS has strict guidelines on the format of a system ID. It is composed of three numeric fields using 0-9, and each field is terminated with a # (pound sign). The maximum length of the System ID Number is 18 characters, and the minimum is 3 characters. There are two types of System ID Numbers, public and private.

Public System ID Numbers

Public System ID Numbers are for all sites that can be direct dialed using the public telephone network. These ID numbers are always in the format of **ccc#nnn#sssssss#**, where the value "**ccc**" is the international country code (1–4 digits), the value of "**nnn**" is the national significant number (area or city code of 0–14 digits) and the value of "**sssssss**" is a local subscriber number of 0-14 digits. All locations in North America must use the format of **1#aaa#sssssss#** where "**aaa**" is the area code and "**sssssss**" is the local telephone number.

Private System ID Numbers

Private System ID Numbers are for all sites that are accessible through a private network or behind a PBX. These always have the format **O##nnnnnm#** where "**nnnnnn**" is a site defined number. The site defined number is typically the extension number of the site. The value "**nnnnnn**" can be from 0–14 digits.

- **6.** In the **Digital Timeout for Send** field, enter the total length of time to wait for all digits before timeout. The default is 15.
- 7. In the **Digit Timeout for Receive** field, indicate the number of seconds to wait for all digits before timing out. The default setting is 15 seconds.
- **8.** In the **Packet Delay for Send** field, specify the number of seconds the system should continue trying to connect before sending a time out message. The default setting is 15 seconds.
- 9. In the Packet Delay for Receive, indicate the number of seconds the system should continue trying to receive before sending a time out message. The default is 15 seconds.

10. Click Save Company.

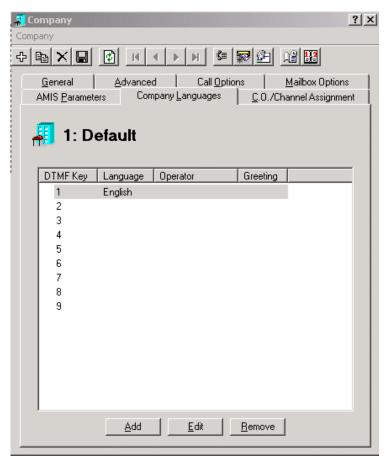
Specifying a Company Language

Based on the language module that you install, 6510 UM speaks system prompts, holiday, business hours, and company greetings in the selected languages. The **Company Languages** dialog allows you to select these system languages.

Note: The language module must be installed for the language to take effect. For more information, refer to the Installation Guide.

6510 UM can operate with up to nine different languages.

- **♦** To specify a company language:
 - 1. In the Company dialog, click the **Company Languages** tab. The Company Languages dialog appears.



- **2.** Highlight a DTMF key and click **Add.** The Language Properties dialog appears.
- 3. From the **Language** drop-down list, select a language.
- **4.** From the **Operator** drop-down list, select the mailbox number of the Day Operator (Receptionist). This allows callers to transfer to this extension when they press zero (0) to speak to an operator.
- **5.** From the **Greeting** drop-down list, select a company greeting.
- **6.** Select the **Set as Default** checkbox to set this particular language as the system default language.

Note: Each company can have their own default language.

7. Click OK.

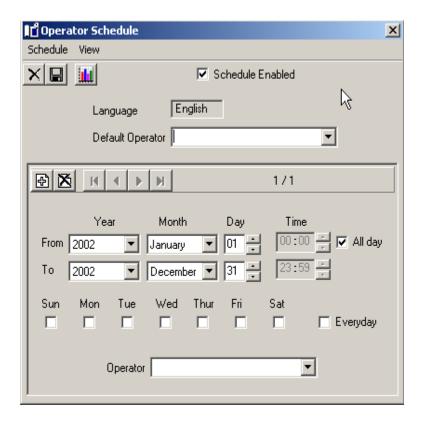
Note: These languages are controlled by licensing.

Creating an Operator Schedule by Language

Following the creation of operators and their languages, you can specify when each operator is to receive calls based on their spoken languages through the Operator Schedule feature.

◆ To create a language schedule:

- **1.** In the Company dialog, click **Company Languages**. The Company Languages dialog appears.
- **2.** Double-click the operator you want to create a schedule for. The Language Properties dialog appears.
- 3. Click . The Operator Schedule dialog appears.



- **4.** Provide the following information to schedule the operator:
 - Select the **Schedule Enabled** checkbox to enable schedule.
 - In the **Default Operator** drop-down list, select the default operator to use if selected operator is unavailable.
 - In the **From Year/Month/Day/Time** drop-down lists, indicated the time when the selected operator is to be enabled. Select the **All Day** checkbox if you want the operator to be enabled all day.
 - In the **To Year/Month/Day/Time** drop-down lists, indicate when the selected operator is to be disabled.
 - In the **Sun, Mon, Tue, Wed, Thur, Fri, Sat, or Everyday** checkboxes, select what day you want the operator to be enabled.

- In the **Operator** drop-down list, select the Operator whom you want to enable.
- **5**. Click **Save Schedule** to save settings.

Using Unilingual and Multilingual Mode

The 6510 UM system functions differently when it is configured to operate in the multilingual mode. It is important to understand how the 6510 UM system answers calls in standard mode and in multilingual mode. Initially, all calls are handled the same way. When a call comes into the PBX, it is routed to a hunt group (or some sort of call routing group that rings one of the free 6510 UM ports). When the port starts ringing, 6510 UM begins to count the rings. Depending on whether or not the company is in open or closed mode, the 6510 UM system looks at the appropriate incoming rings.

For more information about Multi-Company (Tenanting), refer to To configure multi-tenanting using V.C. Assignment: on page 170.

At approximately 1.5 seconds after going off hook, the 6510 UM system plays the Main Company Greeting. At this time the 6510 UM system will begin to act differently depending on Standard or Multilingual mode.

Standard Mode

When only one language is being used (Standard) the appropriate Greeting plays (Morning, Afternoon, Evening, or Closed) during which time callers can dial extension numbers, select Key Mapping options, Press <#> to access mailbox options, Press <*> to access the company directory, or <#><*> to access the Supervisor menu. If the caller does nothing, the system transfers the caller to the Day or Night Operator two seconds after the main company greeting ends.

Multilingual Mode

When 6510 UM is configured to operate in Multilingual mode, it operates the same as standard mode until it begins to play the main company greeting. At this point, the Morning, Afternoon, Evening, and Closed Greetings are no longer used to offer options to the callers. The 6510 UM system requires the caller to select a language in order to continue. These language greetings should welcome the caller and ask them to select the language that they would like to be served with. The 6510 UM system then waits for the caller to make a selection.

No Key Mapping options are available to the caller at this time. The caller may, however, dial a desired extension number but will be served in the default language (English by default). Once the caller selects a language, the Multilingual greeting is played.

If a caller selects a language other than the default language, the call progress for this caller is supervised to ensure that in the event that the caller is transferred back to the main greeting, the 6510 UM system continues to play options in the language chosen by the caller. All calls that are transferred using the default language will use the supervision specified in the Feature Group.

Configuring a Multilingual Environment

If you have more than one language module in your company, you can set up a multilingual environment in which callers can select the language to be prompted in when using the voice menu and when speaking with an operator.

Before configuring a multilingual environment, you must have the following steps completed:

- 1. Installed the language prompts
- 2. Licensed the language
- **3.** Pre-recorded the greetings in the language. For more information, refer to Performing Supervisor Functions on page 317

Note: To verify that the language prompt you want to use is installed on your machine, use Windows Explorer and navigate to C:\|UM\|Prompts\|System\| and you should see numbered folders. See the following table for a list of folder numbers and the language each represents:

| Number | Language |
|--------|-----------|
| 1 | English |
| 2 | French |
| 3 | German |
| 4 | Spanish |
| 5 | Italian |
| 6 | Cantonese |

| Number | Language |
|--------|------------|
| 7 | Mandarin |
| 8 | Japanese |
| 9 | Arabic |
| 10 | Farsi |
| 11 | Russian |
| 12 | Polish |
| 13 | Hungarian |
| 14 | Greek |
| 15 | Thai |
| 16 | Portuguese |
| 17 | Dutch |

After ensuring that the above steps have been completed, you can begin configuring a multilingual environment. The configuration of a multilingual environment consists of three steps:

- 1. Configure company languages and schedules
- **2.** Select language greetings for business hours
- **3.** Enable transfer supervision

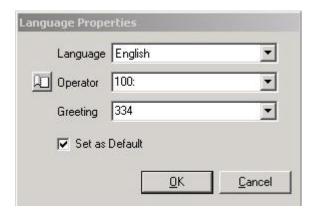
♦ To configure company languages and schedules:

Configuring languages and schedules allows you to designate an operator and greeting to a specific language, as well as indicate what time the message should be played.

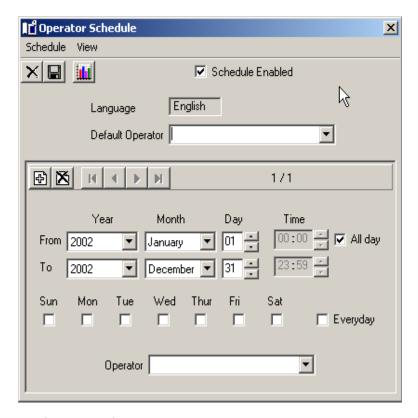
- 1. In the 6510 Admin, right-click the company and select **Properties**. The Company dialog appears.
- 2. Click the **Company Languages** tab. The Company Languages tab appears, displaying the languages available.

Note: The company languages available depend on the language modules you have installed.

 Click Add to add language properties or highlight a language and click Edit to edit its properties. You can also highlight a language and click Remove to delete a language. The Language Properties dialog appears.



- In the **Language** drop-down list, select the language.
- In the **Operator** drop-down list, select the operator to transfer to.
- In the **Greeting** drop-down list, select the voice menu number to use as the greeting. This greeting must be pre-recorded in order for it to appear in the drop-down list.
- Click the **Select as Default** checkbox if you want to specify the current settings as default.
- **4.** Click **Schedule** to create a specific schedule for the language.



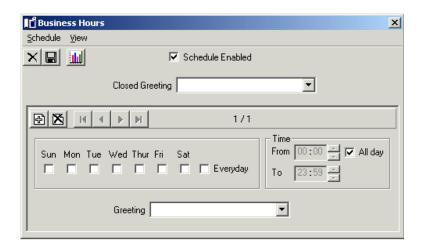
Provide the following information to schedule the operator:

- Select the **Schedule Enabled** checkbox to enable schedule.
- In the **Default Operator** drop-down list, select the default operator to use if selected operator is unavailable.
- In the **From Year/Month/Day/Time** drop-down lists, indicated the time when the selected operator is to be enabled. Select the **All Day** checkbox if you want the operator to be enabled all day.

- In the **To Year/Month/Day/Time** drop-down lists, indicate when the selected operator is to be disabled.
- In the **Sun, Mon, Tue, Wed, Thur, Fri, Sat, or Everyday** checkboxes, select what day you want the operator to be enabled.
- In the **Operator** drop-down list, select the Operator whom you want to enable.
- **5**. Click **Save Schedule** to save settings.
- **♦** To select the language greetings for business hours:

Selecting business hours greetings allows you to define which common greeting to play (language-wise) and the time it should be played

1. In the Company Advanced tab, click **Business Hours**. The Business Hours dialog appears.



2. From the **Closed Greeting** drop-down list, select the closed greeting in the language that you want the system to play when callers call outside of business hours.

Note: For information on recording a closed greeting, refer to Recording a Company Greeting on page 323.

- In the **From** field, scroll to the time (hours and minutes in military format) that the greeting is to start or enter the time in the field.
- In the **To** field, scroll to the time (hours and minutes in military format) that the greeting is to end or enter the time in the field.

Note: Select the All Day checkbox if you want the greeting to play for the entire day. If no time is entered, the system will assume all hours.

A value of From 13:00 to no value indicates 1:00 PM to midnight. The maximum value is 23:59 and the minimum value is 0:00.

Other than a no value, the From field cannot be greater than the To field.

- Select the days of the week that you want the greeting to run.
- If you want the message to run every day, select **Every day**.
- **3.** From the **Greeting** drop-down list, select the open greeting in the language that you want the system to play during the specified time.
- 4. Click Save Schedule.
- ◆ To enable transfer supervision:

By selecting **Language** in the Transfer Supervision option, the system will be able to handle calls in the language that is selected by the caller in the common greeting.

1. In the 6510 **Admin** tree, click **Feature Group**. The list of feature groups appear in the right pane.

2. Double-click a Feature Group and click the **Transfer Options** tab. The Transfer Options tab appears.



- 3. In the **Transfer Supervision** box, select **Language**.
- **4.** Click **Save Feature** Group.
- **5.** Repeat steps 1-4 for every Feature Group that you want language supervision enabled.

Your multilingual environment is now set up.

Specifying the C.O./ Channel Assignment

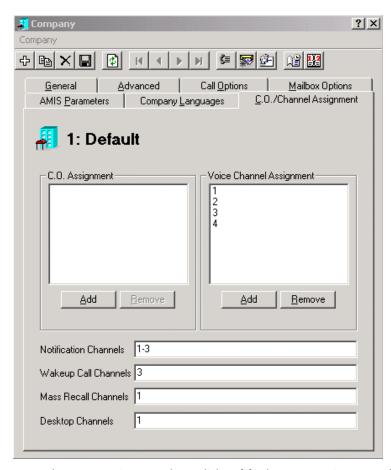
Line Answering parameters define how the telephone system and the 6510 UM auto attendant system ports are utilized. When more than one company shares the same telephone system, it is possible to set-up the system with "Floating Ports." This means both companies share the same Inbound Ports.

However, the C.O. Lines used by each company must be identified so that the 6510 UM system knows which company greeting to play. For example, if you have two companies using a four port system and each company has two incoming C.O. Lines, dedicate C.O. Lines one (1) and two (2) for company A, and dedicate C.O. Lines three (3) and four (4) for company B. Both companies will use Inbound Ports one (1) to four (4), or as many as you have installed.

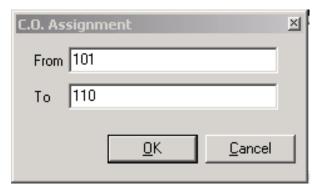
Hint: When there is only one company, there is no need to dedicate any C.O. lines. These assignments do not have to be independent of one another if you setup multi-tenanting with CO Line assignment, under voice channel allocation you must configure channels that have been allocated to this particular company.

If 6510 UM is set up for only one company, follow the outline for a single company. For multiple companies, follow the outline for Multi-Tenanting.

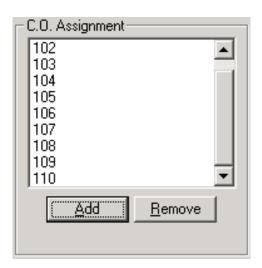
- **♦** To specify the C.O. Assignment:
 - 1. Click **C.O./Channel Assignment**. The C.O. Assignment dialog appears.



2. In the C.O. Assignment box, click **Add**. The C.O. Assignment dialog appears.



3. In the **From** and **To** fields, enter the number of C.O. Lines the system uses to receive incoming calls and click **OK**. The C.O Assignment box lists the C.O. Lines that you have specified.



For **All Company Configurations**, enter the number of C.O. Lines that the system uses to receive incoming calls in this field.

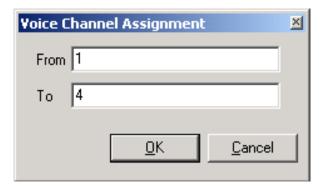
Note: If your telephone system does not have C.O. Line identification, you may simulate C.O. Line identification. Set up the C.O. Lines to ring into real extensions that are programmed to forward all calls to 6510 UM Pilote. On the "Inband Parameters" screen, enter the inband that you would

normally receive from a forwarded extension into the Parameter 190 - "Inband Outside C.O. Call". On the company screen, enter the extension number of this forwarded extension in the C.O. Lines field.

For example, Extension 123 is to be used to identify a call for company A. The code sent by the telephone to 6510 UM is 99E. In parameter 190, enter 99E. On the company screen, in the C.O. Lines field enter From: 123 and To: 123.

Companies must be listed sequentially according to C.O. Line Number whenever multi-tenanting based on CO Line Number is used.

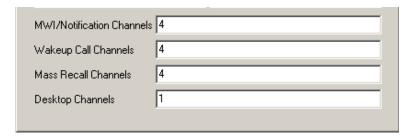
4. In the Voice Channel Assignment box, click **Add**. The Voice Channel Assignment dialog appears.



- 5. In the **From** field, enter the first voice channel.
- **6.** In the **To** field, enter the last voice channel.
- 7. Click **OK**. The Voice Channel Assignment box lists the voice channels that you have specified.



8. Complete the channel configuration for the company by specifying the corresponding channel in the fields below:



9. In the MWI/Notification Channels field, enter the specific port on the UM that you want to use for phone notification. (For the message waiting light).

Note: You can allocate anything from 1 to all ports. You can also dedicate specific ports for each company.

10. In the **Wakeup Call Channels** field, enter a specific port (voice channel) that is different from notification if the company is using the wakeup call feature

- 11. In the **Mass Recall Channels** field, enter the special notification function that continuously notifies the user of new messages until the messages are listened to.
- Note: This field can have dedicated channels. For light usage they can be the same as the notification ports.
 - **12.** In the **Desktop Channels** field, enter number of channels that will be used to play back messages. (From Outlook and UM Client).
- Note: It is recommended you allocate separate ports for desktop from notification to eliminate the chance of collision between the two events
 - 13. Click Save Company.

Examples for Configuring Multi-Tenanting

The 6510 UM server offers two configuration setups for supporting multiple companies:

- Assigning specific C.O. trunks to a specific company
- Assigning specific voice mail ports to a specific company

By setting up one of these two scenarios, you can support multiple companies for answering and transferring calls on the UM server. This allows you to create a set of independent attributes related to the automated attendant and the answering functions for each company or department configured.

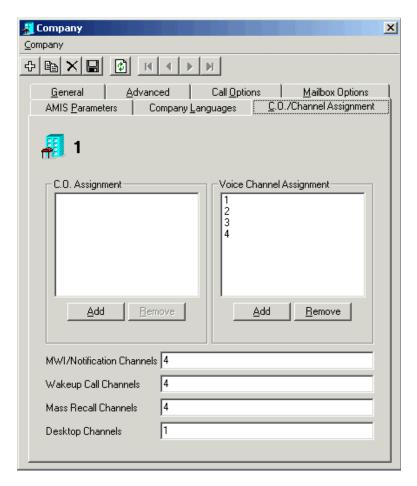
The best solution is to dedicate C.O. channels. This allows you to allocate all voice ports to every company this way they are sharing the voice channel resources and do not have to factor in busy and non busy periods. You will be optimizing your voice channels and your automated attendant if you configure Multi-tenanting with C.O. assignments vs. Voice channel assignments. Only use voice channel assignments when the PBX is unable to send you information on the incoming C.O. call via the voice port. In these circumstances your only choice becomes voice mail port assignment.

6510 UM will allow an unlimited number of company creations. However, for practical purposes, you will be limited by the number of C.O. lines or voice channels the system is configured for.

Configuring Multi-Tenanting using C.O.Line Assignment

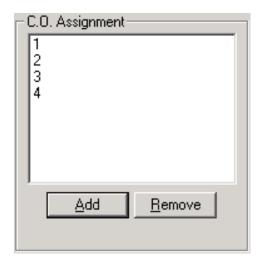
In this scenario, all voice ports are added to all companies.

- ♦ To configure multi-tenanting using C.O. Line Assignment:
 - **1.** Open a company from the Administration Console.
 - **2.** Click the **C.O./Channel Assignment** tab. The C.O./Channel Assignment dialog appears.



Note: Make sure that all the voice mail extensions are listed in the voice channel assignment box.

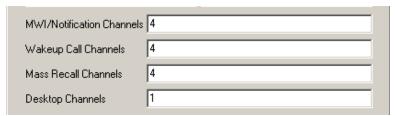
- 1. Click **Add**. The C.O. Assignment dialog appears.
- Add the C.O. lines that belong to the specific company. For example, for in the From field, enter 01. In the To field, enter 04 and click OK. The C.O. Assignment box lists the C.O. lines specified.



3. Repeat this sequence for non sequential dedication. For example, if you want to configure lines 1-3 and lines 7-8 to company one, click **Add** and add each sequence independently.

If you are adding one line, fill in the **From** field and leave the **To** field blank

- 4. Once you have assigned the C.O. lines to this company, click advance to the next company. Repeat steps 1-2, but dedicate a different set of C.O. lines to this company. For example, in the **From** field, enter and in the **To** field enter 010. Repeat these steps for any other company that is required for your multi-tenanting setup.
- **5.** Complete the channel configuration for each company by specifying the corresponding channel in the fields below:



 In the MWI/Notification Channels field, enter the specific port on the UM that you want to have responsibility for message lights and out dial notification.

Note: You can allocate anything from 1 to all ports. You can also dedicate specific ports for each company.

- 7. In the **Wakeup Call Channels** field, enter a specific port (voice channel) that is different from notification if the company is using the wakeup call feature.
- **8.** In the **Mass Recall Channels** field, enter the special notification function that blasts out notification and turns off once one recipient responds.

Note: This field can have dedicated channels. For light usage they can be the same as the notification ports.

9. In the **Desktop Channels** field, enter the voice channel to use when playing back messages from your desktop to your phone. This will resolve conflicts with notification.

Note: It is recommended you allocate separate ports for desktop from notification to eliminate the chance of collision between the two events

10. Click Save Company.

Note: The configuration function in each tab of a company setup can be independent and different for each company. This provides true differentiation and multi-tenanting.

Removing a C.O. Line Assignment

You can remove a C.O. Line Assignment from a company.

- **♦** To remove a C.O Line Assignment:
 - 1. Open a company from the Administration Console.
 - 2. Click the **C.O./Channel Assignment** tab. The C.O./Channel Assignment dialog appears.
 - 3. Highlight the C.O. Line Assignment that you want to delete and click **Remove**
 - 4. Click Save Company.

Configuring Multi-Tenanting using Voice Mail Port Assignments

Many telephone systems do not provide C.O Line identification; however, it is still possible to configure 6510 UM with multiple companies by assigning a specific voice port to a particular company. All calls received by this port will be answered by that company's greeting.

Note: This method dedicates your voice ports directly to each company. The number of possible companies is limited to the number of voice cards that fit in the computer (Server).

In this scenario make sure that you go to each company created and you add all C.O. lines to all companies. Then add specific voice mail ports to each specific company. Now when a call comes in on a specific voice channel, the system knows which company to answer with. In this scenario you will also need to program you telephone switch to forward specific C.O. lines to specific phone extensions that will be connected to the particular voice mail ports. (See your switch programming manual for more information).

Special Considerations

When using this method, 6510 UM must be able to access at least one voice port to perform several tasks. The most common of these tasks is Message Waiting Indication. When a message is received or retrieved, an inband code is sent to the telephone system that activates/deactivates an extension's message waiting indicator.

Caution: Although Mitel Networks uses CTI for Message Waiting Indication, if you are using other switches, it is best to dedicate the last port for all notification functions. Do not assign this port to a company.

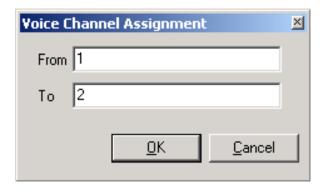
Port Assignment

You must assign the port numbers for each company to answer. For example, if you have three companies sharing a 4-port system, you should dedicate port one (1) to Company A, port two (2) to Company B, and port three (3) to Company C. Port four should be dedicated to Message Notification.

To assign these values on Company A, enter **1** in the "To" and "From" fields. For Company B, enter **2** in the same fields, and enter **3** for Company C.

♦ To configure multi-tenanting using V.C. Assignment:

- **1.** Open a company from the Administration Console.
- **2.** Click the **C.O./Channel Assignment** tab. The C.O./Channel Assignment dialog appears.
- **3.** In the Voice Channel Assignment box, click **Add**. The Voice Channel Assignment dialog appears.



4. For this example, in the **From** field, enter 1, in the **To** field, enter 2 and click **OK**. The Voice Channel Assignment box lists the ports that you have specified.



- 5. Once you have assigned the Voice Channel ports to this company, click
 - to advance to the next company. Repeat steps 3-4 but dedicate a different set of voice channel ports to this company. For example, in the **From** field, enter 3 and in the **To** field enter 4. Repeat these steps for any other company that is required for your multi-tenanting setup.
- **6.** Complete the channel configuration for each company by specifying the corresponding channel in the fields below:



7. In the MWI/Notification Channels field, enter the specific port on the UM that you want to have responsibility for message lights and out dial notification.

Note: You can allocate anything from 1 to all ports. You can also dedicate specific ports for each company.

- 8. In the **Wakeup Call Channels** field, enter a specific port (voice channel) that is different from notification if the company is using the wakeup call feature.
- **9.** In the **Mass Recall Channels** field, enter the special notification function that blasts out notification and turns off once one recipient responds.

Note: This field can have dedicated channels. For light usage they can be the same as the notification ports.

10. In the **Desktop Channels** field, enter the voice channel to use when playing back messages from your desktop to your phone. This will resolve conflicts with notification.

Note: It is recommended you allocate separate ports for desktop from notification to eliminate the chance of collision between the two events

11. Click Save Company.

Removing a Voice Channel Assignment

You can remove a Voice Channel Assignment from a company.

- **♦** To remove a C.O Line Assignment:
 - 1. Open a company from the Administration Console.
 - 2. Click the **C.O./Channel Assignment** tab. The C.O./Channel Assignment dialog appears.
 - **3.** Highlight the Voice Channel Assignment that you want to delete and click **Remove**.
 - 4. Click Save Company.

In This Chapter . . .

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Using the Toolbar Buttons on page 175

Creating a Mailbox on page 176

Editing a Mailbox on page 225

Deleting a Mailbox on page 225

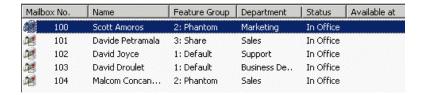
Overview

Using the 6510 UM, you can create multiple mailboxes, including those that you create just to play a message.

Note: The number of mailboxes that you can create is limited by your product license.

Displaying Summary Information

The Administration Console displays a summary of the details for each mailbox associated with a company. These details include the mailbox Name, the Feature Group that it is associated with, and the Status.



Opening a Mailbox

You can open all mailboxes from the Administration Console.

- ◆ To open a mailbox:
 - 1. Highlight **Mailbox**. All associated mailboxes appear in the right pane.
 - **2.** Double-click on a mailbox. The General dialog appears.

Note: Once you have opened a mailbox, you can open another mailbox by clicking on the scroll buttons.

Using the Toolbar Buttons

There are 13 buttons that allows you to perform various tasks within the Mailbox application.

| Button | Name | Function |
|--|--|--|
| Contract of the Contract of th | Create Range of Mailboxes | Create more than one mailbox at a time, with sequential mailbox numbers |
| ⊹ | Add, Create Mailbox/Distribution List/Directory Listing/Schedule Item | Add and create a mailbox, distribution list |
| | Reset Mailbox | Resets mailbox |
| × | Delete Mailbox/Distribution List/ Directory List/Schedule | Delete the mailbox or distribution list |
| | Save Mailbox/Distribution List | Save the mailbox or distribution list |
| | Refresh Mailbox/Folder | Refreshes and updates mailbox/folder |
| | Find Mailbox | Find a mailbox |
| | Mailbox Clipboard | Adds configured items to clipboard so that they can be pasted to other mailboxes |
| | Paste from Mailbox Clipboard | Pasting clipboard items to another mailbox |
| H 4 | Browse | Browse through different mailbox configurations |
| H | | |

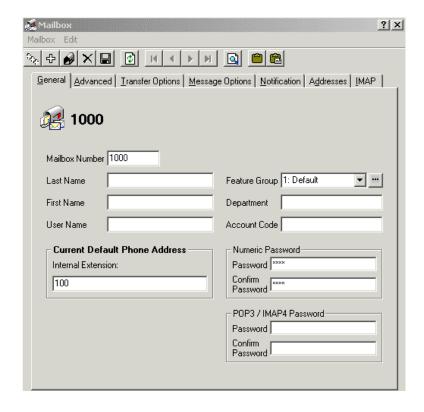
Creating a Mailbox

After you have installed 6510 UM, you can create a voice mailbox for each user in your company.

◆ To create a mailbox:

- 1. Highlight **Mailbox** in the Administration Console.
- 2. Click **Add New Mailbox**. The General dialog appears.

Note: You can also open the Mailbox dialog by double-clicking on an existing mailbox. The Mailbox dialog will display the details of the existing mailbox. Click Create New Mailbox to open the next mailbox in sequence.



Specifying General Options

The **General** dialog allows you to control options such as Mailbox Number, First and Last Name, User Name, Feature Group, Department, Extension, Account Code, Numeric Password, and POP3/IMAP4 Password.

♦ To specify general options:

- 6510 UM automatically increments the Mailbox Number by one. If you want to change it, enter the new mailbox number in the Mailbox Number field.
 - In the **Last Name** field, enter the last name of the user.
 - In the **First Name** field, enter the first name of the user.
 - In the **User Name** field, enter the user name.
 - From the **Feature Group** drop-down list, select a feature group that the user will be associated with.
 - In the **Department** field, enter the department that the user is associated within the company.

Note: This is used for administrative purposes only.

2. In the **Account Code** field, enter the account number. This is used to pass account number information for toll charges billing back to an individual user

Note: The Address field displays the current default address set for the mailbox.

- 3. Click Save Mailbox.
- 4. To create another mailbox, click **Create Mailbox**.

Note: When you click Create Mailbox, a new record screen appears with the next sequential number after the highest mailbox created. If you want to change this number, enter it in the Mailbox Number field.

Setting a Numeric Password

Setting a numeric password allows a user to ensure the security of the contents in the mailbox.

- ♦ To set a numeric password:
 - 1. In the **Password** field, enter the user's password.
 - 2. In the **Confirm Password** field, enter the user's password again.
 - 3. Click Save Mailbox.

Setting a POP3/IMAP4 Password

You can set a POP3 or IMAP4 password.

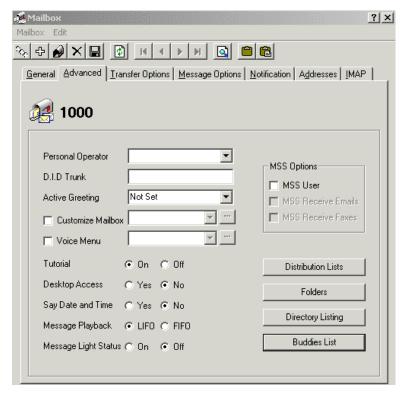
- ◆ To set a POP3/IMAP4 password:
 - 1. In the **Password** field, enter the user's password.
 - 2. In the **Confirm Password** field, enter the user's password again.
 - 3. Click Save Mailbox.

Specifying Advanced Features

The Advanced dialog allows you to specify the Personal Operator and the Message Playback Mode. You can also create a distribution list that can be used to send a voice mail to more than one mailbox.

To specify advanced features:

1. Click the **Advanced** tab. The Advanced dialog appears.



2. From the **Personal Operator** drop-down list, select a personal operator if you have a different person as your operator.

Note: This field is optional, but if you select an operator, you must also specify a mailbox.

This mailbox is recognized as the operator for this individual. When this feature is activated, a caller receives the individual's personal greeting. However, when the caller presses zero (0) to transfer to the receptionist, they are transferred to the mailbox specified in this field.

- 3. In the **D.I.D Trunk** field, enter the trunk number that the system will use to access the voicemail of this particular user. This field is normally used for Norstar Systems.
- **4.** From the **Active Greeting** drop-down list and select a mailbox greeting. The telephone system sends additional digits other than the user's extension number (such as DID or virtual trunk numbers).

Note: If you select Notset, 6510 UM plays one of the 3 preconfigured greetings (no-answer, busy, and gone home), depending on the status of the Mailbox. If an optional greeting is required for this mailbox, enter the optional greeting number.

- 5. Select the **Customized Mailbox** checkbox if you use a different customized mailbox menu. The default customized mailbox will play automatically if nothing is selected.
- Click Browse to browse the customized mailbox. (Browse is only enabled
 if you select Customized Mailbox and choose the customized mailbox
 first).

Select the **Voice Menu** checkbox to have the user's calls answered with a customized voice menu offering callers a variety of choices. From the drop-down list, select a voice menu to use for this mailbox.

Click **Browse** to browse the voice menus.

Note: A voice menu must be created before it can be applied to a mailbox. For more information, refer to Using the Voice Menu Dialog on page 303.

- Select **Tutorial** if you want the user to be prompted with the tutorial when voicemail is accessed
- Select **Desktop Access** to enable Options. This must be selected if the user is going to use Web Client.
- 7. All messages are tagged with a Date and Time stamp. Select Say Date and Time if you want the user to hear the time and date stamp before every message.

Users can listen to their messages by either FIFO or LIFO.

FIFO (First In, First Out) FIFO plays the oldest message first and the

newest message last.

LIFO (Last In, First Out): LIFO plays the newest message first.

8. Select **LIFO** or **FIFO**.

9. Click Save Mailbox.

Specifying MSS Options

MSS options are used to specify the user as a Unified Messaging client. By activating MSS and the options, the 6510 UM synchronizes the selected options with the MSS server., e-mail server and voice mail server.

| MSS Option | Function |
|--------------------|--|
| MSS User | Activates synchronization for this user with their e-mail account. |
| MSS Receive Emails | Synchronize e-mail over the phone. |
| MSS Receive Faxes | Synchronize faxes over the phone. |

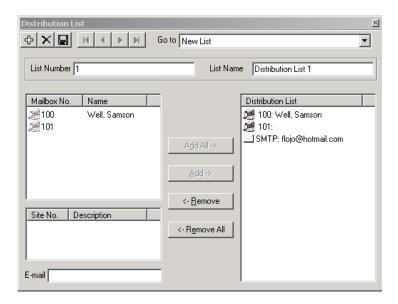
Creating a Distribution List

Instead of sending the same e-message to one user at a time, you can create a distribution list consisting of one or more mailboxes. This allows you to send the message to multiple recipients.

◆ To create a distribution list:

- **1.** In the Mailbox dialog, click the **Advanced** tab. The Advanced tab appears.
- 2. Click **Distribution Lists**. The Distribution List dialog appears.
- 3. In the **List Number** field, enter the number that you want to assign to this list.
- 4. In the **List Name** field, enter the name that you want to assign to this list
- 5. In the **Mailbox No.** box select the mailboxes that you want to include in the distribution list and click **Add**. (If you want to add the whole directory of mailboxes, click **Add All**). The site is added.
- **6.** In the **Site No.** box, select the sites that you want to include in the distribution list and click **Add**. For this to be enabled, you must have AMIS or VPIM set up. (Click **Add All** to add the entire directory).
- 7. Enter the remote site number and click **OK**. The site is added.
- 8. In the **E-mail** field, enter any additional e-mail address that you want to be included in the distribution list (for example, joerandolph@canada.com). SMTP must be configured in order for **E-mail** to function.
- **9.** The **Distribution List** box will list all the addresses and sites that you have added.

If you added mailboxes and alternate e-mail addresses, your list may look like this:



- 10. Click Save Distribution List.
- **11.** You can always remove addresses and sites from the list by selecting the site/address and clicking **Remove**.

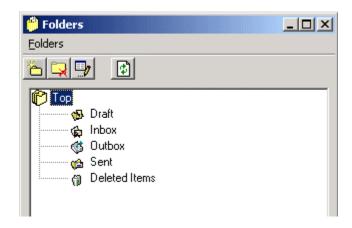
Note: When you have created multiple distribution lists, you can conveniently access each one by using the Go To drop-down list and select it in the distribution list name.

Creating a Folder

You can create custom folders in the user's mailbox for message storage. The folders created will automatically be created in another message server (for example, fax) when this user is bound for Unified messaging (MSS).

◆ To create a folder:

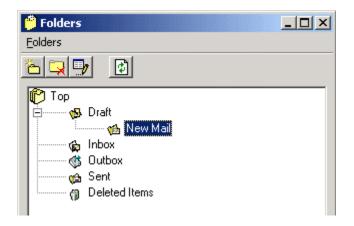
- 1. In the Mailbox dialog, click the Advanced tab. The Advanced tab appears.
- 2. Click **Folders**. The Folders dialog appears.



3. Highlight the folder you want the sub-folder to be created under and click **Add**. The Add Folder dialog appears.



4. In the **Folder Name** field, enter the name of the new folder and click **OK**. The Folders dialog displays the new folder.



Deleting a Folder

You can delete any folder that you have created with the exception of system folders (for example, Outbox).

To delete a folder:

- 1. Click **Folders**. The Folders dialog appears.
- 2. Highlight the folder you want to delete and click **Delete**. A message appears, prompting you to confirm the deletion of the folder.
- 3. Click Yes.

Renaming a Folder

You can rename any folder with the exception of a system folder.

◆ To rename a folder:

- 1. Click **Folders**. The Folders dialog appears.
- 2. Highlight the folder you want to rename and click **Edit**.
- 3. Enter the new name for the folder and press **Enter**.

Refreshing a Folder

Click **Refresh** to restore any partially deleted information.

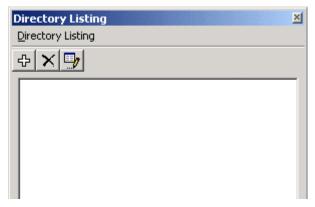
Creating a Directory Listing

6510 UM allows the user to create different versions of their name and store these versions in the company directory. The mailbox must be set in a feature group that has the company directory feature set.

In the mailbox, a user can define multiple names that are used for directory purposes (for example, first name, last name, or maiden name).

When a mailbox is created and the first name, last name and username are specified, the information is automatically inputted into the Directory List window. While in this window, you can add and move these names if necessary.

- **♦** To create a directory profile for the user:
 - 1. Click **Directory Listing**. The Directory Listing dialog appears.



2. Click **Add**. The New Directory Listing dialog appears.



- **3.** Enter an alternate spelling of the user's name and click **OK**. The Directory Listing dialog appears and displays the new listing.
- 4. Close the window and click **Save Mailbox**.

Renaming a Directory Listing

6510 UM gives you the option of renaming an existing directory listing.

- ♦ To rename a directory listing:
 - 1. Open the directory listing for the mailbox.
 - 2. Click Edit.
 - **3.** Make the required changes.
 - 4. Close the window and click **Save Mailbox**.

Deleting a Directory Listing

You can delete a directory listing.

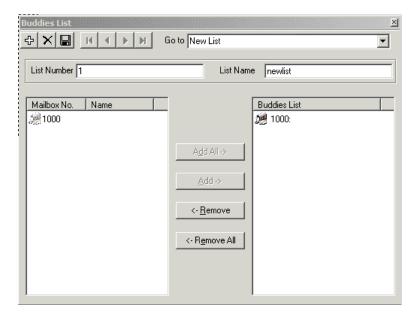
- **♦** To delete a directory listing:
 - **1.** Click **Directory Listing**. The Directory Listing dialog appears.
 - **2.** Highlight the directory listing that you want to delete and click **Delete**.
 - 3. Close the window and click **Save Mailbox**.

Creating a Buddies List

Creating a Buddies List allows you create a list of users within your company. This list can be conveniently accessed through your UM Client Manager, and you can broadcast messages to the members of your list through Lan Talk.

To create a buddies list:

1. In the **Mailbox>Advanced** tab, click the **Buddies List** button. The Buddies List dialog appears.



- 2. In the **List Number** field, enter a number for the list that you are creating.
- **3.** In the **List Name** field, enter a name for the list that you are creating.
- Under Mailbox No./Name, highlight the user that you want to add to the Buddies List.
- **5.** Click **Add**. The user is added under the Buddies List column.
- **6.** Repeat steps **4** and **5** for all the users that you want to add.

Note: You can click Add All to add all the users at one time.

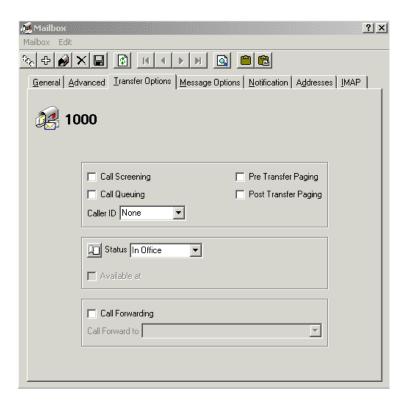
7. Click Save.

Specifying the Transfer Options

The **Transfer Options** dialog allows you to specify the transfer options currently active for each mailbox. Transfer Options include Call Screening, Call Forwarding, Status, Call Queuing, and paging capabilities.

Note: The user can change the transfer options using either TUI or GUI only if permission is given in the feature group.

- ◆ To set the transfer options:
 - 1. Click the **Transfer Options** tab. The Transfer Options dialog appears.



2. Select **Call Screening** if you want the system to instruct callers who wish to transfer to an extension to state their name at the tone.

Note: Call screening requires the call to be supervised and the user must be in his or her group.

Before the call is transferred, the user hears the caller's name and be prompted by the system to accept the call press <1>, to send to another extension press <2>, to accept press <3>, to send to your mailbox press <#>.

Select **Call Queuing** if you want incoming calls to be placed in a queue when an extension is busy. Callers are informed of their position in the hold queue and given opportunities to either continue to hold or leave a voice message.

Caution: Call Queuing is only available on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

- 3. Select **Pre Transfer Paging** if you want a user to be paged before the call is transferred. When a caller requests an extension, the caller is put on hold and the 6510 UM system pages the user. The system then waits for a definable period of time (this timer is defined in the PBX Advanced dialog with a default of 5 seconds) and then transfers the caller to the desired extension.
- 4. Select **Post Transfer Paging** if you want the user to be paged after the call is transferred. When a caller transfers to an extension that is busy or is not answered, the caller is forwarded to the user's mailbox. In the user's personal greeting, the caller can be given the option to page the user over the telephone intercom system (for example, "Press 4 to have me paged"). Callers must be informed of the paging feature in the user's personal greeting. The system does not have a pre-recorded prompt.
- **5.** From the **Caller ID** drop-down list, select the desired option to get the caller ID.

Note: This option is required for desktop screen pops using UM Client Manager.

| Caller ID | Function |
|-----------|--|
| None | Turns off screen pops on desktop access. |

| Ask | Prompts caller to input their phone number prior to transferring the call. This information will be used in screen pops if the user has desktop access. |
|-------------|--|
| POP | Provides a screen pop up even if caller ID information does not exist. |
| Ask and Pop | Asks the caller to manually input their number so it can be used in the screen pop if no caller ID is available from the phone system or not passed by the telco. This guarantees a number on all incoming calls to that user. |

6. From the **Status** drop-down list, select the current status of the user and the mailbox. An appropriate greeting will play for each state.

| Status | Greeting |
|----------------|---|
| In office | System rings at your desk and plays the users set Active greeting |
| Lunch time | Plays user's name and the prompt "is out to lunch & will return at" the defined available at time |
| Busy | Goes directly to voice mail and plays busy greeting |
| Gone home | Goes right to voice mail & plays gone home greeting |
| Do Not Disturb | Goes directly to voice mail and plays personal greeting |
| Meeting | Plays user's name and the prompt "is in a meeting & will return at" the defined available at time |
| Out of town | Plays user's name and the prompt "is out of town & will return at" the defined available at time |
| Vacation | Plays user's name and the prompt "is on vacation & will return at" the defined available at time |
| No Answer | Rings the desk then forwards to voice mail and plays the user's No Answer greeting |

Note: Once a Status is changed or defined, it will take time for the change to appear in Outlook. (Approximately one minute). If instantaneous change is needed, you must shutdown and restart Outlook, and the new Status will be activated.

- 7. Click **Available at** to indicate when the user will return if they set a status that provides a "Return At" prompt.
- **8.** Select **Call Forwarding Enable** to forward calls from the automated attendant to another mailbox

- **9.** From the **Call Forward to** drop-down list, select the mailbox that calls will be transferred to.
- 10. Click Save Mailbox.

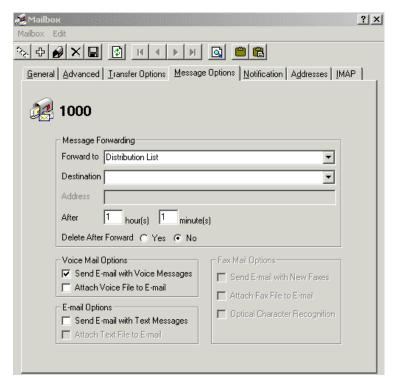
Specifying the Message Options

The **Message Options** dialog allows you to control messaging options.

Specifying the Message Forwarding Options

When a message is left for a user (voice, fax, or email), you can specify how the system is to handle it.

- **♦** To specify message forwarding:
 - 1. Click the **Message Options** tab. The Message Options dialog appears.



2. From the **Forward to** drop-down list, select a destination type.

| Destination | Function |
|-------------------|--|
| Mailbox | Identifies another voice mail user on the system. |
| Distribution list | Defines a personal or global list to have the message forwarded to. This may be used in system broadcasting purposes |
| AMIS/VPIM | Defines a network location and a specified user at that location. |
| | Note : Selecting this option makes the Address field active. |
| E-mail | Defines a SMTP address to have the message automatically forwarded to |

Note: The Forward To field is only enabled if the Feature Group that the mailbox belongs to is configured to allow message forwarding.

- **3.** From the **Destination** drop-down list, select the profile of the user based on the type that you selected in step 2.
- 4. In the **After-hour(s)** and **After-minute(s)** fields, enter the time interval that the system should wait before forwarding the message to one of the defined locations.

Note: If you leave this blank, the system will assume immediate delivery.

- **5.** Select **Delete After Forward (Yes)** to delete the message after the system has forwarded it to either a mailbox or to a distribution list.
- 6. Click Save Mailbox.

Specifying Voice Mail, E-mail, and Fax Mail Options

The following options are used when the system is set for MAPI integration. They are not required for MSS integration.

- Select **Send e-mail with Voice Messages** to enable the sending of e-mail with voice messages.
- Select **Attach Voice Mail to E-mail** to enable the attachment of voice mail to e-mails
- Selecti **Send E-mail with Text Messages** to enable the sending of e-mails with text messages.
- Select **Attach Text File to E-mail** to enable the attachment of text files to e-mails.
- Select Send E-mail with New Faxes to enable the attachment of e-mails to faxes.
- Select Attach Fax File to E-mail to enable the attachment of fax files to e-mails
- Select **Optical Character Recognition** to enable optical character recognition on faxes.

Specifying the Notification

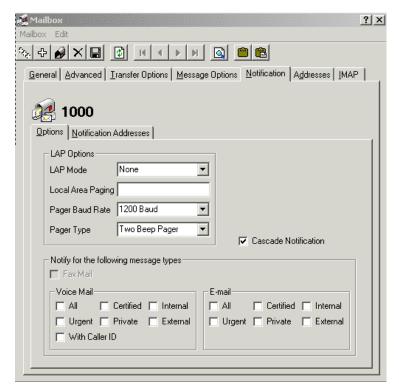
The **Notification** tab allows you to specify internal or external addresses that can be used to notify a user that they have received new messages. Notification options include the ability to receive notification via message lights, pager, or telephone, and options to allow or deny outcalling and long distance dialing.

Specifying the LAP Options

LAP is an additional module that enables users to be notified of incoming calls and messages to a pager they is logged into a local area transmitter. The voice mail has the ability to send a packet string to the transmitter, which sends a wireless signal to the user's pager. Define the following information for each LAP user under the notification tab in their mailbox

◆ To specify the LAP options:

1. Click the **Notification** tab. The Options tab appears.



- From the LAP Mode drop-down list, select either None (no notification),
 Call (notify on incoming calls), Message (notify on new messages), or
 Call&Message (notify on both new calls and new messages).
- 3. In the **Local Area Paging** field, enter the pager cap code.

- **4.** From **the Pager Baud Rate** drop-down list, select the baud rate associated with the pager.
- **5.** From **the Pager Type** drop-down list, select the type of pager.
- **6.** Select the **Cascade Notification** checkbox if you want the system to perform the cascade notification function.

Note: This feature is suitable for Technical Support or Sales environments, where it is essential that incoming messages are received. The Cascade Notification feature instructs the system to send notifications in consecutive order to a list of defined notification schedules. When a user at a notification address defined in a schedule does not respond to a new message, the system will proceed to notify the address defined in the next notification schedule, and so on. The system will continue to notify the addresses defined in the schedules in cascading order until the number of retries for all schedules have been exhausted. When all notification schedules are exhausted, a user must check the pending new message in order for the notification cycle to begin again. To maximize the Cascade Notification feature, it is recommended that all notification schedules are set to overlap, and that the maximum number of retries for each schedule is 3 or less. See Specifying Notification Addresses on page 200 for more details.

- 7. Select the Fax Mail checkbox to notify users of received faxes.
- 8. Click Save Mailbox

Specifying the Message Type

The Message Type option allows you to define different notification rules for different media types such as voice mail, fax, or e-mail. Fax has the ability to turn on or off while voice and e-mail can have specific notification rules.

- ♦ To select a voice mail message type:
 - 1. Click the **Notification** tab. The Options tab appears.

2. In the Voice Mail box, select the appropriate checkboxes to indicate the message type.

| Message Type | Function |
|----------------|--|
| All | Notifies user of all voice mail messages that are received |
| Urgent | Notifies user only if an urgent voice mail message is received |
| With Caller ID | Notifies user only if voice mail message is accompanied with caller ID |
| Certified | Notifies user only if voice mail message is of a certified status (available only with internal users) |
| Private | Notifies user only if voice mail message is of a private status |
| Internal | Notifies user only if voice mail message is from an internal user |
| External | Notifies user only if voice mail message is from an external user |

3. Click Save Mailbox.

◆ To select an e-mail message type:

- 1. Click the **Notification** tab. The Options tab appears.
- **2.** In the E-mail box, select the corresponding checkboxes to indicate the message type.

| Message Type | Function |
|------------------------|--|
| All | Notifies user of all e-mail messages that are received |
| Urgent | Notifies users only if an urgent e- mail message is received |
| With Qualified Address | Notifies user only if e-mail message is from a qualified e- mail address |

Certified Notifies user only if e-mail

message is of a certified status (available only with internal

users)

Private Notifies user only if e-mail

message is of a private status

Internal Notifies user only if e-mail is from

an internal user address

External Notifies user only e-mail is from

an external user address

3. Click Save Mailbox.

Specifying Notification Addresses

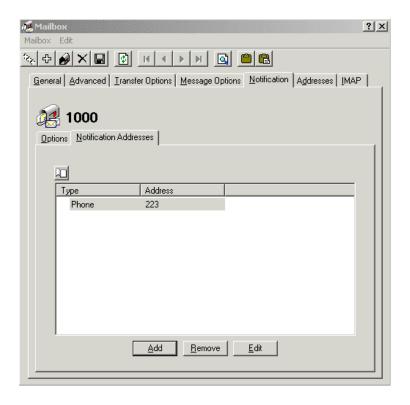
Conventionally, when a user is away from their desk, there is no way of being notified that they have received an e-mail or voice message. 6510 UM has the ability to notify a user if they have received any messages. For example, if a user has received a voice mail message, you can instruct the system to notify them by an e-mail message or call to their cell phone, home phone, or another e-mail account.

Adding a Phone Address

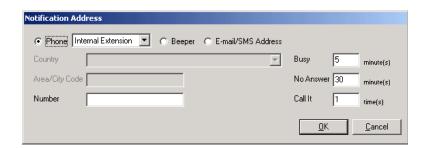
This feature allows you to define multiple phone numbers per user. You can define a default number (usually a users phone extension) as well as optional numbers the user can define so that the system can find them and connect the user with a caller.

♦ To specify a phone address:

1. In the Notification tab, click the Notification Addresses tab.



2. Click **Add**. The Notification Address dialog appears.



3. Select **Phone**.From the **Phone** drop-down list, select an extension.

| Extension | Function |
|---------------------------|--|
| Internal Extension | Calls a telephone in the current PBX. |
| External Extension | Dials outside the PBX via trunk access. The default is 9. |
| | Note: If you select External Extension, the Country and Area/ City Code fields become active. |

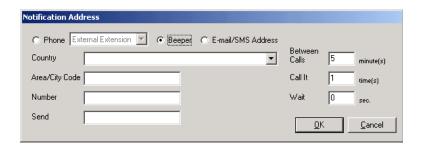
- **4.** From the **Country** drop-down list, select a country.
- 5. In the **Area/City Code** field, enter the area or city code.
- 6. In the **Number** field, enter the phone number.
- **7.** In the **Busy** field, enter the time to wait before retrying the number.
- **8.** In the **No Answer** field, enter the time to wait if no one answers before the system retries. The default is 30 minutes.
- **9.** In the **Call It** field, enter the number of times a user should retry this number to notify of a message. The default is 1 time.
- 10. Click OK and Save Mailbox.

Adding a Beeper Address

This feature allows you to define multiple beeper addresses where a usercan be notified.

◆ To specify a beeper address:

- 1. In the **Notification** tab, click the **Notification Addresses** tab.
- 2. Click **Add**. The Notification Address dialog appears.
- 3. Select **Beeper**. The Beeper dialog appears.



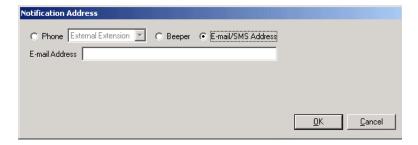
- **4.** From the **Country** drop-down list, select a country.
- 5. In the **Area/City Code** field, enter the area or city code.
- 6. In the **Number** field, enter the phone number.
- 7. In the **Between Calls** field, enter the minutes to wait between beeper attempts. The default is 5 minutes.
- **8.** In the **Call It** field, enter the number of times to notify the beeper. The default is 1 time.
- **9.** In the **Send** field, enter the script you want sent to a alphanumeric pager. Your options are Custom script, plus "e" for extension & "N" number of unread messages in the users mailbox.
- 10. In the Wait field, enter the second the system should wait after connecting with the beeper before sending the packets. The default is 0 seconds.
- 11. Click **OK** and **Save Mailbox**.

Adding an E-mail Address

This feature allows you to define multiple e-mail addresses where a user can be notified.

Note: Adding an e-mail address requires SMTP Integration. For more information, refer to Maintaining the Configuration Files on page 29.

- To specify an e-mail address:
 - 1. In the **Notification** tab, click the **Notification Addresses** tab.
 - 2. Click **Add**. The Notification Address dialog appears.
 - 3. Select **E-mail**. The E-mail dialog appears.



- 4. In the **E-mail Address** field, enter the user's e-mail address.
- 5. Click **OK** and **Save Mailbox**.

Editing a Notification Address

Currently configured notification addresses can be configured at any time.

◆ To edit a notification address:

- 1. In the **Notification** tab, click the **Notification Addresses** tab.
- **2.** Highlight a notification address and click **Edit**. The Notification Address dialog appears.
- 3. Make the required changes and click **OK**.
- 4. Click Save Mailbox.

Deleting a Notification Address

You can delete a notification address if you no longer want to use it.

◆ To delete a notification address:

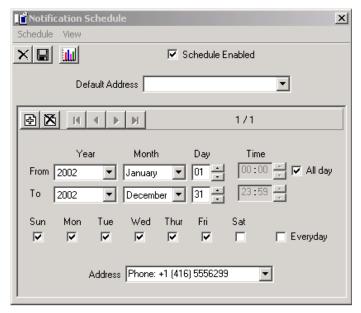
- 1. Click the **Notification Addresses** tab.
- **2.** Highlight a notification address and click **Remove**. The system removes the notification address from the display.
- 3. Click Save Mailbox.

Creating a Notification Schedule

You can create a notification schedule to specify a calendar setting for each notification address. For example, you can schedule an e-mail notification to start on one date and end on another.

♦ To create a notification schedule:

1. Click **Schedule**. The Notification Schedule appears.



Note: The system selects Schedule Enabled automatically. If you do not want the schedule enabled, you must clear the selection.

- 2. From the **Default Address** drop-down list, select the address to be used for notification when Notification Schedule is not enabled
 - In the From/To Year, Month and Day fields, enter the date that the menu is to become active.
 - In the **From/To Time** fields, enter the time (in military format) that the schedule is to become active.

Note: If no time is entered, the system will assume all hours.

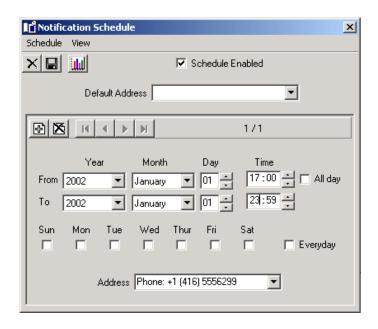
Select All day if the voice menu is to run all day.

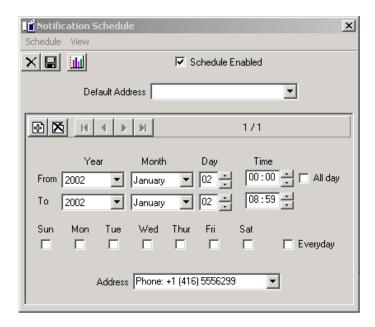
A value of From 13:00 to no value indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Caution:

To create a Notification Schedule consisting of multiple notifications within a 24 hour period, you must create separate schedules. The From - Time field does not support a value that is greater than that of the To - Time field. For example, a pager notification set to run from 17:00 (5pm) to 08:59 (8:59am) the next day must be specified using two schedules. One that is enabled from 17:00-23:59 and one from 00:00-08:59. Your From - Time and To - Time fields should look like the following:





• Select the days of the week that you want the message to run.

Hint: If you want the message to run every day, select Everyday.

You must arrange dates and times sequentially, from Monday through to Sunday.

Warning: If two notification schedules are created and the days that they are designated to run overlap, the system will choose to use the default address. If the default address is not one of the addresses specified in the schedules, the system will randomly select an address.

- **3.** From the **Address** drop-down list, select the address that you are creating a notification schedule for.
- 4. Click Save Schedule.

Specifying Addresses

The **Addresses** tab allows you to define the following multiple contact numbers per user:

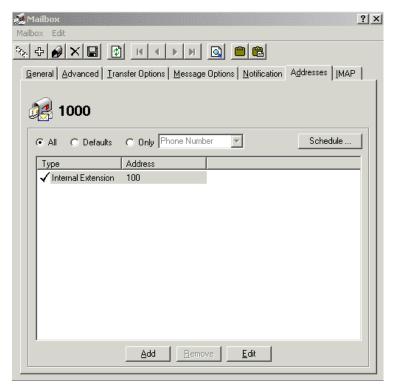
- default telephone number
- internal or external extension
- Centrex number
- e-mail address
- VPIM address
- fax number
- WAP number
- SMS address
- Reply to address

You can also set an automatic schedule to change the current address settings.

Displaying Existing Numbers for a User

Use the Addresses tab to display all phone numbers that have been assigned to a mailbox.

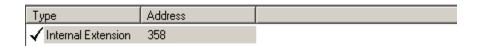
- ◆ To display all existing phone numbers:
 - 1. Click the **Addresses** tab. The Addresses dialog appears.



2. Select **All** to display all phone numbers, e-mail addresses, and fax numbers.



3. Select **Defaults** to display the assigned default address.



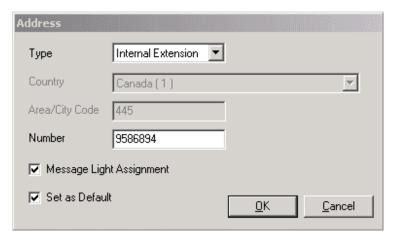
4. Select **Only** and select a number category from the drop-down list to display specific numbers.

Adding a Phone Number

You can add a phone number to the mailbox.

♦ To add a phone number:

1. Click **Add** and select Phone Number. The Address dialog appears.



2. From the **Type** drop-down list, select a type.

Note: If you select either External Extension or Centrex Number, the Country and Area/City Code fields become active.

If you select Internal Extension, the Message Light becomes active.

- **3.** From the **Country** drop-down list, select the country in which the phone is active.
- In the Area/City Code field, enter the area or city code for the phone number.
- **5.** In the **Number** field, enter the phone number.
- **6.** Select the **Message Light Assignment** checkbox to activate the mailbox extension that will be used for initiating message waiting lights.

Note: If you have some telephone sets that provide message waiting lights and some that do not, make sure that separate feature groups are assigned for each type of set. Deactivate

the Message Light field for the Feature Group that does not support this feature.

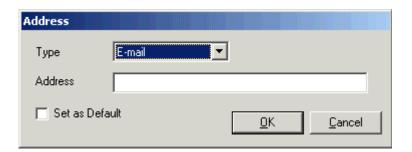
If you have any mailboxes that do not have a corresponding telephone extension (for example, phantom mailboxes that are used for voice menus, guest mailboxes) do not enable this feature, as there are no message lights to activate

- 7. Select the Set as Default checkbox to define this number as your default address. Only one e-mail address, fax number, and phone number can be specified as a default.
- 8. Click OK.

Adding an E-mail Address

You can add an e-mail address to your mailbox.

- To add an e-mail address:
 - 1. Click **Add** and select **E-mail/VPIM**. The Address (E-mail) dialog appears.



- 2. In the **Address** field, enter the e-mail address.
- Select the Set as Default checkbox to specify the e-mail address as the default and click OK.

Adding a VPIM Address

Voice Profile for Internet Mail (VPIM) is an International Telecommunications Union (ITU) standard that allows different types of messaging servers to pass voice and fax messages among each other over the Internet.

Creating a VPIM address allows you to create and send a message to a remote user mailbox or receives messages from the remote user located on a different messaging server. This is performed via the network through a special protocol.

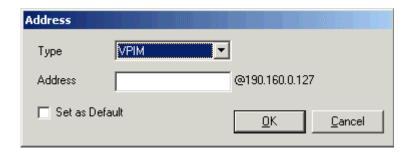
The VPIM address must be defined in order for the remote message to be received, and your ID is also important to allow the remote user to reply to your message. The Address may be defined as any number that can be different from your actual mailbox number, which is useful in multi-tenanting situations.

Note: The Company Domain must be defined before you can add a VPIM address. For more information, refer to Specifying General Options on page 177.

- To add a VPIM address:
 - 1. Click **Add** and select **E-mail/VPIM**. The Address (E-mail) dialog appears.



2. From the **Type** drop-down list, select VPIM. The Company Domain appears beside the **Address** field.



3. In the **Address** field, enter the mailbox number to be associated with this mailbox for VPIM addressing. When VPIM is installed, the system will automatically create the VPIM address, giving it the same number as the mailbox (for example, Mailbox 313 will have a VPIM address of 313@192.160.0.127).

Note: You can associate a different number with the mailbox if a conflict exists in mailbox assignments for multi-tenant systems that use the same VPIM setting (for example, Company 1 and Company 2 both have a mailbox 313). When a remote user sends a message to 313@192.160.0.127, the system cannot resolve which user gets the message. The mailbox 313 in Company 2 can be assigned VPIM address 413@192.160.0.127 and any remote VPIM message sent to that account would be placed in mailbox 313 of Company 2.

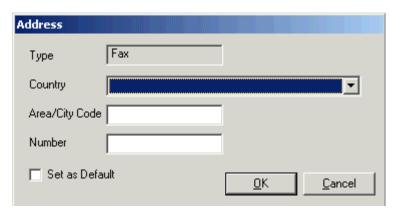
4. Select the **Set as Default** checkbox to specify the VPIM address as the default and click **OK**.

Adding a Fax

You can add a fax destination number to your mailbox.

◆ To add a Fax:

1. Click **Add** and select **Fax.** The Address dialog appears.



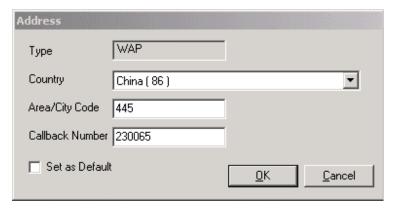
- 2. From the **Country** drop-down list, select a country.
- 3. In the **Area/City Code** field, enter the area or city code.
- 4. In the **Number** field, enter the fax number.
- **5.** Select the **Set as Default** checkbox to specify the fax number as the default.
- 6. Click OK.

Adding a WAP number

You can add a wireless application device number to your mailbox.

◆ To add a WAP:

1. Click **Add** and select **WAP**. The Address dialog appears.

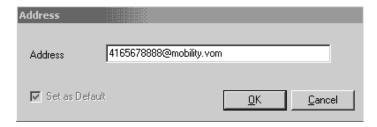


- 2. In the **Type** field, the system automatically enters the type as WAP.
- **3.** In the **Country** drop-down list, select the country in which the wireless device is active.
- **4.** In the **Area/City Code** field, enter the area code or city code of the wireless device phone number.
- **5.** In the **Callback Number** field, enter the phone number of the wireless device.
- Select the Set as Default checkbox to specify the number as the default WAP number
- 7. Click OK.

Adding a SMS Address

You can add a SMS address as your notification address.

- ◆ To add a SMS address:
 - 1. Click **Add** and select **AddrSMS**. The Address dialog appears.



- 2. In the **Address** field, enter the SMS address.
- 3. Click **OK**. The SMS address is added.

Adding a Reply To Address

You can add a Reply To address (a reply e-mail address) to your notifications.

- ♦ To add a reply to address:
 - 1. Click **Add** and select **Reply To**. The Address dialog appears.



- **2.** In the **Address** field, enter the reply to e-mail address.
- **3.** Click **OK**. The Reply To address is added.

Editing a Phone or E-mail Address

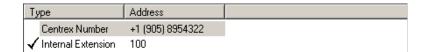
You can edit any existing phone or e-mail address.

◆ To edit an address:

- **1.** Highlight the address that you want to edit and click **Edit**. The appropriate dialog appears.
- 2. Make the required changes and click **OK**.
- 3. Click Save Mailbox

Deleting a Phone or E-mail Address

You can delete any address with the exception of the default address.



◆ To delete an address:

- **1.** Highlight the address that you want to delete and click **Remove**. A message appears, prompting you to confirm the deletion of the address.
- **2.** Click **Yes**. The system removes the address from the display.
- 3. Click Save Mailbox

Configuring a Notification Schedule for Individual Mailboxes

Using the Notification Schedule feature, you can select a notification schedule that specifies when and how long notifications should occur for individual mailboxes.

◆ To configure a schedule:

- 1. Select a Mailbox No. you want to create a Notification schedule for.
- **2.** In the Notification dialog, click the **Notification Addresses** tab. The Notification Addresses tab appears.
- 3. Click 🗓 . The Notification Schedule dialog appears.

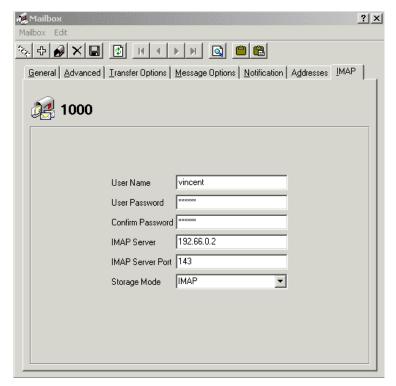
4. Follow the steps in Creating a Notification Schedule on page 205.

Specifying IMAP Properties

By specifying an IMAP account for the mailbox, you can integrate the mailbox with the IMAP component.

To specify IMAP properties:

1. In the Mailbox dialog, click the **IMAP** tab. The IMAP tab appears.



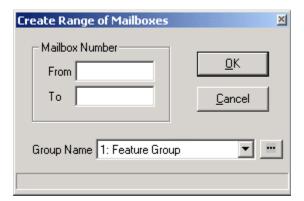
- 2. In the **User Name** field, enter the IMAP server's administrator's name.
- 3. In the **User Password** field, enter the administrator's password.
- **4.** In the **Confirm Password** field, re-enter the administrator's password for confirmation.
- 5. In the IMAP Server field, enter the IP address of the IMAP server.

- In the IMAP Server Port field, enter the IMAP server port. By default, it is 143.
- 7. In the **Storage Mode** drop-down list, select **IMAP** to store messages in the IMAP store, or **Database** to store messages in the 6510 UM database.
- 8. Click Save.

Creating a Range of Mailboxes

Instead of creating a series of mailboxes one at a time, you can create a range of mailboxes under a particular Feature Group. Once you have created the mailboxes, you can go back and specify the options for each mailbox.

- ◆ To create a range of mailboxes:
 - **1.** Click **Create Range of Mailboxes**. The Create Range of Mailboxes dialog appears.



- 2. In the **From** field, enter the first number in the range.
- 3. In the **To** field, enter the last number in the range.

- **4.** From the **Group Name** drop-down list, select the Feature Group that you want the mailboxes to be associated with.
- 5. Click OK.

Resetting the Mailbox

If you make a mistake when creating a mailbox or a mailbox is no longer needed for an absent employee, you can reset a mailbox and create new properties instead of deleting the mailbox and recreating it again.

◆ To reset the mailbox:

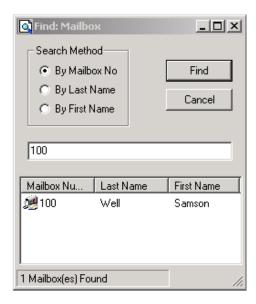
- 1. In the Mailbox Toolbar, click **Mailbox>Reset**. A message appears, prompting you to confirm the resetting of the mailbox.
- 2. Click Yes.

Finding a Mailbox

This feature allows you to search quickly for a mailbox to edit, configure, or delete.

To find a mailbox:

1. In the Mailbox Toolbar, click **Edit>Find**. The Find: Mailbox dialog appears.



- Select **By Mailbox No** to search by mailbox number.
- Select **By Last Name** to search by a users last name.
- Select **By First Name** to search by a users first name.
- 2. In the text field, enter the criteria you are looking for based on the selected search method.
- **3.** Click **Find**. If the system finds a mailbox matching the search parameters, it displays the General dialog.

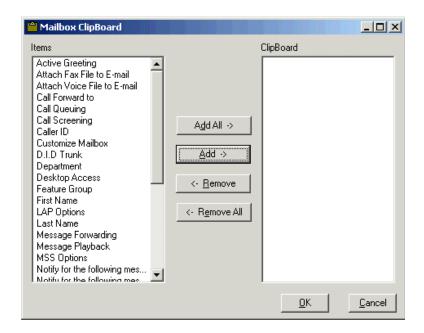
Note: You can open the found mailbox by double-clicking it.

Using the Mailbox Clipboard

If you want to create a range of mailboxes that all share the same characteristics, you can use the Mailbox Clipboard function to copy the characteristics of an existing mailbox and paste them to the new mailbox.

♦ To copy mailbox features:

- Open the mailbox whose characteristics you want to copy to the new mailbox.
- 2. Click **Mailbox Clipboard**. The Mailbox Clipboard dialog appears.



3. Highlight one or more characteristics and click **Add**.

Hint: To add all of the characteristics, click Add All.

- 4. Click OK.
- 5. Click **Create Mailbox** and **Paste from Mailbox Clipboard**. A message appears, prompting you to confirm the pasting action.

- **6.** Click **Yes**. The system pastes the original mailbox characteristics into the new mailbox.
- 7. Modify the new mailbox and click **Save Mailbox**.

Editing a Mailbox

You can edit the settings of any mailbox that you create.

♦ To change a mailbox:

- 1. Open the mailbox that you want to change.
- 2. Make the required changes and click **Save Mailbox**.
- 3. Click **Next Mailbox** or **Previous Mailbox** to select another mailbox to edit, or close the General dialog.

Deleting a Mailbox

You can delete a mailbox either from the Administration Console or from any of the five dialogs after you have opened it.

Deleting from the Administration Console

- **♦** To delete a mailbox in the Administration Console:
 - Highlight Mailbox. The Administration Console displays all existing mailboxes.
 - **2.** Highlight the mailbox that you want to delete and click **Delete**. A message appears, prompting you to confirm the deletion.

Note: The Delete button becomes active after you highlight a mailbox.

3. Click **Yes**. 6510 UM remove the mailbox from the Administration Console.

Deleting from a Dialog

You can delete a mailbox from any of the five dialogs after you have opened the mailbox.

♦ To delete a mailbox from a Dialog:

- **1.** Click **Delete Mailbox**. A message appears, prompting you to confirm the deletion.
- **2.** Click **Yes**. The system displays the General dialog of the next mailbox in order.

CHAPTER 7

In This Chapter . . .

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Opening a Feature Group on page 228

Using the Toolbar Buttons on page 229

Creating a Feature Group on page 230

Editing a Feature Group on page 251

Deleting a Feature Group on page 252

Overview

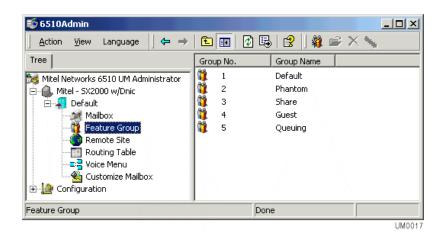
A feature group contains a series of mailboxes that have been assigned the same features and functions. These features include recording limits, message expiration, notification, transfer supervision, transfer options, and mailbox options.

Each feature group can be customized for a specific office or application. For example, multilingual feature groups may be created to meet the needs of a multicultural staff or customers. Different group configurations can be created for executive mailboxes or offsite users who are not physically at the location.

Opening a Feature Group

You can open an existing feature group from the Administration Console.

- ♦ To open a feature group:
 - 1. Expand a company and highlight **Feature Group**. The 6510 UM displays all feature groups associated with that company.



2. Double-click on a feature group. The General dialog appears.

Note: Once you have opened a feature group, you can open another group by clicking on the scroll buttons.

Using the Toolbar Buttons

There are convient toolbar buttons that allow you to perform various tasks with the Feature Group application.

| Button | Name | Function |
|-----------|-----------------------|--|
| | Create Feature Group | Creates a feature group (Located in the main 6510 Admin) |
| ≧ | Open Feature Group | Opens a feature group (Located in the main 6510 Admin) |
| × | Delete Feature Group | Deletes a feature group |
| ⊹ | Create Feature Group | Create a new feature group from an existing group |
| | Save Feature Group | Saves a feature group |
| \$ | Refresh Feature Group | Refreshes the feature group |
| H H H | Navigation Keys | Navigates through the different Feature Groups (only enabled if there is more than one feature group) |

Enabling and Disabling Features

Once a Feature Group has been created, you can enable and disable many of these features, including Call Screening, Call Queuing, Do Not Disturb, Pre-Transfer Paging, Post-Transfer Paging, Login/Logout, Call Forwarding, Notification, and Message Forwarding. These settings may be also be changed when a user calls into their mailbox and accesses the "Options" menu.

Note: You can activate features for individual users or deny them the ability to disable these features. To do this, enable the

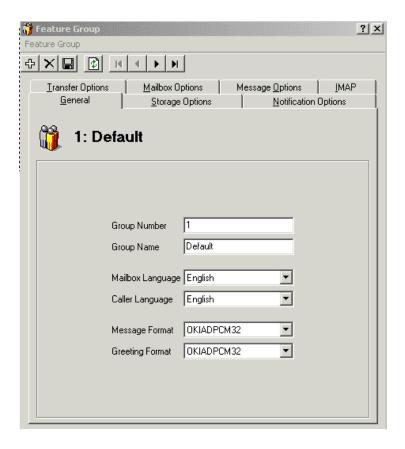
feature on the user's status screen, and disable the feature in the Feature Group that their mailbox is associated with.

Creating a Feature Group

6510 UM allows you to add as many feature groups as you have mailboxes.

- **♦** To create a feature group:
 - 1. Select **Feature Group** from the Administration Console.
 - 2. Click **Add New Feature Group**. The General dialog appears.

Hint: You can also open the General dialog by double-clicking on an existing feature group. The General dialog displays the details of the feature group that you open. Click New Feature Group to clear the dialog.



Specifying General Options

The **General** dialog allows you to assign a name, mailbox and caller language to the feature group.

♦ To specify general options:

1. The **Group Number** field displays the next number in sequence. If you want to change the group number, enter a one to two digit number (from 1 to 99).

Note: The system fills in this field automatically.

- 2. In the **Group Name** field, enter the name of the Feature Group.
- 3. From the **Mailbox Language** drop-down list, select the default language Users hear when picking up messages.
- 4. From the **Caller Language** drop-down list, select the default language that the caller is greeted with if he or she does not choose a language when prompted by the automated attendant.
- 5. From the **Message Format** drop-down list, select the format the messages will be stored and played back in.

Note: If you are integrating Lotus Notes with the 6510 UM system you must select the WAV format and must use the Dialogic JTC voice card.

6. From the **Greeting Format** drop-down list, select the format the system will use to record the personal greetings for the users in this feature group in.

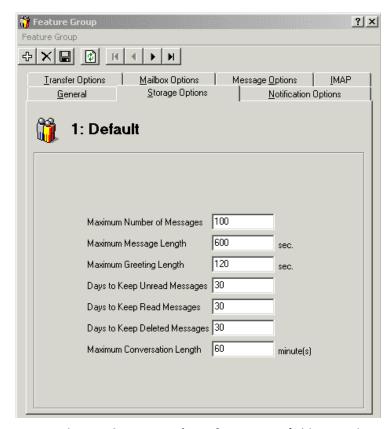
Note: The select available for steps 5 and 6 are defined by the type of board drivers that are loaded on the system.

7. Click Save Feature Group.

Assigning Storage Options

The **Storage Options** dialog allows you to assign storage limitations for all users associated with the feature group. For example, you can limit the number of new and saved messages allowed, the length of a message, and the number of days that a message can be saved for a given mailbox.

- ♦ To assign storage options:
 - 1. Click the **Storage Options** tab. The Storage Options dialog appears.



• In the **Maximum Number of Messages** field, enter the maximum number of messages (includes new, saved and messages deleted that

day) that are allowed for each mailbox associated with this feature group. The default is 200.

Hint: The maximum messages value should be based on the needs of the user. You should allow more than enough message storage space for each user to make sure that no messages get lost when a mailbox reaches load capacity. Ten megabytes of hard drive space is equal to approximately one hour of voice message storage.

• In the **Maximum Message Length** field, enter the maximum length of time that a caller may use to record a voice message.

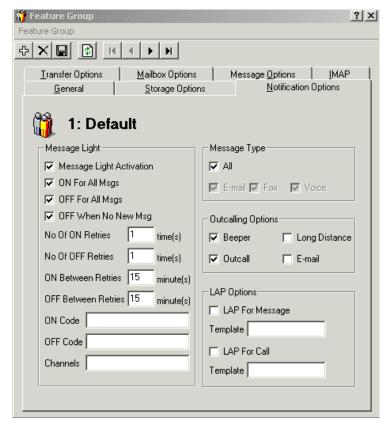
Note: This number is specified in seconds. This value should be set higher than the anticipated message length to ensure that callers are not disconnected in the middle of their messages.

- In the **Maximum Greeting Length** field, enter the maximum number of seconds that a mailbox greeting may be. Typically the default (120 seconds) is sufficient for most applications. However, if there is a mailbox that provides lengthy information to callers, you may need to increase the time
- In the **Days to Keep Unread Messages** field, enter the number of days the system is to store unread messages before deleting. Messages that are unread will be deleted after the specified number of days.
- In the **Days To Save Read Messages** field, enter the number of days to save old messages. Messages that have been tagged by the user as "Saved" will remain on the system for the period of time specified in this field. The default value is 30 days.
- In the **Days to Keep Deleted Messages** field, enter the number of days to keep deleted messages in the database.
- In the **Maximum Conversation Length** field, enter the maximum amount of time (in minutes) that users in this feature group can use to record a conversation. The default is 60 minutes.
- 2. Click **Save Feature Group**.

Specifying the Notification Options

The **Notification Options** dialog allows you to specify the notification features allowed for a feature group. The options include turning on message waiting lights, allowing phone, beeper, e-mail notification, and limiting access to toll lines for long-distance notification.

- To specify notification options:
 - Click the Notification Options tab. The Notification Options dialog appears.



• Select **Message Light Activation** to enable the message waiting light feature. By selecting this checkbox, the following fields become active:

Note: If you have telephone sets that provide for message waiting lights as well as some that do not, make sure that separate feature groups are assigned for each type of set. Deselect Message Lights for the Feature Group that does not support message waiting lights.

If you have any mailboxes that do not have a corresponding telephone extension (for example, phantom mailboxes that are used for voice menus, guest mailboxes), do not enable this feature, as there are no message lights to activate.

Note: The ON and OFF For All Msgs checkboxes are not applicable due to the use of TAPI in the 6510 UM environment.

- Select the OFF When No New Msg checkbox to indicate that the message light off code will only be set when there are no new messages in the user's mailbox.
- In the **No of ON Retries** field, enter the number of times to retry the activating of the message light.
- In the **No of OFF Retries** field, enter the number of times to retry the deactivating of the message light.
- In the **ON Between Retries** field, enter the duration to wait inbetween retry attempts.
- In the **OFF Between Retries** field, enter the time between retries.
- In the **ON Code** field, enter the code to turn on message waiting lights.
- In the **OFF Code** field, enter the code to turn off message waiting lights.

Note: The On and Off Code fields should be used in situations where the code is too long to be inputted in the On Code field in the PBX Message Light tab (usually MCI). As well, for multi-PBX configurations, different codes must be used for different PBXs. In this situation, certain feature groups can be assigned to a message waiting light code that reflects the different PBXs being used.

- In the **Channels** field, enter the channel number that will be used to send message light notification.
- 2. Click Save Feature Group.

Notifying the User

6510 UM allows you to select the type of device that will notify all users associated with this feature group. The options are email devices, telephone numbers, and beepers or pagers.

♦ To notify the user:

- 1. Under **Message Type**, click the checkbox that indicates the message type (All, E-mail, Fax, or Voice).
- Select Beeper to allow the system to notify a user via beeper, voice pager, or alpha-numeric pager when a message is recorded in the user's mailbox.
- 3. Select **Outcall** to allow the system to notify a user at a specified telephone number when a message is recorded in the user's mailbox.

Caution: If the telephone number is long distance, the "Long Distance" box must also be checked to allow long distance dialing.

- 4. Select **Long Distance** to allow long distance telephone numbers to be dialed for notification.
- 5. Select **E-mail** to allow the system to e-mail an SMTP device that you have a message and the type.
- 6. Click Save Feature Group.

Specifying LAP

Specifying the Local Area Pager (LAP) allows you to specify the conditions determining when users will be notified to their local area pager.

◆ To specify the LAP:

- Select the LAP for Message checkbox to activate LAP notification capabilities for new messages.
- 2. In the **Template** field, enter the default script you want sent to the internal pager upon notification of a new message.
- 3. Select **LAP for Call Template** to activate a LAP notification capability on new calls to the user.
- 4. In the **Template** field, enter the default script you want sent to the internal pager upon notification of a new call.
- 5. Click Save Feature Group.

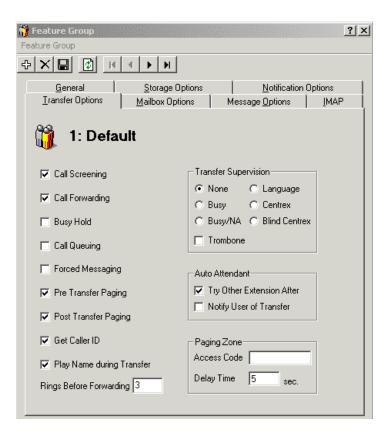
Transferring Calls

The **Transfer Options** dialog allows you to specify how 6510 UM is to operate when handling your calls.

Transfer Options include Call Screening, Call Forwarding, Do Not Disturb, Busy Hold, Call Queuing, or Paging Capabilities, either before the call is transferred or after the caller has reached the mailbox.

Caution: Only one transfer option may be selected for each Feature Group.

- **♦** To specify transfer options:
 - 1. Click the **Transfer Options** tab. The Transfer Options dialog appears.



2. Select one or more of the following checkboxes to enable the corresponding options:

Option

Function

Call Screening

Select **Call Screening** to instruct callers who wish to transfer to an extension to state their name at the tone

Before the call is transferred, the user hears the caller's name followed by the system prompt: "To accept the call press <1>, to reject the call press <#>, or to redirect the call press <2>." If the user rejects the call, the caller hears a no-answer message and is given the choice of trying another extension, leaving a voice mail message, or dialing the operator's extension. If the user redirects the call, he or she presses <2> and the destination extension number and hangs up to transfer the call.

Call Forwarding

Select **Call Forwarding** to allow a user to have all calls redirected to another extension. If the call is not answered by the forwarding extension, it is forwarded back to the original user's mailbox. If this feature is activated, the mailbox number of the user to have calls forwarded should be entered in the "Forwarding Ext." field of the Mailbox Status screen.

Busy Hold

Select **Busy Hold** when an extension is busy and the "Busy Hold" option is activated, callers will be given the option to hold for the extension, leave a message for that extension, or to try another extension. While on hold, callers may leave a voice message by pressing <*>.

Note: This feature is only available on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Call Queuing

Select **Call Queuing** to place incoming calls in a queue if an extension is busy. Callers are informed of their position in the hold queue and given opportunities to either continue to hold or leave a voice message.

Note: This feature is only available on telephone systems that provide a busy tone. Most multiple telephone sets do not produce a busy tone.

Forced Messaging

Select **Forced Messaging** to prompt the caller to press any key to leave a message. The mailbox does not automatically begin recording after the greeting. When a mailbox is associated with a group with this feature activated, the caller hears the user's personal greeting, and is then prompted to press 5 to leave a message. This forces the caller to press a digit in order to leave a message. When this feature is activated, it should help to eliminate short blank messages.

Note: If Forced Messaging is selected, the message that prompts the caller to leave a message will be played after the personal greeting.

Pre-Paging

Select **Pre-Paging** to page a user before the call is transferred. When a caller requests an extension, the caller is put on hold and the 6510 UM system pages the user. The system then waits for a definable period of time (default is 5 seconds) and transfers the caller to the desired extension.

Post Transfer Paging

Select **Post Transfer Paging** to page the user after the call is transferred. When a caller transfers to an extension that is busy or is not answered the caller is forwarded to the user's mailbox. In the user's personal greeting, he or she can offer callers the predefined option to page them over the telephone intercom system (fro example, "Press 4 to have me paged"). Callers are only informed of the paging feature in the user's personal greeting.

Note: The system does not have a pre-recorded prompt.

6510 UM Server Configuration Guide

Get Caller ID Select **Get Caller ID** for the user to receive a call

control pop-up screen when receiving an incoming

call.

Play Name During Transfer Select Play Name During Transfer to play the user's

name when the caller is being transferred to their

mailbox.

3. In the **Rings Before Forwarding** field, enter the number of rings that will occur before the system transfers the call to the extension that the user has defined in their call forwarding feature.

4. Click Save Feature Group.

Specifying Transfer Supervision

The Transfer Supervision option allows you to determine how an incoming call is transferred.

Caution: Only one transfer option may be selected for each Mailbox Group.

1. Select one or more checkbox to enable the following options:

| Option | Function | |
|------------------|--|--|
| None | When "None" is activated, the system transfers calls to extensions without supervising the call (blind transfer). In this case, a caller being transferred to an extension is placed on hold while the 6510 UM system dials the desired extension. The caller is then released to the telephone system. | |
| | From this point, the telephone system controls the call. Calls are forwarded to 6510 UM only if the telephone system has the capability to forward calls on a Busy or a No-Answer condition. | |
| Busy | When "Busy" is activated, the 6510 UM system supervises the call while the caller is being transferred to the extension. If the extension is busy, the system detects the busy tone and the caller is instructed to leave a voice message. However, if the extension is not busy and a ring signal is heard, the caller is released to the telephone system. | |
| | From this point, the telephone system controls the call. Calls are forwarded to 6510 UM only if the switch has the capability to forward calls on a No-Answer condition. | |
| Busy / NA | When "Busy/NA" is activated, the 6510 UM system supervises the transfer of calls to the desired extension. 6510 UM checks for both the busy and the no answer conditions and informs the caller of the options available to them when either situation arises. | |
| | Using this type of transfer supervision will make the 6510 UM system less efficient because the port being used will not be able to receive any additional calls while 6510 UM is supervising the call. | |
| Language | When the 6510 UM system is configured with more than one language, the system must remember what language a caller has selected during various types of transfers. In order for 6510 UM to remember, it must be configured to supervise for language. | |
| | This type of transfer supervision is similar to the Busy/No-Answer supervision, in that the port being supervised will not be able to receive any additional calls while 6510 UM is supervising the call. | |
| Centrex | Select to supervise a transferred Centrex line so that the system will send the call back to voice mail if there is no answer. | |
| Blind Centrex | Select to transfer a Centrex line unsupervised. Once the call is transferred, the system will not continue to monitor it for a connection. | |
| Trombone | This must be selected for integration if an Aculab voice board is being used. | |

2. Click Save Feature Group.

Specifying the Auto Attendant

The Auto Attendant feature allows you to identify the action that is to be performed by the Auto Attendant when during a greeting message.

♦ To specify auto attendant:

- 1. Select the **Try Other Extension After** checkbox if you want to give callers an option to try another extension after they leave users in this feature group a message.
- Select the Notify User of Transfer checkbox to notify the user of a call transfer.
- 3. Click Save Feature Group.

Specifying Paging Zone

Zone Paging enables the system to page users of incoming calls in their defined paging zone.

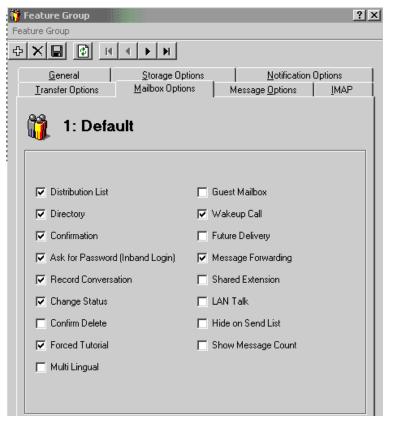
◆ To specify a paging zone:

- 1. In the **Access Code** field, enter the dial string that is required to access the paging zone on that particular PBX.
- 2. In the **Delay Time** field, enter the time (in seconds) that the voice mail is to wait before it transfers the call to the specified extension after the user is paged.
- 3. Click **Save Feature Group**.

Specifying Mailbox Options

The **Mailbox Options** dialog allows you to specify the options for all mailboxes associated with this feature group. You can configure the Directory, Distribution List, Tutorial, Language, and Login/Logout options by using this tab.

- ◆ To specify mailbox options:
 - Click the Mailbox Options tab. The Mailbox Options dialog appears.



2. Select one or more of the following checkboxes to enable the options:

Option **Function** Distribution List This option allows users to send the same message to multiple mailboxes. Directory Directory access allows users to be listed both in the dial by name directory and the complete directory. The dial by name directory is set up in ascending order with respect to mailbox number. Callers may access the dial by name directory by pressing the <*> key when they reach the auto attendant, or they may listen to the complete company directory (arranged in ascending order according to mailbox) by pressing the <*> key a second time. If any particular User does not wish to be listed in the dial by name directory, another mailbox group can be set up with this feature deactivated. **Note**: All mailboxes are automatically entered into the complete company directory. To remove a name from the complete company directory, inform the user that they must delete the Name prompt recorded in their own mailbox. If RealSpeak TTS is installed, the system will play the names even if the prompt is deleted. You must delete the user from the feature group directory to fully remove the user. Confirmation This option instructs the system to prompt users to choose to send a standard or certified message. Ask For Password This option will initiate the system to prompt users to enter (Inband Login) their passwords every time they log on. **Change Status** All mailboxes can exist in one of two states. "Logged In", which is when the user is in the office and "Logged Out", which is when the user has left the office for the day. When this field is activated, users have the option to either log in or log out. When this feature is deactivated, the mailbox will remain in either a "Logged In" or a "Logged Out" state. **Confirm Delete** Activation of this feature will prompt users to press <9> to confirm deletion of a message. This feature helps to prevent accidental deletion of vital messages. **Note**: If Message Recovery is active (See Message Recovery earlier in this chapter), any message that is deleted can be undeleted during the same day. You should only have confirm delete or message recovery activated for all users.

You do not need both

Forced Tutorial If selected, a user belonging to this Feature Group will not

be able to pick up messages until he or she completes the

tutorial.

Multilingual This feature allows users to record personal greetings in

more than one language. The user will be prompted to

select the language.

Guest Mailbox This feature is not supported in this version release.

Wakeup Call This enables the wakeup call feature.

Message This enables messages received by this feature group to be **Forwarding** forwarded to other mailboxes and extensions.

Shared Extension This feature changes the way a caller uses Auto Station

Login. When this feature is activated and the user performs an Auto Station Login (for example, pressing a key for message retrieval), 6510 UM prompts for the mailbox number. If this field is not activated, the system will accept the inband extension number as the mailbox number and

ask the user to enter their password.

This feature allows installers to set up scenarios with more than one mailbox associated to one extension number. It can also make it easier for the receptionist to transfer callers

directly into the user's mailboxes.

LAN talk This feature allows users to send and receive LAN Talk

messages, provided that *UM Client Manager* is installed on

their PC.

Hide On Send List If selected, mailboxes in this group will not appear in the

Send list of 6510 UM desktops.

Show Message

Count

If selected, a message window will appear over the UM Client Manager icon in the Windows toolbar, showing the

user the number and type of new messages in their Inbox.

3. Click Save Feature Group.

Specifying Message Options

The Message Options tab allows you to specify comment attachments to messages, as well as message sending information.

♦ To specify message options:

 Click the Message Options tab. The Message Options dialog appears.



- In the Message Send Inter-Digit Delay field, enter the number of seconds that the user can wait between entering digits while leaving a message before the system decides that caller has finished.
- Select the Attach Comment on Reply checkbox to indicate that the user can attach comments when replying to or forwarding a message.
- 4. Select the **Send all Comments** checkbox to attach all comments to a message when it is forwarded from user to user.
- 5. Select the **Verify Sending Destination** checkbox to verify the destination of messages that are being sent.
- Select the Cancel Auto Forwarding Only when Message Saved or Deleted checkbox to instruct the system to cancel auto forwarding if the message has been saved or deleted.

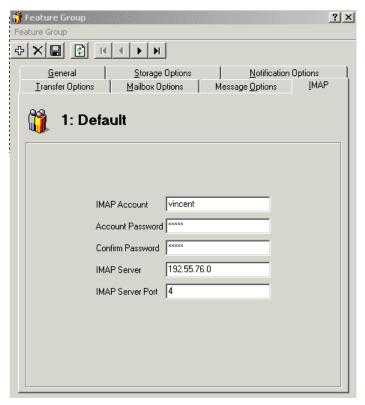
- 7. In the When Sending a Message, Ask for Mailbox Number dropdown list, select the mailbox number to send the message to either before recording the message or after recording the message.
- 8. In the **Crypt Mode** drop-down list, select the crypt mode to use.
- 9. Click Save Feature Group.

Specifying IMAP Configuration

By specifying an IMAP account for the feature group, you can integrate the mailboxes of all users within the feature group with the IMAP component.

♦ To specify IMAP configuration:

1. In the Feature Group dialog, click the **IMAP** tab. The IMAP tab appears.



- 2. In the **IMAP Account** field, enter the IMAP server's administrator's name.
- 3. In the **Account Password** field, enter the administrator's password.
- 4. In the **Confirm Password** field, re-enter the administrator's password for confirmation.

- 5. In the **IMAP Server** field, enter the IP address of the IMAP server.
- 6. In the **IMAP Server Port** field, enter the IMAP server port. By default, it is **143**.
- 7. Click Save.

Editing a Feature Group

You can edit the settings of existing feature groups at any time.

♦ To edit a feature group:

- Click Feature Group. The Feature Group List appears in the right window.
- 2. Double-click the Feature Group you want to edit. The Feature Group dialog appears.
- 3. Perform the required changes and click **Save Feature Group**.

Deleting a Feature Group

You can delete a feature if it is no longer needed.

- **♦** To delete a feature group:
 - 1. Click **Feature Group**. The Feature Group List appears in the right window.
 - 2. Right-click the feature group you want to delete, highlight **All Tasks** and click **Delete**. A prompt appears, confirming the deletion.
 - 3. Click **Yes** to delete the feature group.

In This Chapter . . .

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Configuring the Server for Networking on page 256

Adding a Remote Site on page 256

Opening a Remote Site on page 271

Deleting a Remote Site on page 272

Overview

Audio Messaging Interchange Specification (AMIS) is a series of standards that enables voice messaging systems produced by different vendors to network or inter-network. Before AMIS, systems from different vendors could not exchange voice messages.

Voice Profile for Internet Messaging (VPIM) is a SMTP standard that enables voice mail systems to network with one another over IP. Different vendors that adhere to the standard can interoperate with one another networked over a Wide-area network (WAN).

Understanding Networking

Networking has two specifications VPIM and AMIS-Analog. The AMIS-Analog specification uses DTMF tones to convey control information and the transmission of the message itself in analog form. This means that the 6510 UM system may be networked to other 6510 UM systems and/or other vendors' voice messaging systems that are also AMIS-Analog compatible. With AMIS networking, users from different locations can send messages as if they are all on the same voice mail system.

VPIM deployment requires a Static IP address and a free port in your network dedicated to the VPIM SMTP server. This allows the VPIM server to receive and send VPIM SMTP packets in priority. See your network administrator for allocating a free port to the VPIM server.

Using the Toolbar Buttons

There are eight buttons that allow you to perform various tasks within the Remote Site application and the 6510 UM Administrator.

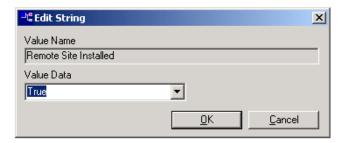
| Button | Name | Function |
|----------|--------------|-----------------------------------|
| * | Add New Site | Add a Remote Site |
| = | Open Site | Open an AMIS site |
| × | Delete Site | Delete a site |
| | Add Site | Add an AMIS site |
| | Save Site | Save an AMIS site |
| ② | Refresh Site | Refresh information on the dialog |

Configuring the Server for Networking

Before you can add a remote site, you must make sure that both AMIS and VPIM is enabled in the configuration.

♦ To configure the server:

- **1.** Expand **Configuration** and highlight **Remote Site Settings**. The AMIS parameters appear in the right pane.
- 2. Double-click on **Remote Site Installed**. The following dialog appears:



From the Value Data drop-down list, select True. This will enable both AMIS and VPIM on the UM server as long as they are licensed on your system Sentinel.

Note: AMIS Initial Delay is a timer setting for receiving AMIS packets from other sites. The default is 3 but you can adjust it for fine-tuning.

Adding a Remote Site

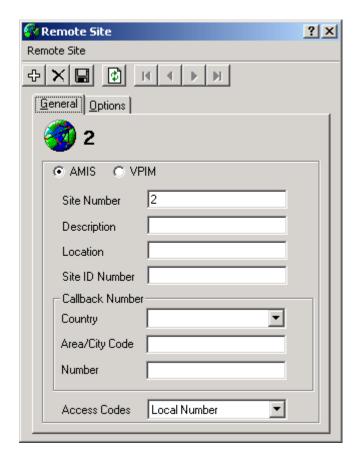
Every site that is to be included in the network must be added to each site with a unique site number. In order for 6510 UM to be able to communicate with another system, each site's parameters must be correctly inputted for proper networking.

Adding an AMIS Site

Adding an AMIS Site allows a user from a remote site to interact as if the user is inoffice, where the AMIS system uses DTMF tones to convey control information and the transmission of the message itself in analog form.

◆ To add an AMIS Site:

- 1. Highlight **Remote Site** on the Administration Console.
- **2.** Click **Add New AMIS**. The General dialog appears.



3. If this is the first site that you are adding, enter the appropriate information and click **Save Site**.

Note: The system automatically selects the first site number available

- For all subsequent sites, click Add Site. 6510 UM clears the dialog of information.
- **5.** Select **AMIS**. The following fields appear.
- If you want to change the site number, enter a unique number in the Site Number field.

Note: Every network site is assigned a unique number from 1-999. This is used to reference site information.

- 7. In the **Description** field, enter a description of the site. Typically, it is the company name of the site.
- **8.** In the **Location** field, enter the location of the site. Typically, it is the City and State for U.S. locations and City and Country for international locations.
- In the Site ID Number field, enter a system identification number for the remote site.

AMIS has strict guidelines on the format of a system ID. It is composed of three numeric fields using 0 to 9, and each field is terminated with a # (pound sign). The maximum length of the System ID Number is 18 characters, and the minimum is 3 characters.

The two types of System ID Numbers are public and private.

Public System ID Numbers are for all sites that can be direct dialed using the public telephone network. These ID numbers are always in the format of **ccc#nnn#sssssss#**, where the value "**ccc**" is the international country code (1-4 digits), the value of "**nnn**" is the national significant number (area or city code of 0-14 digits) and the value of "**sssssss**" is a local subscriber number of 0-14 digits. All locations in North America must use the format of **1#aaa#sssssss#** where "**aaa**" is the area code and "**ssssssss**" is the local telephone number.

Private System ID Numbers are for all sites that are accessible through a private network or behind a PBX. These always have the format **0##nnnnnn#** where "**nnnnnn**" is a site defined number. The site defined number is typically the extension number of the site. The value "**nnnnnn**" can be from 0-14 digits.

10. In the **Country** drop-down list, select the country in which the site is located.

- 11. In the **Area/City Code** field, enter the area/city code of the site.
- **12.** In the **Number** field, enter the dial string or number to be dialed in order to call the site

Note: This number should include any necessary access numbers (for example, 1 or 011). Do not include the trunk access code (usually a 9).

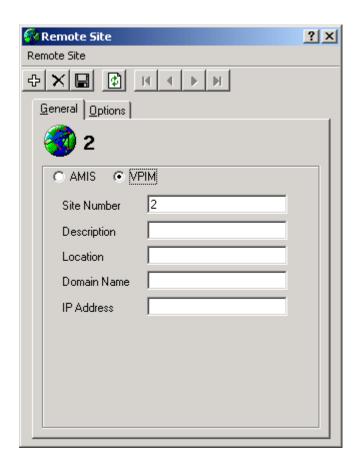
- **13.** From the **Access Codes** drop-down list, select the type of call used to connect to that site.
- 14. Click Save Site.

Adding a VPIM Site

Voice Profile for Internet Mail (VPIM) is an International Telecommunications Union (ITU) standard that allows different types of messaging servers to pass voice and fax messages among each other over the Internet. Creating a VPIM address allows the 6510 UM to use VPIM to send messages to assigned network voicemail users.

◆ To create a VPIM Site:

- 1. Highlight **Remote Site** on the Administration Console.
- 2. Click **Add New Remote Site**. The General dialog appears.
- **3.** Select **VPIM**. The VPIM dialog appears.



4. In the **Site Number** field, enter the unique number of this VPIM site. Every network site is assigned a unique number from 1-999.

Note: This field is used to reference site reference.

- **5.** In the **Description** field, enter a description of the site. Typically, it is the company name of the site.
- **6.** In the **Location** field, enter the location of the site. Typically, it is the City and State for U.S. locations and City and Country for international locations.
- **7.** In the **Domain Name** field, enter the domain name of where the VPIM server is logged into (in other words, the Domain of the UM Server).

or

8. A networked site needs a static IP and a free port for the UM to connect to. In the **IP Address** field, enter the IP and port number information for the remote UM or voice mail server.

Note: The Domain name or IP Address entered must correspond with the Domain name of IP address specified in the Company configuration. Refer to To specify general options: on page 116.

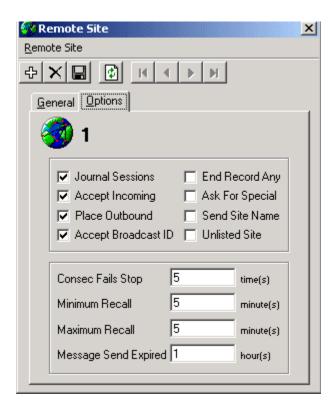
Note: Enter the information as a standard address, followed by a colon and the port number (for example, 192.168.0.172:25).

9. Click **Options**. The Options dialog appears.

Specifying AMIS or VPIM Options

In order for 6510 UM to be able to communicate with another system using AMIS or VPIM systems, you must specify the options for the configuration.

- **♦** To specify AMIS options:
 - 1. Click the **Options** tab. The Options dialog appears.



2. Select one or more of the following checkboxes to enable the options:

| Options | Function |
|---------------------|--|
| Journal Sessions | The system will log information about this session to a disk file. |
| | Incoming calls are kept in the file $D: \SITE_Cnn.LOG$, where " nn " is the channel number |
| | Outbound calls are kept in the file $D:\SITE_x.LOG$, where "x" is the site number. |
| | If this is a local site and this applies to all incoming and outbound calls to or from this site. |
| | If this is a remote site and this applies to all outbound calls to this site. |
| | If not checked then journaling is disabled for this site. |
| | Note: This option is not available for VPIM. |
| Accept Incoming | The system will accept all incoming network calls from any REMOTE site. If this is not selected, the system will reject calls from any REMOTE site. This will cause the REMOTE site to return the messages to the senders. |
| | Note : This is the default when checked. |
| | Note: This option is not available for VPIM. |
| Place Outbound | Calls may be placed to this remote site. |
| | If it is not selected, calls will not be placed to this remote site. |
| | If not selected, the Send and Forward options in the user Mode menus will not allow the selection of this remote site as a destination for a message. |
| | Note : This is the default when checked. |
| | Note: This option is not available for VPIM. |
| Accept Broadcast ID | Incoming network calls may access public broadcast lists. If it is not selected, incoming messages for public broadcast will be rejected. |
| | Note: This option is not available for VPIM. |

New Message To Send

Network management will automatically check to see if this site has messages waiting for delivery. Selecting this field forces a re-check for outbound messages. If this field is not selected, outbound delivery attempts will be cancelled until more messages are queued.

Note: This option is not available for VPIM.

End Record Any

Recording of incoming messages will terminate on any DTMF tone. This is an AMIS compatible value. However, this will cause any messages that contain partial DTMF tones to be rejected. The default is for this field to remain unselected. This causes any DTMF tones other than a valid "*" tone to be ignored. This field should remain deselected.

Note: This option is not available for VPIM.

Ask For Special

6510 UM will verify the version of networking being used on the remote site when calls are placed to this remote site. If the version is the same as that used by the system and enhanced AMIS protocol will be used to communicate between the systems. If it is a different version of networking and 6510 UM will use the standard version of AMIS to communicate.

If calls to this remote site fail, and the site is using a different version and deselecting this field will cause 6510 UM to only use standard AMIS networking when communicating with this site.

Note: This option is not available for VPIM.

Send Site Name

The site name will be transmitted as part of the AMIS message. If not selected, no name will be transmitted.

Note: This option is not available for VPIM.

Unlisted Site

This field defines whether this site will be listed in the Network Assistance Menu. Network Assistance is used to assist in selecting a site number and is available in user Mode when sending or forwarding a message. It is invoked by selecting 0 as the site number.

Selecting this field defines this remote site as unlisted. If the field is not selected, the site is listed.

Note: This option is not available for VPIM.

3. In the **Consec Fails Stop** field, enter a value to shutdown outbound calling to this site if there are too many consecutive failures. When the

number of consecutive failures reached this value, the **New MSGS to Send** field will be set to "N".

Note: The consecutive failures count is only reset to zero when a network call is acknowledged by the called site, or when the operator clears the count.

- **4.** In the **Minimum Recall** field, enter the number of minutes that must elapse before attempting a second and ensuing outbound call to this site.
 - The time between ensuing recalls is increased by this value with each retry until the number of recalls equals the value in the **Maximum Recall** field. For example, if this field is set to 2 and 6510 UM will attempt a second call 2 minutes after the first, four minutes after the second, etc. until the number of minutes in the **Maximum Recall** field is reached. Retries will continue within the value of the **Maximum Recall** field until the Consecutive Fails Stop value is reached.
- 5. In the **Maximum Recall** field, enter the maximum number of minutes between retries of outbound calls until the value of Consecutive Fails Stop is reached.
- **6.** In the **Message Send Expired** field, enter the expiration time period of messages waiting to be sent via the network. Any undelivered message that has reached expiration will be marked as expired and non-deliverable and be returned to the sender (or to the LOCAL site operator).

Note: Setting this value too low will cause messages to be returned unnecessarily. Setting this value to 0 will disable the expiration option. The default value for this field is 24 hours.

7. Click Save Site.

♦ To specify VPIM options:

- **1.** Click the **Options** tab. The Options dialog appears.
- **2.** Follows steps 3 to 7 in the specify AMIS options section above to configure VPIM options.
- 3. Click Save Site.

Example of a VPIM Site

The following example illustrates the settings required for networking two 6510 UM systems using VPIM.

Example settings for networking two systems using VPIM:

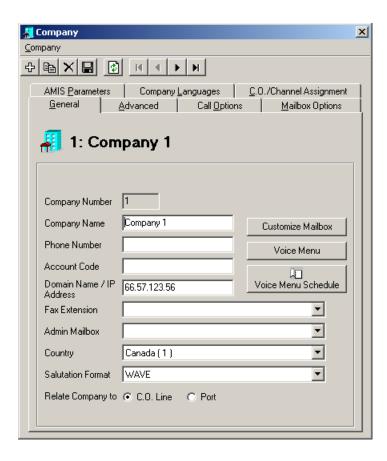
| Site 4 | Site 1 |
|--------------------------|--------------------------|
| IP Setting: 147.23.16.13 | IP Setting: 66.57.123.56 |
| Mailbox Range 100-120 | Mailbox Range 100-320 |

Note: Any mailbox that will be sent a message from one site to another must be duplicated in each site.

- 1. Open and login to the 6510 UM Administrator.
- 2. In the Tree left window pane, expand **Configuration** and click **Remote**Site Setting. The Remote Site settings appear in the right window pane.
- **3.** Double-click **Remote Site Installed**. The Edit String dialog appears.

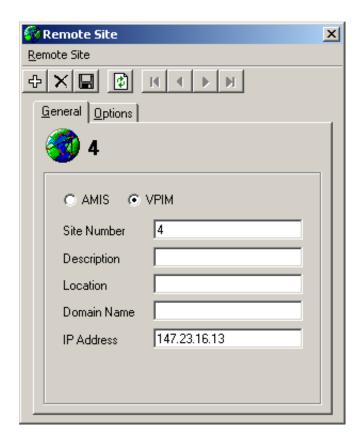


4. In the Value Data drop-down list, select True and click OK.In the Tree left window pane, right-click 6510 and select New>Company. The Company dialog appears.



- **5.** In the General tab, provide the necessary information for the company. For the purpose of this example, attention must be made to provide the IP address in the **Domain Name/IP Address field** of Site 1.
- 6. Click Save Company.

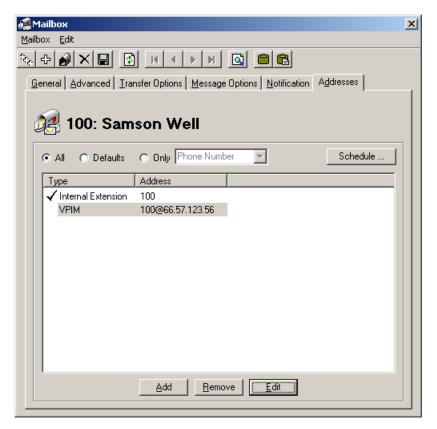
- In the Tree left window pane, expand the company and right-click
 Remote Site and select New>Remote Site. The Remote Site dialog appears.
- **8.** In the General tab, select **VPIM** and provide the necessary information for the remote site. For the purpose of this example, attention must be made to provide the site number and IP address of Site 4.



Note: The site number and IP address must be duplicated at all the locations where it is created in.

9. Click Save Site.

- **10.** In the Tree left window pane, expand the company and right-click **Mailbox** and select **New>Mailbox**. The Mailbox dialog appears.
- **11.** Enter the required information in all tabs. For the purpose of this example, click the **Addresses** tab. The Addresses tab appears.



- **12.** Click **Add** and select **E-mail/VPIM**. The Address dialog appears.
- 13. In the **Type** drop-down list, select **VPIM**.
- 14. In the **Address field**, enter the extension number for the mailbox. The default IP address for the site will be displayed "@66.57.123.56".

Note: If the IP address or domain name was created in the company tab first, then each mailbox will have a default VPIM address already assigned.

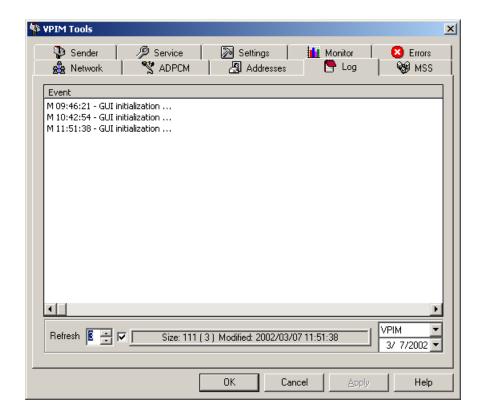
15. Click **OK** and then click **Save Mailbox**.

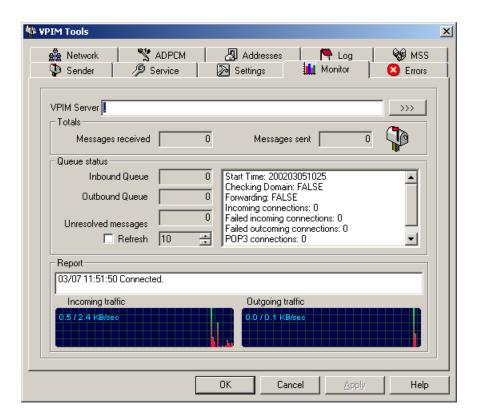
Through this configuration example, a user at Site 4 can create a message and address it to a mailbox at Site 1. The local user will create a message from their own mailbox. When asked for the destination, the user should enter **110*1**, and this represents mailbox 110 at remote site 1.

Using VPIM Tools

VPIM Tools allow the administrator to monitor the operation of the VPIM service, check the log files for error and modify VPIM addresses.

The VPIM Tools are located in the UM directory on the machine where 6510 UM is installed. The directory is \\UM\vpim\vpimclient.exe.

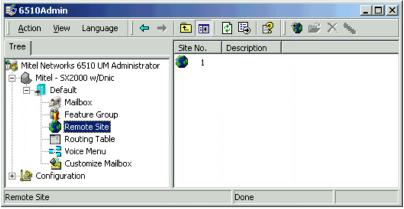




Opening a Remote Site

You can open all remote sites from the Administration Console.

- ◆ To open a remote site:
 - **1.** Highlight **Remote Site**. All associated remote sites appear in the right pane.



UM0018

2. Double-click on a remote site. The Remote Site dialog appears.

Changing a Remote Site

If you need to change information about a site (for example, the dial-up number), you must change the information on all sites containing the affected site address.

♦ To change a remote site:

- **1.** Double-click the site you want to edit. The Remote Site dialog appears.
- **2.** Perform the required changes and click **Save Site**.

Deleting a Remote Site

6510 UM allows you to delete a site from either the Administration Console or form the Remote Site list.

◆ To delete a remote site:

- Right-click the site you want to delete, highlight All Tasks and click Delete. A prompt appears, confirming the deletion.
- 2. Click Yes.

In This Chapter . . .

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Using the Toolbar Buttons on page 274
Opening the Routing Table on page 275
Creating a Caller ID on page 276
Edit a Routing Table on page 290
Creating a Schedule Report on page 286
Creating a PIN Number on page 287

Overview

The Call Routing Table works in conjunction with Caller ID/DNIS to assign certain telephone numbers to specific extensions, or with PIN Numbers to direct the call to specific Voice Menus.

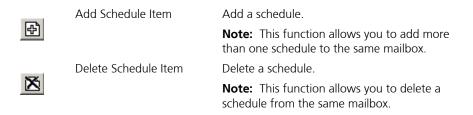
The 6510 UM allows you to route an outside call to an individual mailbox. For example, you might want all sales calls from the 416 area code to go to the mailbox of the individual responsible for that area.

You can also route all calls that begin with a specific three digit number followed by a series of wildcards (known as Caller ID). For example, whenever the system recognizes the number 212-555-9999, it will route the call directly to the designated voice menu.

Using the Toolbar Buttons

There are seven buttons that allow you to perform various tasks within the Routing Table application and the 6510 UM Administrator.

| Button | Name | Function |
|----------|---------------------------------|--|
| = | Open the Routing Table | Opens the routing table. |
| 宁 | Add a Routing Destination | Adds a new routing destination. |
| × | Delete a Routing Destination | Deletes an existing routing destination. |
| 9 | Edit a Routing Destination | Edits an existing routing destination. |
| A | Schedule | Assigns a schedule to a routing destination. |

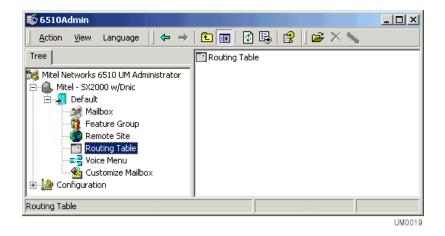


Opening the Routing Table

Open the Routing Table from the Administration Console.

♦ To open the routing table:

1. Highlight **Routing Table**. The routing table appears in the right pane.

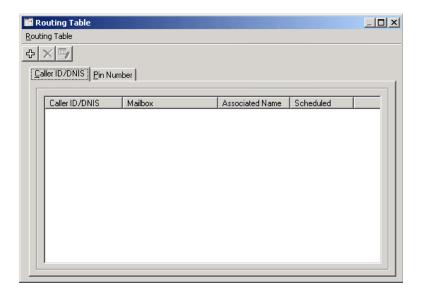


2. Double-click on the Routing Table. The Routing Table dialog appears and displays all existing routing destinations.

Creating a Caller ID

Routing destinations are based on call information such as Caller ID, Voice Menus or Mailboxes, and Account codes.

- **♦** To create a routing destination:
 - 1. Highlight **Routing Table** in the Administration Console.

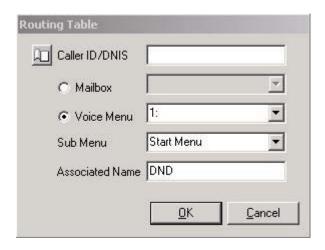


2. Highlight **Routing Table** in the right pane and click **Open**. The Routing Table screen appears.

Creating a Caller ID/DNIS Destination

You can create a routing destination that is based on caller ID.

- **♦** To create a caller ID/DNIS destination:
 - 1. Click the CallerID/DNIS tab.
 - **2.** Click **Add**. The Routing Table dialog appears.



3. In the **Caller ID/DNIS** field, enter the number that will be routed to the mailbox. You can enter either a caller ID or a DNIS number.

Note: The Automated Attendant will detect either the Caller ID or the DNIS number only it is configured properly in the PBX configuration.

You can enter the full number or area code with wild cards "*". You can combine the wild card number with any configuration of numbers as well. For example, 416* will route all numbers that lead with 416. 41* will route numbers that lead with 41.

4. Select **Mailbox** and in the **Mailbox** drop-down list, select the mailbox that will receive the incoming calls.

or

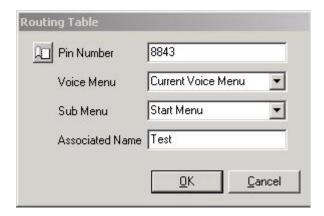
- **5.** Select **Voice Menu** and in the **Voice Menu** drop-down list, select the voice menu that will receive the incoming calls.
- **6.** In the **Sub Menu** drop-down list, select the sub menu to use. (Only applicable if **Voice Menu** is chosen).
- 7. In the **Associated Name** field, enter a description of the types of calls being redirected to a mailbox.
- 8. Click OK.
- After setting Caller ID/DNIS destinations, you must enable the caller id feature. In the 6510 Admin tree, click Configuration>Device Management>Caller ID Settings and specify the caller ID settings. Refer to Specifying the Caller ID Device on page 43 to see how to configure these settings.

Creating a Pin Number Destination

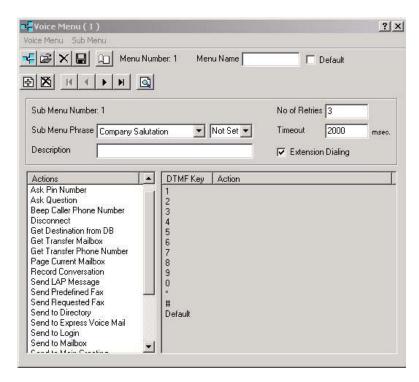
Pin Numbers are used to create a custom dialog and action based on numerical inputs from the caller. Pin number verification and routing may be used in a support center, dealer, or partner log in scenarios.

♦ To create a PIN Number Destination:

- **1.** Highlight **Routing Table** in the Administration Console.
- 2. Highlight Routing Table in the right pane and click Properties. The Caller ID/DNIS dialog appears.
- **3. Click the Pin Number** tab and **Add**. The Routing Table dialog appears.



- **4.** In the **Pin Number** field, enter the PIN Number to be verified for call processing. The number can be up to 25 digits in length.
- In the Voice Menu drop-down list, select the voice menu to direct the call to.
- **6.** From the **Sub Menu** drop-down list, select the sub menu to direct the call to upon a valid entry. This sub menu is located in the originating Voice Menu.
- 7. In the **Associated Name** field, enter the name that is to appear for screen popups if using the "Pin Number as Caller ID" function.
- 8. Click OK.
- 9. After specifying PIN numbers, make sure that you enable the Ask Pin Number feature in the Voice Menu. In the 6510 Admin tree, expand the company that this PIN number is associated to and double-click Voice Menu. The Voice Menus appear in the 6510 Admin right window.
- **10.** Double-click the Voice Menu that the PIN number will be associated to. The Voice Menu dialog appears.



11. In the **Actions** box, select and drag **Ask Pin Number** to the **DTMF Key/ Action** box. The Parameters (Ask Pin Number) dialog appears.



12. In the **Next Sub Menu, When Valid** drop-down list, select the sub menu you want the caller to hear if the incorrect PIN number is entered.

- **13.** In the **Phrase** drop-down list, select the pre-recorded phrase that the caller will hear if the correct PIN number is entered.
- **14.** In the **No. of Retries** field, enter the number of times the system is to allow the caller to attempt to enter a PIN number.
- 15. Click **OK** and then **Save Voice Menu**.

Assigning a Schedule

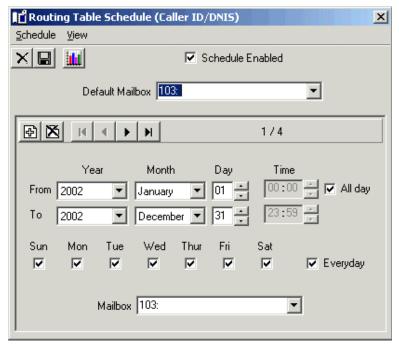
6510 UM allows you to assign a schedule to a routing destination to determine when a call is to be transferred to an extension. For example, when Caller ID recognizes a particular number, the system will examine the appropriate schedule. If the current day and time falls within the time frame specified in the schedule, the call is routed directly to the correct mailbox.

A schedule can also be applied to a PIN Number so that it is only active within a specific time period. The destination is the sub-menu number within the Voice Menu that originated the PIN Number request. When "Get PIN Number" is used in a Voice Menu, and the caller enters 5454 as their PIN Number, the caller is routed to sub menu 10 within the Voice Menu that requested it.

Note: For PIN number scheduling, you are changing the sub-menu you will use to process the call based on time of day or day of week.

◆ To apply a schedule:

- 1. Open the routing destination that you want to apply the schedule to.
- **2.** Click **Schedule**. The Routing Table Schedule dialog appears.



Note: If you are assigning a schedule to a PIN Number, the Default Mailbox drop-down list will appear as the Default Voice Menu drop-down list. The Mailbox drop-down list will appear as the Voice Menu drop-down list.

- 3. Click Add Schedule Item.
- **4.** In the **From/To Year**, **Month** and **Day** fields, enter the time (in military format) that the voice menu is to become active.
- 5. In the **From/To Time** fields, enter the time (in military format) that the schedule is to become active.

Note: If no time is entered, the system will assume all hours.

Select All day if the voice menu is to run all day.

A value of From 13:00 to no value indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Select the days of the week that you want the message to run.

Hint: If you want the message to run every day, select Everyday.

You must arrange dates and times sequentially, from Monday through to Sunday.

- From the Mailbox drop-down list, select the destination mailbox for CallerID/DNIS or the sub-menu for PIN Number.
- 7. Click Save Schedule.

Deactivating a Schedule

You can deactivate any schedule that has been assigned to a routing destination.

- ◆ To deactivate a schedule:
 - 1. Open the Routing destination.
 - 2. Click Schedule.
 - 3. Deselect Schedule Enabled and click Save Schedule.

Reactivating an Existing Schedule

You can reactivate any schedule that has been assigned to a routing destination.

- **◆** To reactivate a schedule:
 - **1.** Open the Routing destination.
 - 2. Click Schedule
 - 3. Select Schedule Enabled and click Save Schedule.

Changing an Existing Schedule

You can make changes to any schedule regardless of whether or not it has been assigned to a routing destination.

♦ To change an existing schedule:

- 1. Open the Routing destination.
- 2. Click Schedule.
- **3.** Select the schedule that you want to change.
- **4**. Modify the required information and click **Save Schedule**.

Removing a Schedule Entry

You can remove a schedule entry when you no longer want it to be assigned to a routing destination.

◆ To remove a schedule entry:

- 1. Open the Routing destination.
- 2. Click Schedule.
- 3. Select the schedule entry that you want to delete.
- 4. Click **Delete Schedule Item**.
- 5. Click **OK** and **Save**.

Removing a Complete Schedule

A complete schedule is made up of one or more sub schedules and can be removed entirely.

◆ To remove a complete schedule:

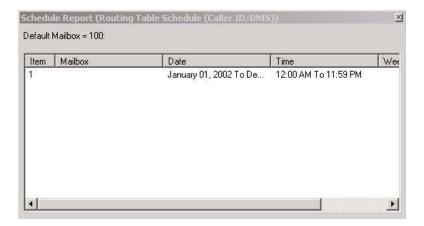
- 1. Open the Routing destination.
- 2. Click Schedule.
- 3. Click Delete Schedule.
- **4.** Click **Yes** to confirm deletion. The Routing Table dialog appears.

Creating a Schedule Report

You can create a schedule report to view and print the routing table.

♦ To create a schedule report:

- 1. Open the Routing destination. The Routing Table dialog appears.
- 2. Click . The Routing Table Schedule dialog appears.
- 3. Click . The Schedule Report dialog appears. The Routing Table list appears, and allows you to view what is scheduled.



Creating a PIN Number

PIN Numbers are used to create a custom dialog and action based on numerical inputs from the caller. PIN number verification and routing may be used in a support center, dealer, or partner log in.

◆ To create a PIN Number:

- 1. Click **PIN Number**. The Routing Table dialog appears.
- 2. In the **Pin Number** field, enter the number you want to verify for call processing. The number can be from 1 to 25 digits.
- From the Voice Menu drop-down list, select a custom voice menu you
 want to associate to callers when the number is verified. Once the
 number above is verified, the system will take the caller to this voice
 menu for processing.
- **4.** From the **Sub Menu** drop-down list, select the sub-menu to direct the call upon a valid entry. This sub-menu is located in the originating Voice Menu.
- **5.** In the **Associated Name** field, enter the name you want to appear on screen pops when this number is verified and sent to an extension.
- 6. Click OK

Changing a PIN Number

PIN number verification and routing may be used in a support center, dealer, or partner log in. You can change the PIN number at any time in the Routing Table dialog.

◆ To change a PIN Number:

- 1. Highlight the PIN Number that you want to change.
- 2. Double-click the PIN Number. The Routing Table dialog appears.
- 3. Modify the required information and click **OK**.

Deleting a PIN Number

PIN number verification and routing may be used in a support center, dealer, or partner log in. You can delete the PIN number at any time in the Routing Table dialog.

◆ To delete a PIN Number:

- 1. Highlight the PIN number that you want to delete.
- 2. Click Delete.
- 3. Click **Yes** to confirm the deletion.

Maintaining a Routing Table

Adding a Pin Number

You can add a pin number.

◆ To add a PIN Number

- 1. Click **Add**. The Routing Table dialog appears.
- 2. In the **Pin Number** field, enter the number you want to verify for call processing. The number can be from 1 to 25 digits.
- 3. From the Voice Menu drop-down list, select a custom voice menu you want to associate to callers when the number is verified. Once the number above is verified, the system will take the caller to this voice menu for processing.
- **4.** From the **Sub Menu** drop-down list, select the sub-menu to direct the call upon a valid entry. This sub-menu is located in the originating Voice Menu.
- **5.** In the **Associated Name** field, enter the name you want to appear on screen pops when this number is verified and sent to an extension.
- **6.** Select **Apply Schedule** if a schedule will be used to route the call. Enter the schedule number in the field provided.
- 7. Click OK.

Maintaining a Routing Table

Edit a Routing Table

The Call Routing Table works in conjunction with Caller ID/DNIS to assign certain telephone numbers to specific extensions. You can edit the settings of the routing at any time.

♦ To edit a routing table

- 1. Right-click **Routing Table**, highlight **All Tasks** and click **Properties**. The Routing Table dialog appears.
- **2.** Double-click the Routing Table you want to edit. The Routing Table Properties dialog appears.
- 3. Perform the required changes and click **OK**.

Deleting a Routing Table

You can delete a Routing Table from your Routing Table list.

♦ To delete a routing table

- 1. Right-click **Routing Table**, highlight **All Tasks** and click **Properties**. The Routing Table dialog appears.
- 2. Highlight the Routing Table you want to delete.
- 3. Click . A prompt appears confirming the deletion.
- 4. Click Yes.

CHAPTER 10

In This Chapter . . .

Overview on page 292
Using the Toolbar Buttons on page 292
Opening a Voice Menu on page 293
Adding a Sub Menu on page 304

Overview

Voice Menus provide you with the ability to customize company greetings and individual mailboxes. You can create voice menus inside a mailbox from which callers may access options to leave or obtain information. Company greetings can offer callers the option to transfer themselves to specific departments, leave messages, or obtain company information such as address, telephone number, fax number, or office hours.

Schedules can also be applied to these menus, allowing a greater degree of flexibility in controlling the caller's capabilities.

Using the Toolbar Buttons

There are twelve buttons that allow you to perform various tasks within the Voice Menu application and the 6510 UM Administrator.

| Button | Name | Function |
|--------------|---------------------|----------------------|
| === | New Voice Menu | Add a new voice menu |
| = | Open Voice Menu | Open an voice menu |
| × | Delete Voice Menu | Delete a voice menu |
| | Save Voice Menu | Save a voice menu |
| | Start Menu Schedule | Add a menu schedule |
| & | Add Sub-Menu | Add a sub-menu. |

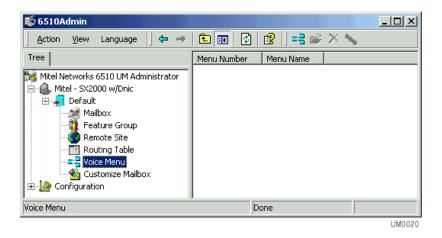


Opening a Voice Menu

You can open an existing voice menu from the Administration Console.

◆ To open a voice menu:

1. In the 6510 UM Administrator, click **Voice Menu**. All associated voice menus appear in the right window.



2. Double-click on a voice menu. The Voice Menu dialog displays information about the voice menu.

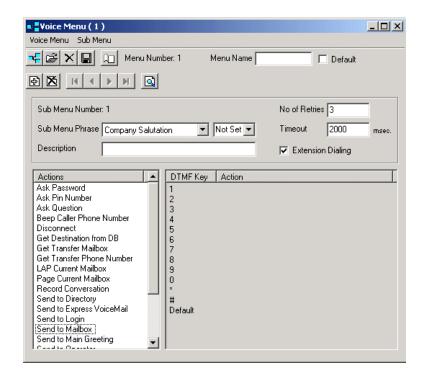
Adding a Voice Menu

Adding a voice menu allows you to assign functionality to each of the keys on a telephone keypad. For example, you can create a voice menu called "Company" that allows callers to connect to different departments within your organization. If a caller wants to speak to someone in Sales, the system will prompt them to press 1.

To add a voice menu:

- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus that are available appear in the right window.
- 2. Double-click on a voice menu. The Voice Menu dialog appears.
- 3. Click **Add New Voice Menu**. A new Voice Menu dialog appears.

Hint: You can also open the Voice Menu dialog by double-clicking on an existing voice menu. The Voice Menu dialog will display all details of the existing voice menu. Click New Voice Menu to clear the dialog.



The **Menu Number** starts automatically at 1 if this is the first voice menu you are creating.

4. In the **Menu Name** field, enter the name you want associated to this voice menu. It should be a descriptive name (for example, Sales mailbox or Company greeting).

Note: Each Voice Menu can have unlimited sub-menus. You must begin the administration of voice menus in sub-menu 1. If there is no schedule applied, the 6510 UM starts all Voice Menus with sub-menu number one. Refer to Creating a Menu Schedule on page 299.

- 5. Select **Default** to make this voice menu the system default that is used throughout the system. It will use this menu by default if you assign a voice menu to an action and do not indicate which specific voice menu to use
- **6.** In the **No. of Retries** field, enter the number of incorrect actions a caller can input before you execute the default action.
- **7.** From the **Sub Menu Phrase** drop-down list, select the phrase you want played in this particular level. There are several options:

| Sub Menu Phrase | Function | |
|---------------------------|--|--|
| Nothing | It will not play a greeting and will wait for an action | |
| Company Salutation | Enter a company recorded phrase by putting in the phrase number | |
| Company Active Greeting | Plays the current scheduled company greeting that the menu is associated with. | |
| Mailbox Active Greeting | Plays the active mailbox greeting you have associated the voice menu to | |
| Mailbox Optional Greeting | Allows you to select an optional mailbox greeting number that will play. | |

- **8.** In the **Not Set** drop-down list, select the set type.
- **9.** In the **Timeout** field, enter a value indicating the number of milliseconds before the default action will be taken, upon no response.

- Note: The default value is 2000. A value of 0 is not permitted. However, if the user wants the default action to take effect immediately, you can enter a value of -1.
 - **10.** In the **Description** field, enter a description for the voice menu.
 - **11.** Select the **Extension Dialing** checkbox if you want callers that are in this Voice Menu to be directly transferred to a valid mailbox.
 - **12.** Under the Actions box, right-click an action and select the DTMF key that it will be assigned to.
 - 13. Repeat step 12 until all desired actions are assigned DTMF keys.
- Note: A dialog box will appear if additional information is required. For more information, refer to Appendix F - Customize Mailbox: DTMF Key Parameters.
 - For more information on adding an action to a DTMF key, refer to Adding an Action to a DTMF Key on page 297.
 - 14. Click Save Voice Menu.
 - **15.** To create another voice menu, click New Voice Menu.

Adding an Action to a DTMF Key

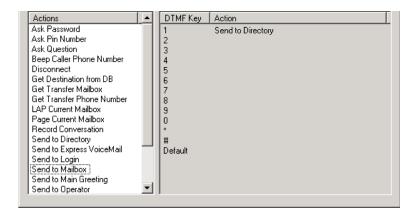
Creating a voice menu enables you to assign a wide range of actions to the keys on the telephone keypad (also known as Dual-Tone Multi-Frequency or DTMF keys). This allows for a wide range of flexibility in how the system handles incoming calls. For example, in the voice menu, you could assign the Send to Directory action to the first DTMF key. When a caller presses 1, the system sends them to the company directory.

You can add an action to a DTMF key in both the customized mailbox and voice menu applications.

Hint: To help you trace the call flow and double-check the sequence, create a flow chart with all of the actions and submenus defined.

To add an action to a key:

1. In the Voice Menu dialog, select the appropriate sub-menu.



2. Drag and drop the action to a DTMF key.

You can also highlight an action and press the right mouse button and select **Set Action To**. The DTMF key drop-down list appears.

- 3. Match the action to a DTMF key.
- **4.** If a value is required for the action (for example, Get Transfer Mailbox), the system displays a dialog. Enter the appropriate information and click **OK**.

5. Click Save Voice Menu or Save Customize Mailbox.

Removing an Action from a DTMF Key

You can remove an action from a particular DTMF key if you do not want the user or caller to use it

♦ To remove an action from a DTMF Key:

- 1. In the Voice Menu dialog, select the sub-menu containing the key that you want to remove.
- **2.** Use one of the following methods to remove the action:
 - Drag and drop the action to the left pane.
 - Highlight the action and select **Delete**.
 - Highlight the action, right-click and select **Clear**.

Changing an Existing Action

You can change the action associated with a DTMF key. You can also move an action from one key to another.

♦ To change an existing action:

- 1. In the Voice Menu dialog, select the sub-menu containing the key you want to change.
- 2. Drag and drop the new action to the assigned key.
- 3. To move an action from one key to another, drag and drop the action from the existing key to the new key. If the new key is blank, the system completes the move. If the new key has an action already assigned to it, a warning message appears.

Hint: You can also right click on a key that has an action assigned to it, click Cut or Copy and paste it to another key

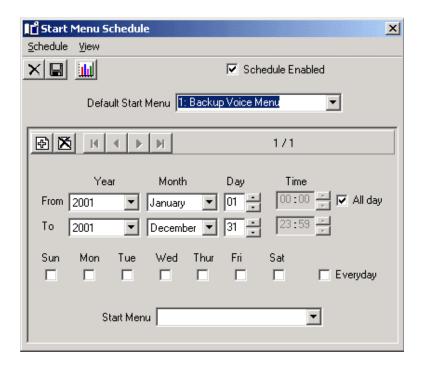
4. Click **Yes** to replace the item, if there is an action already assigned. The system completes the change.

Creating a Menu Schedule

Creating a menu schedule allows you to define when 6510 UM is to activate a certain sub menu. You can define unique caller actions for weekdays and weekends, so that weekend actions are activated automatically Friday evening and weekday actions are reactivated on Monday morning.

To start a menu schedule:

- Create all of the sub-menus required with all functions and prompts defined
- 2. Double-click on the voice menu in the right window of the 6510 UM Administrator screen. The Voice Menu dialog appears.
- **3.** Click **Start Menu Schedule**. The Start Menu Schedule dialog appears.



4. From the **Default Start Menu** drop-down list, select the voice menu that should be active during default hours.

- 5. In the **From/To Year**, **Month** and **Day** fields, enter the time (in military format) that the voice menu is to become active.
- 6. In the **From/To hour** and **min** fields, enter the time (in military format) that the voice menu is to become active.

Note: If no time is entered, the system will assume all hours.

Select All day if the voice menu is to run all day.

A value of From 13:00 to no value indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Caution: To create a Menu Schedule consisting of multiple voice menu types within a 24 hour period, you must create separate schedules. The From - Time field does not support a value that is greater than that of the To - Time field. For example, a pager notification set to run from 17:00 (5pm) to 08:59 (8:59am) the next day must be specified using two schedules. One that is enabled from 17:00-23:59 and one from 00:00-08:59.

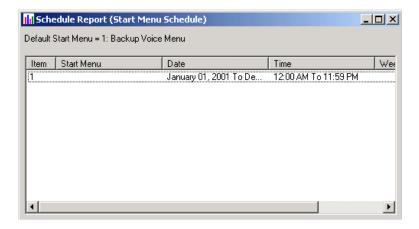
- Select the days of the week that you want the message to run.If you want the message to run every day, select Everyday.
- **8.** From the **Start Menu** drop-down list, select the sub-menu level to start with during this defined schedule to override the default voice menu sub-level.
- **9.** From the **Default Start Menu** drop-down list, select a default start menu for the voice menu.
- 10. Click Save.

Displaying the Schedule Report

The Schedule Report displays a synopsis of all schedules that have been created for a particular voice menu.

◆ To create a schedule report:

- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus that are available appear in the right window.
- **2.** Double-click a voice menu. The Voice Menu dialog appears.
- **3.** Click the **Start Menu Schedule** button. The Start Menu Schedule dialog appears.
- **4.** Click the **Schedule Report** button. The Schedule Report (Start Menu Schedule) dialog appears.



Changing a Voice Menu

6510 UM allows you to change an existing voice menu, including names, sub menus, phrases, and actions

Note: All changes must be done from the Administration Console.

To change a voice menu:

- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus available appear in the right window.
- 2. Double-click on the voice menu you want to edit. The Voice Menu dialog appears.
- 3. Make the required changes and click **Save Voice Menu**.

Deleting a Voice Menu

You can delete a voice menu from either the Administration Console or the Voice Menu dialog.

Deleting a Default Voice Menu

If you try to delete a voice menu that has been specified as the default used throughout the system, 6510 UM displays the following message:



Make sure that you first specify another voice menu as the default before deleting this voice menu.

Using the Administration Console

6510 UM allows you to delete a voice menu from the Administration Console.

◆ To delete a voice menu:

- 1. In the 6510 UM Administrator, click **Voice Menu**. All associated voice menus appear in the right pane.
- 2. Right-click the voice menu that you want to delete and click **Delete** or select a combination of voice menus by pressing CTRL and click the mouse at the same time and then clicking **Delete**. A message appears, prompting you to confirm the deletion.

Note: The Delete button becomes active after you highlight a voice menu.

3. Click **Yes** to delete a single voice menu, or **Yes to All** to delete all of the highlighted voice menus.

Using the Voice Menu Dialog

6510 UM allows you to delete a voice menu form the Voice Menu dialog.

◆ To delete a voice menu:

- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus that are available appear in the right window.
- Right-click the voice menu that you want to delete and select All Tasks>Delete. A message appears, prompting you to confirm the deletion.
- 3. Click **Yes**. The Menu Number displays the next available Voice Menu.

Adding a Sub Menu

Sub menus are used to create multiple actions for a voice menu, for example, a Q&A Script, an account code verification, or an IVR with password verification.

All of these applications would be created in a voice menu with multiple layered sub menus to process the caller selection.

◆ To add a sub menu:

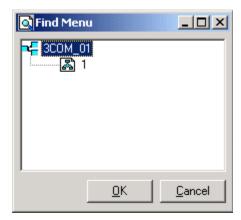
- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus that are available appear in the right window.
- 2. Double-click the voice menu that you want to add a sub menu to. The Voice Menu dialog appears.
- **3.** Click **Add Sub Menu**. 6510 UM clears the Voice Menu dialog of all displayed information.
- **4.** Follow the steps detailed in Adding a Voice Menu on page 294.

Searching for a Voice Menu

6510 UM provides you with the ability to search for a particular voice menu.

◆ To search for a voice menu:

- 1. In the 6510 UM Administrator, click **Voice Menu**. The voice menus that are available appear in the right window.
- 2. Double-click a voice menu. The Voice Menu dialog appears.
- **3.** Click **Sub Menu** and select **Find**. The Find Menu dialog appears and displays all existing voice menus.



4. Double-click on the sub menu that you are looking for. The sub menu settings appear in the Voice Menu dialog.

Editing a Sub Menu

You can editing the properties of a sub menu at any time.

◆ To change a sub menu:

- **1.** Find the sub menu by either using the scroll buttons or by searching the existing sub menus.
- 2. Once you have found the sub menu, make all of the appropriate changes and click **Save Voice Menu**

Deleting a Sub Menu

You can delete a sub menu at any time.

♦ To delete a sub menu:

- Find the sub menu by either using the scroll buttons or by clicking Sub Menu and selecting Find.
- **2.** Click **Delete Sub Menu**. A message appears, prompting you to confirm the deletion.
- 3. Click Yes.

In This Chapter . . .

Overview on page 308
Using the Toolbar Buttons on page 308
Creating a Customized Mailbox on page 309
Specifying Control Keys on page 313
Copying a Customized Mailbox on page 316

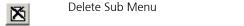
Overview

Customizing a mailbox allows you to emulate or customize the Telephone User Interface (TUI) required for a user to interact with their mailbox. You can define the keystroke actions that a user will use when navigating their mailbox.

Using the Toolbar Buttons

There are nine buttons that allow you to perform various tasks within the Customize Mailbox application.

| Button | Name Add New Customize Mailbox | Function Create a new customized mailbox. | |
|--------------|-----------------------------------|--|--|
| = | Open Customize Mailbox | Open a customized mailbox. | |
| | Сору | Copies customize mailbox settings and creates a new menu. | |
| × | Delete Customize Mailbox | Delete a customized mailbox. | |
| | Save Customize Mailbox | Save a customized mailbox. | |
| | Control Keys | Enables control function to be used while in a sub menu or listening to a message. | |
| a | Customize Mailbox Flowchart | | |
| & | Add Sub Menu | Add a sub menu | |



Delete a sub menu

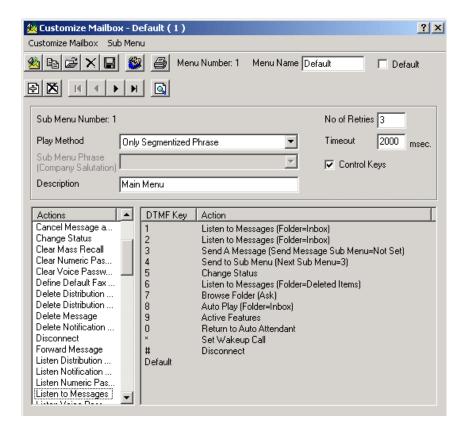
Find Sub Menu Find a sub menu

Creating a Customized Mailbox

Before you can create a customized mailbox, you must first create a TUI template that can be saved and mapped to an individual user's mailbox.

Note: DTMF stands for Dual-Tone Multi-Frequency.

- To create a customized mailbox:
 - 1. Highlight **Customize Mailbox** and click **Add New Customize Mailbox**. The Customize Mailbox dialog appears.



- The Menu Number field starts automatically at number 1 if this is the
 first customized mailbox you are creating. It will automatically increment
 the menu number by one each time you create a new customized
 mailbox.
- 3. In the **Menu Name** field, enter a name for the customized mailbox.

Hint: The name should be descriptive of what the menu does.

- **4.** Select **Default** if you want this TUI template to be the system default template. This will be used for all of the mailboxes
- **5.** In the **No. of Retries** field, enter the number of retries that a subscriber can input until the system disconnects.

6. From the **Play Method** drop-down list, select a prompt setting.

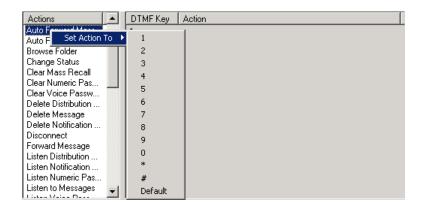
| • | | |
|--|---|--|
| Playback Method | Function | |
| Nothing | 6510 UM does not play a custom phrase. | |
| Only Sub Menu Phrase | System instructions are custom recorded by the System Administrator. | |
| | They are based on the phrase number you input in the Sub menu phrases | |
| Only Segmentized Phrase | System plays back the system default phrases associated to the actions | |
| Both Sub Menu and Segmentized Phrase | System plays back both the custom instruction followed by the default segmented phrases associated to the actions | |

If you select **Sub Menu Phrase** or **Both Sub Menu and Segmentized Phrase**, the **Sub Menu Phrase** (**Company Salutation**) field becomes active. Indicate the custom recording you want played based on the playback method defined. To define the Sub Menu Phrase (Company Salutation) for different language environments, you must specify the correct .VOX file in the **Sub Menu Phrase** drop-down list for each of the ten default sub menus. Refer to the following table for the .VOX files that correspond to the language that is required.

| Language | .VOX File (Range) | |
|----------|--|--|
| English | SAL9501.vox - SAL9510.vox (set by default) | |
| French | SAL9551.vox - SAL9560.vox | |
| Gernman | SAL9601.vox - SAL9610.vox | |
| Spanish | SAI 9651 vox - SAI 9660 vox | |

7. In the **Timeout** field, enter the number of milliseconds that the system should wait for no user input before it reverts to the "No Action" function.

- **8.** Select **Control Keys** enables control function to be used while in a sub menu or listening to a message.
- **9.** In the **Description** field, enter a text message describing the action of this sub menu in the TUI template.
- **10.** Highlight an action and press the right mouse button and select **Set Action To**. The DTMF key drop-down list appears.



11. Select a DTMF key to match the action to.

Note: A dialog box will appear if additional information is required. For more information, refer to Appendix F – Customize Mailbox: DTMF Key Parameters.

12. Click Save Customize Mailbox.

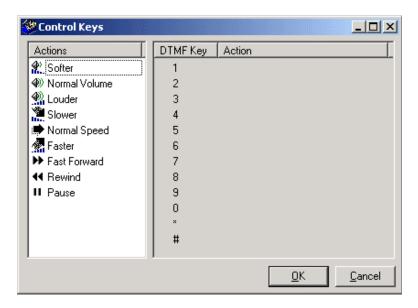
Specifying Control Keys

While listening to messages, a user can adjust the speed and volume of the message. They can also pause, rewind, or fast forward it.

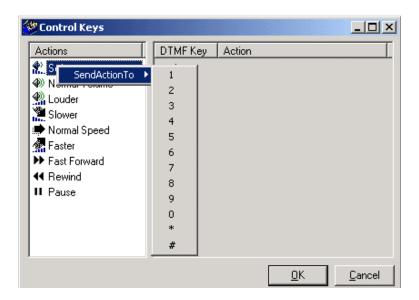
Note: If Control Keys have not been assigned, and a caller presses a key while the message is playing, the system will respond as if it has reached the end of the message and the associated action key (for example, Save Message) has been pressed.

The Control Keys Enabled option must be selected on the main Voice Menu.

- ♦ To specify control keys:
 - 1. Click **Control Keys**. The Control Keys dialog appears.



2. Highlight an action and press the right mouse button and select **Set Action To**. The DTMF key drop-down list appears.



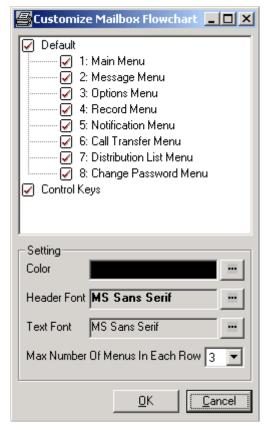
3. Select a DTMF key to match the action to and click **OK**.

Note: A dialog box will appear if additional information is required. For more information, refer to Appendix G – Control Keys.

Customizing the Mailbox Flowchart

The display of the mailbox flowchart can be customized with colors, and fonts.

- ◆ To customize the mailbox flowchart:
 - 1. Click **Customize Mailbox Flowchart**. The Customize Mailbox Flowchart dialog appears.



- 2. In the **Color** drop-down list, select the color you want the text to be displayed in.
- 3. In the **Header Font** drop-down list, select the font you want the header to appear in.

- **4.** In the **Text Font** drop-down list, select the font you want the text to appear in.
- 5. In the **Max Number of Menus In Each Row** drop-down list, select the maximum number of menus that can appear in each row when the flowchart is displayed.
- 6. Click OK.

Copying a Customized Mailbox

After creating and configuring a customized mailbox, you can conveniently copy the features and sub menus of that customized mailbox and duplicate it.

♦ To copy a customized mailbox:

- **1.** Double-click the Customized Mailbox that you want to copy. The Customized Mailbox dialog appears.
- 2. In the Customized Mailbox toolbar, click . The Menu Number displays the next available customize mailbox number. This is the menu number associated to the customized mailbox settings that you have just copied.
- **3.** Make any configuration changes, and click **Save**. A new customized mailbox is created based on the settings that you have copied.

In This Chapter . . .

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Accessing the Supervisor Menu on page 318

Specifying the System Parameters on page 321

Recording a System Prompt on page 322

Changing the Holiday Setting on page 325

Overview

Although the 6510 UM is designed with a comprehensive set of system screens, you can perform many of the system's supervisory functions using a telephone. A set of prompts guides you through these functions.

Hint: Make sure you read through this chapter to familiarize yourself with the remote functions.

Accessing the Supervisor Menu

You can access the Supervisor menu from the handset.

- **♦** To access the Supervisor menu:
 - 1. Access 6510 UM from an internal extension.

Note: If you are dialing into the system from outside the company, press # and proceed to step 2.

- 2. Press * when you hear the password prompt. The system prompts you to enter the Supervisor password.
- **3.** Enter the Supervisor password.

Note: If an incorrect password is entered, you have three retries at entering the correct password. If you do not enter the correct password, the system hangs up.

The default password is 1111.

The system speaks the supervisor menu:

- To configure mailboxes, press 1
- Feature groups, press 2
- System parameters, press **3**
- System prompts, press 4
- Company maintenance, press **5**

Note: Multiple Supervisors may access the system supervisory functions at the same time.

Creating a Mailbox

You can use the handset to create a mailbox for a user without accessing the Administration Console

♦ To create a mailbox:

- **1.** Press **1** at the Supervisor Main Menu. 6510 UM prompts you to enter the first mailbox.
- 2. Enter the lowest mailbox number in the list. 6510 UM prompts you to enter the last mailbox.
- 3. Enter the highest mailbox number.

Hint: To work with a single mailbox, enter the same mailbox number as the first mailbox. If you make a mistake, press # to return to the previous menu.

Creating a range of mailboxes automatically creates sequentially numbered mailboxes. You may always delete any unwanted mailboxes later.

The system prompts you press **1** to create a mailbox or **3** to delete a mailbox

- **4.** Press **1** to create a mailbox. 6510 UM prompts you to enter a two digit feature group.
- **5.** Enter the feature group number to describe the features assigned to the mailboxes you created. There will be a short pause after you enter this value while the system creates the mailboxes.
- **6.** You receive mailbox creation confirmation and are transferred back to the Supervisor Main Menu.

Deleting a Mailbox

6510 UM allows you to delete one or more mailboxes that have been set up on your system.

Caution: When the system deletes a mailbox, all prompts, messages, and settings will be permanently removed and cannot be recovered.

♦ To delete a mailbox:

- **1.** Press **1** at the Supervisor Main Menu. 6510 UM prompts you to enter the first mailbox.
- 2. Enter the lowest mailbox number in the list. 6510 UM prompts you to enter the last mailbox.
- **3.** Enter the highest mailbox number.

Hint: To work with a single mailbox, enter the same mailbox number as the first mailbox. If you make a mistake, press # to return to the previous menu.

- **4.** The system prompts you press **1** to create a mailbox or **3** to delete a mailbox.
- **5.** Press **3** to delete mailboxes. The system prompts you to confirm the deletion of these mailboxes by pressing **1**.

Note: When you press 1, there is a short pause.

6. Press **1**. The system confirms that you have successfully deleted the mailbox and transfers you to the Supervisor Main Menu.

Specifying the System Parameters

The system parameters control the parameter values the system uses to perform its operations.

♦ To specify the parameters:

1. Press **3** at the Supervisor's Administration Console. The following prompts are available:

"Enter the parameter number, followed by the new value for that parameter. Press pound (#) when complete."

For example, if you wish to change the Extension Length of the mailboxes (Parameter 144) in the system to two (2), after the prompt press [144] followed by [2] followed by [#].

Note: 6510 UM does not confirm the entered value. The same prompt is played back after each entry. All parameters must be entered as three digits. For example, parameter twelve (12) must be entered as 012.

2. The following table displays the telephone keypad values for the special characters utilized by the telephone system and the 6510 UM system.

| Name | Character | Phone Code |
|--------------------|-----------|------------|
| Flash Hook | & | *1 |
| Pause | , | *2 |
| Extension | Е | *3 |
| Sender's Extension | S | *4 |
| C.O. | C | *5 |
| Mailbox | М | *6 |
| Code for Inband | \$ | *7 |
| Underscore | _ | *8 |
| Blank | | *9 |
| Pound | # | *0 |
| Star | * | ** |

- 3. When you have finished entering the new parameters, press <#> to return to the Supervisor main menu.
- **4.** Press **<#>** to exit the Supervisor main menu.

Recording a System Prompt

A system prompt is used to greet a caller when they reach your company.

For more information on the available system prompts supported by 6510 UM, refer to Appendix A: System Prompts.

♦ To record a system prompt:

1. Press **4** at the Supervisor main menu. The system speaks the following message:

Press one (1) for System Prompts; Press two (2) for Company Greetings."

The Company Greetings are the personal salutations that callers hear when they call your company (for example, "Good morning...you have reached the ABC company..."). The System Prompts are the prerecorded messages listed in Appendix E

2. Press **1** to record System Prompts. The system speaks the following message:

"Please enter the three digit system prompt to work with."

3. Enter the system prompt. 6510 UM plays back the prompt you have chosen. When the playback ends, the system speaks the following message:

"To accept, press one (1); to review, press two (2); to re-record press three (3); or to return to the previous menu press pound (#)."

Note: "Record" deletes and replaces the original prompt.

- **4.** Press **3** to record. After the tone, begin speaking in a clear, slow voice. When you finish, press **#**.
 - 6510 UM plays the system prompt that you just recorded. The system then prompts you to choose one of the following options:
 - "To accept press one (1); to review press two (2); to re-record press three (3); or to return to the previous menu press pound (#)."
- **5.** If you are satisfied with the system prompt, press **1**.
- **6.** If you are not satisfied with the prompt, press **3** to re-record it.
- **7.** To record another system prompt, repeat steps **2** to **5**.
- **8.** To return to the Supervisor Menu, stay on the line.

Recording a Company Greeting

Use the handset to record a company greeting.

♦ To record a company greeting:

- **1.** Press **4** at the Supervisor main menu. The system speaks the following message:
 - Press one (1) for System Prompts; Press two (2) for Company Greetings."
 - The Company Greetings are the custom salutations that callers hear when they call your company (for example, Good morning...you have reached the ABC company...). The System Prompts are the prerecorded messages listed in Appendix E
- **2.** Press **2** to record Company Greetings. The system speaks the following message:
 - "Please enter the two digit Company Greeting to work with."
- **3.** Enter the company number. The system speaks the following message: "Please enter the three digit system salutation to work with."
- Note: The Company greetings are prompts set up on the Company Menu. The numbers you use must be entered on the Company Menu in the Greeting Times/Phrases section of the screen.
 - **4.** Enter the company greeting. 6510 UM speaks the Company Greeting you chose, if it was previously recorded.

When the recording ends (if a greeting was previously recorded), the system speaks the following prompt:

"To accept press one (1); to review press two (2); to re-record press three (3); or to return to the previous menu, press pound."

5. Press **3** to record. After the tone, begin speaking in a clear, slow voice.

Hint: Try to eliminate all background noise. If possible, use a telephone within your office. Accessing 6510 UM through outside lines may result in additional background noise.

- **6.** When you finish, press **#**. 6510 UM plays the new greeting automatically. When the greeting ends, 6510 UM speaks the following prompt:
 - "To accept press one (1); to review press two (2); to record press three (3); or to return to the previous menu press pound (#)".
- **7.** If you are satisfied with the system prompt, press **1**.
- **8.** If you are not satisfied with the prompt, press **3** to re-record it.
- **9.** To record another system prompt, repeat steps **2** to **5**.
- 10. To return to the Supervisor Menu, stay on the line

Performing Supervisor Functions

Changing the Holiday Setting

Use the handset to change the holiday setting.

◆ To add a holiday setting:

1. Press **5** at the Supervisor's Administration Console. The system speaks the following prompt:

"Please enter the two digit Company number."

2. Enter the number of the company that you wish to modify. The system speaks the following prompt:

"To listen to existing holidays, press <1>; to add a holiday, press <2>; to delete a holiday, press <3>; or to return to the previous menu, press <#>." Press one (1) to review the dates and greeting numbers of existing holidays on this particular company, press two (2) to input a new holiday date and prompt number, and press three (3) to remove an existing holiday date and prompt number."

- **3.** Press **1** to listen to existing holidays. If any holidays exist, 6510 UM plays the date and greeting number of each holiday assigned to this particular company.
- **4.** Press **2** to add a holiday. The system speaks the following prompt: "Enter the four (**4**) digit Holiday date, Month then Day."
- **5.** Enter the three (**3**) digit Holiday Salutation. For example, Christmas Day (December 25) would be entered 1225.

Note: When adding holidays, remember that you must record the Holiday Salutation.

- **6.** Press **3** to delete a holiday:
- **7.** When you press **3** to delete a holiday, you are prompted for the following:

"Enter the four (4) digit Holiday date to delete, Month then Day."

For example, to remove Christmas Day (December 25) from the holiday list, enter 1225.

Although 6510 UM is designed with a comprehensive set of system screens, you can perform many of the system's supervisory functions using a telephone. A set of prompts guides you through these functions.

Performing Supervisor Functions

CHAPTER 13 Optional Modules

In This Chapter . . .

VPIM Tools Overview on page 328
Starting Web Report on page 347
Creating a Custom MMC Snap-In on page 361

VPIM Tools Overview

VPIM Tools is a robust application that provides you with configuration and testing tools for the VPIM server. This application allows you to freely test VPIM connectivity as well as monitor and generate error reports. VPIM Tools should be used by knowledgable system administrators and high level users.

The VPIM Tools application consists of 12 functions:

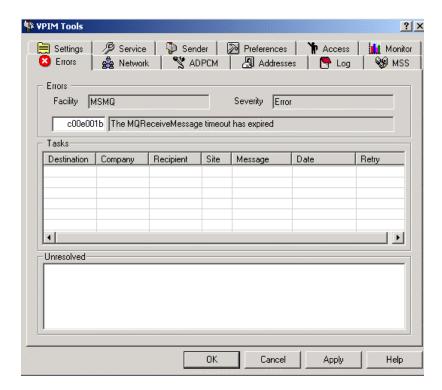
- **1.** Errors
- 2. Network
- 3. ADPCM
- 4. Addresses
- **5**. Log
- 6. MSS
- **7**. Sender
- 8. Service
- **9.** Settings
- **10**. Preferences
- **11.** Access
- 12. Monitor

To open VPIM Tools:

 In the Windows Desktop Taskbar, click Start>Programs>6510UM>VPIMClient. The Vpim Tools window appears.

Errors Tab

The Errors tab allows you to monitor error codes, unprocessed VPIM tasks and unresolved messages.



♦ Errors Box:

- 1. **Facility** field: Displays the source of the error.
- **2. Severity** field: Displays the level of severity that the error is classified as.

♦ To resolve an error:

1. **Empty** field: Enter an error code to see the source of the error.

◆ Tasks Box:

The Tasks box shows all unprocessed VPIM tasks, including details such as the destination, company, recipient, site, message and date of the unprocessed task.

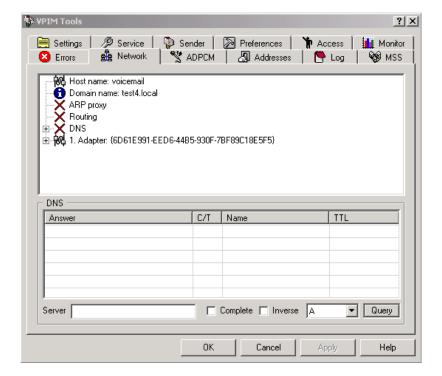
◆ Unresolved Box:

The Unresolved box displays all unresolved messages that are stored in the VPIM/ Unresolved directory.

1. Double-click on a message to display the message source in MIME format.

Network Tab

The Network tab displays network settings (network interfaces, IP addresses, DNS servers). A simple DNS resolver is provided to allow the checking of DNS settings. This feature is reserved for Advanced DNS users only.



♦ Network Box:

The Network box displays all network information.

DNS Box:

The DNS box displays the DNS query results.

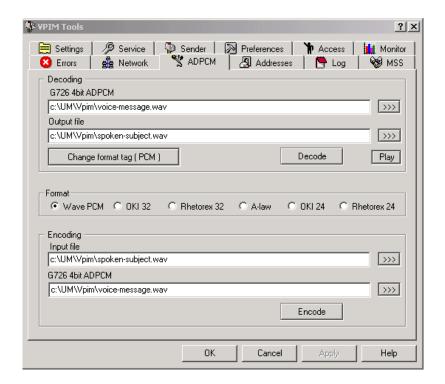
♦ To check DNS settings:

- 1. **Server** field: Enter the DNS server address (IP address or domain name).
- **2. Complete** checkbox: Select for a query that provides complete results.

- **3. Inverse** checkbox: Select for a query that provides inverse results.
- **4.** Drop-down list: Select the type of DNS record.
- **5.** Click **Query** to fetch results. The results appear in the DNS box.

ADPCM Tab

The ADPCM tab allows you to convert audio files to and from the default ADPCM (G726 4 bit) format. Supported formats that can be converted to and from ADPCM (G726 4 bit) format are Wave PCM, OKI32, RHET32, and A-LAW.



♦ Decoding/Format Box:

This feature allows you to decode an existing message in G726 4 bit format into another format.

1. **G726 4 bit ADPCM** field: Enter the G726 4 bit file to decode.

- 2. Output file field: Enter the name for the decoded output file.
- 3. In the **Format** box, select the format to decode to.
- 4. Click **Decode** to decode.
- 5. Click **Play** to listen to decoded file.

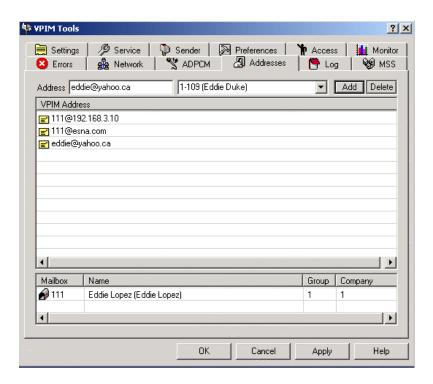
♦ Encoding Box:

This feature allows you to encode a message into G726 4 bit format.

- 1. **Input** file field: Enter the name of the input file.
- 2. **G726 4 bit ADPCM** field: Enter the name for the encoded G726 4 bit file
- 3. Click **Encode** to encode.

Addresses Tab

The Addresses tab allows you add and delete VPIM addresses to test VPIM connectivity.



◆ To add/delete addresses:

- 1. Address field: Enter the VPIM address.
- 2. Drop-down list: Select the mailbox.
- **3.** Click **Add** to add the address or Delete to delete the address. Addresses that are added are listed in the VPIM Address box. Deleted addresses are removed from the VPIM Address box.

Note: You can verify the adding or deleting of the address by opening the mailbox that the address is assigned to in the 6510 UM Admin.

♦ VPIM Addresses box:

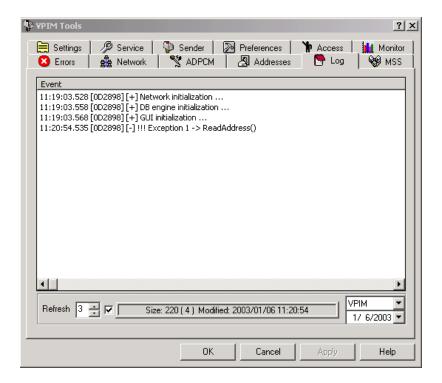
The VPIM Addresses box displays all VPIM addresses. To see mailboxes associated to a specific address, click the VPIM address.

Mailbox box:

The Mailbox box displays all the mailboxes associated to the select VPIM address. Double-click a mailbox to see details of the mailbox.

Log Tab

The Log tab allows you to view the log events. You can select the type of log file to display, as well as the date and refresh rate.



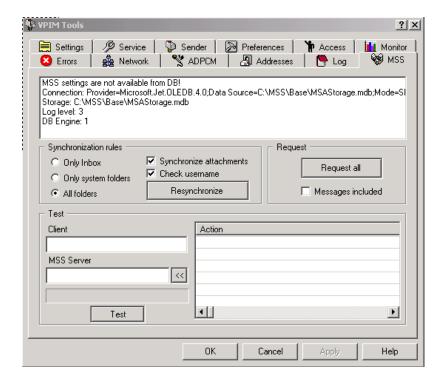
♦ Event Box:

The Event box displays all log events. You can select the type of log to view. Log types include VPIM, DNS, ADPCM, CONN (connectivity), RECV (received msgs), SENT, UNRES (unresolved), MSS, and STG (storage).

- **1. Refresh** spinbox: Select the interval (in minutes) time to be used to refresh the event display.
- **2. Type** drop-down list: Select the type of log file.
- **3. Date** drop-down list: Select the date of the log you want to view.
- **4.** Click **Apply** to initiate.

MSS Tab

The MSS tab allows you to define synchronization rules, test synchronization and verify MSS connectivity.



♦ Synchronization Rules Box:

- 1. Select the components that you want synchronized.
- 2. Click **Resynchronize** to synchronize based on the rules defined.

♦ Request Box:

- **1. Messages Included** checkbox: Select if you want messages to be included in the synchronization.
- **2.** Click **Request All Objects** to synchronize all components (folders, users, and messages).

◆ Test Box:

- 1. **Client** field: Enter the client address.
- **2. MSS Server** field: Enter or select the MSS server that the client is synchronized with.
- **3.** Click **Test**. If any problems in connectivity are detected, the appropriate error codes will be displayed.

Sender Tab

The Sender tab allows you send a voice, fax, or text message to test connectivity.

Note: In order to send a voice message, a microphone must be available on your system.

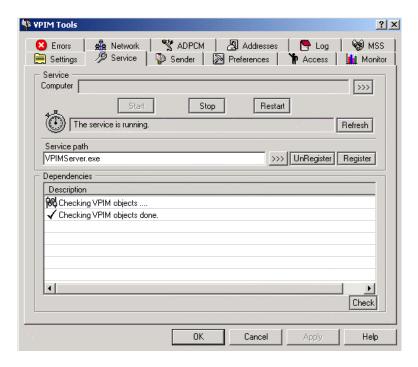


Sender Box:

- Sender field: Enter the sender's address.
- 2. **Spoken Name** field: Enter a spoken name (for voice messages) and click Record to record the name.
- **3. Recipient** field: Enter the recipient's address.
- **4. Delivery Status** checkbox: Select to show delivery status.
- **5. Subject** field: Enter the subject for the test message.
- **6. Voice Message/Fax/Text** radio buttons: Select the type of test message.
- **7. Spoken Subject** field: Enter a spoken subject name and click Record to record subject.
- **8. Message** field: Enter the message, or select Record to record a voice message, or select >>> to attach a fax message.
- **9. Silence Level** and **Volume** slidebars: If a voice message is being recorded and sent, use the slidebars to adjust the silence level and volume of the recorded message.
- **10.** Click **Send** to send test message. Any errors will be displayed. The message will be sent to the defined recipient address.

Service Tab

There Service tab allows you to control the VPIM server service.

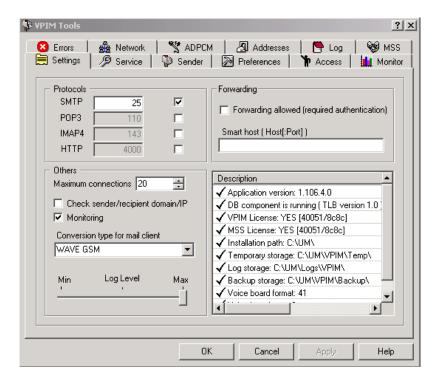


♦ Service box:

- 1. **Computer** field: Enter or select the location of the VPIM server.
- 2. Click **Start**, **Stop**, or **Restart** to Start, Stop, or Restart the server.
- **3. Service Path** field: Identify the path where the VPIM server executable file exists.
- **4.** Click **Check** to check the VPIM server status. Results are displayed in the Dependencies box.

Settings Tab

The Settings tab allows you to establish VPIM server settings.



Protocols Box:

- **1.** Enter the ports for the corresponding protocols and select the checkbox to enable the protocol.
- 2. If HTTP is defined and selected, it will enable you to view the members of the voicemail system and the status of each mailbox through any Internet connection. To do this, you must open an Internet browser, and in the address field, enter the address in the format:

IP Address/HTTP Protocol

For example, 162.564.4.333/400

♦ Forwarding Box:

- **1. Forwarding allowed** checkbox: Select to enable the forwarding of messages from remote machines.
- 2. **Smart Host** field: Enter the port for the smart host. If VPIM server is not connected to the Internet, all messages will be sent to the smart host with an Internet connection so that the messages can be forwarded to the intended recipient.

Others Box:

- Maximum Connections drop-down list: Select the maximum number of servers allowed.
- **2. Check sender/recipient domain/IP** checkbox: Enables the system to check sender/recipient information.
- **3. Monitoring** checkbox: Enables monitoring through VPIM Client. (See Monitor tab).
- 4. Conversion type for mail client drop-down list: Select audio format for SMTP, IMAP4 and POP3 servers. All VPIM message audio files are converted into ADPCM format.
- **5. Log Level** bar: Select the log level to use.
- **6.** Click **Apply** to save settings.

Preferences Tab

The Preferences tab allows you to set log deletion preferences, identify the administrator address, and specify notification settings.



♦ Log Deletion Box:

- 1. Select Manually to enable the manual deletion of logs.
- 2. Select **Copy to Another Location** to enable the copying of logs to another location for storage. Enter the location in the field.
- 3. Select **Delete** to enable the deletion of logs, and select the number of days to keep logs until deletion.
- 4. Click **Process** to enable selection.
- 5. Click **Apply** to save settings.

◆ Administrator Box:

This function is not used in this version. In later releases, this feature will notify the administrator address of all errors that occur.

Delivery Box:

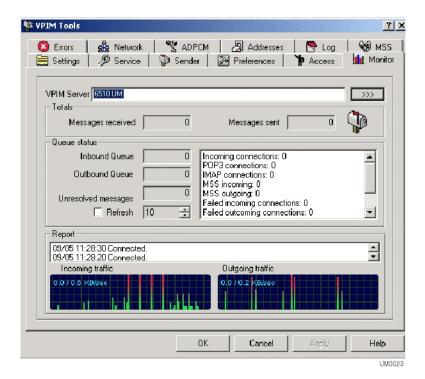
- 1. **Number of Attempts** spinbox: Select the number of attempts to send a message. When the specified number is exceeded, the message is moved to the unresolved directory in the Error tab.
- **2. Delay Notification After** spinbox: Select the number of attempts to allow before delay notification is sent.
- **3.** Click **Apply** to save settings.

Access Tab

The Access tab is not functional in this version release.

Monitor Tab

The Monitor tab allows you to retrieve and monitor VPIM server information.



♦ Monitor Box:

- 1. **VPIM Server** field: Enter or select the VPIM server to monitor.
- **2.** The **Totals** box displays the number of messages sent and received by the selected VPIM server.
- 3. The **Queue Status** box displays the queue status as well as the number of unresolved messages.
- **4. Refresh** checkbox/spinbox: Select to enable refreshing, and select the time interval at which to refresh.
- **5.** The **Report** box displays the VPIM server events.

6. The **Incoming/Outgoing Traffic** boxes display the traffic information for the VPIM server.

Note: The Incoming/Outgoing Traffic boxes will only be displayed if the Monitoring checkbox is selected in the Settings tab.

7. Click **Apply** to save settings.

Web Report Overview

The 6510 UM allows you to generate a variety of reports on key areas of the system such as calls per hour by PBX and Company, port usage, and mailbox usage. These reports help you adjust server load and performance to ensure maximum productivity. In order to enable Web Report, you must first enable it in the 6510 UM Administrator by clicking **Configuration>Advanced>Log System Statistics** and setting the Value Data to be **True**.

Starting Web Report

Before you can generate a report, you must access the Web Report feature.

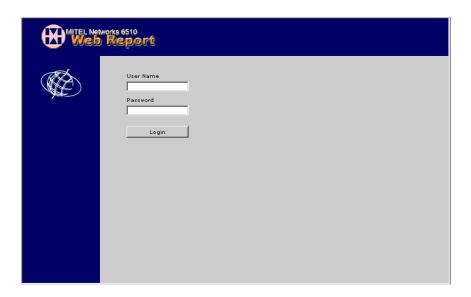
♦ To start Web Report:

- **1.** Open your browser (using Microsoft Explorer 6.0 or greater, or Netscape Navigator 6.2 or greater).
- 2. In the **Address** field, enter the IP address of the UM server and click **Go**. An example of an IP address can be 192.166.9.19\UM.

Note: If you do not know the proper IP address, contact your Network Administrator.

The Web Client screen appears.

3. Click **Web Report**. The Web Client dialog appears.



- **4.** In the **User Name** field, enter your administrator user name.
- **5.** In the **Password** field, enter your administrator password and click **Login**. The **CallPerHour** dialog appears.

Generating a Call Per Hour Report

The Call Per Hour report details the number of calls per hour that have been made on a particular PBX and Company for a specific time period.

♦ To generate the report:

1. Click **CallPerHour**. The CallPerHour dialog appears.



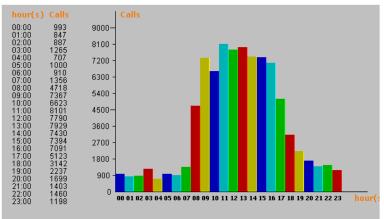
- 2. From the PBX drop-down list, select a PBX or use the default.
- 3. From the **Company** drop-down list, select a company or use the default.
- **4.** In the **From** field, enter the date when the report is to start.
- **5.** If you want to view the calendar for the current month, click the ... button. The Calendar dialog appears.



- **6.** From the **Month** drop-down list, select a month and year and click **Enter**. You can also click on a calendar date.
- **7.** To change the date back to the current week, click **This week**.
- **8.** To change the date back to the current month, click **This month**.
- **9.** In the **To** field, enter the date when the report is to end.
- **10.** Click **View Report**. Web Report displays the following report:

Report Type : CallPerHour
PBX : All
Company : All
Ports : All

Date : 2001/11/13 -- 2002/01/07



Note: This report displays calls made on a single day. The greater the length of time specified in the From and To fields, the greater the number of calls that will be reported.

11. Close the window to return to the Calls Per Hour dialog.

Generating Port Usage Reports

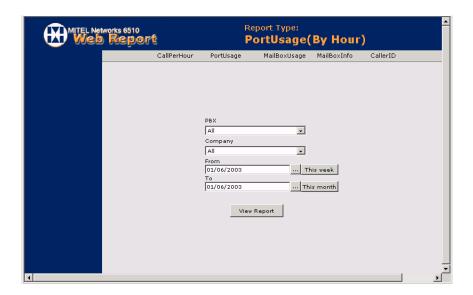
The Port Usage Report displays statistics on the activity of each port by hour, port, company, and usage.

Creating a Port Usage by Hour Report

The Port Usage by Hour report details port usage by hour for all ports.

♦ To generate a report:

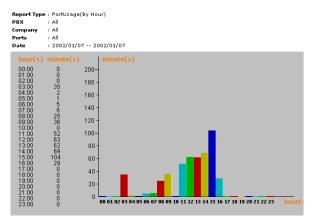
- **1.** In the Web Report Call Per Hour page, click **PortUsage**. The Port Usage drop-down list appears.
- 2. Click **By Hour**. The Port Usage by Hour dialog appears.



- **3.** From the **PBX** drop-down list, select a PBX or use the default.
- **4.** From the **Company** drop-down list, select a company or use the default.
- 5. In the **From** field, enter the date when the report is to start.
- **6.** If you want to view the calendar for the current month, click the ... button. The Calendar dialog appears.



- From the Month drop-down list, select a month and year and click Enter. You can also click on a calendar date.
- **8.** To change the date back to the current week, click **This week**.
- **9.** To change the date back to the current month, click **This month**.
- **10.** In the **To** field, enter the date when the report is to end.
- 11. Click **View Report**. Web Report displays the following report:



12. Close the window to return to the Port Usage By Hour dialog.

Creating a Port Usage by Port Report

The Port Usage by Port report details port usage by individual port.

◆ To generate a report:

- Click By Port. The Port Usage by Port dialog appears
 For information on completing the fields, refer to Creating a Port Usage by Hour Report on page 352.
- 2. Click **View Report**. Web Report displays the Port Usage by Port report.
- 3. Close the window to return to the Port Usage By Port dialog.

Creating a Port Usage by Company Report

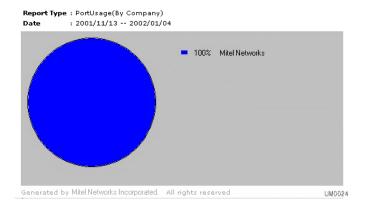
The Port Usage by Company report details port usage by company.

♦ To generate a report:

- 1. Click **By Company**. The Port Usage by Company dialog appears.
- 2. In the **From** field, enter the date when the report is to start.
- **3.** If you want to view the calendar for the current month, click **Browse**. The Calendar dialog appears.



- **4.** From the **Month** drop-down list, select a month and year and click **Enter**. You can also click on a calendar date.
- **5**. To change the date back to the current week, click **This week**.
- **6.** To change the date back to the current month, click **This month**.
- 7. In the **To** field, enter the date when the report is to end.
- **8.** Click **View Report**. Web Report displays the following report:



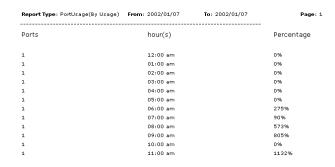
9. Close the window to return to the Port Usage by Company dialog.

Creating a Port Usage by Usage Report

The Port Usage by Usage report details port usage by usage. Each port is reported on in one-hour increments.

◆ To generate a report:

- 1. Click **By Usage**. The Port Usage (by Usage) dialog appears.
- **2.** For information on completing the fields, refer to Creating a Port Usage by Company Report on page 354
- 3. Click **View Report**. Web Report displays the following report:



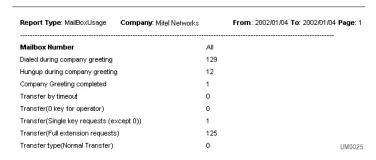
4. Close the window to return to the Port Usage by Usage dialog.

Generating a Mailbox Usage Report

The Mailbox Usage report displays information on the usage of mailboxes.

♦ To generate a report:

- 1. Click **MailBoxUsage**. The MailBoxUsage dialog appears.
- 2. From the **Company** drop-down list, select a company or use the default.
- 3. In the **From Mailbox** field, enter the first mailbox to report on.
- **4.** In the **To Mailbox** field, enter the last mailbox to report on.
- **5.** In the **From** field, enter the date when the report is to start.
- **6.** If you want to view the calendar for the current month, click **Browse**. The Calendar dialog appears.
- From the Month drop-down list, select a month and year and click Enter. You can also click on a calendar date.
- **8.** To change the date back to the current week, click **This week**.
- **9.** To change the date back to the current month, click **This month**.
- **10.** In the **To** field, enter the date when the report is to end.
- 11. Click **View Report**. The Mail Box Usage report appears.



12. Close the window to return to the MailBoxUsage dialog.

Generating a Mailbox Info Report

The Mailbox Info report provides information on each mailbox, including its feature Group, Personal Operator, and extension.

♦ To generate a report:

1. Click **MailBoxInfo**. The MailBoxInfo dialog appears.



- **2.** From the **Company** drop-down list, select a company.
- 3. In the **From Mailbox** field, enter the first mailbox to report on.
- 4. In the **To Mailbox** field, enter the last mailbox to report on.
- **5.** Click **View Report**. The Mailbox Info report appears.
- **6.** Close the window to return to the MailBoxInfo dialog.

Generating a Caller ID Report

The Caller ID report provides detail on Caller ID.

- **♦** To generate a report:
 - 1. Click **CallerID**. The Caller ID dialog appears.
 - **2.** From the **Company** drop-down list, select a company.



- **3.** From the **Mailbox** drop-down list, select a mailbox.
- **4.** In the **From** field, enter the date when the report is to start.
- **5.** If you want to view the calendar for the current month, click **Browse**. The Calendar dialog appears.
- **6.** From the **Month** drop-down list, select a month and year and click **Enter**. You can also click on a calendar date.
- **7.** To change the date back to the current week, click **This week**.
- **8.** To change the date back to the current month, click **This month**.
- **9.** In the **To** field, enter the date when the report is to end.

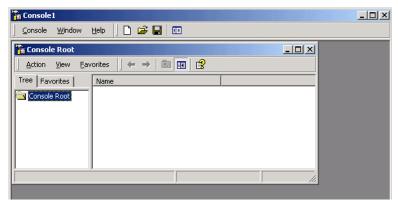
- 10. In the **Prefix** field, enter the
- 11. Click View Report.

Creating a Custom MMC Snap-In

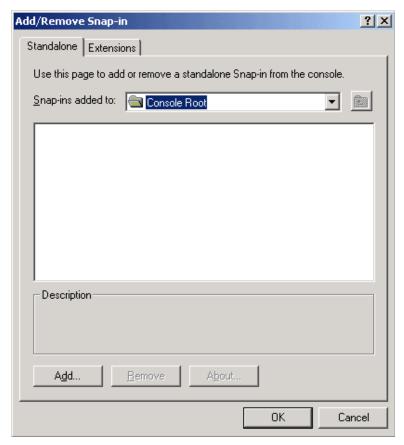
When you access 6510 UM for the first time, you do not have access to any of the application screens. To manage the 6510 UM and its associated components, you must use the Microsoft Management Console to create special tools to delegate specific administrative tasks to users or groups and specify the snap-in applications and services that you want to maintain.

◆ To create a custom snap-in:

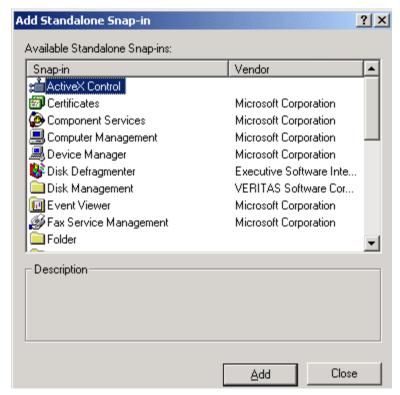
- 1. Click **Start > Run**. The Run dialog appears.
- 2. Enter **MMC** and click **OK**. The Console1 window appears.



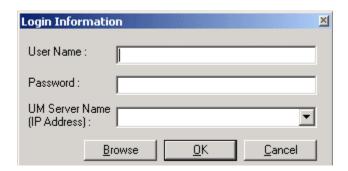
3. Click **Console > Add/Remove Snap-in**. The Add/Remove Snap-in dialog appears.



4. Click **Add**. The Add Standalone Snap-in dialog appears.



- **5.** Highlight 6510 Admin and click **Add**. 6510 UM is pasted to the Add/ Remove Snap-in dialog.
- **6.** Highlight Services and click **Add**. The Services dialog appears.
- 7. Select Local computer and click Finish and Close.
- $\textbf{8.} \quad \text{Click } \textbf{OK}. \text{ The Login Information dialog appears}.$



- 9. In the **User Name** field, enter your user name.
- **10.** In the **Password** field, enter your password.
- **11.** From the **UM Server Name (IP Address)** drop-down list, select the IP address.

Note: The User name and Password will allow you to access the 6510 UM.

The default password for the Supervisor is 9999. While this level allows routine maintenance to the system, it does not allow access to the parameters screen.

- 12. Click **OK**. The 6510 Admin window appears.
- 13. Click **Console > Save** to save the Console.

APPENDIX A System Prompts

Using System Prompts

The following pages list all of the prompts 6510 UM uses to answer and transfer calls. These prompts are stored as MESS***.VOX files in the C:\UM\PROMPTS\SYSTEM\1\.

Note: System prompts are not the same as Company Greetings. These are stored in the C:\UM\PROMPTS\SYSTEM directory as SAL***.VOX files, (where *** is also the prompt number).

Prerecorded Company Greeting

There are nine pre-recorded company greetings in the $C: \DM\PROMPTS\SYS-TEM\1\$ directory. Be careful when recording your company greetings that you do not accidentally select System Prompts and record over the existing voice.

List of Available Prompts

Use this list as reference if you are re-recording any of these prompts.

| Filename | Prompt |
|------------------------|--|
| [MESS 007 .VOX] | Please hold for assistance. |
| [MESS 008 .VOX] | Paging your party. |
| [MESS 009 .VOX] | Thank you for calling. Good-bye. |
| [MESS 010 .VOX] | Thank you. Please hold. |
| [MESS 011 .VOX] | Transferring you to |
| [MESS 012 .VOX] | Paging |
| [MESS 013 .VOX] | One moment, you have a call |
| [MESS 014 .VOX] | I'm sorry, I did not understand that, please try again |
| [MESS 015 .VOX] | I'm sorry, that extension is busy. |
| | To try another extension press 1; to try the extension again press 2; to be transferred to the receptionist press 0, or stay on the line to leave a message. |
| [MESS 016 .VOX] | I'm sorry, there is no answer at that extension. To try another extension press 1; to be transferred to the receptionist press 0, or stay on the line to leave a message. |
| [MESS 017 .VOX] | I'm sorry, your party is not in the office right now. To try another extension press 1; to be transferred to the receptionist press 0, or stay on the line to leave a message. |
| [MESS 018 .VOX] | is out of the office and will return at |
| [MESS 019 .VOX] | Please enter your area code and telephone number. |
| [MESS 020 .VOX] | Call for |
| [MESS 027 .VOX] | Caller found; please hang up to receive the call. |
| [MESS 028 .VOX] | I'm sorry, no one is currently leaving you a message. |
| [MESS 029 .VOX] | Your party is now available. |
| [MESS 033 .VOX] | Enter the extension of the person you wish to redirect this call to. |
| [MESS 035 .VOX] | May I say who is calling? |
| [MESS 038 .VOX] | You have a call from |
| [MESS 040 .VOX] | To accept press 1; send to another extension press 2; send to your mailbox press pound. |
| [MESS 041 .VOX] | To accept press 1, send to another extension press 2, accept press 3, send to your mailbox press pound. |
| [MESS 043 .VOX] | There are |

| [MESS 044 .VOX] | There is |
|------------------------|--|
| [MESS 045 .VOX] | calls ahead of you. |
| [MESS 046 .VOX] | call ahead of you. |
| [MESS 048 .VOX] | That extension is still busy. To try another extension press 1; to remain on hold press 2; to leave a message press 5, or press star to exit |
| [MESS 049 .VOX] | That extension is busy. To try another extension press 1; to remain on hold press 2; to leave a message press 5, or press star to exit. |
| [MESS 050 .VOX] | That extension is busy. Your call is being processed next. To try another extension press 1; to remain on hold press 2; to leave a message press 5, or press star to exit. |
| [MESS 052 .VOX] | That extension is still busy, your call is being processed next. To try another extension press 1; to remain on hold press 2; to leave a message press 5, or press star to exit. |
| [MESS 054 .VOX] | Press 1 after hearing the name of the person you wish to be transferred to. |
| [MESS 055 .VOX] | Enter the digits that correspond to the first few letters of the person you wish to speak with. For the letter Q or Zed press 1. |
| [MESS 056 .VOX] | Enter the digits that correspond to the first few letters of the person you wish to speak with. For the letter Q or Zee press 1. |
| [MESS 057 .VOX | I'm sorry, I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person you wish to speak with. For the letter Q or Zed, press 1. |
| [MESS 058 .VOX] | I'm sorry, I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person you wish to speak with. For the letter Q or Zee press 1. |
| [MESS 061 .VOX] | Press 1 for |
| [MESS 062 .VOX] | Press 2 for |
| [MESS 063 .VOX] | Press 3 for |
| [MESS 064 .VOX] | Press 4 for |
| [MESS 065 .VOX] | Press 5 for |
| [MESS 066 .VOX] | Press 6 for |
| [MESS 067 .VOX] | Press 7 for |
| [MESS 068 .VOX] | Press 8 for |
| [MESS 069 .VOX] | Press 9 for |
| [MESS 073 .VOX] | Please enter the telephone number or numeric message to be sent. |
| [MESS 074 .VOX | You entered |

| [MESS 075 .VOX] | Thank you. Your message will be sent. |
|------------------------|--|
| [MESS 077 .VOX] | I'm sorry, that mailbox is full. Please try again later. |
| | , , |
| [MESS 080 .VOX] | Record your message at the tone. When finished, hang-up or press pound for more options |
| [MESS 081 .VOX] | To try another extension press 1; to leave a message press 5; to be transferred to the receptionist press 0. |
| [MESS 082 .VOX] | To send your message press 1; To re-record your message press 2; to review your message press 3; to continue recording press 4; to cancel your message press star. |
| [MESS 083 .VOX] | To send your message with normal delivery press 1; to send with urgent delivery, press 2 |
| [MESS 084 .VOX] | There are 10 seconds of recording time left. |
| [MESS 086 .VOX] | If you would like to receive a response for this message press 1. |
| [MESS 090 .VOX] | Thank you. Your message has been sent. |
| [MESS 103 .VOX] | To confirm deletion of this message press 9, or press pound to return to the previous menu. |
| [MESS 107 .VOX] | Mass recall deleted. |
| [MESS 108 .VOX] | I'm sorry, you do not currently have access to that feature. |
| [MESS 109 .VOX] | I'm sorry, that is not a valid entry. |
| [MESS 110 .VOX] | You have |
| [MESS 112 .VOX] | new messages. |
| [MESS 113 .VOX] | new message. |
| [MESS 119 .VOX] | This message is a fax. |
| [MESS 121 .VOX] | End of new messages. |
| [MESS 124 .VOX] | I'm sorry, you cannot reply to a message sent by an outside caller. |
| [MESS 125 .VOX] | received your message on |
| [MESS 126 .VOX] | You cannot reply to a private message. |
| [MESS 131 .VOX] | Reply sent. What would you like to do with the original message? |
| [MESS 132 .VOX] | To send this message standard press 1; certified press 2. |
| [MESS 133 .VOX] | Message sent certified. |
| [MESS 134 .VOX] | Message saved. |
| [MESS 135 .VOX] | Message deleted. |
| [MESS 136 .VOX} | Message moved. |
| [MESS 139 .VOX] | Enter the next recipient's mailbox number. If finished, press pound. |

| [MESS 140 .VOX] | Enter the destination mailbox number. |
|------------------------|--|
| [MESS 142 .VOX] | That is an invalid mailbox. Please try again. |
| [MESS 143 .VOX] | Begin speaking at the tone. Press pound when finished. |
| [MESS 145 .VOX] | To send your message press 1; re-record your message press 2; review your message press 3; continue recording press 4; cancel your message press star. |
| [MESS 147 .VOX] | Nothing recorded. |
| [MESS 152 .VOX] | Notification entries. |
| [MESS 153 .VOX] | Notification entry. |
| [MESS 155 .VOX] | Blank. |
| [MESS 160 .VOX] | To add a new notification entry press 1; to modify an entry press 2; to delete an entry press 3; to listen to an entry press 1; to turn notification on or off press 5. Or, to return to the previous menu, press pound. |
| [MESS 163 .VOX] | Please enter the telephone number for notification. When finished, press the pound sign. |
| [MESS 167 .VOX] | If this is correct press 1. Otherwise press 2. |
| [MESS168.VOX] | If this is a beeper, press 1; phone, press 2. |
| [MESS169.VOX] | Notification added. |
| [MESS 170 .VOX] | Please record your notification prompt at the tone; press pound to exit. |
| [MESS 172 .VOX] | Please enter the 4 digit start time, hour then minute. |
| [MESS 173 .VOX] | Please enter the 4 digit start date, month then day. |
| [MESS 174 .VOX] | Please enter the 4 digit stop time, hour then minute. |
| [MESS 175 .VOX] | Please enter the 4 digit stop date, month then day. |
| [MESS 176 .VOX] | Please enter the entry number to be changed |
| [MESS 177 .VOX] | That is an invalid outcall entry. |
| [MESS 178 .VOX] | Please enter the outcall entry to delete, to delete all entries press star. |
| [MESS 179 .VOX] | Notification is now active. |
| [MESS 180 .VOX] | Notification is now off. |
| [MESS 186 .VOX] | Hello this is your voice messaging system. There is a message for |
| [MESS 189 .VOX] | Urgent message. |
| [MESS 190 .VOX] | New voice message. |
| [MESS 195 .VOX] | New data messages. |
| | |

New email message.

New email messages.

[MESS**196**.VOX]

[MESS**197**.VOX]

| [IVIL33137.VOX] | New chair messages. |
|------------------------|--|
| [MESS 200 .VOX] | Enter the destination number. To return to the previous menu, press pound. |
| [MESS 202 .VOX] | I'm sorry, that is an invalid mailbox number. |
| [MESS 203 .VOX] | To add comments press 1; to forward without comments press 2. |
| [MESS 205 .VOX] | Message forwarded. What would you like to do with the original message? |
| [MESS 230 .VOX] | To listen to an existing list press 1; add a list press 2; modify an existing list press 3; delete an existing list press 4, or to return to the previous menu press pound. |
| [MESS 233 .VOX] | There are no distribution lists at this time. |
| [MESS 235 .VOX] | End of list. |
| [MESS 240 .VOX] | Enter the list number to modify. |
| [MESS 242 .VOX] | I'm sorry, there is no such list. |
| [MESS 245 .VOX] | To listen to list members press 1; add members to your list press 2; delete members from your list press 4; change list name press 5, or to return to the previous menu press pound. |
| [MESS 248 .VOX] | End of list. |
| [MESS 255 .VOX] | Enter the mailbox number to be added. |
| [MESS 260 .VOX] | Enter the mailbox number to be deleted. |
| [MESS 265 .VOX] | Enter the list number to add. |
| [MESS 267 .VOX] | Please record the list name at the tone, when finished press pound. |
| [MESS 270 .VOX] | To accept press 1; to re-record press 2, or to return to the previous menu press pound. |
| [MESS 272 .VOX] | To add members to this list press 1; to continue press 2, or to return to the previous menu press pound. |
| [MESS 275 .VOX] | Enter the list number to be deleted. |
| [MESS 280 .VOX] | Enter the list number to send this message to. |
| [MESS 281 .VOX] | Your distribution list is being processed. Please hold until you hear the Administration Console prompt or hang up and call back later. |
| [MESS 300 .VOX] | Please enter the supervisor password. |
| [MESS 305 .VOX] | SUPERVISOR MAIN MENU- To configure mailboxes press 1; to configure feature groups press 2; for system parameters press 3; for system prompts press 4; for company maintenance press 5; to check faxes press 9; to return to the automated attendant press 0, or to disconnect press pound. |
| | |

| [MESS 306 .VOX] | SUPERVISOR ADMINISTRATION CONSOLE- To configure mailboxes press 1; to configure feature groups press 2; for system parameters press 3; for system prompts press 4; for company maintenance press 5; to return to the automated attendant press 0, or to disconnect press pound. |
|------------------------|---|
| [MESS 310 .VOX] | I'm sorry, there is no such voice prompt. |
| [MESS 311 .VOX] | To change system time press 1; to change system date press 2; to change operation mode press 3; to return to the previous menu press pound. |
| [MESS 312 .VOX] | The office is now open. |
| [MESS 313 .VOX] | The office is now closed |
| [MESS 323 .VOX] | Enter the parameter number followed by the new value for that parameter followed by the pound sign. |
| [MESS 326 .VOX] | Enter the two digit feature group number to change. To return to the previous menu press pound. |
| [MESS 329 .VOX] | To review press 1; to modify press 2. |
| [MESS 343 .VOX] | You have entered an incorrect value; try again. |
| [MESS 351 .VOX] | Please enter the message segment number to be recorded. |
| [MESS 355 .VOX] | Press 1 for system prompts, 2 for company greetings. |
| [MESS 358 .VOX] | Enter the three digit system prompt to work with. |
| [MESS 361 .VOX] | Press 1 to accept, 2 to review, 3 to record, or pound to exit. |
| [MESS 370 .VOX] | Please enter the 3 digit system salutation to work with. |
| [MESS 380 .VOX] | Please enter the first mailbox. |
| [MESS 382 .VOX] | Please enter the last mailbox. |
| [MESS 385 .VOX] | To create mailboxes, press 1; to delete mailboxes, press 3. |
| [MESS 387 .VOX] | Please enter the two digit feature group for these mailboxes. |
| [MESS 395 .VOX] | Press 1 to confirm deletion of these mailboxes, or press pound to return to the previous menu. |
| [MESS 400 .VOX] | Please enter your mailbox number. |
| [MESS 404 .VOX] | I'm sorry, that mailbox is invalid; please try again. |
| [MESS 405 .VOX] | Please enter your password. |
| [MESS 412 .VOX] | Enter the mailbox number to have calls forwarded to. |
| [MESS 413 .VOX] | Call forwarding is now off |
| [MESS 414 .VOX] | Calls forwarded to |
| [MESS 415 .VOX] | Enter the destination to forward messages to. |
| [MESS 416 .VOX] | Enter the 4 digit delay time, hour then minute. |
| | |

| [MESS 417 .VOX] | Call screening is now off. |
|------------------------|--|
| [MESS 418 .VOX] | Call screening is now active. |
| [MESS 419 .VOX] | Messages forwarded to |
| [MESS 420 .VOX] | To delete messages upon forwarding press 1; to leave messages in your mailbox after forwarding press 2. |
| [MESS 421 .VOX] | Message forwarding is now off. |
| [MESS 422 .VOX] | Call queuing is now off. |
| [MESS 423 .VOX] | Call queuing is now active. |
| [MESS 426 .VOX] | You are now logged in. |
| [MESS 427 .VOX] | You are now logged out. |
| [MESS 450 .VOX] | MAILBOX OPTIONS MENU - To record prompts press 1; notification options press 2; call transfer options press 3; change autoforwarding press 4; distribution list maintenance press 5; change your password press 9; return to the Administration Console press pound. |
| [MESS 454 .VOX] | To accept this prompt press 1; re-record press 2; delete press 3; review press 4; to return to the previous menu press pound. |
| [MESS 458 .VOX] | Message playback will be Last In First Out. |
| [MESS 459 .VOX] | Message playback will be First In First Out. |
| [MESS 472 .VOX] | Your mailbox is no longer password protected. |
| [MESS 473 .VOX] | Please enter you new password, up to 15 digits, followed by the pound sign. |
| [MESS 475 .VOX] | To confirm, re-enter your new password, followed by the pound sign. |
| [MESS 476 .VOX] | I'm sorry, your entries do not match; please try again. |
| [MESS 477 .VOX] | Your new password will be active the next time you call. |
| [MESS 478 .VOX] | Auto time stamp is now active. |
| [MESS 479 .VOX] | Auto time stamp is now off. |
| [MESS 480 .VOX] | Do not disturb is now active. |
| [MESS 481 .VOX] | Do not disturb is turned off. |
| [MESS 482 .VOX] | Pre-paging is now off. |
| [MESS 483 .VOX] | Pre-paging is now active. |
| [MESS 484 .VOX] | Post-paging is now off. |
| [MESS 485 .VOX] | Post-paging is now active. |
| [MESS 490 .VOX] | To repeat this prompt press 0, or to return to the previous menu press pound. |

| [MESS 491 .VOX] | RECORD MENU - To record your personal greeting prompt press 1; record your busy prompt press 2; record your gone home prompt press 3; record your name prompt press 4; record your optional greetings press 5; set your active greeting press 6; or, to return to the previous menu press pound. |
|------------------------|--|
| [MESS 492 .VOX] | Enter the 2 digit greeting to record, 1 to 99. |
| [MESS 493 .VOX] | Enter the 2 digit greeting to activate. To deactivate your optional greeting press 0. |
| [MESS 494 .VOX] | Select the language number to record your prompts for. |
| [MESS 496 .VOX] | Default greetings are now active. |
| [MESS 497 .VOX] | Your active greeting is number |
| [MESS 500 .VOX] | <one holding="" in="" minute="" music="" of="" queue.="" the="" used=""></one> |
| [MESS 515 .VOX] | Please enter the two digit company number. |
| [MESS 516 .VOX] | I'm sorry, that is not a valid company number. |
| [MESS 517 .VOX] | To listen to existing holidays press 1; add a holiday press 2; delete a holiday press 3; or, to return to the previous menu press the pound sign. |
| [MESS 522 .VOX] | Enter the 4 digit holiday date, month then day. |
| [MESS 524 .VOX] | Enter the 3 digit holiday salutation. |
| [MESS 526 .VOX] | Holiday added. |
| [MESS 527 .VOX] | Enter the 4 digit holiday to delete, month then day. |
| [MESS 529 .VOX] | Holiday deleted. |
| [MESS 562 .VOX] | This is an automated call, to disconnect press 1. |
| [MESS 581 .VOX] | is at lunch and will return at |
| [MESS 582 .VOX] | is at lunch. |
| [MESS 583 .VOX] | cannot be interrupted, but will be available after |
| [MESS 584 .VOX] | cannot be interrupted. |
| [MESS 585 .VOX] | is in a meeting, and will be available after |
| [MESS 586 .VOX] | is in a meeting. |
| [MESS 587 .VOX] | will be out of the office until |
| [MESS 588 .VOX] | is out of the office. |
| [MESS 589 .VOX] | is away on vacation until |
| [MESS 590 .VOX] | is on vacation. |
| [MESS 591 .VOX] | is out of town until |
| [MESS 592 .VOX] | is out of town. |

| [MESS 620 .VOX] | There are new unreceived faxes. |
|------------------------|---|
| [MESS 621 .VOX] | There are no unreceived faxes. |
| [MESS 622 .VOX] | To save this fax as a document press 1; delete this fax press 2; skip to the next fax press the star key, or to return to the previous menu press pound |
| [MESS 624 .VOX] | Enter the document number to save the fax as. |
| [MESS 625 .VOX] | Document saved. |
| [MESS 626 .VOX] | Error saving document; you may have to re-fax this document to save it properly. |
| [MESS 627 .VOX] | There are more unreceived faxes. |
| [MESS 628 .VOX] | No more unreceived faxes. |
| [MESS 629 .VOX] | Deleting fax. To confirm the deletion of this fax press 9. Otherwise, press pound to return to the previous menu. |
| [MESS 630 .VOX] | Fax deleted. |
| [MESS 631 .VOX] | Error deleting fax. |
| [MESS 640 .VOX] | At the sound of the fax tone, press start on your fax machine. |
| [MESS 641 .VOX] | There are currently no free fax ports, please try again later. |
| [MESS 650 .VOX] | To change the mailbox language press 3. |
| [MESS 672 .VOX] | This is your wakeup call, to cancel press 1, to reschedule press2, or press any other key to snooze. |
| [MESS 673 .VOX] | For same time tommorow, press 1; to enter a new time, press 2. |
| [MESS 680 .VOX] | Please enter your area code and fax number. |
| [MESS 700 .VOX] | press 0. |
| [MESS 701 .VOX] | press 1. |
| [MESS 702 .VOX] | press 2. |
| [MESS 703 .VOX] | press 3. |
| [MESS 704 .VOX] | press 4. |
| [MESS 705 .VOX] | press 5. |
| [MESS 706 .VOX] | press 6. |
| [MESS 707 .VOX] | press 7. |
| [MESS 708 .VOX] | press 8. |
| [MESS 709 .VOX] | press 9. |
| [MESS 710 .VOX] | press star. |
| [MESS 711 .VOX] | press pound. |

| [MESS 712 .VOX] | press star. |
|------------------------|---|
| [MESS 720 .VOX] | Please enter your customer ID. |
| [MESS 721 .VOX] | Please re-enter your customer ID. |
| [MESS 730 .VOX] | Please enter your access code. |
| [MESS 740 .VOX] | Please enter the document number to be faxed. |
| [MESS 742 .VOX] | I'm sorry, you have entered an invalid document number, please try again. |
| [MESS 743 .VOX] | Document has been sent. |
| [MESS 744 .VOX] | Please enter the area code and fax number of the receiving fax machine. |
| [MESS 745 .VOX] | Your fax will be sent to |
| [MESS 746 .VOX] | Please enter your extension number so that the fax can be directed to your attention. |
| [MESS 747 .VOX] | is an invalid fax number |
| [MESS 755 .VOX] | To send your fax to your default fax machine press 1. To select a different fax number press 2. |
| [MESS 756 .VOX] | To send your fax to your default fax number machine press 1; to select a different fax number press 2; to save this fax as a Fax On Demand document press 4. |
| [MESS 770 .VOX] | Please enter the country code of the receiving fax machine, followed by the pound sign. |
| [MESS 771 .VOX] | Please enter your country code, followed by the pound sign. |
| [MESS 772 .VOX] | Please enter the country code for your outcall destination, followed by the pound sign. |
| [MESS 773 .VOX] | Please enter the country code for your wakeup call, followed by the pound sign. |
| [MESS 774 .VOX] | That is an invaid number. Please try again. |
| [MESS 775 .VOX] | Please enter your area code, followed by the pound sign. |
| [MESS 776 .VOX] | Please enter your telephone number, followed by the pound sign. |
| [MESS 800 .VOX] | Welcome to your new voice messaging system. Over the next few minutes we will introduce you to some of the features of the system and help you initialize your mailbox. If you wish to exit the tutorial at any point, press the pound sign located on the bottom right hand corner of your telephone keypad. |

[MESS**801**.VOX] Your mailbox is where all your messages will be stored and also

where you can send messages to others in your company. To keep your mailbox secure you should enter a password. Your password can be one to fifteen digits in length, and cannot start with a zero.

Please enter your new password now.

[MESS**802**.VOX] Callers will hear one of three personal prompts when they are

leaving a message for you. First, there is the personal greeting prompt. This prompt is heard when you are not at your desk but are in the office. Try to change this prompt as often as possible and include your name and current date in all messages. An example of this prompt would be "Hi, this is Jane on January 15th. I'm in today but I can't take your call right now. Please leave a message at the tone and I will return your call as soon as possible. Thank you".

You will now be asked to record your personal greeting.

[MESS**803**.VOX] The busy prompt will let the caller know that you are on the phone.

An example of this prompt would be "Hi, this is Jane, I'm on the phone right now and can't take your call, please leave a message at the tone and I will return your call as soon as possible. Thank you".

You will now be asked to record your busy prompt.

[MESS**804**.VOX] The gone home prompt is activated when you have gone home for

the day. This will automatically be played when you log out of the system, so you only need to record it once. An example of this prompt would be "Hi, this is Jane, I have gone home for the day. Please leave a message at the tone and I will return your call tomorrow." You will now be asked to record your gone home

prompt.

[MESS**805**.VOX] The next prompt to record is your name prompt. It consists of your

first and last name. This prompt is entered in a variety of places, and will identify your mailbox to callers leaving you messages. An example of a name prompt is " Jane Jackson". You will now be

asked to record your name prompt.

[MESS**806**.VOX] Finally, in order to register you in the company directory you will

have to spellthe first three letters of your last name. Callers who do not know your extension can access your mailbox by spelling your last name in the company directory. For example if your last name is "Jackson" press 522. Please enter the three letters of your last

name now.

[MESS**807**.VOX] This completes your mailbox tutorial. If you require to make

additional changes to your prompts, you can follow the instructions in your user's guide. If you have any questions about using your new mailbox, you may ask your system supervisor. Thank you.

| [MESS 808 .VOX] | Since you have decided not to carry out your tutorial, you will need to follow the instructions in your User's guide to change your prompts and password. If you have any questions about using your new mailbox, you may as your system supervisor. Thank you. |
|------------------------|---|
| [MESS 820 .VOX] | Welcome to your voice mail. Your mailbox is where your messages will be stored. It is simple to use. If you have any questions about using your mailbox, please contact the front desk. |
| [MESS 840 .VOX] | Your current wakeup call is for |
| [MESS 841 .VOX] | To add a wake up call press 1, to return to the previous menu press pound. |
| [MESS 842 .VOX] | To cancel your wake up call press 1, to reschedule your wake up call press 2, to return to the previous menu press pound. |
| [MESS 844 .VOX] | Please enter the 4-digit wake up call time, hour then minutes. |
| [MESS 845 .VOX] | Please enter the 4-digit wake up call date, month then day. |
| [MESS 850 .VOX] | Please enter the telephone number for your wake up call. |
| [MESS 885 .VOX] | Wake up call added. |
| [MESS 899 .VOX] | Press 1 for Yes, press 2 for no. |
| [MESS 900 .VOX] | Allow message lights. |
| [MESS 901 .VOX] | Allow beeper message delivery. |
| [MESS 902 .VOX] | Allow phone message delivery. |
| [MESS 903 .VOX] | Allow long distance message delivery. |
| [MESS 904 .VOX] | Allow call screening. |
| [MESS 905 .VOX] | Allow call forwarding. |
| [MESS 906 .VOX] | Allow do not disturb. |
| [MESS 907 .VOX] | Allow busy hold. |
| [MESS 908 .VOX] | Allow call queuing. |
| [MESS 909 .VOX] | Allow pre-transfer paging. |
| [MESS 910 .VOX] | Allow post-transfer paging. |
| [MESS 911 .VOX] | Allow distribution lists. |
| [MESS 912 .VOX] | Allow directory registration. |
| [MESS 913 .VOX] | Allow message confirmation. |
| [MESS 914 .VOX] | Allow message recovery. |
| [MESS 915 .VOX] | Allow login / logout. |
| [MESS 916 .VOX] | Allow access to supervisor functions. |
| [MESS 917 .VOX] | Enter maximum number of messages allowed. |

| [MESS 918 .VOX] | Enter maximum message length. |
|-------------------------|---|
| [MESS 919 .VOX] | Enter maximum days to save messages. |
| [MESS 920 .VOX] | Enter maximum rings for call progress. |
| [MESS 921 .VOX] | For no transfer supervision press 1; for busy only supervision press 2; for busy no answer supervision press 3; for multilingual supervision press 4. |
| [MESS 922 .VOX] | Enter mailbox language number. |
| [MESS 1000 .VOX] | Send to menu |
| [MESS 1001 .VOX] | For mailbox options |
| [MESS 1002 .VOX] | To record prompts |
| [MESS 1003 .VOX] | For notification options |
| [MESS 1004 .VOX] | For call transfer options |
| [MESS 1005 .VOX] | For distribution list maintenance |
| [MESS 1006 .VOX] | To change your password |
| [MESS 1007 .VOX] | For message options |
| [MESS 1008 .VOX] | To return to the automated attendant |
| [MESS 1009 .VOX] | To disconnect |
| [MESS 1010 .VOX] | To add a list |
| [MESS 1011 .VOX] | To delete an existing list |
| [MESS 1012 .VOX] | To modify a list |
| [MESS 1013 .VOX] | To review lists |
| [MESS 1014 .VOX] | To return to the main menu |
| [MESS 1021 .VOX] | To add a notification entry |
| [MESS 1022 .VOX] | To delete a notification entry |
| [MESS 1023 .VOX] | To modify an existing notification entry |
| [MESS 1024 .VOX] | To review notifications |
| [MESS 1025 .VOX] | To turn notification on or off |
| [MESS 1029 .VOX] | To set a wake up call |
| [MESS 1031 .VOX] | To clear your password |
| [MESS 1032 .VOX] | To listen to your existing password |
| [MESS 1033 .VOX] | To set a new password |
| [MESS 1034 .VOX] | To clear your voice password |
| [MESS 1035 .VOX] | To listen to your existing voice password |
| [MESS 1036 .VOX] | To set a new voice password |
| | |

| [MESS 1038 .VOX] | To browse |
|-------------------------|--------------------------------|
| [MESS 1040 .VOX] | To browse folders |
| [MESS 1041 .VOX] | To autoplay messages |
| [MESS 1042 .VOX] | To listen |
| [MESS 1043 .VOX] | Unread |
| [MESS 1044 .VOX] | Read |
| [MESS 1045 .VOX] | Voice |
| [MESS 1046 .VOX] | E-mail |
| [MESS 1047 .VOX] | Fax |
| [MESS 1048 .VOX] | And |
| [MESS 1049 .VOX] | In |
| [MESS 1050 .VOX] | То |
| [MESS 1051 .VOX] | Messages |
| [MESS 1052 .VOX] | Your inbox |
| [MESS 1053 .VOX] | Your deleted folder |
| [MESS 1054 .VOX] | Your outbox |
| [MESS 1055 .VOX] | Your sent items |
| [MESS 1056 .VOX] | Folder |
| [MESS 1057 .VOX] | To send a message |
| [MESS 1059 .VOX] | To change auto forwarding |
| [MESS 1060 .VOX] | To reply to all |
| [MESS 1061 .VOX] | To delete |
| [MESS 1062 .VOX] | To move to |
| [MESS 1063 .VOX] | To review |
| [MESS 1064 .VOX] | To reply |
| [MESS 1065 .VOX] | To forward |
| [MESS 1066 .VOX] | For message information |
| [MESS 1067 .VOX] | For time and date |
| [MESS 1068 .VOX] | To skip to the next message |
| [MESS 1069 .VOX] | To record out of town greeting |
| [MESS 1070 .VOX] | To record personal greeting |
| [MESS 1071 .VOX] | To record busy greeting |
| [MESS 1072 .VOX] | To record gone home greeting |
| | |

| To record name prompt |
|-----------------------------------|
| To record do not disturb greeting |
| To record lunch greeting |
| To record vacation greeting |
| To record in meeting greeting |
| To record optional prompts |
| To set active greeting |
| To change your status |
| To play active greetings |
| To clear mass recall |
| To recall a caller |
| To turn call screening on or off |
| To turn call forwarding on or off |
| To turn call queuing on or off |
| To turn post paging on or off |
| To turn pre paging on or off |
| To print |
| To deliver to a fax machine |
| To review and print |
| Unread voice message. |
| Unread voice messages. |
| Unread e-mail message. |
| Unread e-mail messages. |
| Unread fax message. |
| Unread fax messages. |
| Read voice message. |
| Read voice messages. |
| Read e-mail message. |
| Read e-mail messages. |
| Read fax message. |
| Read fax messages. |
| For |
| |

| [MESS 2016 .VOX] | Please enter the desired folder number; to list sub folders, press star. |
|-------------------------|---|
| [MESS 2018 .VOX] | When you hear your desired sub folder name, press 1. |
| [MESS 2019 .VOX] | End of sub folders. |
| [MESS 2022 .VOX] | For unread messages, press 1; e-mail messages, press 2; all messages, press 9. |
| [MESS 2023 .VOX] | For voice messages, press 1; e-mail messages, press 2; fax messages, press 3; all messages, press 9. |
| [MESS 2024 .VOX] | Message marked urgent. |
| [MESS 2025 .VOX] | Message marked private. |
| [MESS 2027 .VOX] | To set your status to In Office, press 1; Gone Home, press 2; Do Not Disturb, press 3; At Lunch, press 4; In a Meeting, press 5; On Vacation, press 6. |
| [MESS 2028 .VOX] | Please enter the four digit date you will return, month then day. |
| [MESS 2029 .VOX] | Please enter the four digit time you will return, hour then minute. |
| [MESS 2034 .VOX] | To send this message, press 1; mark message urget, press 2; review message, press 3; rerecord message, press 4; append message, press 5; cancel message, press star. |
| [MESS 2035 .VOX] | To send this message, press 1; mark message urgent, press 2; review message, press 3; rerecord message, press 4; append message, press 5; cancel message, press star. |
| [MESS 2036 .VOX] | To send standard, press 1; certified, press 2; private, press 3; certified and private, press 4. |
| [MESS 2037 .VOX] | Enter the four digit date you want this message delivered, month then day. |
| [MESS 2038 .VOX] | Enter the four digit time you want this message delivered, hour then minute. |
| [MESS 2039 .VOX] | Your message will be delivered on |
| [MESS 2040 .VOX] | Your current greeting is |
| [MESS 2041 .VOX] | This is how your new greeting will sound |
| [MESS 2045 .VOX] | For |
| [MESS 2046 .VOX] | Voice messages, press 1. |
| [MESS 2047 .VOX] | E-mail messages, press 2. |
| [MESS 2048 .VOX] | Fax messages, press 3. |
| [MESS 2049 .VOX] | all messages, press 9. |
| [MESS 2050 .VOX] | To return to the previous menu, press pound. |

| [MESS 2100 .VOX] | To enroll, press 1. To return to the previous menu, press pound. |
|-------------------------|---|
| [MESS 2101 .VOX] | Your voiceprint is not in our database. |
| [MESS 2102 .VOX] | Would you like to enroll now? |
| [MESS 2103 .VOX] | Your voiceprint is already registered. |
| [MESS 2104 .VOX] | Would you like to re-enroll? |
| [MESS 2105 .VOX] | To re-enroll, press 1. To return to the previous menu, press pound. |
| [MESS 2106 .VOX] | Please say your first and last name. |
| [MESS 2107 .VOX] | Again, please repeat your first and last name. |
| [MESS 2108 .VOX] | Please count from zero to nine as follows: zero, one, and so on. |
| [MESS 2109 .VOX] | Please count from nine to zero as follows: nine, eight and so on. |
| [MESS 2110 .VOX] | Lastly, please say the four digit year you were born in. |
| [MESS 2111 .VOX] | Thank you. You have successfully enrolled. |
| [MESS 2150 .VOX] | Hello, thank you for calling. Please say the person you're trying to reach, or use the keyword, followed by your name, to login to your mailbox. Alternatively, you can enter the extension you are trying to reach, or press pound to log into your mailbox. |
| [MESS 2151 .VOX] | Please say your mailbox number. |
| [MESS 2152 .VOX] | Please say your extension. |
| [MESS 2153 .VOX] | Please say the following five digit number. |
| [MESS 2154 .VOX] | Please say what day of the week it is. |
| [MESS 2155 .VOX] | Please say your phone number. |
| [MESS 2156 .VOX] | Please say the four digit year you were born in. |
| [Answer.VOX] | Answer. |
| [Sayyes.VOX] | When you hear the name of the person you are trying to reach, say yes or press 1. |
| [Sayno.VOX] | Say no. |
| [Retry.VOX] | I'm sorry, can you please repeat that? |
| [Retry2.VOX] | I don't think I heard you, can you please repeat that? |
| [Retry3.VOX] | I'm sorry, please say the first and last name of the person you are trying to reach or dial their extension number. |
| [Retry4.VOX] | Who? |
| [Nameconf.VOX] | Did you say? |
| [Nameconf2.VOX] | I think you said |
| [Nameconf3.VOX] | is that correct? |

| [Multiple.VOX] | The following names match your selection. |
|-----------------|--|
| [Multiple2.VOX] | There are multiple matches. |
| [Multiple3.VOX] | More than one person has this name. |
| [Hangup.VOX] | Sorry, you are having trouble. Please try again later. Thank you for calling. Goodbye. |
| [Dstar.VOX] | Star. |
| [Dpound.VOX] | Pound. |
| [Cmdconf.VOX] | I think I heard |
| [Stopxfer.VOX] | To stop the tranfer to |
| [Stopxfer2.VOX] | Say no if you'd like to try another name. |
| [Stopxfer3.VOX] | To stop this tranfer please say no. |
| [Finalxfer.VOX] | Sorry, I'm having so much trouble, I'm transferring you to the operator and I'll work on recognizing that name better. |
| [A.VOX] | A |
| [B.VOX] | В |
| [C.VOX] | C |
| [D.VOX] | D |
| [E.VOX] | E |
| [F.VOX] | F |
| [G.VOX] | G |
| [H.VOX] | Н |
| [I.VOX] | 1 |
| [J.VOX] | J |
| [K.VOX] | K |
| [LVOX] | L |
| [M.VOX] | M |
| [N.VOX] | N |
| [O.VOX] | 0 |
| [P.VOX] | Р |
| [Q.VOX] | Q |
| [R.VOX] | R |
| [S.VOX] | S |
| [T.VOX] | Т |
| [U.VOX] | U |
| | |

| [V.VOX] | V |
|---------|---|
| [W.VOX] | W |
| [X.VOX] | Χ |
| [Y.VOX] | Υ |
| [Z.VOX] | Z |

APPENDIX B Voice Menu

Overview

Voice menu actions allow you to perform voice actions.

| Action | Definition |
|----------------|--|
| Ask Password | Restricts access to sensitive areas of the voice menu. Callers selecting this option must enter the correct password to get to the next menu level. |
| | Enter a password in the box labeled "Password." Enter a menu number in the box labeled "Next Menu". |
| | Note : The caller is given three opportunities to enter a correct access code before the system terminates the connection. |
| Ask Pin Number | This option prompts the callers to enter a PIN number and, if valid, refers to the Call Routing Table to determine where to send them. The valid PIN number is already entered in the Call Routing Table, with a destination mailbox indicated. |
| | Note : Enter a phrase number in the box labeled "Action Phrase." Enter a menu number in the box labeled "Invalid." |
| Ask Question | Use this option to obtain information from callers. When this option is selected, callers hear a pre-recorded question. 6510 UM stores the response to the question in the specified mailbox and then transfers the caller to the next voice menu. To ask several questions, use this action in the next menu. All answers will be joined together and stored as one message in the specified mailbox. |
| | Note : Enter a mailbox number in the box labeled "Mailbox." Enter a menu number in the box labeled |

"Mailbox." Enter a mailbox number in the box labeled "Mailbox." Enter a menu number in the box labeled "Next Menu." Enter a question number in the box labeled "Question."

The Questions, Voice Menu prompts and the Company Greetings are all stored as the same type of file. The question numbers that you choose for this action must not be the same as the Company Greetings. Refer to the Company Menu to see company greeting prompt numbers.

Beep Caller Phone Number This option acts just like Send Beeper Message, an option that is available in all mailboxes. A caller selecting this option is prompted to enter his/her phone number using the telephone keypad. The DTMF digits that are entered are then sent to the User's Alphanumeric pager.

Note: The user must have an Alphanumeric pager that is configured in the Notification of the User's mailbox.

Disconnect

Allow callers to disconnect from the 6510 UM system.

Get Caller ID Info

This option prompts the caller to enter their telephone number. The number entered is then displayed as Caller ID to the User's desktop.

_ .__

Get Destination from DB

Asks the caller for their number or pin code and sends the call information to the active X that has pre-defined

actions and integration setup.

Get Transfer Mailbox

Use this option to allow callers to transfer directly from within the voice menu to a desired extension. When a caller selects this option from a voice menu, a second prompt, which must be recorded, should tell callers to "Enter the extension number of the person that you wish to speak with." The system then tries to transfer to the desired extension.

Note: Enter the Prompt number in the box labeled "Phrase".

Get Transfer Phone Number This option prompts the caller to enter a telephone number to transfer to.

Note: Enter a prefix (may be required to grab an outside line) in the box labeled "Prefix."

LAP Current Monitor

When a caller selects this option, 6510 UM activates the User's pager. The user may then pick up the call from any telephone.

Page Current Mailbox

This option acts just like Post-Transfer Paging. When a caller selects this option, they are placed on hold while 6510 UM makes an intercom page announcement. After paging, the caller is transferred to the User's extension. If the user does not take the call, the caller will be transferred back to the voice menu.

Send Predefined Fax 6510 UM system does not ask the user for the

document number of the FAX document to be sent because the installer enters the document number (see Additional Information below). 6510 UM prompts the caller for their FAX machine number including area

code.

Additional information: Enter a FAX document number. Enter a mailbox number in the box labeled "Mailbox."

Send Requested Fax

Allows users to send requested facsimiles.

Send to Directory

Callers may transfer themselves to a company directory where they hear a listing of all employees. The caller may then transfer him or herself to a particular

extension.

Send to Express VoiceMail This option permits callers to transfer directly to a mailbox, hear the name greeting only, followed by a

beep for the caller to leave a message.

Note: Enter a mailbox number in the box labeled "Mailbox." Enter a language number in the box labeled

"Language."

Send to Fax Start Tone This sends the call directly to the fax port and starts

receiving the fax with no instructions.

Send to FaxMail This sends the call to the fax port and asks the caller to

press start on their fax machine when they hear the fax

tone.

Send to Login Callers are allowed to access mailboxes to retrieve and

send messages. The caller is asked to enter the mailbox number to be transferred to and then asked to enter

the mailbox password to retrieve messages.

Send to Mailbox Allows callers to transfer themselves to the extension

associated with this option.

Note: Enter a mailbox number in the box labeled

"Mailbox".

Send to Main Greeting Transfers callers to the Company Main Greeting. This

option transfers callers back to the point where they

first called the 6510 UM system.

Send to Menu Use this option to transfer callers to another voice

menu. This option facilitates multi-level voice menus. Every voice menu can have up to ninety-nine (99) sub-

menus.

Note: Enter a menu number in the box labeled "Next

Menu".

Send to Operator Transfers callers to the operator.

recording.

Send to Requested When you use this option, the 6510 UM system asks Voice Mailbox the user for the document number of the FAX

the user for the document number of the FAX document. The 6510 UM also prompts the caller for their FAX machine number including area code.

Enter a menu number in the box labeled "Next Menu."

Send to VoiceMail

Use this option to play the no-answer greeting or gone

home greeting of the mailbox that the voice menu is configured on. This option plays the greeting and then a trailer message (MESS080.VOX) that informs the caller to record the message after the tone and to press

when finished for more options.

Send to VoiceMail and Record after Tone Use this option to go directly to the Beep to begin recording a message in the mailbox that the voice menu is configured on. This option does not play another greeting before the caller hears the beep to begin

APPENDIX C PBX Template

Appendix C

PBX Template Parameters

The following PBX parameters are filled in automatically when you choose a PBX template:

- Manufacturer
- Model
- Version
- PBX Extension Length Fixed
- PBX Extension Max Length
- Blind Transfer Code
- Supervised Transfer Code
- No Answer Release Code
- Busy Release Code
- Connect Code
- Hands Free Announce Code
- Call Pickup Code
- Conference Code
- Centrex Transfer Code
- Centrex Release Code
- Centrex Recall Code
- Hangup Code
- Hangup Delay Time
- Msg Light ON Code
- Msg Light OFF Code
- Inband Signaling Delay



Voice Menu: DTMF Key Parameters

Appendix D

Actions

Below is a list of action commands you can define in a voice menu when customizing call flows for callers.

Ask Password

The Ask Password action prompts the caller for a pre-defined static password before it allows the caller to proceed to a defined sub menu. You define a static password and the sub menu to take the caller once they are verified. The password can be both numeric and alphanumeric.



| Field | Function |
|---------------|--|
| Password | Pre-defined static password |
| Next Sub Menu | Indicates which sub menu to proceed to |

Ask Pin Number

The Pin Number action prompts the caller to input their PIN number. On input, the system will verify the number against the pin number table in the routing tables. If verified, you can route the caller to a specific sub menu for custom processing.

When configuring this action you define the sub menu number to take the caller to and the phrase you want played when prompting the caller to input a number.



Field Next Sub Menu Indicate which sub menu to proceed to Phrase The phrase you want the system to play when prompting the caller to input number

Ask Question

This is used for a Q and A script. It enables you to ask the caller a question and record their response. You can daisy chain several Q's and A's together as well as define where and which mailboxes the answers should be recorded in

You define the sub menu to take the caller once they answer the question, the mailbox to record that specific question, and the number of questions that will be asked so you can notate them together as one answer.

Beep Call Phone Number

This asks the caller to input their phone number. The system will then send this number out to a pager.

Disconnect

This disconnects the caller from the call.

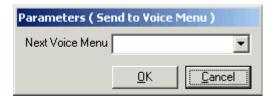
Get Destination from DB

This action is associated to the desktop call control active X. It asks the caller for their number or pin code and sends the call information to the active X that has predefined actions and integration setup.

For more information, refer to the ACTIVE X configuration guide.

Send to Voice Menu

The Send to Voice Menu action sends the user to a completely different voice menu for further processing. By default, it will take the caller to the first sub menu in the new voice menu.



| Field | Function |
|-----------------|------------------------------------|
| Next Voice Menu | Indicates which next voice menu to |
| | proceed to |

Get Transfer Mailbox

The Get Transfer Mailbox action prompts the caller to input a mailbox the system will transfer them to.



| Field | Function |
|--------|------------------------------------|
| Phrase | A custom phrase that plays for the |
| | request |

Get Transfer Phone Number

The Get Transfer Phone Number action prompts the caller for a phone number so it can transfer the live call off site.



Field Function

Prefix A preconfigured prefix that enables the

call or only request a 7 digit number.

LAP Current Mailbox

Sends a LAP (Local Area Page) to the mailbox that this voice menu is attached to.

Note: The user must have a lap pager and their lap setting configured in their mailbox for this option to operate correctly. For more information, refer to NNN on page X.

Page Current Mailbox

The Page Current Mailbox action activates the system to page the current mailbox over the paging system that they have a call. It then waits 5 seconds and transfers the call to the users extension.



Field Function

Mailbox A specific mailbox that has been defined to page over the intercom.

Send Predefined Fax

The Send Predefined Fax action activates the system to send a fax document that has already been defined. It will request the caller for a fax number and send the document to the caller.

You would define the document number found in the fax library as well as the sub menu to take the caller once the system sends the document.



Field Function

Next Sub Menu Indicates the next sub menu to proceed to

Send Requested Fax

The Send Requested fax action prompts the caller for a specific fax document and fax number. Once completed, the system searches the fax library for a matching document and sends it to the inputted fax number.

You can also define the sub menu to take the caller once the action is completed.



Field Function

Next Sub Menu Indicates the next sub menu to proceed to

Send to Directory

Sends the call to the company directory where users can either speak or enter the user's name they are searching for.

Send to Express VoiceMail

The Send to Express VoiceMail action defines a mailbox to send express messages to. The caller hears the users name and a beep. With this action, you simply define the mailbox to express message to.

You can define a mailbox and a specific language to service the caller



| Field | Function |
|----------|--|
| Mailbox | The mailbox to send express messages to |
| Language | Indicate the language to use to service the caller |

Send to Fax Start Tone

This sends the call to the fax board and the fax tone with no instructions.



| Field | Function |
|---------|-------------------------------|
| Mailbox | Indicates the mailbox to send |
| | message to |

Send to FaxMail

This sends the call to the fax board and leaves a fax message in the attached mailbox.



Field Function

Mailbox The mailbox that you want the fax message stored in.

Send to Login

This sends the caller into log in mode and request their user number and password so that they can be logged into the system as a subscriber



| Field | Function |
|---------|--|
| Mailbox | The mailbox to log this user into. |
| | Note : If you specify a mailbox, it will only request their password. |
| | will only request their password. |

Send to Mailbox

Transfers the call to a defined mailbox. A mailbox can be a message center, an outside phone number, or another user, depending on how the mailbox was defined.

When sending to a mailbox, you can define the mailbox format to transfer.



| Field | Function |
|----------|-----------------------------------|
| Mailbox | Indicates the mailbox to send the |
| | message to |
| Language | Specifies the language to use |

Send to Main Greeting

This action sends the call to the main greeting of the automated attendant.

Send to Operator

This action sends the call to the system defined operator or the personal operator defined in the mailbox associated to this voice menu.

Send to Requested Mailbox

This action prompts the caller for a mailbox. Once entered, it takes the caller directly to the active voice mail greeting for that mailbox.

Note: You can define a language to play back the greeting. The language choice must be recorded by the user in order for it to operate properly.

Send to Voice Menu

This action allows the user to be sent to a completely different voice menu for further processing. By default, it will take the caller to the first sub menu in the new voice menu.



| Field | Function |
|------------------|--|
| Next Sub Menu | Indicate the sub menu to proceed to |
| Mailbox | Specifies the mailbox to send the message to |
| No. Of Questions | Indicates the number of questions |

Send to Requested Voice Mailbox

The caller is prompted for a mailbox. Once the caller inputs the mailbox number, the system takes the caller directly to the active voice mail greeting for that mailbox.



| Field | Function |
|----------|---|
| Language | The language that plays back the greeting. |
| | Note : The language choice must be recorded by the user in order for it to |
| | operate properly. |

Send to Sub Menu

A sub-menu can be defined within this voice menu to send the caller to for further processing.



Field Function

Next Sub Menu Indicates the sub menu to proceed to

Send to Voice Menu

The user is sent to a completely different voice menu for further processing. By default, it will take the caller to the first sub menu in the new voice menu.



| Field | Function |
|-----------------|---|
| Next Voice Menu | Indicates the next voice menu to proceed to |

Send to VoiceMail

The caller is sent directly to the defined mailbox's active greeting (the transfer attempt is skipped).



| Field | Function |
|----------|---|
| Mailbox | Indicates the mailbox that the caller is to be forwarded to for active greeting |
| Language | Language used to play back the greeting. |
| | Note : The language choice must be recorded by the user in order for it to operate properly. |

Send to Voice Mail and Record After Tone

This takes the call directly to the beep within a defined mailbox, skips the greeting, and starts to record.



Actions

The following actions can be mapped to each DTMF key in a customized mailbox.

Active Features

The Active Feature action lists all the active features that are turned on in the mailbox

Add Distribution List

The Add Distribution List action allows a user to create a distribution list.

Add Distribution List Member

The Add Distribution List Member action allows a user to add members to a distribution list

Add Notification Schedule

The Add Notification Schedule action allows a user to add a notification schedule over the phone.

Append to Recorded Message

The Append to Recorded Message action allows a user to add another message to an already recorded message.

Auto Forward Message

The Auto Forward Message action allows the user to preset a forwarding recipient for all messages.

Autoplay

The Autoplay action automatically plays the messages sequentially without breaks.

Browse Folder

The Browse Folder action allows the user to select a folder to go to and listen to the stored messages.



| Field | Function |
|--------------|--|
| Folder | Selects the folder in which the message is kept. |
| Message Menu | Selects the message menu. |

Cancel Message and Exit

The Cancel Message and Exit action allows the user to cancel the current recorded message and exit the system.

Change Status

The Change Status action changes the user's status from Logged in, Logged out, Out of Office and other status options.

Clear Mass Recall

The Clear Mass Recall action resets the message recall notification.

Clear Numeric Password

The Clear Numeric Password action resets the numeric password to the default (1111).

Clear Voice Password

The Clear Voice Password resets the voice password to the system default.

Define Default Fax Address

The Define Default Fax Address action allows a user to define a default fax address to send fax messages to.

Delete Distribution List Member

The Delete Distribution List Member action allows a user to delete a member from a distribution list.

Delete Distribution List

The Delete Distribution List allows a user to delete a personal list.

Delete Message

The Delete Message action allows a user to delete active message they are listening to.

Delete Notification Schedule

The Delete Notification Schedule allows a user to delete a notification schedule.

Disconnect

The Disconnect action disconnects the session and hangs up.

Forward Message

The Forward Message action prompts the user for a mailbox to forward a message to as well as to turn it on or off.

Listen Distribution List

The Listen Distribution List plays back the active distribution list you are editing.

Listen Notification Schedule

The Listen Notification Schedule plays back the active notification schedule you are editing or creating.

Listen Numeric Password

The Listen Numeric Password action plays back your numeric password.

Listen to Messages

The Listen to Messages action plays back the message-voice fax or e-mail.



| Field | Function |
|---------------|--|
| Folder | Selects the folder to listen to messages |
| Message Menu | Selects the message menu |
| (Flag) Ask | Flags asked message |
| (Flag) Unread | Flags unread message |
| (Flag) Read | Flags read message |
| (Type) Ask | Indicates type as ask message |
| (Type) E-mail | Indicates type as e-mail message |
| (Type) Fax | Indicates type as fax message |
| (Type) Voice | Indicates type as voice message |

Listen Voice Password

The Listen Voice Password action plays back the voice password.

Mark Message As Unread/Read

The Mark Message As Unread/Read action allows the user to mark a message as read or unread.

Modify Distribution List

The Modify Distribution List action allows users to edit a specific list.

Modify Notification Schedule

The Modify Notification Schedule action allows user to edit a notification schedule.

Move Message to Another Folder

The Move Message to Another Folder action allows a user to move a message to a user-selected folder.



| Field | Function |
|--------|----------------------------------|
| Folder | Indicate the folder to which the |
| | message is to be moved to |

Record Busy Greeting

The Record Busy Greeting action allows you to record the busy greeting prompt.

Record DND Greeting

The Record DND Greeting action allows you to record the "Do Not Disturb" greeting.

Record Gone Home Greeting

The Record Gone Home Greeting action record the greeting that is activated when the user activates their gone home status.

Record Lunch Greeting

Record the greeting that is activated when the user activates their Lunch status.

Record Meeting Greeting

Record the greeting that is activated when the user activates their Meeting status.

Record Name Prompt

Record the mailbox user name that is used in the directory and transfer options.

Record Optional Greeting

Record an optional greeting which users can turn on or off manually in substitute of their general no answer greeting.

Record Out of Town Greeting

Record the greeting that is activated when the user activates their Out Of Town status

Record Personal Greeting

Record the greeting that is used to greet the caller when the user does not answer the call.

Record Vacation Greeting

Record the greeting that is activated when the user activates their On Vacation status.

Reply Message

The reply message given to callers.

Rerecord List Name

The Rerecord List Name action allows the user to rerecord a distribution list name.

Return to Auto Attendant

Returns caller to auto attendant.

Review Distribution List Members

The Review Distribution List Members action allows the user to review all members that are on the distribution list.

Review List Name

The Review List Name action allows the user to review the distribution list name.

Review Recorded Message

The Review Recorded Message action allows the user to review the message that has been recorded.

Review Message

Reviews the read message.

Save Recorded Message in Draft and Exit

Send a Message

Sends a message.

Send Recorded Message

Sends the recorded message.

Send Recorded Message as Certified and Private

Sends the recorded message and marks it as certified and private.

Send Recorded Message as Certified and Urgent

Sends the recorded message and marks it as certified and urgent.

Send Recorded Message as Private

Sends the recorded message and marks it as private.

Send Recorded Message as Urgent

Sends the recorded message and marks it as urgent.

Send Recorded Message as Urgent and Private

Sends the recorded message and marks it as urgent and private.

Send Recorded Message as Urgent, Private, and Certified

Sends the recorded message and marks it as urgent, private, and certified.

Send to Tutorial

Sends the user to the tutorial.

Send to Sub Menu

Sends the user to a defined submenu in the customized TUI with more actions



| Field | Function |
|---------------|-------------------------------------|
| Next Sub Menu | Indicate the sub menu to proceed to |
| Sub Menu Type | Indicate the sub menu type |

Set Active Greetings

Allows you to activate what greeting to play in a ring no answer condition

Set Numeric Password

Allows user to set their numeric password with a confirmation of the change or creation

Set Voice Password

Allows the user to create and set your voice password

Set Wakeup Call

Allows the user to define a time and date as well as snooze intervals so the system will call you to wake you up

Skip

This function skips the current message to the next

Skip to Next Message Without Changing Read Status

Skips user to the next message without changing the status of the already read message.

Skip to Previous Message

Skips user to the previous message.

Skip to Previous Message without Changing Read Status

Skips user to the previous message without changing the status of the already read message.

Time and Date Stamp

Plays back the time and date information of the current mailbox

Transfer to Mailbox

Transfers the user to the mailbox.

Transfer to Operator

Transfers the user to the operator.

Toggle Certified Flag

Toggles message and flags it as certified.

Toggle Mass Recall

Toggles message and flags it for mass recall.

Toggle Private Flag

Toggles message and flags it as private.

Toggle Urgent Flag

Toggles message and flags it as urgent.

Turn Call Forwarding On/Off

Turns the forwarding action on or off based on the active status

Turn Call Queuing On/Off

Turns Queuing action on or off based on the active status

Turn Call Screening On/Off

Turns the call screening action on or off based on the active status

Turn Notification Schedule On/Off

Turns the notification schedules on or off based on the active status

Turn Post Paging On/Off

Turns the post paging action on or off based on the active status

Turn Pre Paging On/Off

Turns the pre paging action on or off based on the active status

APPENDIX F Control Keys

Actions

The following actions allow you to adjust and personalize the volume and message play speed of the system.

Softer

Allows you to use the drop-down list to select a softer volume setting.



Field FunctionVolume Scale Defines the volume setting

Normal Volume

Allows you reset the volume to its default setting.

Louder

Allows you to use the drop-down list to select a louder volume setting.

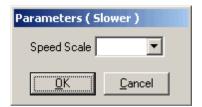


Field Function

Volume Scale Defines the volume setting

Slower

Allows you to use the drop-down list to adjust the message play to a slower pace.



Field Function

Speed Scale Defines the speed setting

Normal Speed

Allows you to reset the message play speed to its default setting.

Faster

Allows you to use the drop-down list to adjust the message play to a faster pace.



Field Function

Speed Scale Defines the speed setting

Fast Forward

Allows you to define the speed at which the system should fast forward messages (in milliseconds).



Field Function

Fast Forward Time

Specifies fast forward speed settings

Rewind

Allows you to define the speed at which the system should rewind messages (in milliseconds).



Field Function
Rewind Time Specifies rewind speed settings

Pause

Allows you to set the parameters for the pause time of each message (in milliseconds).



Field Function
Pause Time Specifies the pause time

APPENDIX G Worksheets

Appendix G

WORKSHEETS

Before beginning the installation of 6510 UM, ensure that the pre-installation worksheets provided are completed. These worksheets help to verify telephone system parameters, prepare the User Directory, identify company business hours, write scripts for the company greetings, and specify the features for most Users.

A. TRANSFER PARAMETERS

Transfer options are located in properties for the PBX under the Transfer Tab.

| Blind Transfer Protocol: Default: &, | Sequence to place caller on Hold and perform a blind transfer - This parameter instructs 6510 UM on the sequence it should follow to place a caller on hold before attempting a transfer to the operator. If this parameter is left blank, the setting in parameter 162 (sequence to place caller on hold) will be used. The following Special Characters may be used (& - Flash Hook and , - Pause). | Enter the Value here: |
|---|---|--------------------------|
| Supervised Transfer Protocol: Default: &, | Sequence to place caller on Hold and perform a supervised transfer - This parameter instructs 6510 UM on the sequence it should follow to place a caller on hold before attempting a transfer. The following Special Characters may be used (& - Flash Hook and , - Pause). | Enter the Value here: |
| No Answer Release Default: &, | Sequence to return to caller in the event of a no- answer This parameter instructs 6510 UM on the sequence it should follow to get a caller back when it encounters a no-answer condition. The following Special Characters may be used (& - Flash Hook and , - Pause). | Enter the Value here: |

Appendix G

| Busy Release Default: &, | Sequence to get caller back in the event of a busy - This parameter instructs 6510 UM on the sequence it should follow to get a caller back when it encounters a busy condition. The following Special Characters may be used (& - Flash Hook and , - Pause). | Enter the Value here: |
|---|--|--------------------------|
| Handsfree Announce Protocol Default: <blank></blank> | Sequence to connect a call - If your telephone system requires a connect code (a code that must be dialed when connecting a transferred call), here is where you would define it. The following Special Characters may be used (& - Flash Hook and , - Pause). | Enter the Value here: |
| Default Rings Default: 3 | Number of rings before system returns a no answer. | Enter the Value here: |

B. MESSAGE LIGHT PARAMETERS

Message Light Parameters are located in the PBX properties under the Message Lights Tab.

| Message Light ON Code | This is the dialing string to activate the message waiting lamp. Place an E where the Extension number would be in the string. | Enter the Value here: |
|--------------------------|---|-----------------------|
| Example: | | |
| #09E | | |
| (AT&T Partner II) | | |
| Message Light | This is the dialing string to deactivate the message | Enter the Value |
| OFF Code: | lamp. Place an E where the Extension number would be in the string. | here: |
| Example: #10E | | |
| (AT&T Partner II) | | |

Appendix G

C. PAGING PARAMETERS

Paging Parameters are located in the properties for the Company under the Advanced Tab.

| Paging Access Code | This is the sequence to place a caller on hold and access the intercom paging system, if applicable. | Enter the Value here: |
|------------------------|--|-----------------------|
| Paging Release Code | This is the sequence to get the caller back after performing intercom paging, if applicable. | Enter the Value here: |
| Paging Delay | This is the time the system will wait after paging before the call will be transferred. | Enter the Value here: |

D. CALL OPTIONS PARAMETERS

Call Option Parameters are located in the properties for the Company under the Call Options Tab.

| Minimum | Identifies the minimum message length for messages, in | Enter the Value |
|----------------|--|-----------------|
| Message Length | seconds. | here: |
| Default: 0 | | |
| | | |
| | | |

E. FEATURE GROUP PARAMETERS

Ask for Password: When the user accesses their mailbox, a password is

required to access messages and features. This parameter activates the password protection.

Note: This parameter is also used for SMDI.

Enter the Value here:

F. INBAND SIGNALING PARAMETERS

Inband Parameters are located in the Properties for the PBX under the Inband Tab.

| Integration= Normal Default: Normal | Tells 6510 UM that the telephone switch being integrated uses inband signaling. | Enter the Value here: |
|--|--|--------------------------|
| Inband Signaling Delay Default: 2000 | The time that 6510 UM waits to hear incoming inband signals. If no signals are heard in this time, 6510 UM forwards to the Main Greeting. Value is specified in miliseconds. | Enter the Value Here: |
| Inband Maximum Digits Default: 10 | Identifies the maximum number of digits that the phone switch will send. | Enter the Value here: |
| C.O. Digits Length Default: 2 | The number of digits sent to identify the incoming C.O. line. | Enter the Value here: |
| Caller ID Length Default: 10 | The number of digits sent in Caller ID for inband calling. | Enter the Value here: |
| Login | The code sent by the switch to automatically Login to a mailbox to access messages and features. This is also known as "Auto Station Login". | Enter the Value here: |

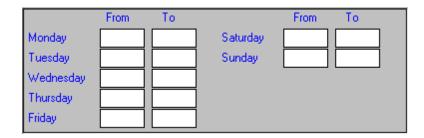
| No Answer | The inband signal sent by the telephone switch to indicate a no-answer condition on an internal call. This code will tell <i>6510 UM</i> to send the caller to the Mailbox Greeting. | Enter the Value here: |
|---------------------------|---|--------------------------|
| Busy | The inband signal sent by the telephone switch to indicate a busy condition on an internal call. This code will tell <i>6510 UM</i> to send the caller to the Mailbox Greeting. | Enter the Value here: |
| C.O. Call | Identifies What C.O. line that an inbound call has come in on. This code is only used for switches that have C.O. line identification. | Enter the Value here: |
| Invalid | The code that forces 6510 UM to go on hook. If your phone switch sends 'garbage' codes to 6510 UM to check line status, you may enter these codes here to indicate a hang-up condition. | Enter the Value here: |
| Not Defined | | Enter the Value here: |
| Refresh Message Lights | | Enter the Value here: |

G. USER DIRECTORY

| MBX # | EXT | Feature Group | Last Name | First Name | Department |
|-------|-----|------------------|-----------|------------|------------|
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NOTE: Make photocopies of this page if more Users are required.

H. BUSINESS HOURS



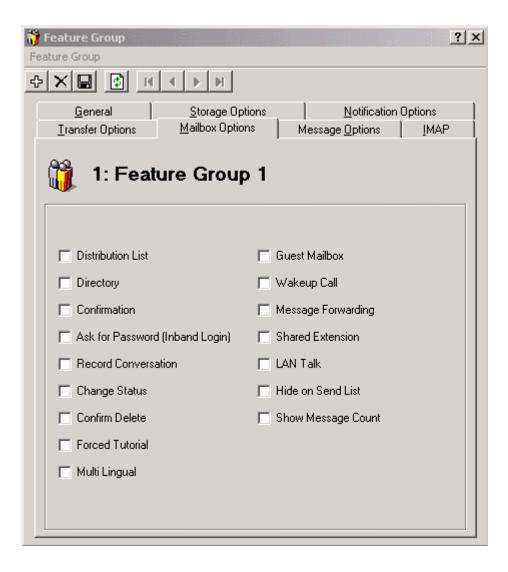
I. COMPANY GREETINGS SCRIPT

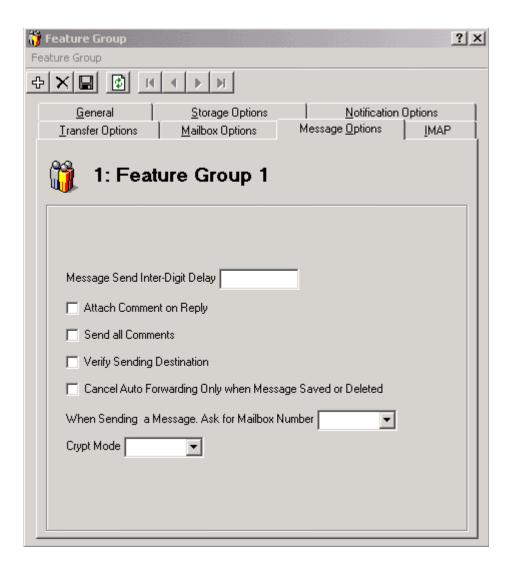
| DESCRIPTION | PROMPT # | WRITTEN SCRIPT |
|---|----------|---|
| | | ** (Be sure to get all scripts approved before recording) |
| Morning Greeting (Midnight to Noon). | | |
| Afternoon Greeting | | |
| (Noon to 6PM) | | |
| | | |
| Evening Greeting | | |
| (6PM to Midnight) | | |
| | | |
| Closed Greeting | | |
| (When Business Hours = Closed) | | |
| | | |

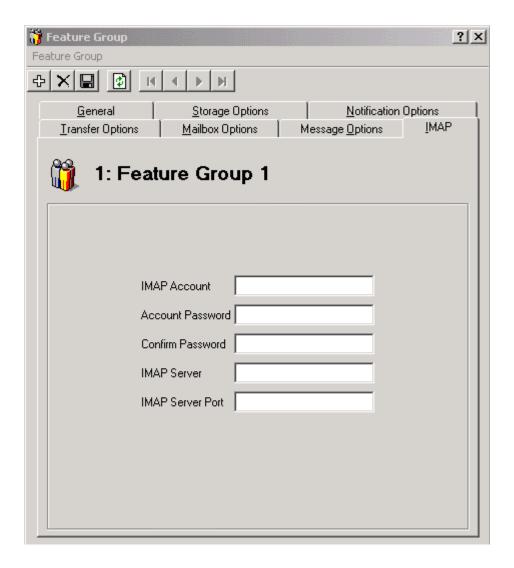
NOTE: If the company is only open until 5:00 PM, the Closed Greeting begins to play at 5:00 PM. The Evening Greeting is never played.

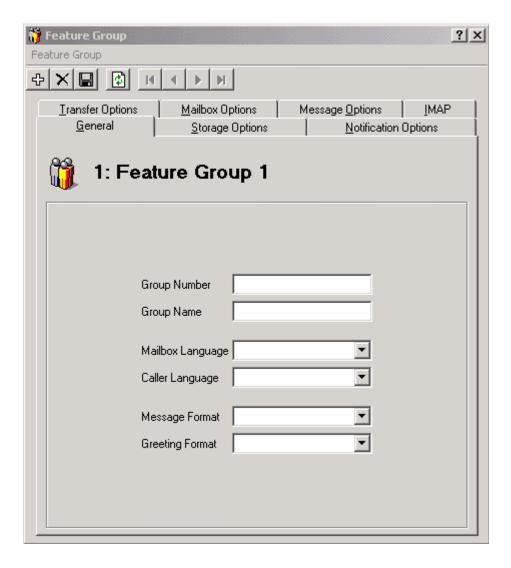
J. MAILBOX FEATURE GROUP

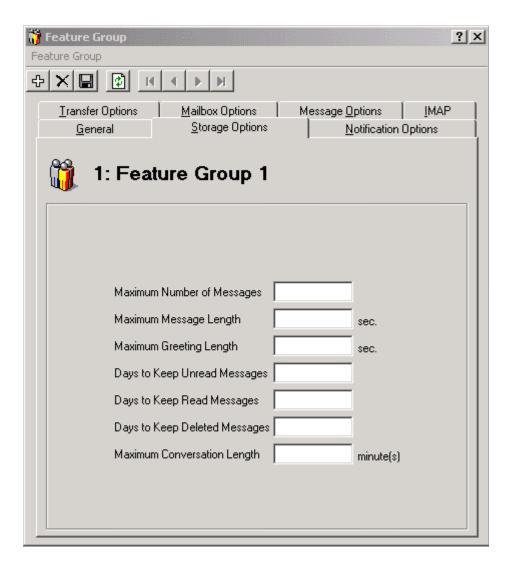


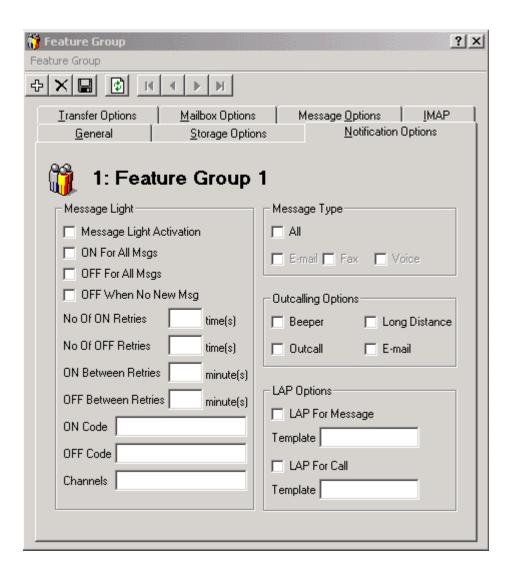












Note: Make photocopies of these pages if required.

K. VOICE MENU WORKSHEETS

Use the worksheets below to design your voice menus.

| Menu # | Option | Password | Next Menu | Mailbox | Question | Prompt |
|--------|--------|----------|--------------|---------|----------|--------|
| | | | | | | |
| | 1 | | | | | |
| | 2 | | | | | |
| | 3 | | | | | |
| | 4 | | | | | |
| | 5 | | | | | |
| | 6 | | | | | |
| | 7 | | | | | |
| | 8 | | | | | |
| | 9 | | | | | |
| | 0 | | | | | |
| | # | | | | | |
| | * | | | | | |
| | D | | | | | |

| Phrase/Question # | _: | | |
|-------------------|----|------|--|
| | | | |
| | | | |
| | | | |

Note: Photocopy this page if more sheets are required.

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