Telekol Intelligent Applications



TVM-2000 (MiniTel-128 & TMP Version 3.95)

System Administrator & Technical Reference Manual

Preface

TVM-2000 3.95.0001 Release Notes

The TVM-2000 3.95.0000 release enhances features and fixes problems found in earlier TVM-2000 releases.

Problems Solved

Build 3.95.0001

- Record Greeting by Number Bug fixed to allow single digit number to be entered here to record greetings. Previously entering a single digit, such as 1, would cause the TVM to record message 1.msg rather than 01.msg that it looks for when playing greetings. This prevented the TVM from playing or recording the correct greeting.
- Reports Screen Report screen was updated for ease of use.
- Added support for 8-port MiniTel-128 and 16-port TMP systems.

Preface

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Printed in the United States of America, 2005.

SKU # SCL-8312

FCC Notice

This equipment complies with Part 68 of the FCC rules. On the left side of this equipment is a label that contains FCC information for this equipment. You must, upon request, provide this information to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance to give you an opportunity to maintain uninterrupted telephone service. If advance notice is not practical, you will be notified as soon as possible.

If you experience trouble with this telephone equipment, the telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

WARNING: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the Operating Manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user at their own expense will be required to take whatever measures may be required to correct the interference.

WARNING — TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE AND DO NOT OPEN THE COVER. NO USER SERVICEABLE PARTS INSIDE.

Distribution

The TVM-2000 line of voice mail systems is distributed to Telekol Authorized Dealers by NETXUSA, INC.

Installation Precautions

The following list provides basic safety precautions that should be followed whenever using or installing this equipment:

- 1. Read and understand all instructions.
- 2. Follow all warnings and instructions marked on the product.
- 3. Unplug telephone and power connections before cleaning or opening the unit.
- 4. This product should only be serviced by qualified repair personnel.
- 5. DO NOT use this product near water (i.e.: in a wet basement.)
- 6. DO NOT place this product on an unstable surface.
- 7. Never push objects of any kind into slots or openings as they may come in contact with dangerous voltage points or short out parts, causing a risk of fire or electrical shock. Never spill liquid of any kind on the unit.
- 8. This equipment is provided with a three-wire g rounding power cord. This is a safety feature. DO NOT defeat the safety purpose of the grounding type plug.
- 9. DO NOT staple or otherwise attach the AC power cord to building surf aces.
- 10. DO NOT block or cover the ventilation slots and openings. They prevent the unit from overheating. DO NOT place the product in a separate enclosure unless proper ventilation is provided.

To Comment on This Manual

Please send any comments and recommendations for changes to:

Technical Documentation Department NETXUSA, INC P.O. Box 2206 Greenville, SC 29602 Fax: (864) 233-4344 Email: info@netxusa.com

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Welcome

How to Use This Manual

This manual explains how to install, configure, and administer TVM-2000 systems and utilities. It also contains switch integration information, application instructions, TVM-2000 specifications, and a glossary of related terms. This manual should be studied before attempting to install or maintain the TVM-2000. The complete manual set includes this material, User Guides, and Quick Reference Cards.

Notation

Throughout this manual, numbers in brackets, e.g., [0] to [9], [*], and [#] refer to the touch-tone keypad button(s). The [*] key is called the "star" key and the [#] key is called the "pound" key. [ESC], [ENTER], [BACKSPACE], etc. denote corresponding keys on the keyboard.

User entries typeface Entries made by the user, be they administrators, callers, or mailbox owners, are indicated by this typeface.

Use of carets (« and ») on the menu screens indicates that the field within the carets has its own submenu screen. This enables you to access additional parameters and features for full customization of the TVM-2000.

Overview of Features

Introduction to the TVM-2000

The TVM-2000 is a call processing system designed to improve employee productivity and enhance customer service. The TVM-2000 platform is modular and scalable to accommodate the changing needs of growing businesses. The base system handles full-featured voice mail, automated attendant, Automatic Call Distribution (ACD), and audiotext functionality. Optional modules include fax mail and fax on demand capabilities, a multilingual module created for international companies, and a PMS/Hospitality module created for use by the Hotel/Motel industry. TVM-2000 Version 3.95 runs on DOS 6.22.

Automated Attendant

The TVM-2000 integrates with most Private Branch eXchanges (PBXs) to provide a smooth and simple messaging interface for callers. The TVM-2000 can be programmed to answer, route, and screen calls, provide information, hold callers in queue, and even service multiple businesses at once.

Voice Mail

The TVM-2000 supports up to 1,000 voice mailboxes, each of which can be configured with a variety of features, including (but not limited to); group mailboxes, flexible personal passwords, multiple greeting messages, and live call recording capabilities. The TVM-2000 answers mailbox extensions, plays personal greetings, and receives and delivers confidential messages at any time of the day or night. Once a message is received in a mailbox, the system can turn on a message waiting light, call the mailbox extension, make an announcement through an overhead page, or call an off-site telephone or beeper. These features assure users of timely receipt of messages regardless of their location.

The TVM-2000 also provides mailbox owners and callers with multiple options for listening to and leaving messages. Callers can mark outgoing messages as private or urgent. Mailbox owners can forward, delete or append to messages all with simple commands. Mailbox owners also have the ability to select the order in which they listen to messages, and they can fast forward, rewind, pause, and control the playback volume of messages. Callers to the system also are able to leave messages for one person or several people with the touch of a button. Experienced callers can override prompts and greeting messages. If required, a live operator can be reached at any time.

Fax Capabilities

The TVM-2000 base unit can be used to detect CNG tones and transfer calls to fax machines.

Fax Module

The optional Fax module allows the TVM-2000 to become a complete fax-processing platform. Each mailbox owner can receive faxes through their existing voice mailbox or through a separate fax mailbox. Fax mail can be sent to any fax machine at any time of the day. The Fax Module includes both fax mail and fax on demand capabilities.

Fax Mail

Fax mail confidentially receives and stores incoming faxes. All messages are time and date stamped and can be retrieved from any telephone, forwarded to another fax mailbox, appended to with a voice message, or forwarded to on-site and remote fax machines.

Fax On Demand

TVM-2000's fax-on-demand capability offers a self-service information library to users. Callers can retrieve company or product information around the clock by listening to simple voice instructions and selecting numbered documents. Packed with useful features such as support for multiple calls, same-call or callback fax transmission, and automatic cover page, the TVM-2000 is a highly flexible information delivery tool. The Fax Module also enhances business marketing and customer support by providing detailed inquiry reports and recordings of caller information, such as name, phone number and interests.

Fax on Demand features include:

- Automatic cover pages
- Unlimited menu levels
- Definable number of documents allowed per call
- Call back, or same call fax transmission
- Local area code recognition
- International dialing enabling or disabling

International/Localized Software

TVM-2000's multilingual modules facilitate multilingual communication by supporting up to nine languages. This feature gives businesses an advantage in today's global marketplace. International support consists of two modules described below:

- Multilingual Support (MLS) Multilingual communication capabilities for global companies. Enables the TVM-2000 to speak multiple languages (up to nine languages supported per system), use multiple greetings and prompts.
- Foreign Language Software (FLS) Pre-recorded greetings and prompts.

Hospitality/PMS Module

The Hospitality/PMS (Property Management System) Module was developed exclusively for the Hotel/Motel industry. The simple interface allows front desk personnel to check in and check out guest mailboxes. The auto-attendant can be programmed to answer calls for both guests and hotel administrators, or for administrators only. The guest mailboxes can be password protected to secure private access to messages from outside the room. This module also features a quick automatic wake-up call scheduling function, and integrates fully with most Property Management Systems.

New Features

- Version 3.95 includes the following new features:
- Support for Dialogic Boards
- Wake Up Call Reports
- Holiday Scheduling and Greetings
- Personal Operators assignable for each mailbox
- Auto message purge
- Emergency purge
- Multiple greetings per mailbox

Telekol Product Commitment

The TVM-2000 uses Telekol's foundation of voice and fax communication to provide a cost effective call processing and system. The system's flexibility, feature set, and ease of customization create a standard for call processing systems. Voice and fax message control has never been so effortless. Let TVM-2000 empower your business.





2

3

4

5

6

#

Figure 2: Administrative Options Menu



Section 1: Express Install

Hardware Installation

Overview

Installation of the TVM-2000 call processing system requires careful planning and execution. Remove the unit from its packaging. The unit was fully inspected at NETXUSA before shipping. If you find any damage, please save all original packaging materials and notify NETXUSA and the shipper immediately. The following items are packed with each unit:

ITEM	QUANTITY
System Unit	1
AC Power Cord	1
TVM-2000 Quick Reference Cards	5 per port
TVM-2000 System Administrator & Technical	1 for first time buyers
Reference Manual	
TVM-2000 User Guides	10 per every 4 ports

Installation Considerations

Use the following guidelines to choose a suitable location for your TVM-2000 unit:

- Avoid direct sunlight and extremely hot, cold or humid locations. Environment temperature should be between 40 and 90 degrees Fahrenheit, and relative humidity between 10 and 90 percent.
- Avoid excessive dust and vibration.
- Avoid locations with abrupt temperature swings.
- Avoid power circuits with thermostat-controlled equipment or other equipment that draws large currents.

Use of surge protection, uninterruptible power supply (UPS), and telephone line protection is strongly recommended.

Planning

Follow the steps below to plan the elements and features of the voice mail system.

- 1. Review the Integration Notes for your particular telephone switch to determine the parameter limits and features available. If it appears that your switch does not support a desirable feature, the TVM-2000 may provide you with the ability to configure an alternate method by utilizing its own internal hardware and software systems. See "Section 3: Using TVM-2000 Features" on page 41 for more information on activating features using non-compliant switches.
- 2. Develop a list of existing extensions.
- 3. Ascertain the relationship(s) among extensions, e.g., John Smith is one of 25 extensions in the Customer Service Department.
- 4. Work with the client to establish parameters and system-wide preferences.
- 5. Develop a call progress work flow diagram to find any possible "dead-ends" in your system. Ensure that all caller options either end in a voice response or a voice mailbox, fax or fax mailbox, or return the caller to the main menu.

Using "Appendix A: Worksheets" on page 145 will expedite the planning process.

Connecting to the Telephone System

The following figure illustrates the physical connections in the tower required to set up the TVM-2000 unit.



Figure 1-1: TVM-2000 Physical Connections

Key:

- 1. Power Connector
- 2. TVM Serial Number
- 3. Keyboard Connector
- 4. Parallel Printer
- 5. Serial Port 1 (COM 2)
- 6. Serial Port 2 (COM 1)
- 7. Monitor
- 8. Modem
- 9. 4-Port Voice Board (2 RJ-14 port model shown)

Enabling Remote Maintenance (Optional)

Telekol recommends enabling the remote maintenance software that is shipped with your TVM-2000 unit. Follow the steps below to enable remote maintenance:

- 1. Refer to Figure 1-1 on page 11 to connect the modem or terminal.
- 2. Call the TVM from any touch-tone phone.
- 3. Press [*] at the TVM welcome message.
- 4. Enter [999], or [99] when asked for a mailbox number.
- 5. Enter [9876] (default) when asked for the access code.
- 6. Enter [9] when the Mailbox Owner's Main Menu is listed.
- 7. From administrator's Main Menu, enter [9].
- 8. Enter [1786] when asked for the default access code.
- 9. After the tone,
 - a. Select [841] for serial port if using a terminal or an external modem
 - b. Select [842] for internal modem.
- 10. Repeat steps 7 and 8 and press [9*] to activate the remote maintenance software.
- 11. Allow the TVM-2000 reset itself.

Configuring the Terminal (Optional)

If a terminal or terminal emulator from a laptop is being used, set the emulation to either VT-100 or VT-102. Set the serial port for No parity, 8 data bits, 1 stop bit, and 19,200 baud.

Configuring the Modem (Optional)

Set the remote terminal to either VT-100 or VT-102 emulation. Dial the phone number of the line connected to the TVM remote maintenance modem.

Connecting to Remote Maintenance (Optional)

After the connection has been established, press <Ctrl><A> four times (for null modem connections only).

- 1. At the password prompt, enter JORDAN (default)
- 2. The TVM main menu will appear.
- 3. For security purposes, the system will automatically log off if no activity is detected after five minutes. To re-access the system, press <CTRL><A> four times, and then enter the password (for terminal only).

Powering Up

The TVM-2000 will run the following diagnostic programs during power up to optimize and verify its disks, data, and directories:

- 1. ScanDisk checks for disk errors and automatically repairs them.
- 2. MDXCHK analyzes the databases.

Several LEDs will light as the system is booting up, and after about 30-50 seconds, the system will sound three "beeps" indicating it is ready to accept calls.

Quitting the TVM-2000

Should powering down the TVM-2000 voice mail server ever become necessary, press <CTRL><q> at the main menu then once at the "C:\TM\PROD>" prompt, turn the power off.

Modifying Screen Parameters

There are two types of parameters in the TVM-2000 interface; some parameters require that a value be typed in, the others require toggling between values. To type in a value, position the cursor on the desired parameter, then press the [ENTER] key to access the field. Use the [BACKSPACE] key to delete an existing value and enter a new one. When finished, press the [ENTER] key to exit edit mode. To toggle between values, press the [ENTER] key repeatedly. Pressing the [ESC] key from any screen will produce the previous screen. Whenever changes are made, a new screen will appear requesting confirmation of the change. Entering [Y] will save the changes. Entering [N] will cancel the changes.

Main Menu

Your TVM-2000 voice mail software is loaded automatically whenever the TVM-2000 unit is booted up. When the software has completely booted up, the TVM-2000 Main Menu screen will appear. (If the optional Hospitality Module is installed, the Hospitality Main Menu screen will appear instead.)

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
4 Ports, 64.0 Hours, DRM
[E]nter security code: Lev. 2
[O]peration
[L]oad switch defaults
[C]onfiguration settings
[Plort specific options
[S]ingle digit menu
[M]ailbox setup/editing
[R]eports
[A]dvanced settings
[U]tilities
Choice?

Figure 1-2: TVM-2000 Main Menu

The Main Menu is divided into three sections: System Information, System Setup/Options and System Activity.

The **System Information Window** is at the top of the screen. It displays general system information including the software version number, number of ports, and the maximum storage capacity purchased (the storage capacity is the number of hours available for recording messages and greetings). Inverse video surrounding a port number indicates that the port is processing a call.

The **System Setup/Options Window** is in the middle of the screen. It describes the available options from the current screen. To choose a particular option, type in the first letter of the option name.

The **System Activity Window** is at the bottom of the screen. It shows the activity associated with each port. This allows review of current system activities such as call progress, voice mail, notification, etc.

Pressing [SPACE BAR] at the main menu will enlarge the System Activity screen, pressing [SPACE BAR] again will return the screen to its original state.

FIELD	DESCRIPTION
[E]nter Security Code	Allows access to the administrative functions. It is recommended that only authorized dealers change this parameter. The default is Level 2.
[O]peration	Sets the system-wide parameters, e.g. Date, Time, Operator Mailbox ID, Business Hours and Holidays
[L]oad Switch Defaults	Enables automatic default parameter settings for individual telephone switches through the entry of a switch default code found in the Preset Switch Default Table.
[C]onfiguration Settings	Sets Voice Mail specific system configuration options.
[P]ort Specific Options	Enables and configures parameters and functions for individual Voice Mail ports or port groups, e.g., multi-tenant switch configurations.
[S]ingle Digit Screen	Assigns and enables settings for the single digit Screen.
[M]ailbox Setup/Editing	Activates, edits and deletes individual mailbox settings for all mailbox types.
[R]eports	Lists the available reports about the system and its mailboxes and enables requests to be sent to printer or text file.
[A]dvanced Settings	Details advanced settings for entire TVM-2000 system.
[U]tilities	Lists available utilities, such as backup, restore, upgrade, and routine maintenance.

Loading Switch Defaults

Select a preset switch default that will integrate the TVM-2000 with your Private Branch Exchange (PBX or "Switch").

*** TELEKOL TMP (R) SYSTEM UERSION 3.95D ***-*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04 Switch 001: Panasonic 12/32 Switch name: Panasonic 12/32 [L]oad preset switch [C]hange switch name [W]rite new switch [V]iew integration notes [ESC] to quit Choice? System Activity SYS: (X) Copying: switch.dat to switch.bku

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: mailbox.cfg to mailbox.bku

Figure 1-3: Load Switch Defaults Menu — To access from the Main Menu, press [L].

Use the Load Switch Defaults Menu to access the Load Switch Defaults screen. Select [L]oad Preset Switch, and enter the Switch default number listed in the second to last column of the "Preset Switch Settings Table". (In cases where different switches share the same integration notes, you may have to refer to the integration notes in order to find the correct switch default number.) Upon returning to the Main Menu, you will notice that at the top of the System Setup/Options Window, the switch name will have changed to the name of the switch selected.

The default switch settings are tailor-made to combine the TVM-2000 with each switch in the most effective manner. Telekol recommends against changing any of the preset switch defaults.

Warning – Loading a switch default removes all Mailboxes and Settings.

TVM-2000 and Switch Integration

After loading the switch defaults using the switch number provided in the Preset Switch Defaults Table, complete the integration as detailed in the *Switch Integration Manual*.

System Greetings

System Greetings are the initial greetings callers hear when they reach the TVM-2000. System Greetings are composed from the **Welcome Message**, **Main Menu Part 1**, **Single Digit Menu**, and **Main Menu Part 2**. Each of these greetings can be customized, numbered, and programmed to play on different days or at different times of the day. The TVM-2000 concatenates these greetings and plays them to the caller as if they were a single greeting.

Typical System Greeting structures use a total of 6 greetings and arrange them depending on the day and time the call comes into the system. The order in which the messages are played are configured via the Operations screen.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***			
*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***			
4 Ports, 64 0 Hours, DRM			
0102_	0304		
Suitch 001:	Panaconic 11	2 / 32	
vay/hight mode: Huto	« Holldays	Setup »	
Use Special Message: No Holid		llowed: Yes	
Day General Delivery MB: 000 Name Search Msg: General			
Night General Delivery MB: 000 Fax Mailbox: None			
Cur. Time: 16:05	« Set Business Hours »		
Cur. Date: 12/16/04 Day	Night	Special	
Welcome Message : 01	02	03	
Main Menu Part 1 : 04	04	04	
Single Digit Menu: 05	05	05	
Main Menu Part 2 : 06	06	06	
Syste	em Activity—		
SYS: (X) Copying: telemail.cfg to telemail.bku			
SYS: (X) Copying: mailbox.cfg to mail	box.bku		
SYS: (X) Copying: switch.dat to switc	h . bku		
SYS: (X) Conving: nbysetun dat to nbysetun bku			
SYS: (X) Conving: telemail.cfg to telemail.bku			

Figure 1-4: Operations Screen — To access from the Main Menu, press [O].

Example:

ABC Corporation wants to greet callers with 3 different greetings depending on the time of day. During the day, callers will hear:

Welcome to ABC Corporation. If you know your party's extension number, you may dial it at any time. For a company directory, dial 411. For sales, press 1, for technical support press 2, for fax on demand press 3. If you need further assistance, please press 0 or stay on the line for the operator.

After hours, callers will hear:

Welcome to ABC Corporation, our hours of operation are from 8:30 AM to 7:30 PM. If you know your party's extension number, you may dial it at any time. For a company directory, dial 411.

During lunch, callers will hear:

Welcome to ABC Corporation, from 12 p.m. to 1 p.m. we are closed for lunch. If you know your party's extension number, you may dial it at any time. For a company directory, dial 411. For emergency technical support, press 7.

In order to do this, the administrator would record and label 6 greetings as shown below:

- 1. "Welcome to ABC Corporation"
- 2. "Welcome to ABC Corporation, our hours of operation are from 8:30 a.m. to 7:30 p.m."
- 3. "Welcome to ABC Corporation, from 12 p.m. to 1 p.m. we are closed for lunch."
- 4. "If you know your party's extension number, you may dial it at any time. For a company directory, dial 411."
- 5. "For sales, press 1; for technical support, press 2; for fax on demand, press 3."

6. "If you need further assistance, please press 0 or stay on the line for the operator." The greetings could then be arranged as shown in the matrix in figure 1-4. The greeting for each mode is the concatenated greetings in the column for that time of day. The TVM-2000 allows for the same greeting number to be used during different times of the day thereby increasing flexibility in rearranging and recording greetings.

Note: If only one greeting is recorded, the greeting number should be put in the "Main Menu Part 1" row on the Operations screen.

Recording System Greetings (Telephone Interface)

Record your greetings from the TVM-2000's Administrative menus. The administration mailbox number is 99 or 999. ("Greeting Scripts" on page 154 can be used to plan your greetings before you record them.)

To access the Administrative Options Menu, perform the following steps:

- 1. Call the TVM-2000 from any touch-tone phone.
- 2. Press [*] at the TVM-2000 welcome message.
- 3. Dial [9]+[9]+[9] (for 3 digit dialing plan) when asked for a mailbox number.
- 4. Enter [9]+[8]+[7]+[6] (default) when asked for the access code.
- 5. Enter [9] when the Mailbox Owners Main Menu is played.

After you access the administration side, the Administration Options Menu will play. Press [2], [3] to access the Record System Greetings menu. Select option 8 if you are recording by number. After recording, the TVM-2000 will offer you four options:

- To listen to your greeting, press [1]
- To save your greeting, press [2]
- To record your greeting again, press [3]
- To exit without saving, press [4]

Using Pre-Recorded Greetings

Some dealers and customers prefer using professionally recorded greetings instead of recording System Greetings through the telephone. If you wish to have your greetings professionally recorded, first make sure that your vendor can digitize recordings into 8 bit, 8 kilohertz PCM mulaw files. The files can then be labeled according to the numbers used in the matrix on the operations screen (01.msg, 02.msg, etc.). Once the greetings are labeled, shut down the TVM-2000 and place the files in the c:\tm\msg\ directory. The new greetings will be used once the TVM-2000 is re-started.

Setting Operation Modes

The next step in setting up the initial system greetings is to tell the TVM-2000 when to play day, night and special messages.

- 1. On the Operations screen, make sure the Day/Night Mode field is set to "Auto" (default).
- 2. From the Operations screen, access the Set Business Hours screen.
- 3. Use the Set Business Hours screen to configure Day, Night, and Special time ranges.



Figure 1-5: Set Business Hours Menu — To access from the Main Menu, press [O], «Set Business Hours».

Setting Up Operator (General Delivery) Mailboxes

The first mailboxes to set up are the Operator, or General Delivery mailboxes. These are the default mailboxes used, for example, when the caller selects no options or the mode of operation dictates a transfer to a general delivery mailbox, such as during holidays.

Before working on a mailbox, it must be created via the Mailbox/Setup Editing screen.

Set the mailbox number for Day or Night mode by entering the operator's mailbox in the **Day General Delivery MB** and the **Night General Delivery MB** fields on the *Operations* Screen.

Fax Detection

The TVM-2000 base unit includes the ability to detect Fax calls (CNG tones) and transfer them to a fax machine. (For information on setting up the additional features included with the Optional Fax Module, see "Fax Module" on page 52.)

- 1. From the Main Menu, select [M] ailbox Setup/Editing.
- 2. Select a MB to which Fax calls will be transferred.
- 3. Access the Mailbox Attributes screen.
- 4. Activate (put a "*" next to) the NoCallProgress field.
- 5. From the Main Menu, select [O] perations.
- 6. Enter the number of the fax mailbox in the Fax Mailbox field.

Company Directory Options

The last step in your express setup is to specify your company directory options. The TVM-2000 can be configured to allow callers to access a directory of telephone extensions through the *Name Search* screen, and can be further configured to perform special functions if there is more than one person at a company with the same first or last name.



Figure 1-6: Name Search Screen — To access from the Main Menu, press [C], «NameSearch».

The Company directory allows callers to find their party by name. There are five fields that control the behavior of the Directory feature:

Disable Name Search Name Search screen

Toggles on or off (activating or deactivating) the Directory Option.

Hide Extension Number Name Search screen

When set to "No" (default), this parameter allows the TVM-2000 to reveal the extension number of the called party to the caller, i.e., "You are being transferred to extension 111, John Smith." When set to "Yes", the caller is simply put through to the called party without first learning the extension number, i.e., "You are being transferred to John Smith."

List Names on Search Name Search screen

This parameter overrides the *Operations* screen's **Name Search Msg** field and works in two separate ways after more than one name in the Corporate Directory is identified as matching the caller's entry:

"Yes": (default) After the caller is instructed to enter the first three letters of the name of the person she/he is trying to reach, the TVM-2000 announces if the person you are trying to reach is <recorded name>, press [1]. If the name identified is incorrect, the caller is asked to press [2]. If there is more than one person with a last name that matches the caller's entry, the TVM-2000 system then plays the next person's name, until no additional names are identified. At that point, the Voice Mail plays a message that no match was found, and the caller is returned to the main menu to review the other options.

"No": The caller is instructed to enter the first three letters of the last name of the person she/he is trying to reach. If more than one person is identified by the caller's entry, the Voice Mail then asks for the first three letters of the first name, and then the middle initial until no additional names are identified. At that point, the Voice Mail plays a message that no match was found.

Follow the following steps to complete the setup of the Company Directory:

- 1. Enter the Configuration Settings screen by pressing [C] from the Main Menu.
- 2. Set the **Directory MB** field to the digits the caller needs to enter in order to access the directory. By default this field is set to 002.
- 3. Enter the *Operations* screen by pressing [O] from the main menu.
- 4. Highlight the **Name Search Msg** field. This field controls the message that is played when the caller reaches the directory.
- 5. Instruct each Mailbox Owner to enter his or her name in the corporate directory by following the directions in the TVM-2000 *User's Guide*.

Warning — Names will not show up in the name search unless they are entered and recorded.

Directory MB Configuration screen

This field determines the digits the caller needs to enter to access the company directory.

Name Search Msg Operations screen

This field controls the message that is played when the caller reaches the directory. This field may be set as follows:

- 1. "General": Prompts the caller to enter up to the first three letters of the first or last name of the person they are trying to reach.
- 2. "First": Prompts the caller to enter up to the first three letters of the first name of the person they are trying to reach.
- 3. "Last": Prompts the caller to enter up to the first three letters of the last name of the person they are trying to reach.
Section 2: Mailbox Setup

The TVM-2000 uses three types of mailboxes: User Mailboxes, Audiotext Mailboxes, and Group mailboxes. User Mailboxes are set up to serve as separate, private answering machines for each company employee. Audiotext Mailboxes can be set up to play recorded announcements or information to callers. Group mailboxes are used to route calls and messages to specific groups of employees.

Setting Up User Mailboxes

Each preset switch default comes with a usable range of Mailbox numbers. Use "Mailbox Owner/Attributes Information" on page 150 to assign each employee a mailbox. The mailbox number can, but does not necessarily have to be, the same as the extension number. Once mailbox and extension numbers have been assigned, follow the steps below to activate mailboxes for each employee:

1. Enter the [M] ailbox Setup/Editing screen from the Main Menu.



Figure 2-1: Mailbox Menu — To access from the Main Menu, press [M].

2. Enter the *[E] dit Mailboxes* screen, shown below:

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
             *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                             4 Ports, 64.0 Hours, DRM
                              -01--02--03--04
                          -Switch 001: Panasonic 12/32-
 Active: Yes
                    Msg Fwd Days: Unl. Del. Immed: No
                                                           MWL Off: After First
                    Msg. Fwd. To: 000 Play from: Yes
                                                           « Hold Options »
 Extn: 111
Pass: 9876
                                       Play date: Yes
                                                           « Mailbox Attr. »
                          Names
                                    »
                    « Pers Operator »
                                       Play Capture: No
 « FWD Options »
 « MB Greetings »
                    « Notifications »
                                        Beeper Seq:
Max Msgs: Unl.
                    Direct to VM: No
                                        Rew. Time (s): 4
                                                           Msg/New: Older First
Rec.Lim.(s): 60
                    Guest MB: No
                                                           Msg/Old: Newer First
Purge (days): Unl. Save Msg: Yes
                                            Page
                                                             « Audiotext »
                                                           « Wake-Up »
RingsAtExt: 4
                    Msgs w∕fax: No
                                                                    ESC: Back
MB: 111
                        PG-Up, PG-Dn, Home, End
                                -System Activity-
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: switch.dat to switch.bku
```

Figure 2-2: Mailbox Editing Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER].

3. Enter the mailbox number that you wish to edit.

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: mailbox.cfg to mailbox.bku

- 4. Enter the employee's extension number in the **Extn**: field at the top of the left column on the screen.
- 5. Access the Names screen
- 6. Enter the employee's last and first name in the Last Name and First Name fields, respectively.

Changing the rest of the fields on *Mailbox Editing* screen is optional. Which fields will require changing depends primarily on the specific application you are setting up. Contact your Telekol Authorized Dealer for details.

Assigning a Personal Operator for an Individual Mailbox

A personal operator can be assigned for any mailbox. To assign a personal operator to a mailbox:

- 1. From the Main Menu, press [M] for Mailbox Setup/Editing.
- 2. Press [E] to Edit Mailboxes.
- 3. Enter the number of the mailbox for which you want to assign a Personal Operator.
- 4. Access the Personal Operator screen from the Mailbox Editing screen
- 5. In the Personal Operator field, enter "Yes".
- 6. In the Personal Operator MB field, enter the Personal Operator's MB number.

TVM-2000 will not allow you to assign a non-active mailbox as a personal operator.

Setting up Hold Options for Each Mailbox

The *Hold Options* screen controls whether or not callers to a particular mailbox are allowed to hold in queue.

The first caller on hold in queue is on hold in the switch. All other callers are held in the Voice Mail.

To enable hold options for a particular mailbox, follow the steps below:

- 1. Type [M] from the Main Menu to enter the Mailbox Editing screen.
- 2. Type [E] from the *Mailbox Editing* screen.
- 3. Enter the number of the mailbox that will use Hold Options.
- 4. Access the *«Mailbox Attr.»* screen.
- 5. If there is a star to the left of **NoCallProgress**, deactivate it. You must have supervised transfers enabled for hold options to work on this mailbox. Consult the *Switch Integration Manual* to determine how to enable supervised transfers for your PBX.
- 6. Press [ESC] and then enter the «Hold Options» screen from the Mailbox Setup/Editing screen.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
4 Ports, 64.0 Hours, DRM
-01-02-03-04
```

-Switch 001: Panasonic 12/32-

Allow Hold: No Hold Begin: 5000 Hold End : 5000 Max. Hold : 2 Play Hold pos.: No Hold on NA: No Skip Hold Confirmation: No

System Activity-SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: mailbox.cfg to mailbox.bku

Figure 2-3: Hold Options Screen — To access from the Main Menu press [M], [E], mailbox #, «Hold Options».

- 7. Set the Allow Hold field to "Yes."
- 8. [ESC] out and save your changes.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 96.0 Hours -01--02--03---04--Switch 001: Panasonic 12/32-Max. System Hold: 2 Hold Attempts : 4 Hold Seconds : 10 -System Activity-Line 4: (I) Waiting for calls... 0 calls so far. SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku Line 1: (I) Waiting for calls... 0 calls so far.

9. From the Main Screen, enter the *Configuration* screen by typing [C].

10. Enter «Hold Options».

Figure 2-4: System Hold Options Screen — To access from the Main Menu press [C], «Hold Options».

FIELD	DESCRIPTION
Max System Hold	The maximum number of callers allowed to hold in the system queue
	at the same time. Limited to the number of ports.
Hold Attempts	Sets the number of times the TVM-2000 attempts to transfer the caller to a busy extension before prompting the caller with an option to continue holding.
Hold Secs.	When using hold options, this field sets the length of time the system waits before retrying a busy extension. Do not set higher than the default value of 10 .

11. In the phone switch, disable call forwarding on all stations which have hold options enabled in order to prevent callers on hold from being forwarded to another extension.

For a complete explanation of all the fields listed on the *Hold Options* and *Configuration* screens, see "System Hold Options Screen" on page 98 and "Configuration screen" on page 95.

Telekol ships "Hold Music" with every TVM-2000 unit. The Hold Music is stored in message numbers 5000 through 5009.

Activating Optional Mailbox Features

Notification Options

The TVM-2000 can be set up to notify mailbox owners of incoming calls and waiting messages using a variety of options.

Beeper Notification Option

The Beeper Notification Option programs the TVM-2000 to beep Mailbox Owners whenever messages are left for them. Follow the steps below to configure the Beeper Notification Option:

- 1. Enter the Configuration screen by pressing [C] from the Main Menu.
- 2. In the **Beeper Seq** field, enter the appropriate string of dialing codes. For a list of dialing codes, see "Dialing Codes" on page 173.
- 3. From the Main Menu, enter the Mailbox Editing screen by pressing [M], [E].
- 4. Enter the number of the mailbox that will be given beeper notification.
- 5. Access the «FWD Options» screen.
- 6. Set the **Outbd Fwd Ok** field to "Yes".
- 7. Set the **Fwd** field to "Beeper".
- 8. Enter the phone number of the beeper in the **Fwd Num** field. *Please note that this number should be entered as it would be dialed. Do not include any digits required for an outside line by the switch.*
- 9. (Optional) At this point, the mailbox is configured to notify the mailbox owner on all messages. To configure the mailbox to perform beeper notification on urgent messages only, enter the *«Mailbox Attr.»* screen and activate (place a "*" next to) the **Urgent OK** field.

There are several fields that affect beeper notification and its behavior. Review each of the following fields to ensure efficient processing:

[M] ailbox Setup/Editing screen

Beeper Seq.: The individual mailbox owner's beeper number sequence. If it is blank, the value entered in the **Beeper Seq.** field on the *Configuration* screen is used. **Play Capture**: When set to "Yes," Voice Mail will play the captured DTMFs as the message.

«Notifications»

Not. Del.: The number of minutes the Voice Mail waits before performing the beeper notification procedure.

Num Notifys: The number of times the Voice Mail performs the beeper notification procedure if the message is not retrieved.

Notify Mins: The amount of time the Voice Mail waits before initiating another beeper notification procedure if the message is not retrieved.

«Mailbox Attr» screen

Capture Digits: When enabled, allows callers to enter the DTMFs that will appear as the number to call in the beeper window.

Urgent Ok: When enabled, mailbox owners will only be notified of messages left in their mailbox that are marked "Urgent".

[C] onfiguration screen

Notification Cycle: Global Parameter-Number of minutes the Voice Mail waits before performing beeper notification, outbound message notification, call forwarding procedures, etc. **Beeper Seq.**: Global Parameter-The default beeper number sequence.

Outbound Message Notification

When outbound message notification is enabled, the mailbox owner receives calls to the outside line specified in the **Fwd Num** field. If the call connects, two methods of notification can occur. If "*4" is the last part of the sequence string in the Outbound Dialing Seq., the call connects, the Voice Mail hears the connection, and the recorded prompts instruct the mailbox owner how to retrieve the message on the same call. If "*6" is the last part of the sequence, the call connects, the Voice Mail notifies the mailbox owner that she/he has a message waiting, and hangs up.

- 1. Enter the Advanced Settings menu by pressing [A] from the Main Menu.
- 2. Enter the Switch Configuration screen by pressing [S] from the Advanced Settings menu.
- 3. In the **Outbd Dialing Seq.** field, enter the appropriate string of dialing codes. For a list of Dialing Codes, see "Dialing Codes" on page 165.
- 4. Press [Esc] to go back to the Main Menu.
- 5. From the Main Menu, press [M] for Mailbox Setup/Editing.
- 6. Press [E] from the Mailbox Setup/Editing screen.
- 7. Enter the number of the mailbox that will be given Outbound Message notification functionality.
- 8. Access the *«FWD Options»* screen.
- 9. Set the **Outbd Fwd Ok** field to "Yes."
- 10. Set the Fwd field to "Out-Msg Notif."
- 11. Enter the phone number of the external location in the **Fwd Num** field. Please note that this number should be entered as it would be dialed. Do not include any digits required for an outside line by the switch.
- 12. (Optional) At this point, the mailbox is configured to notify the mailbox owner on all messages. To configure the mailbox to perform out bound message notification on urgent messages only, highlight *«Mailbox Attr.»* and press [ENTER].
- 13. (Optional) Highlight Urgent OK and press [ENTER] to activate this attribute.

There are several options that affect outbound message notification and its behavior. Review each of the following fields to ensure efficient processing:

«FWD Options» screen

Outbd Fwd Ok: When set to "Yes," Voice Mail is enabled to deliver messages and transfer calls to off-site telephone numbers and beepers.

Fwd: Indicates the type of forwarding enabled for this particular mailbox. It should be set to "Out-Msg Notif".

Fwd Num: The off-site telephone number to which the message notification is being sent.

«Notifications» screen

Not. Del.: The number of minutes the Voice Mail waits before performing the outbound message notification procedure.

Num Notifys: The number of times the Voice Mail performs the outbound message notification procedure if the message is not retrieved.

Notify Mins: The amount of time the Voice Mail waits before initiating another beeper notification procedure if the message is not retrieved.

[M] ailbox Editing Screen

Play Capture: When set to "Yes," Voice Mail will play the captured DTMFs as the message.

«Mailbox Attr»

Urgent Ok: When enabled, mailbox owners will only be notified of messages left in their mailbox that are marked "Urgent".

[C]onfiguration screen

Notification Cycle: A global parameter that sets the number of minutes the Voice Mail waits before performing outbound message notification.

Outbound "Follow-Me" (Call Forwarding)

Outbound Follow-Me allows the TVM-2000 to put an incoming call on hold, dial an outside line and connect to a telephone off-site, verify the connection and connect the caller to that outside telephone. To properly configure the TVM-2000 to initiate an out bound message notification session, the Switch and CO line must support unsupervised trunk-to-trunk transfers (such as Centrex).

- 1. Enter the Advanced Settings screen by pressing [A] from the Main Menu.
- 2. Enter the Switch Configuration screen by pressing [S] from the Advanced Settings menu.
- 3. In the **Outbd Follow-Me Seq**. field, enter the appropriate string of dialing codes. For example, the Outbd Follow-Me Sequence may look like: 9*1*9*4*3. The first 9 in this example is used to secure a CO line. For a list of Dialing Codes, see "Dialing Codes" on page 165.
- 4. From the main menu, press [M] for Mailbox Setup/Editing.
- 5. Press [E] to access the *Mailbox Editing* Screen.
- 6. Enter the number of the mailbox that will be given Outbound Follow-me functionality.
- 7. Access the *«FWD Options»* screen
- 8. Set the **Outbd Fwd Ok** field to "Yes" by highlighting the field and pressing [ENTER].
- 9. Set the **Fwd** field to "Out-Follow."
- 10. Enter the phone number of the external location in the **Fwd Num** field. This number should be entered as it would be dialed. Do not include any digits required for an outside line by the switch.

There are several options that affect Outbound Follow-Me and its behavior. Review each of the following fields to ensure efficient processing:

«FWD Options» screen

Outbd Fwd Ok: When set to "Yes", Voice Mail is enabled to deliver messages and transfer calls to off-site telephone numbers and beepers.

Fwd: Indicates the type of forwarding enabled for this particular mailbox. It should be set to "Out-Follow".

Fwd Num: The sequence string matching the off-site telephone number to which the calls are being transferred.

[S] witch Configuration screen

Outbd Follow-Me Seq: Sequence string matching the off-site telephone number to which the call is to be transferred.

Outbd Port: Port assigned for automatic call forwarding, message, and beeper notification.

«Other» screen

Outbd Recall: Sequence string for retrieving a caller on hold in the Voice Mail when the outbound call fails to connect.

Outbd Connect: Sequence string for connecting a caller on hold in the Voice Mail when the outbound call connects.

Call Recording and Call Screening

Call Recording is most effective when combined with Speakerphone Announce and Call Screening. The caller dials the desired extension and is prompted to speak his/her name. When the incoming call is picked up by the extension, the Voice Mail will prompt the called party with: "Call from (caller's name). To save a recording of this call, press [1]. To tentatively record this call, press [2]. To not record this call, press the [#] key." If [1] or [2] is selected, the TVM-2000 will record both sides of the conversation.

Enabling Call Recording requires switches that support "Supervised Transfers". Check the Switch Integration Notes for each switch that doesn't support Supervised Transfers for additional instructions on enabling Call Recording.

- 1. From the Main Menu screen, press [M].
- 2. Type [E] from the *[M]ailbox Setup/Editing* menu.
- 3. Enter the number of the mailbox that will be used.
- 4. Highlight «Mailbox Attr» and press [ENTER].
- 5. Activate (put a "*" next to) the **Speakerphone** field.
- 6. Activate (put a "*" next to) the **Call Screening** field.
- 7. Activate (put a "*" next to) the **Call Recording** field.

There are several options that effect two-way call recording and its behavior. Review each of the following fields to ensure efficient processing: Refer to your telephone switch manual for the specific DTMFs to use for the following parameters.

- **Conference Seq**.: This field indicates the digits the system automatically dials to initiate a twoway call recording session. If left blank (default), the Voice Mail interprets this to mean a flashhook.
- **Drop Conf. Seq**.: This field indicates the digits the system automatically dials to disconnect from a two-way call recording session. The Voice Mail stops recording, e.g., due to reaching the maximum number of seconds of silence, but the call progresses. The two parties continue the conversation. If left blank (default), the Voice Mail hangs up.
- **Disc./Conf Seq.:** This field indicates the digits the system automatically dials to abandon all parties in a two-way call recording session. If left blank (default), the Voice Mail hangs up.
- **RSilCallRec**: ([A]dvanced Settings, [A]dvanced Switch Configuration, [S]tandard Parameters) This field indicates the maximum number of seconds of silence allowed before the Voice Mail assumes the call is over and stops recording. This setting is especially important since silences in conversation can be much longer than those during the leaving of a message.

Group Mailboxes

Group Mailboxes are set up to allow several people to handle calls from a single mailbox. To set up a group mailbox, follow the steps below:

- 1. Access an existing or create a new mailbox. For information on accessing or creating mailboxes, see "Setting Up User Mailboxes" on page 25.
- 2. Access the «Mailbox Attr.» screen.
- 3. Activate (put a "*" next to) the Group field.
- 4. Press [Esc] to return to the *Mailbox Editing* screen.
- 5. Access the *«Group Setup»* screen, shown below. There are three fields on the Group Setup screen that configure your group mailbox. The first, **Type**, controls the type of distribution of calls or messages. The second, Call Distribution, controls how the calls or messages are distributed to the group's members. The third, **Num Members**, sets the number of members in the group.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01---02---03---04--Switch 001: Panasonic 12/32 Type: Broadcast

Call Dist: None Num Members: 4 #01: 100 #02: 101 #03: 102 #04: 103 MB: 111 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0

Figure 2-5: Group Setup Screen — To access from the Main Menu press [M], [E], mailbox #, «Group Setup» for a mailbox with Groups enabled.

-System Activity-

To access the Group Setup screen, the mailbox must first have "groups" enabled. The group field is enabled via the «Mailbox Attr.» screen, which is also accessed through the mailbox editing screen.

Group Types

Broadcast Groups

Messages left in Broadcast Group mailboxes are sent (broadcast) to every member within the group. When a member of the group listens to the message, the message remains in all other mailboxes in the group.

- 1. From the Mailbox Editing screen, highlight «Group Setup» and press [ENTER].
- 2. Enter "Broadcast" in the **Type** field.
- 3. Change the **Num Members** field to reflect the number of members in the group. TVM-2000 systems have a maximum of 40 members per group.
- 4. Enter the group members in the corresponding fields.

Dispatch Groups

Messages left in a dispatch group mailbox are sent to every member within the group. Once a member of the group listens to the message, the message is removed from all other mailboxes in the group.

- 1. From the Mailbox Editing Screen, highlight «Group Setup» and press [ENTER].
- 2. Enter "Dispatch" in the **Type** field.
- 3. Change the Num Members field to reflect the number of members in the group.
- 4. Enter the group members in the corresponding fields. Enter the members in the order in which you wish to have them notified of a caller.

Retrieval Groups

Retrieval Groups are used to retrieve messages from several mailboxes in one step. Accessing the owner's side of the mailbox will allow the listener to hear all messages left for all the members of the group. While accessing messages from one mailbox, the mailbox owner can press the star (*) key to go to the next mailbox in the group.

- 1. From the Mailbox Editing Screen highlight «Group Setup» and press [ENTER].
- 2. Enter "Retrieval" in the Type field.
- 3. Change the Num Members field to reflect the number of members in the group.
- 4. Enter the group members in the corresponding fields.

Automatic Call Distribution (ACD) Only Groups

ACD Only groups distribute calls to the members of its group. These mailboxes handle messages as a non-Group mailbox would. This type of mailbox has Group Mailbox functionality only insofar as the **Call Distribution** field specifies.

- 1. From the Mailbox Editing Screen, highlight «Group Setup» and press [ENTER].
- 2. Enter "ACD Only" in the Type field.
- 3. Select the type of **Call Distribution**. See *Call Distribution Types* below.
- 4. Change the **Num Members** field to reflect the number of members in the group.
- 5. Enter the Group members in the corresponding fields.

Call Distribution Types

The Call Distribution field handles how group mailboxes distribute calls.

Top Down

Calls to group mailboxes with "Top Down" call distribution are distributed to the same extension in the group in the same order. Each new call that comes in is routed to the same first extension each time.

Uniform

Calls to group mailboxes with "Uniform" call distribution are distributed to group members in sequential order. For each new call that comes in, the mailbox checks the last place to which it transferred a call and begins hunting at the next Group Mailbox member.

Example: Top Down vs. Uniform

A mailbox group has members A, B, C, and D. If the group were set up as a "Top Down" mailbox, incoming calls would always be first routed to mailbox A. If mailbox A was busy, the call would be routed to B, then C, and finally D. The next incoming call would again be routed first to extension A. If the group were set up as a "Uniform" mailbox, the first incoming call routed to A. If mailbox A was busy, the call would be routed to B, then C, and finally D. The NEXT incoming call would be routed to B. If B was busy, the call would be routed to C, D, and finally A. The next incoming call would start off with C, etc.

Make sure NoCallProgress is NOT activated (there is no "*" next to NoCallProgress) if either Top Down or Uniform groups are used.

None

Calls to ACD Only mailboxes with "None" selected route calls as any other non-Group mailbox would.

Setting Up Audiotext Mailboxes

Audiotext Mailboxes can be used as part of a fax on demand or ordering application, to provide announcements to callers, or to present a series of options for routing incoming calls.

Example:

ABC Corporation wishes to have callers who enter "200" to be routed to a menu of options. The menu will say, "For widget sales, press 1. For computer sales, press 2. For software sales, press 3." The call will then be routed to the appropriate extension based upon what the caller chooses. If the caller presses 1, she/he will be transferred to extension 110. If the caller presses 2, she/he will be transferred to extension 111. If the caller presses 3, she/ he will be transferred to extension 112.

- 1. From the Main Menu, enter the Mailbox Setup/Editing screen by pressing [M].
- 2. Edit a new mailbox by entering [E] from the Mailbox Setup/Editing screen.
- 3. Enter the number of the mailbox that will be configured as the menu or audiotext mailbox. Using the above application example, enter 200.
- 4. Move the highlight to *«Audiotext»* and press [ENTER]. The screen will display a message stating that this process is irreversible and will remove all messages from this mailbox. Press [Y] and then [ENTER].
- 5. The Audiotext screen will be displayed as shown below:

	LEKOL TMP (R) SYSTEM VERSION 3.95D ***	
*** (c) CO	PYRIGHT TELEKOL CORPORATION 1991 - 2004 **	**
	4 Ponte 64 Q House DRM	
	$\alpha_1 \alpha_2 \alpha_3 \alpha_4$	
Active: Yes 1	MB:100 *«Normal»	
Pass: 9876 '2'	MB: 101	
3'	MB: 102 HangUp when played	
ý4'	MB: 103 Record Response	
· 5'	MB: None FaxBack	
·ā، ا	MB: None	
,	MB: None	
ب _و ن	MB: None	
0 101		
3	mb: none	
Description:		
MB: 111	PG-Up, PG-Dn, Home, End	ESC: Back
SYS: (X) Copying: switch.dat to switch.bku		
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku		
SYS: (X) Copying: telemail.cfg to telemail.bku		
SYS: (X) Copying: mailbox.cfg to mailbox.bku		
SYS: (A) Number of grou	ps is 1; limit 0	
	F	

Figure 2-6: Audiotext Screen — To access from the Main Menu press [M], [E], «Audiotext», [Y].

- 6. Enter the mailbox which callers will be transferred to when they press "1" in the **'1' MB** field. Using the application example, enter 110 in this field.
- 7. Repeat step 6 for any remaining digits. In our application example, enter 111 in the '2' MB field and 112 in the '3' MB field.
- 8. Record the greeting for this Audiotext Box by calling into the TVM-2000 System. When the welcome greeting plays, press [*] + [Mailbox Number]. Enter the mailbox's access code when prompted. The default access code is 9876. The system will immediately prompt for the recording of a new greeting.

An Audiotext mailbox could lead to another Audiotext Box or to a regular extension. There is no limit on the number of Audiotext levels in the system. Plan your Audiotext trees before implementing them.

Before assigning audiotext functionality to a mailbox, ensure that the mailbox is empty. The warning dialog will appear whether or not there are any messages and faxes outstanding.

Setting Up Q&A Mailboxes

The Question and Answer Audiotext mailbox allows the TVM-2000 to gather and process information automatically.

Example:

An advertising company wishes to automate the process of the placement of magazine ads. The questions that need to be answered are as follows:

- 1. Name & billing address of the company
- 2. Telephone number
- 3. Size of the ad
- 4. Number of publications to run the ad
- 5. Credit Card Type
- 6. Credit card number & expiration date

After the information is recorded and stored in the specified Q&A Mailbox, the advertising firm wants the TVM-2000 to say, "Thank you for you order. If we experience any difficulties while processing your order, we will contact you immediately. Please submit all relevant artwork to ABC Advertising 1234 Main Street, Anytown, Massachusetts 01234."

- 1. From the Main Menu, enter the Mailbox Editing screen by pressing [M].
- 2. Type [E] from the Mailbox Setup/Editing screen.
- 3. Enter the number of the mailbox that will be configured as the first question.
- 4. Move the highlight to *«Audiotext»* and press [ENTER].
- 5. Activate (put a "*" next to) the Record Response field.
- 6. Enter the number of the second question in the Next Mailbox field.
- 7. Enter the number of the mailbox in which all answers will be stored in the Store in MB field.
- 8. If the answer to this question is required, enter "1" in the **Required** field. If the answer is not required, enter a "0" in the **Required** field.
- 9. Repeat steps 1 through 8 for the other questions.
- 10. For the "Thank you for your order..." follow steps 1 through 9 and then activate (put a "*" next to) the **Hang Up When Played** field.
- 11. Record all of the questions by performing the following steps:
 - a. Call into the TVM-2000 and press [*]+[Mailbox Number].
 - b. When prompted, enter the access code. The default access code is 9876.
 - c. Follow the prompts to record each question.

Section 3: Using TVM-2000 Features

Enabling Announcement Only

Announcement Only mailboxes are used to play informational messages. After playing the information, callers are routed back to the Main Menu Part 1.

- 1. From the Main Screen, enter the Mailbox Setup/Editing screen by typing [M].
- 2. Type [E] from the *Mailbox Setup/Editing* screen.
- 3. Enter the number of the mailbox that will be used.
- 4. Set the Extension field to "None".
- 5. Set the Max Msgs field to "0"
- 6. Record the personal greeting for this mailbox as any other mailbox greeting.

Note — *You can dial an extension from an Announcement Only mailbox.*

Fax On Demand Setup

Fax On Demand can be configured to allow callers to request faxes be sent to them automatically. Fax On Demand works in conjunction with Audiotext. To make faxes available to callers, they must be faxed into the TVM-2000 system and left like a message in the correctly identified Audiotext mailbox.

- 1. From the main menu, enter the Mailbox Setup/Editing screen by pressing [M].
- 2. Type [E] from the *Mailbox Setup/Editing* screen.
- 3. Enter the number of the mailbox that will be used. Press [ENTER].
- 4. Highlight «Audiotext» and press [ENTER].
- 5. Activate (place a "*" next to) the **FaxBack** field.
- 6. Assign document numbers to the individual documents.
- 7. Dial into your TVM-2000 from a local fax machine and access the system administrator's side.
- 8. At the administrator side dial [9]+[0]. The TVM-2000 will prompt you to enter the document number, ask you to confirm the number, then ask you to push the start button on your fax machine. The voice mail will confirm the fax transmission and ask if you would like to add additional documents. The document numbers are recorded in the **'MB'** field on the Audiotext Screen. Repeat until all documents have been entered.
- 9. If you want access to more than ten documents, you must organize your documents via audiotext trees.
- The audiotext trees can be organized in such a way to send callers back one menu after they have selected a document. To accomplish this, return to the *«Audiotext»* menu and activate the FB One Selection field.

To Set Up an Audiotext Mailbox

Audiotext Mailboxes play a series of options for routing incoming calls.

*	** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***	
*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 **	*
	4 Posts 64 Q House DBM	~
	1 IUFLS, 01.0 Hours, 0 Mi	
Active: Yes	'1'MB:100 *« Normal »	
Pass: 9876	'2' MB: 101	
	'3' MB: 102 HangUp when played	
	'4' MB: 103 Record Response	
1	'5' MB: None FaxBack	
	'6' MB: None	
1	77' MB: None	
	'8' MB: None	
	U ID. HUNC 191 MB. Neve	
	9 rus: none	
Description:		
MB: 111	PG-Up, PG-Dn, Home, End	ESC: Back
	System Activity	
SYS: (X) Copying: switch.dat to switch.bku		
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku		
SYS: (X) Copying: telemail.cfg to telemail.bku		
SYS: (X) Copying: mailbox.cfg to mailbox.bku		
SYS: (A) Number of	groups is 1; limit 0	
	5 1	

Figure 3-1: Audiotext Screen — To access from the Main Menu, press [M], [E], mailbox #, «Audiotext».

- 1. From the Main Menu, enter the Mailbox Setup/Editing screen by pressing [M].
- 2. Edit a new mailbox by entering [E] from the Mailbox Setup/Editing screen.
- 3. Enter the number of the mailbox that will be configured as the menu or audiotext mailbox. Using the above application example, enter 200.
- 4. Enter the mailbox number that will be configured as the Menu or audiotext mailbox.
- 5. If the mailbox is not active, press [ENTER].
- 6. The screen will display a message stating that this process is irreversible and will remove all messages from this mailbox. Press [Y] and then [ENTER].
- 7. Access the «Audiotext» screen.
- 8. Enter the number of the mailbox that callers will reach when they press '1' in the '1' MB field. Using the application example, enter 110 in this field.
- 9. Repeat step 8 for any remaining digits. In our application example, enter 111 in the '2' MB field and 112 in the '3' MB field.
- Record the greeting for this Audiotext Screen by calling into the TVM-2000 System. When the welcome greeting plays, press [*] + [Mailbox Number]. Enter the mailbox's access code when prompted. The default access code is 9876. The system will immediately prompt for the recording of a new greeting.

Example:

ABC Corporation wishes to have callers routed to a menu of options when the caller enters 200 for the sales department. The menu will say, "For widget sales, press 1. For computer sales, press 2. For software sales, press 3." The call will then be routed to the appropriate extension based upon what he/she chooses. If the caller presses 1, they will be transferred to extension 110. If the caller presses 2, they will be transferred to extension 111. If the caller presses, 3, they will be transferred to extension 112.

How An Audiotext Tree Works

Audiotext mailboxes enable a caller to quickly reach a more specific subset of mailboxes after each menu.

Example:

A mortgage company programs the TVM-2000 to offer callers a set of single digit options after playing the welcome message.

MAIN MENU: "Dial [1] for first and second mortgages rates. Dial [2] for answers to frequently asked questions about mortgages. Dial [3] to apply for a new mortgage or to refinance your current mortgage. Dial [4] for existing account information. Dial [5] for delinquent accounts and foreclosure abatement programs. Dial [0] or stay on the line to speak to a Customer Service Representative."

Option One is an Audiotext box that plays the following prompt after the announcement regarding today's rates:

MENU 1-1: "Dial [1] for answers to frequently asked questions on qualifying for mortgages. Dial [2] to apply for a new mortgage or to refinance your current mortgage. Dial [0] or stay on the line to speak to a Customer Service Representative."

Option Two is another Audiotext box that plays the following options: MENU 1-2: "For answers to questions on how to improve a bad credit record before applying for a mortgage, dial [1]. For answers to questions on how the mortgage application and closing process works, dial [2]. For answers to questions on how to pre-qualify for a mortgage, dial [3]. To learn about the types of mortgages available through us, dial [4]. To speak to a Customer Service Representative, dial [0]."

Option Three is an ACD Group mailbox that consists of residential loan officers. The system hunts through the extensions until an open extension is available. The caller is put in a holding queue. The caller is given the option to hold or leave a message by pressing [1] at any time.

Option Four is a Q & A mailbox that asks the customer to provide account information prior to sending the call through to another ACD group consisting of customer service representatives. The caller is put in a holding queue. The caller is given the option to hold or leave a message by pressing [1] at any time.

Option Five is another Q & A mailbox that asks the customer to provide account information, and perhaps case numbers, prior to sending the call through to another ACD group consisting of collection specialists. The caller is put in a holding queue. The caller in given the option to hold or leave a message by pressing [1] at any time.

To set up audiotext mailboxes, See "Setting Up Audiotext Mailboxes" on page 37. To set up Q&A mailboxes, See "Setting Up Q&A Mailboxes" on page 39.

Enabling Message Forwarding

The Message Forwarding feature allows the administrator to specify an alternate mailbox to send messages to if the mailbox owner does not retrieve messages within a specified time range.

- 1. From the Main Screen, enter the Mailbox Setup/Editing screen by typing [M].
- 2. Type [E] from the *Mailbox Setup/Editing* screen.
- 3. Enter the number of the mailbox that will be used.
- 4. Enter the number of the mailbox to which messages should be forwarded in the **Msg Fwd To** field.
- 5. Set the number of days to wait before forwarding a new message in the **Msg Fwd Days** Field. (Marking this field "0" causes the TVM-2000 to forward this message immediately.)
- 6. Record the personal greeting for this mailbox as you would any other mailbox greeting.

Enabling Multi-Tenant Applications

Multi-tenanting allows two companies to share the same telephone switch and TVM-2000 system, without sacrificing any of the features available to single company users. Enabling Multi-tenanting can be done either by using Line ID Mapping or Port Specific Options.

Using Port Specific Options

Using Port Specific Options involves assigning unique identifiers for each voice mail port. This is done via the Port Specific Options screen, shown below:



Figure 3-2: Port Specific Options Screen — To access from the Main Menu, press [P].

- 1. Access the [P] ort Specific Options screen.
- 2. Assign a unique identifier for each port.
- 3. Call into each port and record a separate greeting message for each unique identifier.
- 4. See the instructions below on setting up Operator Mailboxes for Multi-tenant applications.

Using Line ID Mapping

Using Line ID Mapping requires telephone switches capable of sending In-band Trunk ID information

To enable Line ID Mapping, follow the steps below:

1. From the *Main Menu*, press [A]dvanced, then [L]ine ID Mapping to get to the Line ID Mapping Screen.

	*** TELEKOL TMP ()	R) SYSTEM VERSION (3.95D ***
***	(c) COPYRIGHT TEL	EKOL CORPORATION 1	991 - 2004 ***
	4 Ports	s. 64.0 Hours, DRM	
		02-03-04	
		01: Panasonic 12/3	2
DEFAULT:		Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
	Su:	stem Activitu	
SYS: (X) Copying:	mailbox.cfg to mailbox.cfg	ailbox.bku	
SYS: (A) Number o	f groups is 1; lin	mit 0	
SYS: (X) Copying:	switch.dat to sw	itch.bku	
SYS: (X) Copying:	pbxsetup.dat to p	pbxsetup.bku	
SYS: (X) Copying:	telemail.cfg to f	telemail.bku	

Figure 3-3: Line ID Mapping Screen — To access from the Main Menu, press [A], [L].

- 2. Enter the beginning and ending Trunk ID number for each company.
- 3. Record the main greetings (repeat for each company):
 - a. Call in one trunk for Company ABC.
 - b. Access the administrator mailbox; [*][999].
 - c. Enter the administration area and Record Greetings section; [9][3]
 - d. Record the desired greeting(s).
- 4. Set up the operator DAY and NIGHT general delivery mailboxes for each company:

Telekol recommends against using night and day general delivery mailbox numbers of 0. If, for some reason, it is necessary to use a general delivery mailbox number of 0, please refer to "Setting Up Multi-tenant and Multilingual Operator (General Delivery) Mailboxes" below for a listing of warnings and special instructions that go along with configuring your multi-tenant system in this manner.

- a. Access the [O] peration screen from the main menu.
- *b.* Check the day general delivery mailbox number for Company ABC. The number shown plus the company ID# in the Line ID mapping section will be the operator mailbox (during the ay) for Company ABC. Example: If the day general delivery mailbox for Company ABC is 200 and the ID# is 3, then the operator mailbox (during the day) would be 203. *Note: Companies with a line ID# of "1" are an exception to this rule. If the line ID# is "1", the operator mailbox number is the same as the day general delivery mailbox number.*

Setting Up Multi-tenant & Multilingual Operator (General Delivery) Mailboxes

When a call comes into the multi-tenant or multilingual system, the operator mailbox number is calculated according to the tenant number or language number. Tenant number or language number is referred to as "ID" below.

Before beginning this procedure, make sure "Operator by ID" (if configuring Multi-tenant) or "Operator by Language" (if configuring multilingual) on the [A]dvanced, [M]ore screen is set to "Yes".

The operator mailbox number for each incoming call should calculated according to the following rules:

- 1. If a tenant or language has an ID of 1, the Operator (General Delivery) mailbox number is the number entered in the **Day** or **Night General Delivery MB** field.
- 2. For all other ID's, the Operator (General Delivery) mailbox number is the number entered in the **Day** or **Night General Delivery MB** field plus the ID number.

Example 1:

A Four-port system is configured for four tenants. The "Multi-tenant by port" application is used. The Port unique identifiers are "1" for port 1, "1" for port 2, "2" for port 3, and "2" for port 4. The **Day General Delivery MB** is 100 and the **Night General Delivery MB** is 300.

PORT	ID	DAY OPERATOR	NIGHT OPERATOR
1	1	100	300
2	1	100	300
3	2	102	302
4	2	102	302

The TVM-2000 will hang up on the callers who are routed to Operator (General Delivery) Mailboxes that do not exist. (The nonexistent operator mailbox is printed in the system activity window and in the log file.)

Creating Call Screening within the Voice Mail

This feature enables switches that do not support Call Screening to use the TVM-2000's hardware and software to set up Call Screening without the help of the switch. This approach does not work with all switches. To check whether or not TVM-2000 can emulate call screening with a particular switch, see "Loading Switch Defaults" on page 16.

- 1. Access the [M] ore Switch Configuration Menu by pressing [A], [M] from the Main Menu.
- 2. Enter "Yes" in the Alt. Spkrphn field.
- 3. Refer to the reference manual that came with the switch to determine the specific digits to enter in **Put on Hold** and **Pick up Hold** fields. These fields must have values entered for Call Screening to work properly.
- 4. For each individual mailbox, activate (put a "*" next to) the **Speakerphone** field in the *«Mailbox Attr.»* screen.

Once these parameters are enabled/have values set, the Voice Mail systems first refers to the switch for Call Screening, and upon not finding it at the switch level, returns to the Voice Mail system, accessing the **Alt. Spkrphn** settings.

The caller dials the mailbox owner's extension, and the TVM-2000 asks the caller to speak his or her name. The TVM-2000 then dials the extension number. If the call connects, the TVM-2000 asks the receiver if she/he wants to take a call from [caller's recorded name>, prompting to press [1] to accept. The receiver hangs up the phone, and the TVM-2000 releases the caller back to the extension. Hanging up without pressing [1] returns the call to Voice Mail message prompts.

Creating Paging within the Voice Mail

Many of the switches that do not have the "Meet-Me Page" feature can still use TVM-2000's hardware and software to offer paging functionality.

- 1. In the [M] ore Switch Configuration Menu, change the Alt. Page Parameter to "Yes."
- 2. Refer to the switch's Integration Note (See the *Switch Integration Manual*) and the reference manual that came with the switch to determine the specific digits to enter in **Put on Hold** and **Pick up Hold** fields. These fields must have values entered in order for Paging to work.
- 3. For each individual mailbox, activate (put a "*" next to) the **Page Ok** or **Page Always** field in the *«Mailbox Attr.»* screen.

Once these parameters are enabled/have values set, the Voice Mail system first refers to the switch for Paging, and upon not finding it at the switch level, returns to the Voice Mail system, accessing the Alt. Page settings.

To use this method for paging with **Page Ok** enabled, the caller dials the mailbox owner's extension, and fails to connect (no answer). The Voice Mail offers the caller the option of entering [3] to page. Upon confirmation from the caller, the Voice Mail dials the paging sequence. The Voice Mail then plays the mailbox owner's pre-recorded name or extension number over the public address system, announcing that the extension has a call, and that it is being transferred to an extension.

When **Page Always** is enabled, the caller does not get a series of prompts with paging as one of the options. Instead, the caller is put on hold and the Voice Mail immediately dials the paging sequence.

Section 4: Optional Equipment Installation & Configuration

The TVM-2000 can be customized with a variety of optional features.

The *Fax Module* allows the TVM-2000 to become a complete fax-processing platform. Each mailbox owner can receive, view, print or delete faxes through their existing voice mailbox or through a separate fax mailbox. Fax mail can be sent to any fax machine for printing at any time of the day. The Fax Module can also be used to print to any printer connected to the computer. The Fax Module also allows voice mail messages to be attached to faxes.

The *Hospitality Module* can be used by administrators in the Hotel/Motel industry to create guest mailboxes, wake up calls, and a host of other features.

The *PMS Module* automatically administers TVM-2000 mailboxes by integrating with existing Property Management Systems.

The *Multilingual Software Module* allows callers to the TVM-2000 to choose from a variety of languages.

The TVM-2000 is also available with an *SMDI Module* that allows the TVM-2000 to integrate with digital switches using SMDI. See your Telekol Authorized Dealer for details.

Fax Module

The optional Fax Module allows each mailbox owner to receive, print and delete faxes through their existing voice mailbox or through separate fax mailboxes. Fax mail can be sent to any fax machine or local printers. The TVM-2000 system handles fax mail and voice mail in the same fashion. The Fax Module also allows voice mail messages to be attached to faxes.

The Fax Module can be ordered pre-installed with new TVM-2000 units, or added as an upgrade to existing voice mail products from Telekol. If purchased as an Upgrade, the Fax module is delivered on 3.5" diskette along with Upgrade instructions. Upgrading existing systems to include the Fax Module requires that the existing system first be upgraded to TVM-2000 Version 3.7.

Configuring the Fax Module

Configuration of the Fax Module requires setting up the extension numbers to which fax ports are connected.

Fax Port 1: None Fax Port 2: None Fax Port 3: None Fax Port 4: None Fax ID: TVM TTI Skip (2mm intervals): 5 Fax Dial Str: 9*1*9 Cover Doc #: None Max. Docs allowed: 3 Call back: No

```
System Activity
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
```

Figure 4-1: Fax Configuration Screen — To access from the Main Menu, press [C], «Fax Config».

FIELD	DESCRIPTION
Fax Port #	Indicates the extension number dedicated to that particular fax port.
Fax ID	Text ID to print at the top of the pages sent.
TTI Skip	When the fax document is originally entered into the TVM-2000
	mailbox, the Fax ID header is included. This enabling just the new one
	to appear when the document is faxed from the system.
Fax Dial String	Indicates default string sequence for faxing documents.
Cover Doc #	Multiple cover pages can be assigned numbers and then a default cover
	page can be established in this field.
Max. Docs Allowed	Indicates the maximum number of documents that can be attached to a
	single fax.
Call back	If set to No, does not call phones back to fax. When set to Yes, the
	caller is prompted to enter the receiving fax number and hang up. The
	TVM-2000 then calls the entered fax number and faxes the requested
	documents.

Overflow to Fax Mailbox

The TVM-2000's Overflow to Fax Mailbox feature allows faxes to be stored in a mailbox when the local fax machine is busy or down for maintenance. To configure the Overflow to Fax Mailbox feature, follow the steps below:

- 1. From the Main Menu choose the [M]ailbox Setup/Editing option.
- 2. Access the [E] dit Mailboxes screen.
- 3. Enter the mailbox number you have assigned to the Fax Mailbox.
- 4. In the Mailbox Editing Screen enter the extension number to which the fax is connected in the **Ext**: field.
- 5. Access the *«Mailbox Attr .»* screen.
- 6. Select the **NoCallProgress** field and make sure there is no asterisk (*) next to it. If there is, press [ENTER] to remove it.
- 7. Activate (put a "*" next to) the **FaxOnly** field.

SMDI Integrations

The *Digital Options* submenu and screens allow the TVM-2000 to integrate with PBXs that have the capability of sending integration to the Voice Mail via out of band serial connections. Follow the steps below to set up an SMDI switch with the TVM-2000.

SMDI enabled TVM-2000 systems can only have ONE fax port. This section is common to all SMDI integrations. For switch-specific SMDI notes refer to the Switch Integration Manual.



Figure 4-2: SMDI integration with the TVM-2000 Voice Mail server

- 1. Attach the switch's serial feed to Serial Port #2 on the back of the SMDI enabled TVM-2000 unit. (See "Connecting to the Telephone System" on page 11).
- 2. Plug the switch into the available voice mail ports on the back of the TVM-2000 unit.
- 3. Load the switch default listed in the Switch Integration Manual for your SMDI switch.

4. Access the General Configuration screen.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95Dds ***
            *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                           4 Ports, 64.0 Hours, DRM
                             -01--02--03---04-
                          -Switch 023: Calista/SMDI-
Call Status Delay (s): 2
                                      Generate Ring on dig. rules:No
                                      Hex system for rules: No
VM Port ID Delay (s): 2
MWL Reply
            Delay (s): 5
                                      Extension number length: 7
Block on Input Required: No
                                       Add Begin and End Marks to output:No
SMDI packet before answer: Yes
Rules translation type: None
                                      Beginning Mark number: 1
                                      Ending Mark number: 1
MWL Update Completed:
MWL ON Sequence: OP:MWI *8!^4
MWL OFF Sequence: RMV:MWI *8!^4
                               -System Activity-
```

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-3: General Config Screen — To access from the Main Menu, press [A], [M], «Digital Options», «General Config»

- 5. Set COM Port to "2".
- 6. Match the **Baud Rate**, **Data Bits**, **Parity**, and **Stop Bits** settings to those on your SMDI switch.
- 7. Reboot the TVM-2000 unit.

Advanced SMDI Setup

The screens listed in the Advanced setup sections contain values that are automatically loaded with the SMDI switch defaults. Most of these fields should not require changes during normal setup and operation. Before changing any of the fields listed in the steps below, contact Telekol Technical Support at 1-800-797-0123.



Figure 4-4: Digital Options screen — To access from the Main Menu, enter [A], [M], «Digital Options»

The TVM-2000 receives information from SMDI capable switches for each incoming call and continuously scans the serial port for call information such as disconnect signals and dialed digits.

FIELD	DESCRIPTION
Call Analysis Rules	Accesses the Call Analysis screen.
Other Rules	Accesses the Other Rules screen
Voice Mail Port IDs	Accesses the Voice Mail Port IDs screen
Serial Port Config	Accesses the Serial Port Config Screen
Beginning Marks	Accesses the Beginning Marks Screen
Ending Marks	Accesses the Ending Marks Screen
General Config	Accesses the General Config Screen

Processing Rules in SMDI

The TVM-2000 is able to interpret serial rules specified in two kinds of formats, as ASCII codes or as Hexadecimal codes, depending on the setting for the **Hex System for Rules** field on the *General Configuration* screen (See "General Config Screen" on page 55.)

Each rule is a logical representation of a string of characters that the VM receives from the PBX. All variable characters such as calling extension number or trunk number, should be substituted with special '%\$' sequences, where:

VARIABLE	DESCRIPTION
%F	Forwarding from extension number
%E	Calling extension number
%G	Calling trunk group
%Т	Calling trunk number
%D	Calling DID port
%A	Caller ID
%V	Voice Mail ID of port that the incoming call information is for
%X	Unused or insignificant number
%I	Dialed digits (may include '*' and '#')
%Q	Extension number ML operation is being performed for
?	Any character
*	Any number of any characters

For example, if the PBX sends the sequence '02,EVVV,EXXX,EYYY' when an internal call is forwarded upon busy condition from extension YYY to VM ID of VVV and the original caller is XXX, one of the «Fwd Busy Int.» rules should look like '02,E%V,E%E,E%F'.

If rules are not delineated by commas, the width of each field needs to be specified. This can be done in one of two ways: Through the "Extension Number Length" field or by adding the width between the "%" and variable. (%2F would denote a Forwarding Extension number that was two digits.)

Example:

A rule is set as "8543%F".

If "Hex System for Rules" is set to "No", then all of the rules entered in the SMDI configurations screen are taken as ASCII codes. Thus the TVM-2000 will look for the ASCII values (decimal) of 8543 (in other words, "56 52 51 50" coming through the serial port.

If "Hex System for Rules" is set to "Yes", then all of the rules entered in the SMDI configurations screen are taken as Hexadecimal codes. Thus, the TVM-2000 will look for the Hexadecimal code (Hex 85 and Hex 43 or 0x85 and 0x43) coming through the serial port.

Sequences sent FROM the TVM-2000 to the PBX (Outgoing Rules) are not affected by the setting in the "Hex System for Rules" field. If Outgoing Rules are not ASCII sequences, they should be proceeded by a "^" and should be three digits long. In other words, to send the decimal number 45 to the switch, the TVM-2000 should send the sequence "^045".

If the TVM-2000 uses a sequence of characters to determine the beginning and ending of all incoming sequences, these should be configured in the Beginning and Ending Marks screen. (See "Beginning Marks Screen" on page 62).

Call Analysis Rules screen

The Call Analysis Rules screen allows the administrator to configure how the TVM-2000 handles information received about incoming calls from the PBX.

*** ***	*** TELEKOL TMP (R) SYS (c) COPYRIGHT TELEKOL 4 Ports, 64	STEM VERSION 3.9 CORPORATION 199 4.0 Hours, DRM	5Dds *** 1 - 2004 ***
		93—04———	
	Switch 023:	Calista/SMDI	
« Fwd Int.	»	« Recall Ext.	»
« Fwd Busy Int.	»	« Direct Int.	»
« Fwd NA Int.	»	« Direct Ext.	»
« Recall Int.	»	« Transf. Int.	»
« Fwd Ext.	»	« Transf. Ext.	»
« Fwd Busy Ext.	»	« ML Callback	»
« Fwd NA Ēxt.	»	« Call Record	»
	System	Activity	

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-5: Call Analysis Rules Screen — To access from the Main Menu, press [A], [M], «Digital Options», «Call Analysis Rules».

The sets of rules that each submenu represents is explained below:

SCREEN	DESCRIPTION
«Fwd Int.»	Internal Call Forwarded to VM on All Calls or unknown condition
«Fwd Busy Int.»	Internal call forwarded to VM on busy condition
«Fwd NA Int.»	Internal call forwarded to VM on No Answer condition
«Recall Int.»	Internal unanswered call recalls to transferring VM port
«Fwd Ext.»	External call forwarded to VM on All Calls or unknown condition
«Fwd Busy Ext.»	External call forwarded to VM on busy condition
«Fwd NA Ext.»	External call forwarded to VM on No Answer condition
«Recall Ext.»	External unanswered call recalls to transferring VM port
«Direct Int.»	Direct internal call to VM port
«Direct Ext.»	Direct external call to VM port
«Transfer Int.»	Internal call transferred to VM
«Transfer Ext.»	External call transferred to VM
«ML Callback»	Call to VM by pressing 'Message' ('Msg') button on digital keysets
Other Rules Screen

The *Other Rules* screen serves the same function as the *Call Analysis Rules* screen does for the Analog switches.

***	*** TELEKO (c) COPYR	L TMP (R) SYSTEM VERSION 3.95Dds *** IGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM	
		-Switch 023: Calista/SMDI	
 Dialed Digit Disconnect MWL Success MWL Fail Who am I 	» » »	 Supervised Busy Station Supervised Ringing Station Supervised ErrorNIllegal Supervised FWD ToNRinging Dial Tone Dialing Operation Supervised DND Station Station answered MWL Refresh Request 	>> >> >> >> >> >> >> >> >> >> >>

-System Activity-

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-6: Other Rules Screen — To access from the Main Menu, press [A], [M], «Digital Options», «Other Rules».

SCREEN	DESCRIPTION
«Dialed Digit»	Digits dialed on a digital set that doesn't provide in-bound DTMF
-	signaling.
«Disconnect»	Sequence sent to Voice Mail upon caller being connected to VM port
	has hung up.
«Who am I»	Information about the extension number the VM port is connected to.
«MWL Success»	ML operation success acknowledgment sequences.
«MWL Fail»	ML operation failure acknowledgment sequences.
«Supervised Busy	Sequence: "Voice Mail tried to call Station, but Station was busy".
Station»	
«Supervised Ringing	Sequence: "Voice Mail has called Station which is ringing".
Station»	
«Supervised	Sequence: "Voice Mail did an operation which resulted in error signal".
Error/Illegal»	
«Supervised FWD To/	Sequence: "Voice Mail has called Station (A), but has been forwarded
Ringing»	to Station (B), which is ringing".
«Dial Tone»	Sequence: "Voice Mail is off-hook and receiving dial tone".
«Dialing Operation»	Voice Mail is receiving this sequence during any dialing operation.
«Supervised DND	Sequence: "Voice Mail tried to call Station, but Station has Do-Not-
Station»	Disturb set."
«Station answered»	Sequence: "Station is talking/interacting with Voice Mail".
«MWL Refresh	Sends request to VM to turn on all MSG lights that should be on. The
Request»	VM turns on the lights at the next notification cycle.

Voice Mail Port IDs Screen

The *Voice Mail Port IDs* screen allows configuration of each Port ID. On this screen, the Voice Mail ID is the port for the incoming call information. The ID is usually the same as the extension number.



SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-7: Voice Mail Port ID screen — To access from the Main Menu, press [A], [M], «Digital Options», «Voice Mail Port ID».

FIELD	DESCRIPTION
Automatic Port ID Setup	If set to "Yes", allows the automatic recognition of the VM extension. The process of automatic VM extension configuration will start if the Port ID request sequence is a non-blank string and at least one of the Voice Mail IDs is not specified.
Port ID Request Sequence	Allows the system administrator to enter the sequence of digits that the VM port has to dial in order to receive its extension number. String may contain Control Codes.

If automatic VM extension configuration is not supported by the PBX or if it fails, the system administrator must specify the extension for each existing VM port in items 1: through 24: respectively. If your system has less than 24 ports (as in the example above), menu items for non-existing VM ports will not appear.

Serial Port Configuration Screen

SYS: (X) Copying: telemail.cfg to telemail.bku

The *Serial Port Configuration* screen allows the system administrator to match parameters such as COM port number, baud rate, parity, and numbers of stop and data bits with their respective PBX's settings. Whenever any of these parameters are changed, the TVM-2000 offers to reboot itself in order for these changes to take effect.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95Dds ***

**** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***

4 Ports, 64.0 Hours, DRM

01-02-03-04

Switch 023: Calista/SMDI

COM Port: 3

Baud Rate: 9600

Data Bits: 8

Parity: None

Stop Bits: 1

System Activity

System Activity

SYS: (X) Copying: switch.dat to switch.bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
```

Figure 4-8: Serial Port Configuration Screen — To access from the Main Menu, press [A], [M], «Digital Options», «Serial Port Config».

Beginning Marks Screen

The *Beginning Marks* screen allows the system administrator to enter one to sixteen strings that represent the beginning of the meaningful sequence of characters in the serial stream. If a character in the beginning mark has an ASCII code less than 32 (20H) it can be substituted by the '^' character followed by its ASCII code, specified right away, or in a combination of formats. The characters '^^' represent the '^' character itself.

	*** TELEKOL TMP (R) SY *** (c) COPYRIGHT TELEKOL 4 Ports, 6 01—02—	STEM VERSION 3.95Dds *** CORPORATION 1991 - 2004 *** 4.0 Hours, DRM 03-04-
		Calista/SMDI
Opening	g characters:	
	4. 40	
String		String 9:
String	2:	String 10:
String	3:	String 11: Stains 12:
String	4:	String 12:
String	5	String 13:
String	6:	String 14:
String	?:	String 15:
String	8:	String 16:
	System	Activity
SYS: (X) SYS: (X) SYS: (X)) Copying: switch.dat to switch) Copying: pbxsetup.dat to pbxs) Copying: telemail.cfg to tele	.bku etup.bku mail.bku

Figure 4-9: Beginning Marks Screen — To access from the Main Menu, press [A], [M], «Digital Options», «Beginning Marks».

Ending Marks Screen

The *Ending Marks* screen allows the system administrator to enter one to sixteen strings that represent the end of the meaningful sequence of characters in the serial stream. Characters with ASCII codes less than 32 (20) are treated as they are in the beginning marks screen (see "Beginning Marks Screen" on page 62).

	JL TMP (R) SYSTEM VERSION 3.95Dds ***
*** (c) CAPY	RIGHT TELEKOL CORPORATION 1991 - 2004 ***
	4 Ports 64 0 Hours DRM
	-SWITCH UZ3: Callsta/SMUI
Terminating characters:	
String 1: ~13	String 9:
String 2:	String 10:
String 3:	String 11:
String 4:	String 12:
String 5:	String 13:
String 6:	String 14:
String 7:	String 15:
String 8:	String 16:

```
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
```

Figure 4-10: Ending Marks screen — To access from the Main Menu, press [A], [M], «Digital Options», «Ending Marks»

Note: All beginning and ending marks must use the ^ *character for non-ascii data. The hex system for rules has no effect on this table.*

The extension number in MWL (Message Waiting Light) related sequences should be represented by '*8'. For example, if the MWL On sequence for ext. 21 is ' $\pounds 21$ ', it will be set in the TVM-2000 as '^156*8^157'.

Hospitality Module

Installation

If purchased as part of a new TVM-2000 unit, the Hospitality Module is factory installed and tested. If purchased as a field upgrade, the Hospitality Module is delivered on a 3.5" diskette for use only for the unit with the serial number for which it was purchased. The Hospitality Option requires a telephone switch with Auto Login capabilities. To start the installation process, insert the diskette into the a: drive on your voice mail unit, and select *[U]tilities*, *[U]pgrade TVM System* from the *Main Menu*.

When the installation is complete, the unit will reboot and the Hospitality Menu will display automatically.

If access to the system administrator menus is required, press [SHIFT] + [TAB] and enter the administrator's access code. The default code is [9876].



-System Activity—

Figure 4-11: Hospitality Main Menu — This menu is the default Main Menu when the Hospitality option is installed.

Front Desk Operations

The Hospitality module was designed for use by front desk operators in hotels, motels or other hospitality businesses. The day-to-day operation has two options:

- Check in a guest
- Check out a guest

Check in a Guest

To check in a guest press [I] from the *Hospitality Main Menu*, followed by the room number. The system validates the room number to ensure that you are checking in to an unoccupied mailbox.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04 Checking a guest IN
Enter the room number: _
Checking a guest IN
System Activity

Figure 4-12: Check In a Guest

Upon successful completion, the guest has an active mailbox at his or her disposal.

Check out a Guest

To check out a guest, press [O] from the Hospitality Main Menu, followed by the room number of the guest. The system checks to verify that this is an active guest mailbox, and checks for messages in the mailbox.



Figure 4-13: Check Out Guest Menu

If the operator confirms the check out when new messages are still in the mailbox, these messages will be erased irreversibly!

If there are new messages in the guest's mailbox, a confirmation dialog is displayed. The number of new messages and faxes is highlighted. If the guest wishes to listen to these messages before the completion of the check out, he or she may do so from either a house phone, or the guest's room. After positive verification and the check out is completed, all existing messages and greetings are deleted.

Guest Operation Guide

Guests use the voice mail system just like regular voice mail users, with a few differences:

- Guests cannot customize their mailboxes
- Guests cannot send messages
- Guests cannot forward messages
- Guests cannot set the default fax machine number
- Guests cannot retrieve faxes to any location except the default fax
- Guests access their mailbox without a password while in their room
- Guests may only access their mailbox from their room unless the Remote Guest Access option has been turned on in the Guest Mailbox Template

If guests are allowed to access the voice mail from outside their rooms, the TVM-2000 will prompt them to enter a password (access code) when they access the mailbox for the first time. This password will be required to access the mailbox from outside the room. The system will not require this access code when accessing the voice mail from inside the room.

Template Mailboxes

The setting of the guest mailbox template affects all guest mailboxes. Anytime a change is made to the template, all active and newly created guest mailboxes will have the new template settings.

Editing the Guest Mailbox Template and accessing the Administrative menus requires a password. Use the Administrative password (default 9876).

*** (C **	* TELEKOL TMP (R) SYS) COPYRIGHT TELEKOL C(4 Ports, 64.(01-02-03- Editing Cupet Ma	TEM VERSION 3.95D DRPORATION 1991 - 0 Hours, DRM 	*** 2004 ***
Max Msgs: Unl. Rec.Lim.(s): 60 Purge (days): Unl. Not.Del.(m): 0 RingsAtExt: 4 Direct to VM: No Msgs w/fax: No Del. Immed: No Play from: Yes Play date: Yes Template	* Play FD Msg: No Save Msg: Yes Rew. Time (s): 4 MWL Off: After Firs Msg/New: Older First Msg/Old: Newer First	Day Transfer Day Transfer NoCallProgress Direct Access Speakerphone VoiceMail Only Urgent OK ExclEmergPurge	Alt. Msg Notif * Skip Status Call Screening Beep Only * No Options Fa× OK Fa× Only Busy Override * WakeUp Allowed Fa×Broadcast

-System Activity-

Figure 4-14: Guest Mailbox Template Screen — To access from the Hospitality Main Menu, press [E], access code, [E].

The Hospitality module guest template is factory configured and can be used in most cases without further change. The parameters of the guest MB template are a subset of the regular mailbox parameters. These parameters are:

FIELD	DEFAULT	DESCRIPTION
Del. Immed	No	When set to "Yes", deleted messages are removed from the disk immediately and cannot be 'undeleted'.
Direct to VM	No	When set to "Yes", calls are transferred immediately to Voice Mail, without attempting to transfer to the extension first.
Max Msgs	Unl.	Maximum number of messages allowed in this mailbox.
Msg/New	Oldest First	Determines the order in which new messages are played, possible settings are Oldest First or Newest First.
MWL Off	After First	Determines when the MWL is turned off, After First new
		message was heard or After All new messages.
Msg/Old	Newest First	Determines the order in which old messages are played.
		Possible settings are Oldest First or Newest First.
Msgs w/Fax	No	Determines whether or not a voice message can be left with a fax. Applicable only with Fax Options installed.
Play from	Yes	System plays the name of message-senderbefore the
		message is played.
Play date	Yes	System plays the time and date of the message after the
		message is played.
Purge Time	Unl.	Number of days that a message can remain in (days) a mailbox.

FIELD	DEFAULT	DESCRIPTION
Rec. Limit (secs)	60	Maximum message length in seconds.
Rew. Time (s):	4	Number of seconds to rewind or skip forward while listening to a message.
RingsAtExt	4	Number of rings at the extension before no answer is determined in a supervised call transfer.
Save Msg	Yes	When set to "No", messages are deleted automatically immediately after they have been listened to. Set Yes if your guest may need to access old messages.
Day Transfer	No	When set to "Yes", transfers calls to the extension in day mode only.
Notify	No	When set to "Yes", the system informs the user which mailbox was dialed before connecting the call.
NoCallProgress	No	When set to "No", the system performs supervised transfers to the extension.
Direct Access	Yes	When set to: "Yes," the caller can only leave a message, and no other menu options are made available.
Speakerphone	No	When set to: "Yes," the system announces the call via the speaker phone.
VoiceMail Only	No	When set to: "Yes," the system does not attempt to transfer to the extension and places the caller in voice mail immediately.
Urgent OK	No	Determines whether urgent messaging is allowed for guest mailboxes.
Alt. Msg Notif	No	When set to: "Yes," uses the alternate message notification sequence.
Skip Status	Yes	Does not play Busy / No Answer message.
Call Screening	No	When set to: "Yes," call screening is enabled for all guests.
Beep Only	No	When set to: "Yes," the system skips the "Begin recording after the tone." prompt.
No Options	Yes	When set to: "Yes" callers are not offered any options after they have recorded a message.
Fax OK	No	Setting to "Yes" enables Fax Mail for the guests (Requires Fax Options).
Fax Only	No	Setting to "Yes" limits guest mailboxes to only receiving faxes.
Busy Override	No	Setting to "Yes" allows busy override for all guest mailboxes.
Call Recording	No	Setting to "Yes" 2-way Call Recording is enabled.

Using the Fax Module with the Hospitality Option

If the system is also configured with the Fax Module, you can set up the front desk fax machine phone number or extension to retrieve faxes. This will allow guests to direct incoming faxes to the front desk fax machine. Access the *Default Fax Number* screen and enter the extension or phone number to which the fax machine is assigned.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04 Setting Default Fax Number ------

Enter default fax number:_

-System Activity-

Figure 4-15: Default Fax Number Screen — To access from the Hospitality Main Menu, press [E], access code, [F].

Wake Up Calls

The TVM-2000 Hospitality Module allows for wake up calls to be programmed from both the Front Desk and Guest extensions. The wake up calls ring guest rooms or outside lines.

To Add a Wake Up Call Request From the Front Desk

If hospitality is enabled, the default screen is the Hospitality Screen.

- 1. From the *Hospitality* Main Menu, enter [W] to set a Wake up call.
- 2. Enter the desired wake up call time in 24-hour format.

The system will redisplay the desired wake up call time.

To Add a Wake Up Call Request From Guest Extension

To prevent users from programming Wake Up calls from telephone extensions, see "To Enable/Disable Wake Up Calls (System Wide)" below.

1. From the *Mailbox Owner's Main Menu*, select [6]. The user is presented with the following options:

WAKI	UP OPTIONS MENU
[1]	To add a wake up call
[2]	To cancel a wake up call
[3]	To list all wake up calls
[#]	Exit and return to the previous menu

- 2. Press [1] to add a wake up call.
- 3. Enter the desired time and date of the wake up call in 24-hour format.

To Remove a Wake Up Call From the Front Desk

If hospitality is enabled, the default screen is the Hospitality Screen.

- 1. From the *Hospitality* screen, enter [C] to Clear a Wake up call.
- 2. Enter the number of the wake up call you wish to clear.

To Remove a Wake Up Call From a Guest Extension

- 1. Access the Mailbox Owner's Main Menu.
- 2. Select [6] for Wake Up call options.
- 3. Select [2] to cancel wake up calls.
- 4. The TVM-2000 will say the time and date of any previously set wake up calls. Press 1 to delete the call.

To Enable/Disable Wake Up Calls (System Wide)

- 1. Enter [E] dit Guest Mailbox Template from the Main Menu.
- 2. Enter the access code (9876 by default).
- 3. Enter [E] again.
- 4. Activate (put a "*" next to) the **WakeUp Allowed** field to enable a Guest to activate a wake up call via the telephone.

To Enable/Disable Wake Up Calls (Per Mailbox)

- 1. Enter [M] ailbox Setup/Editing from the Main Menu.
- 2. Select «Mailbox Attr.».
- 3. Set the WakeUp Allowed parameter to enable or disable wake up calls.

To View Scheduled Wake Up Calls

- 1. From the *Main Menu*, select *[M]ailbox Setup/Editing*.
- 2. Select «Wake Up». The TVM-2000 will display the time and number of existing wake up calls.

Wake Up Call Reports

To view a report of scheduled wake up calls:

- 1. Enter [*R*]eports from the Main Menu.
- 2. Enter [W] ake Up Call Reports.
- 3. Enter the number of the mailbox for which you wish to see scheduled wake up calls, or press [Enter] to see a report on all mailboxes.
- 4. Enter the start date and end dates for which you wish to see scheduled wake up calls.
- 5. Enter the name of the file to which you wish to have your report printed.

Notes about wake up calls

- ***4 Inbound Rings** and ***4 Outbound Rings** should be set to a value that is less than the number of rings to extension before transferring to Voice Mail.
- Minutes between wake up attempts and number of wake up attempts can be set in the [A]dvanced..., [M] ore..., «Other» screen.
- Three wake up times are allowed per room.
- Wake up calls are considered to be the "next time around." For instance, if you set a wake up time at 5:00 p.m., the next time 5:00 p.m. comes around (regardless of the date) it is used.
- A wake up call is considered "Complete" when someone answers the phone. At this point, a voice will come on and say, "This is your wake up call. The current time is xx:xx.."

Advanced Hotel Parameters

In addition to the setting of the guest mailbox template and the default fax machine number, the Hospitality feature offers parameters that determine whether guests can access the voice mail only from their room or also from other locations; and whether the system uses the automated attendant to transfer calls to guest rooms, or operator intervention is required.



Figure 4-16: Hotel Advanced Parameter Settings Screen — To access from the Main Menu, press [A], [M], «Hotel».

FIELD	DESCRIPTION
Remote Guest Access	Enables or disables access to guest mailboxes from an internal extension or an outside line.
Transfer to Guest	When set to "Yes", caller may dial room extension directly. When set to "No", the Voice Mail requires operator intervention for transfer to room extension.
«Admin. Ext.»	Accesses Admin Ext. screen, enabling the activation of up to ten Admin. mailboxes.

Remote Guest Access indicates whether or not a guest needs a password to access messages. If set to "No," messages can only be heard from the guest's room or from an administrative extension. If set to "Yes," guests must access the Voice Mail from their rooms first and set their access code. Once set, messages can be accessed from any telephone capable of accessing the TVM-2000.

Regardless of the setting, when guests calls from their rooms or an administrative extensions, the TVM-2000 will not ask for a password.

Transfer to Guests

Transfer to Guests allows the Voice Mail to transfer calls directly to the guest mailboxes. If this parameter is disabled, the caller must dial [9] + [Extension]. If callers enter just the room number, they will hear "The selection you've made is not valid. Please make another selection."

Administrative Extensions

The Administrative Extensions screen allows the up to 10 administrative extensions to be set.

*** TELEKOL TMP (B) SYSTEM UERSION 3 95D ***
*** (c) COPYRIGHT TELEVOL CORPORATION 1991 - 2004 ***
A Dente (A Dente A Den
4 Ports, 64.0 nours, JKn
Ext. Number: None

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: physetum dat to physetum bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-17: Administrative Extension Screen — To access from the Main Menu, press [A], [M], «Hotel», «Admin.Ext».

This option permits setting up to ten Administrative phone extensions. Administrative extensions are used to allow access to guest mailboxes from outside the room WITHOUT requiring a password. For example, if messages arrive for guests while they are checking out, they could use the operator's phone to listen to these messages without having to return to their room.

Property Management System (PMS)

The Property Management System (PMS) Module was developed exclusively for the Hotel/Motel industry. The simple interface allows front desk personnel to check in and check out guest mailboxes. The auto-attendant can be programmed to answer calls for both guests and hotel administrators, or for administrators only. The guest mailboxes can be password protected to secure private access to messages from outside the room. This module also features a quick automatic wake-up call scheduling function, and integrates fully with many Property Management Systems.

*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***		
4 Ports, 64.0 Hours, DRM		
COM Port: 1		
Baud Rate: 9600		
Data Bits: 8		
Parity: None		
Stop Bits: 1		
Protocol Name: TELEKOL BASIC		
First room: 101		
Last room: 998		
Rooms per floor: 0		
« Request PMS General Reset »		

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 4-18: PMS Setup Screen — To access from the Main Menu press [A], [M], «Other», «PMS Setup».

First room, Last room and Rooms Per Floor parameters are used to narrow the continuous numeration to the actual room numbers. It is assumed that every floor has the number of Rooms Per Floor rooms starting with a room number ending on 01. If Rooms Per Floor = 0, the TVM-2000 uses continuous numeration from the First room to the Last room.

The "Request PMS General Reset" button is used to send the Reset Request message to the PMS.

Supported PMS systems

Following is a list of supported PMS systems:	
COMPANY	PROTOCOL NAME
Computel	Computel
Encore Systems, Inc.	Teletech
First Resort Systems	Teletech
HSS Limited	Telekol Basic
Innsoft	Telekol Basic
Remco Software	Remco
Resorts Data Processing	Telekol Basic
Softech	Telekol Basic
Sulcus Hospitality Group/Lodgistix	Lanmark
Innsoft	Innsoft

System Upgrades

Adding voice mail ports, fax ports, and system storage is done by contacting Telekol's Sales Department. Instructions for each upgrade come with the upgrade diskettes.

Multilingual Software (MLS)

If purchased as part of a new TVM-2000 system, Multilingual Software (MLS) will be installed and tested at the factory. When purchased as an upgrade, the software is delivered on a 3-1/2" diskette. To install the upgrade, follow the steps below:

- 1. Insert the diskette into the A: drive on your TVM-2000.
- 2. Go to [U] tilities, [U] pgrade TVM System.
- 3. Follow the instructions on the screen to complete the installation.

To Use the Multilingual Option

If the multilingual software is installed, the TVM-2000 automatically plays the multilingual greeting as part of the welcome message. The default multilingual portion of the welcome message is "For English, press 1. For Spanish, press 2." To record over the default multilingual welcome message, access the administrator side and then enter 2' + 3' + 7'.

The rest of the multilingual messages are accessed by first calling the TVM-2000, *accessing the respective language*, pressing "*" and then accessing the administrator mailbox.

Foreign Language Support (FLS) modules

Foreign Language Support (FLS) modules include all recorded generic greetings for use with the MLS option. Up to nine foreign language modules can be used with each TVM-2000 system.

Section 5: System Testing

Test Procedure

The following steps outline the test procedure to verify that your TVM-2000 unit has been installed and configured correctly.

- 1. Dial into each voice mail port to test incoming ring detection.
- 2. If Automated Attendant is configured, call the voice mail to test the Welcome Message, Main Menu Part 1, Single-Digit menu, and Main Menu Part 2.
- 3. Test BUSY / NO ANSWER / PICKUP detection supervised mode. Repeat each condition five times to verify proper detection.
- 4. If automated attendant is utilized, verify that a call is transferred properly and taken back into the TVM-2000 unit once a call has not been answered or if the extension dialed is busy.
- 5. Leave several messages for different mailboxes and retrieve them. Use varying message lengths to test the limits set.
- 6. Verify that the message lights are turned on and off appropriately.
- 7. Test each of the other notification functions and follow-me methods active on the system.

Make sure you have tested the system with calls from both internal extensions and CO lines.

Troubleshooting

This section provides a list of steps that should be followed if a problem is encountered while installing or configuring the TVM-2000. Please read this section thoroughly before calling Technical Support.

How to Troubleshoot

In order to effectively troubleshoot, the following items should be available for use:

- 1. This Manual
- 2. Butt-In Test Set (Butt Set)
- 3. Keyboard and VGA monitor (or serial communications device).
- 4. Digit Grabber

Following the steps listed below will make troubleshooting a more systematic process:

- 1. Collect sufficient information to fully define the parameters of the problem.
- 2. Attempt to duplicate the problem.
- 3. Evaluate the information and isolate problems from symptoms. (Often, multiple problems are actually symptoms of the same problem)
- 4. Determine the cause of failure.
- 5. Take corrective action.
- 6. Test the system, and make sure the problem has been corrected.

System Trouble

System troubles are problems that are occurring for more than one user, and to both internal and external callers.

Callers are being disconnected from the system:

- Verify that calls are being transferred properly.
- Increase the number of Retries On No Input in system configuration.
- The system may be disconnecting on silence prematurely. Increase the RSilenceLimit parameter in advanced switch configuration.

Calls are not transferring properly:

- Try both inside and outside calls
- Verify that the mailbox is active.
- Make sure that the proper switch default has been loaded.
- Check the call transfer parameters in the advanced switch configuration screen. (Flash timer, digits to dial, etc.)
- Verify the proper operation of the extensions to which the TVM-2000 is connected.
- Check the mailbox type. (i.e. Voice Mail Only, Day Transfer Only, etc.)

Calls are not being answered:

- Verify that the unit is turned on.
- Check port connections.
- Verify the proper operation of the extensions to which the TVM-2000 is connected.
- Check the Answer On Ring parameters in port specific options.
- Check phone system programming.
- If the problem persists check if all the ports are busy.

The system does not recognize DTMF:

• Verify that the phones are sending valid DTMF signals.

The single-digit menu is not functioning properly:

- Verify that the single-digit menu message has been recorded.
- Verify that the SINGLE DIGIT MENU ACTIVE parameter is set to YES.
- Verify that the ACTIVE AT NIGHT parameter is set properly.
- Check the digit selections, and verify that they correspond to active mailboxes.

The dial-by-name directory does not work:

- Confirm that all mailbox owners' names have been recorded and entered in the mailboxes.
- Verify that the name search feature has been enabled in system configuration.
- Check the DIRECTORY MB: parameter in system configuration, and make sure that it is set properly.

The Day, Night, and Special Welcome Messages are not playing:

- Verify that the greetings have been recorded.
- Be sure that the system is in the proper mode, i.e. day, night, or special.
- Check the time and date settings on the system.
- Ensure that the message numbers in the operations screen are set properly.

The system cannot be accessed through a serial communications device:

- Make sure that the remote communications utility has been enabled.
- If a local device is being used, verify that a null modem cable is being used.
- Be sure that the cable is plugged into the serial port with the DB-9 connector
- Be sure that the communications software is configured to support 19,200 baud, no parity, 8 data bits, 1 stop bit; and is configured for VT-100 terminal emulation.
- Verify that the Port Location parameter is set appropriately.
- If the modem is being used, verify that a phone line is plugged into the LINE jack, and that the correct phone number is being dialed.

Some cables hold pin 9 high, which prevents the connection from being made. In that case, cutting pin 9 resolves the problem.

The TVM-2000 hangs up on the caller after playing the welcome message:

• Check that the operator mailbox exists. See "Setting Up Multi-tenant & Multilingual Operator (General Delivery) Mailboxes" on page 47.

Calling Technical Support

Telekol's Technical Support Group takes pride in its ability to assist customers promptly and efficiently. Technical support is available to **Telekol Authorized Dealers only** at 1-800-797-0123.

When calling the Technical Support Group, please be on site, and have the following information and items available:

- Customer Name
- Site Name
- Call Back Phone Number
- System Model and software version number
- System Serial Number
- Phone System Information
- Keyboard and Monitor
- Butt-In Test Set
- System Documentation
- Description of the problem. Verify, if possible, that you can reproduce the problem. The more details you can provide, the better our technical support personnel can assist you.

If a technical support representative is not available to assist you immediately, you will be able to leave a message describing the problem you are experiencing. Messages are constantly retrieved and forwarded to available representatives. Please leave a detailed message, including the serial number of the system, model, telephone system and a detailed description of the symptoms the system is experiencing. A Technical Support Representative will call back shortly.

Administrative Main Menu

The administrative Main Menu screen is the first screen displayed upon powering up the TVM-2000 system.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
               4 Ports, 64.0 Hours, DRM
                 -01--02--03--04-
             -Switch 001: Panasonic 12/32-
          [E]nter security code: Lev. 2
          [O]peration
          [L]oad switch defaults
          [C]onfiguration settings
          [Plort specific options
          [S]ingle digit menu
          [M]ailbox setup/editing
          [R]eports
          [A]dvanced settings
          [U]tilities
             Choice?
```

```
—System Activity-
```

Figure 6-1: TVM-2000 Main Menu screen.

The options available in the Setup/Options window are as follows:

FIELD	DESCRIPTION
[E]nter Security	Allows access to the administrative functions. It is recommended Lev. 2
Code:	that only authorized dealers change this parameter. The default is Level
	2.
[O]peration	Sets system-wide parameters, such as Date, Time, Operator Mailbox,
	Business Hours, and Holidays.
[L]oad Switch	Enables automatic default parameter settings for individual telephone
Defaults	switches through the entry of a switch default code found in the Preset
	Switch Default Table.
[C]onfiguration	Sets Voice Mail-specific system configuration options.
Settings	
[P]ort Specific	Enables and configures parameters and functions for individual Voice
Options	Mail ports or port groups, e.g., multi-tenant switch configurations.
[S]ingle Digit Menu	Assigns and enables settings for the single digit menu.
[M]ailbox	Activates, edits, and deletes individual mailbox settings for all mailbox
Setup/Editing	types.
[R]eports	Lists the available reports about the system and the mailboxes and
	enables requests to be sent to printer or text file.
[A]dvanced Settings	Details advanced settings for entire TVM-2000 system.
[U]tilities	Lists available utilities, such as backup, restore, upgrade, and routine
	maintenance.

Enter Security Level Screen

The *Enter Security Level* screen controls access to all of the screens in the TVM-2000 Administrative Menu structure.

 *** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***

 *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***

 4 Ports, 64.0 Hours, DRM

 01-02-03-04

 Switch 001: Panasonic 12/32

 Level: 2

 [R]eset security level

 [E]Inter access code

 [1] Change access code for level 1

 [2] Choice?

System Activity

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-2: Enter Security Level Screen. — To access from the Main Menu, press [E].

There are three security levels: Level 0: Allows access the Enter Security Level screen ONLY. Level 1: Allows access to the Operation, Reports, and Enter Security screens Level 2: Allows access to all screens.

The default is level 2. To change the security level, first create or enter a security code. By default, there is no security code. Once security codes have been entered, pressing [ESC] changes the security level to the level accessed by the entered security code.

Operations Screen

	SYSTEM VERSI	ON 3.95D ***
*** (c) COPYRIGHT TELEKO	L CORPORATIO	N 1991 - 2004 ***
4 Ports. (64 0 Hours.	NRM
Suitch 001:	Papagonic 1	2,22
Den (Night Mada: Auto		2/32
Day/Night Mode: Huto	« norraays	Setup »
Use Special message: No	Holidays H	llowed: Yes
Day General Delivery MB: 000	Name Searc	h Msg: General
Night General Delivery MB: 000	Fax Mailbo	x: None
Cur. Time: 16:05	« Set Busi	ness Hours »
Cur. Date: 12/16/04 Day	Night	Special
Welcome Message : 01	02	03
Main Menu Part 1 : 04	04	04
Single Digit Menu: 05	05	05
Main Menu Part 2 : 06	06	06
Suster	 m Activitu—	
SYS: (X) Conving: telemail.cfg to tele	email hku	
SYS: (Y) Comming: mailbox of to mail	kov hku	
ever (V) Conving: auitob dat to suito	ՍՍՀ.ՍՏԱ Ն ՆՆ.	
olo: (X) copying, switch.dat to switch	п. DKu (
SYS: (X) Copying: poxsetup.dat to pox	setup.bku	
SYS: (X) Copying: telemail.cfg to tele	email.bku	

Figure 6-3: Operations Screen — To access from the Main Menu press [O]

FIELD	DESCRIPTION
Day/Night Mode	Auto Sets the system into day, night or automatic mode.
Use Special Message	Turns the special greeting mode on or off.
Day General Delivery MB	Indicates the operator's extension used during the day.
Night General Delivery MB	Indicates the operator's extension used during the night.
Cur. Time	Displays and sets the current system time in 24-hour format.
Cur. Date	Displays and sets the current system date.
«Holiday Setup»	Accesses the Holiday Setup screen.
Holidays Allowed	Activates or inactivates the holiday schedule.
Name Search Msg	Indicates and enables different name search messages.
Fax Mailbox	Identifies and enables an assigned mailbox to receive faxes on
	an initial incoming call.
«Set Business Hours»	Accesses the «Set Business Hours» Submenu Screen, where
	the administrator can enter customized hours settings for
	weekdays, weekends, and days of the week.
Greetings Matrix	Displays which greetings are played under which circumstances.
Day, Night, Special	Each specifies the message number played in each of the
	system's modes of operation.

Day/Night Mode

The Day/Night Mode parameter controls which set of greetings your callers hear upon reaching the TVM-2000 voice mail. There are three options, each of which is described below:

Automatic:

Selecting Automatic activates either the day or night mode of operation based on Business Hours setting. "Automatic" is the factory default setting for the Day/Night Mode parameter.

Day:

Selecting "Day" forces the TVM-2000 to play the "daytime" message regardless of the time of day.

Night:

Selecting "Night" forces the TVM-2000 play the "nighttime" message regardless of the time of day.

Use Special Message

This parameter enables or disables the Special Message function. When enabled, this feature overrides the default greeting message.

Day General Delivery MB

Use this field to enter the extension to which all calls that are not directed to specific extensions are forwarded to during the day.

Night General Delivery MB

Use this field to enter the extension to which all calls that are not directed to specific extensions are forwarded to during the night.

Note: The mailbox must exist before it is entered in this field.

Holidays Allowed

This parameter determines whether or not the holiday schedule is used to automatically enable the holiday greetings.

Name Search Message

The Name Search Message field determines the message played to callers when they select the Corporate Directory. There are three settings for this field:

- General: prompts for search by first and last name.
- First: prompts for search by first name only.
- Last: prompts for search by last name only.

System default is set to general. To turn off the Name Search (Corporate Directory), set the Directory MB to "0" in the *Configuration Screen*.

Fax Mailbox

This parameter is used to determine which extension will receive faxes.

Holiday Setup Screen

The TVM-2000 allows up to 30 separate Holidays to be programmed. Holidays are enabled by default, and the TVM-2000 comes preset with 8 holidays programmed. The Holiday Setup Screen allows the system administrator to monitor which greetings are set to play for which holidays.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04--Switch 001: Panasonic 12/32-Scheduled Time Description **#01** 01 Jan New Year's Day « Delete » #02 3rd Mon of Jan Martin Luther King Day « Delete » #03 3rd Mon of Feb President's Day « Delete » #04 Last Mon of May Memorial Day « Delete » #05 04 Jul Independence Day « Delete » #06 1st Mon of Sep Labor Day « Delete » #07 Last Thu of Nov Thanksgiving Day « Delete » 25 Dec Christmas Day **#08** « Delete » « See Prev. Page » « See Next Page 🛛 » « Add Holiday » -System Activity-SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku

Figure 6-4: Holiday Setup Screen — To access from the Main Menu, select [O], «Holiday Setup»

SYS: (X) Copying: telemail.cfg to telemail.bku

To enter Holiday Mode, three parameters in the Operations Screen must be checked: "Day/Night Mode: Auto", "Use Special Message: No", and "Holidays Allowed: Yes".

Add Holiday Screen

The Add Holiday Screen allows new Holidays to be added to the TVM-2000 system.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04 -Switch 001: Panasonic 12/32-Schedule Type: Day Based Welcome Message :00 Main Menu Part 1 :00 Day of Month: 01 Single Digit Menu:00 Main Menu Part 2 :00 Month: Jan Holiday Length (days): 01 Description: If this holiday falls on weekend -> Shift it to: Do not shift -System Activity-

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-5: Add Holiday Screen with Day Based Holiday — To access from the Main Menu, press [O], «Holiday Setup», «Add Holiday»

FIELD	DESCRIPTION
Schedule Type	Toggles between day and week based holidays.
	Day Based Holidays are Holiday such as Independence Day that always
	fall on a particular day of the month (the 4th of July)
	Week Based Holidays are Holidays such as Thanksgiving which always
	fall on a particular day of the week. (Third Thursday in November)
Day of Month	Indicates the two digit number corresponding to the day of the month
Month	Indicates the month in which the holiday occurs
Length of Holiday	Displays the duration of this holiday in number of days.
Description	Displays the name of the holiday
Welcome Message	Indicates which greeting to play as the Welcome Message
Main Menu Part 1	Indicates which greeting to play as Main Menu Part 1
Single Digit Menu	Indicates which greeting to play as the Single Digit Menu
Main Menu Part 2	Indicates which greeting to play as Main Menu Part 2

Set Business Hours

Business hours are used to determine which sets of messages are played when the TVM-2000 is set to operate in Automatic Mode. The Set Business Hours Screen offers three choices for setting up the business hours:

- Set the Basic Business Hours for Monday to Friday
- Set business hours for individual days
- Set business hours for ranges of days

By default systems are setup with 9 a.m. to 5 p.m. as the daytime, and all other times, including weekend, are treated as night.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
             *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                            4 Ports, 64.0 Hours, DRM
                              -01--02--03--04-
                          -Switch 001: Panasonic 12/32
 Basic Business Hours (MON-FRI, Weekends are Night):
                                                           « Set »
                    Set Business Hours for which day(s):
                    « Saturday »
                                       « Sunday »
                                        « Tuesday »
                    « Monday »
                    « Wednesday »
                                        « Thursday »
                    « Friday »
                    Ranges:
                    « Weekends »
                                        « Weekdays »
                    « Every Day »
                                -System Activity-
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
```

Figure 6-6: Set Business Hours Screen — To access from the Main Menu press [O], «Set Business Hours»

If the business has a regular Monday to Friday workweek, highlight *«Weekday»* and press [ENTER] to setup hours for Monday to Friday.

The Business Hours Setup Screen allows settings of up to three time slots each day that would be designated as Day, Night or Special. Any time of day not specified in these ranges will be treated by the system as if it was assigned to Night.

		*** (*** TELEKOL TI (c) COPYRIGHT 4] 	MP (R) SYSTEM VERSION TELEKOL CORPORATION : Ports, 64.0 Hours, DRI 01—02—03—04 ch 001: Panasonic 12/3 or WEEKDAYS	3.95D *** 991 - 2004 *** 1 12	
			Hour Range	(from to)	Mode	
			09:00 00:00 00:00	17:00 00:00 00:00	Day Unused Unused	
			Everything	Else: Night		
SYS:	(X)	Copuing:	pbxsetup.dat	to pbxsetup.bku		
SYS:	(X)	Copying:	telemail.cfg	to telemail.bku		
SYS:	(X)	Copying:	switch.dat ť	o switch.bku		
SYS: SYS:	(X) (X)	Copying: Copying:	pbxsetup.dat telemail.cfg	to pbxsetup.bku to telemail.bku		

Figure 6-7: Weekdays Business Hours Setup Screen — To access from the Main Menu, select [O], «Business Hours», «Weekdays»

Use the Screens in the *Set Business Hours Screen* and the *Business Hours Setup Screen* to set different business hours for different days.

Load Switch Defaults

Preset Switch defaults are provided with every system and include information and settings required to start using the system immediately. The switch defaults include telephone call progress information, message notification sequences, default extensions, and pre-configured mailboxes.

```
      *** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***

      *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***

      4 Ports, 64.0 Hours, DRM

      01-02-03-04

      Switch 001: Panasonic 12/32

      Switch name: Panasonic 12/32

      ILload preset switch

      ICIhange switch name

      IWIrite new switch

      IVIew integration notes

      IESC1 to quit

      Choice?
```

SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: mailbox.cfg to mailbox.bku

Figure 6-8: Load Switch Defaults Screen — To access from the Main Menu press [L].

Warning! Changing or Loading Switch Defaults erases all Mailboxes, Messages, and Configuration Settings!

FIELD	DESCRIPTION
[L]oad Preset Switch	Enables you to select a preset switch to load.
[C]hange Switch Name	Allows you to change the name of the selected switch.
[W]rite New Switch	Enables you to create a new switch default setting.

Loading Preset Switch Configurations

Loading a preset switch will load all the default values for the selected switch. See the *Switch Integration Guide* for the list of all preset switch configurations.

Warning: Selecting a preset switch will override all custom settings and mailboxes.

Change Switch Name

To change the name of a switch without changing any of the defaults, press [C] at the Load Switch Defaults Menu, and enter a new name at the next screen.

Writing New Switch Defaults

In some instances, you may need to customize an existing switch default. The recommended procedure is outlined in the following example.

Example:

A new switch enters the market and you don't have the new switch's preset defaults. After consulting Appendix A, you find a similar switch made by the same manufacturer that needs minimal changes to the settings.

Test and back up the system prior to continuing this procedure.

- 1. From the Load Switch Defaults Screen, press [L] to load the similar switch's settings.
- 2. Type in the three-digit code assigned to the similar switch.
- 3. Make all of your changes to the TVM-2000 system.
- 4. Return to the Load Switch Defaults Screen, and press [C] to change switch name.
- 5. Enter a new name for your switch.
- 6. Press [ESC] to return to the Load Switch Defaults Screen and press [W] to write a new switch.
- 7. Enter a number between 800 and 900 to save your customized switch. (Numbers between 800 and 900 are set aside for end user switch configurations.)
Configuration Screen

Most of the necessary attributes for the TVM-2000 can be configured from the *Configuration* Screen.

*** TELEKOL TMP (R)	SYSTEM VERSION 3.95D ***
*** (c) COPYRIGHT TELEK	TL CORPORATION 1991 - 2004 $***$
4 Ports	64 A Hours, DRM
1 101 (3)	
	-0304
	: Panasonic 12/32
MB Width: 3	« Emergency Purge »
All Ports ring: Yes	Beeper Seq: 9*1*9*4*8*0
Max. Greeting Length (secs): 60	Rtrys on No Input: 1
Disconnect on Silence: Yes	Min Rec Length (secs): 1
« Name Search »	Delay for ext (secs): 2
Directory MB: 002	Page Delay (s): 0
Notification Cycle (mins): 5	« Hold Options»
*4 Inbound Rings: 4	« Maintenance »
*4 Outbound Rings: 4	« Dialing Info »
Day Flag MB: None	Operator Delay: 6
Night Flag MB: None	« Fax Config »
	A 11 11

System Activity SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-9: TVM-2000 Configuration Screen — To access from the Main Menu press [C].

FIELD	DESCRIPTION
MB Width	Number of digits in mailbox number.
All Ports ring	Incoming ring detection mechanism.
Max. Greeting Length	Maximum allowed length of system greeting messages in seconds.
Disconnect on Silence	Disconnect when message recording is terminated with silence.
«Name Search»	Accesses the Name search screen.
Directory MB	Number that callers need to dial when they choose to access the
	corporate directory. Set this to "0" to disable the corporate directory.
Notification Cycle (Mins)	Minutes between notification cycles.
*4 Inbound Rings	Number of rings on internal (Inbound Follow Me) "Wait for answer".
*4 Outbound Rings	Number of rings on external (Beeper and Follow Me) "Wait for
	answer".
Day Flag MB	Mailbox that changes system into Day Mode.
Night Flag MB	Mailbox that changes system into Night Mode.
«Emergency Purge»	Percentage of disk that can be full before TVM-2000 performs a
	purge during nightly maintenance.
Beeper Seq	Beeper notification sequence.
Rtrys on No Input	Number of retries when no user DTMF input is received.
Min Rec Length	Minimum length a message must be to be considered valid (in
	seconds).
Delay for ext	DTMF interdigit delay (in seconds) in Main Menu.
Page Delay(s)	Number of seconds to delay on page (PA).
«Hold Options»	Accesses the Hold Options screen.
«Maintenance»	Accesses the Maintenance screen.
«Dialing Info»	Accesses the Dialing Info screen.
Operator Delay	Number of seconds before transferring to the operator's extension.
«Fax Config»	This allows access to fax configuration screen.

All Ports Ring

This feature has two options:

Yes: (default) used on phone systems where each call to Voice Mail rings all available Voice Mail extensions at once. The Voice Mail system answers one line at a time.

No: disables the above capability, allowing the Voice Mail to answer calls more quickly on phone systems that ring only one port per call. This switch dependent parameter is included as part of the loading of Preset Switch Defaults.

Max. Greeting Length

This parameter defines the maximum number of seconds allowed for the recording of individual greetings. The default is 60 seconds. The maximum length for a greeting is 9,999 seconds.

Disconnect on Silence

Disconnect on Silence enables the Voice Mail system to disconnect the caller after a specified number of seconds of silence. This feature has two options:

Yes: (default) automatically disconnects the caller after the number of seconds of silence has elapsed. (To change the number of seconds, see RSilenceLimit in "Standard Parameters Menu" on page 138).

No: terminates the caller recording and returns the caller to the recording options greeting.

Directory MB

The *Directory Mailbox* Field identifies the digit the caller must press to access the Corporate Directory Mailbox.

Notification Cycle (Mins)

Assigns the number of minutes between notification attempts sent to an outside telephone number, beeper number or message-waiting indicator.

*4 Inbound Rings

Indicates the maximum number of rings on an internal "wait for answer" Voice Mail operation, such as single line phone message notification, before it considers the call a non-connect. Based on the setting entered in the *Num Notifies* field of the *Edit Mailbox Screen*, the Voice Mail will continue to attempt notification of that extension.

*4 Outbound Rings

This feature indicates the maximum number of rings on an external "wait for answer" Voice Mail operation, such as Beeper and Outbound notification processes, before it considers the call a non-connect. Based on the setting entered in the *Num Notifies* field of the *Edit Mailbox Screen*, the Voice Mail will continue to attempt notification of that external telephone number or beeper number.

Day Flag MB

Indicates the digits the switch must dial in order to put the TVM-2000 in Day Mode.

Night Flag MB

Indicates the digits the switch must dial in order to put the TVM-2000 in Night Mode.

«Emergency Purge»

Indicates the percentage of the disk that can be full before the TVM-2000 purges old messages. The TVM-2000 checks the hard disk during nightly maintenance. If it finds the disk is full to the percentage specified in this field, it creates a log file pgXXX.log for each mailbox (where XXX is the mailbox number) that contains all message names, dates, and if possible senders and callback numbers. Mailboxes can be excluded from the emergency purge routine by selecting the "Do Not Purge" flag in the Mailbox Attributes screen (see "Mailbox Attributes" on page 111).

Beeper Seq.

This parameter determines the appropriate string of control codes associated with the beeper notification feature. For further instructions on setting up beeper notification, see "Notification Options" on page 29.

Rtrys. on No Input

This parameter indicates the number of times the Voice Mail system will repeat a greeting to a caller before disconnecting because of no response from the caller. The Voice Mail waits six seconds between tries. 0 is a legal value in this parameter; choose from 0 to 9 times to replay the greeting.

Min. Rec. Length

This feature allows the system administrator to assign the minimum number of seconds of message recording that identifies that the message is a valid message, storing it in the individual's mailbox. Messages shorter than this value are discarded.

Delay for Ext.

This parameter indicates the number of seconds the Voice Mail will wait for the caller to enter another digit, before assuming the number complete. The default is two seconds.

Example:

Delay for Ext is set to "1". The caller enters [2][3][4]. The system waits one second after the [4] is entered in case additional digits are entered. Upon receiving no additional digits within the one-second delay, it transfers the caller to extension 234.

It is strongly recommended that the default setting for "Delay for Ext." be maintained.

Page Delay

The maximum number of seconds the Voice Mail system will wait after paging a person associated with a mailbox. If the person does not pick up the call within the specified amount of time, the caller is given the opportunity to leave a message in that person's mailbox.

Operator Delay

The maximum number of seconds a caller will be left on hold after hearing the option to stay on the line to speak to an operator. After the specified number of seconds indicated in this field, the caller is automatically sent to the operator. The default is six seconds; the range is between 1 and 120. 0 is not a valid entry.

System Hold Options Screen

The System Hold Options Screen contains the system wide options for callers on hold.

*** TELEKOL TMP (R) SYSTEM UERSION 3.95D ****
*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
4 Ports, 96.0 Hours
01-02-03-04
Switch 001: Panasonic 12/32
Max. System Hold: 2
Hold Attempts : 4
Hold Seconds : 10

System Activity
Line 4: (I) Waiting for calls... 0 calls so far.
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-10: System Hold Options Screen — To access from the Main Menu press [C], «Hold Options».

Line 1: (I) Waiting for calls... 0 calls so far.

FIELD	DESCRIPTION
Max. System Hold	Maximum number of people allowed to be on hold at any one time.
Hold Attempts	Number of tries to connect to an extension before asking the caller to hold.
Hold Seconds	Number of seconds between connection attempts.

Max. System Hold

This function determines the maximum number of people holding in the Voice Mail's call queuing. The default is four callers in the queue; the range of this parameter is between one and the number of ports. 0 is not a valid entry. It is recommended that this field have a value LESS than the number of voice mail ports.

Hold Attempts

This field indicates the number of attempts to connect to an extension prior to asking the caller if they would like to continue holding. The default is four tries; the range of this parameter is between 1 and 99 attempts. 0 is not a valid entry.

Hold Seconds

This field indicates the number of seconds BETWEEN each attempt to connect to an extension. The default is ten seconds; the range of this parameter is between 1 and 120 seconds. 0 is not a valid entry.

Name Search Screen

```
*** TELEKOL TMP (B) SYSTEM VERSION 3.95D ***

*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***

4 Ports, 64.0 Hours, DRM

01-02-03-04

Switch 001: Panasonic 12/32

Disable name search : No

Play Extn. Number : Yes

List names on search: Yes

System Activity

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku

SYS: (X) Copying: telemail.cfg to telemail.bku

SYS: (X) Copying: switch.dat to pbxsetup.bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku

SYS: (X) Copying: bbxsetup.dat to pbxsetup.bku

SYS: (X) Copying: telemail.cfg to telemail.bku
```

Figure 6-11: Name Search Screen — To access from the Main Menu, press [C], «NameSearch».

The Name Search Screen has three fields that control the behavior of the Company Directory feature:

Disable Name Search

Toggles on or off (activating or deactivating) the Directory Option.

Play Extension Number

When set to "Yes" (default), this parameter allows the TVM-2000 to reveal the extension number of the called party to the caller, i.e., "You are being transferred to extension 111, John Smith." When set to "No", the caller is simply put through to the called party without first learning the extension number, i.e., "You are being transferred to John Smith."

List Names on Search

Enables and disables the name search engine. This parameter overrides the Operation Screen's NameSearchMsg field. This function works in two separate ways after more than one name in the Corporate Directory is identified as matching the caller's entry:

Yes: (default) After the caller is instructed to enter the first three letters of the name of the person they are trying to reach, the TVM-2000 announces that if the person you are trying to reach is <recorded name>, press [1]. If the name identified is incorrect, the caller is asked to press [2]. If there is more than one person with a last name that matches the caller's entry, the Voice Mail system then plays the next person's name, until no additional names are identified. At that point, the Voice Mail plays a message that no match was found, and the caller is returned to the main menu for further options.

No: The caller is instructed to enter the first three letters of the last name of the person they are trying to reach. If more than one person is identified by the caller's entry, the Voice Mail then asks for the first three letters of the first name, and then the middle initial, until no additional names are identified. At that point, the Voice Mail plays a message that no match was found.

Port Specific Options Screen

This Screen allows you to configure particular settings for individual Voice Mail ports.



SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-12: Port Specific Options Screen — To access from the Main Menu press [P].

FIELD	DESCRIPTION
Answer on Ring	Forces the TVM-2000 to wait a specified number of rings before answering an incoming call.
Unique Identifier	Links the selected port to a specific tenant. See "Enabling Multi- Tenant Applications" on page 45.

VM Extensions Screen

The VM Extensions Screen enables you to identify each Voice Mail port with an extension number. Some switches require this identification process, most do not.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04-Switch 001: Panasonic 12/32-VM Port Extensions Port 1: None Port 2: None Port 3: None Port 4: None -System Activity SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-13: VM Extensions Screen — To access from the Main Menu press [P], «VM Ext's».

Warning: VM Extensions entered in this field cannot be used by the TVM-2000 Voice Mail. If a caller enters one of the extensions entered in this field, they will be returned to the welcome message.

Single Digit Menu

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04--Switch 001: Panasonic 12/32-Single Digit Menu Active: Yes Active at night: Yes Single Digit Menu '1' corresponds to mailbox: None Single Digit Menu '2' corresponds to mailbox: None Single Digit Menu '3' corresponds to mailbox: None Single Digit Menu '4' corresponds to mailbox: None Single Digit Menu '5' corresponds to mailbox: None Single Digit Menu '6' corresponds to mailbox: None Single Digit Menu '7' corresponds to mailbox: None Single Digit Menu '8' corresponds to mailbox: None -System Activity SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-14: Single Digit Menu — To access from the Main Menu press [S].

Single Digit Menus are set up to allow quick access to group, audiotext, and other mailboxes used in the call control process. When callers reach a single digit mailbox, they are given prompts during the greeting phase which direct them to sequentially smaller subsets of available mailboxes in order to quickly route the caller to the correct extension.

To set up the single digit menu, determine which mailboxes will be associated with each digit in your menu (Available choices are 1 through 9).

- 1. It is recommended that you plan your menus in association with the greetings using the worksheets in "Appendix A: Worksheets " in the *Switch Integration Manual*. Start with the first greeting structure the caller hears and identify where single digit menus would facilitate the call progress.
- 2. Mailboxes should first be added through the *Mailbox Setup/Editing Screen*. (See Figure 6-16 on page 105.)
- 3. Enter the mailbox number for each single digit menu item you plan to use.

The mailbox types that work well with single digit menus are varied, but not limited, to:

- ACD Group mailboxes allow the Voice Mail to hunt through a specified series of extensions until an available connection is found. To set up an ACD Group mailbox, see "Group Mailboxes" on page 34.
- Announcement Only mailboxes are ideal for playing directions to the office, shipping instructions, etc. To set up an Announcement Only mailbox, see "Enabling Announcement Only" on page 41.
- Audiotext mailboxes are usually part of all single digit menu items. The Voice Mail plays the options, instructions, and prompts to assist the caller through the process. To set up an Audiotext mailbox, see "To Set Up an Audiotext Mailbox" on page 42.
- Broadcast Group mailboxes send information to all extensions in a specified series. To set up a Broadcast mailbox, see "Group Mailboxes" on page 34.
- Corporate Directory mailboxes can, but do not have to be, assigned to a single digit.
- Dispatch mailboxes allow the caller to send information back out to a series of mailbox owners in the field. All members of the group are notified in sequence until one retrieves the information. To set up a Dispatch mailbox, see "Group Mailboxes" on page 34.
- Q&A mailboxes allow the caller to record information without speaking to another person. The Voice Mail uses the Audiotext feature to prompt the caller for responses, records those responses, and saves them in the mailbox until they are retrieved. To set up a Q&A mailbox, see "Setting Up Q&A Mailboxes" on page 39.

Mailbox Setup/Editing

Activating Mailboxes

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04 Switch 001: Panasonic 12/32 [E]dit mailboxes [D]uplicate a mailbox [ESC] to quit Choice? System Activity SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: milbox.cfg to mailbox.bku

Figure 6-15: Mailbox Menu — To access from the Main Menu, press [M].

This screen provides access to the edit and duplicate mailbox screens. To access, type [M] at the Main Menu.

To activate new mailboxes or edit active mailboxes, select [E].

- [E]dit Mailboxes: The TVM-2000 will prompt for a mailbox number. Enter a new mailbox number to create a new mailbox or a existing mailbox number to add edit an existing mailbox. If adding a new mailbox, press [ENTER] at the "Active" field and a blank mailbox template will be created.
- [D]uplicate Mailboxes: Copies all of the properties of the Source Mailbox to one or a range of mailboxes. The TVM-2000 asks for a "Source" mailbox number, "Start From" mailbox number and the number of mailboxes to duplicate. The Source mailbox should already exist. If a mailbox in the range is not an active mailbox, it is added.

Mailbox Editing Screen

TELEKOL TMP (R) SYSTEM VERSION 3.951) ***		
COPYRIGHT TELEKOL CORPORATION 1991 -	2004 ***		
4 Ports, 64.0 Hours, DRM			
Meg Fud Daus' Hal Del Immed' No	MUI Off: After First		
Mag Fud Ta: 000 Plau from: Yoo	" Hold Ontions »		
risy. rwa. 10. 000 Flay from. ies	« Hold options »		
« Names » Play date: Yes	« Mallbox Httr. »		
« Pers Uperator » Play Capture: No			
« Notifications » Beeper Seq:			
Direct to VM: No Rew. Time (s): 4	Msg∕New: Older First		
Guest MB: No	Msg∠Old: Newer First		
Save Msg: Yes « Page »	« Audiotext »		
Msøs w/fax: No	« Wake-Up »		
PG-Un, PG-Dn, Home, End	ESC: Back		
	Loo: Buck		
elemail cfg to telemail bku			
vitah dat ta avitah hku			
SIS. (A) Copyring. Switch.aat to Switch.bku			
SYS: (X) Copying: poxsetup.dat to poxsetup.bku			
SYS: (X) Copying: telemail.cfg to telemail.bku			
ilbox.cfg to mailbox.bku			
	 * TELEKOL TMP (R) SYSTEM VERSION 3.95I COPYRIGHT TELEKOL CORPORATION 1991 - 4 Ports, 64.0 Hours, DRM O1 O2 O3 O4 Switch 001: Panasonic 12/32 Msg Fwd Days: Unl. Del. Immed: No Msg. Fwd. To: 000 Play from: Yes « Names » Play date: Yes « Pers Operator » Play Capture: No « Notifications » Beeper Seq: Direct to UM: No Rew. Time (s): 4 Guest MB: No Save Msg: Yes « Page » Msgs w/fax: No PG-Up, PG-Dn, Home, End System Activity elemail.cfg to telemail.bku witch.dat to pbxsetup.bku elemail.cfg to telemail.bku ailbox.cfg to mailbox.bku 		

Figure 6-16: Mailbox Editing Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER].

Which fields will require changing depends primarily on which specific application you are setting up. For information on setting up specific applications, see "Section 3: Using TVM-2000 Features" on page 41.

FIELD	DEFAULT	DESCRIPTION
Active	Yes	Shows whether or not MB is active
Extn	MB #	The extension number associated with this mailbox.
		Mailboxes activated at the factory are configured with the
		extension number set to the mailbox number.
Pass	9876	Mailbox owner's default access code. Up to 8 digits are
		allowed.
«Fwd Options»		Accesses the Fwd Options screen
«MB Greetings»		Accesses the MB Greetings screen
Max Msgs	Unl.	Maximum number of messages allowed in this mailbox.
Rec. Lim (s)	60	Maximum time for each message in seconds.
Purge (days)	Unl.	Number of days between MB purges.
RingAtExt	4	Number of rings at extension before VM picks up.
Message Fwd Days	Unl.	Number of days before messages that have not been
		listened to are forwarded to the Msg Fwd.To: mailbox.
Msg. Fwd. To	000	The mailbox to which messages are forwarded after they
		have not been listened to for the number of days set in the
		Msg. Fwd. To: mailbox.
«Names»		Accesses the Names screen
«Pers. Operator»		Accesses the Personal Operator screen
«Notifications»		Accesses the Notification screen
Direct to VM	No	When set to "Yes", calls are sent directly to voice
		mailboxes, without trying the extension first.

FIELD	DEFAULT	DESCRIPTION
Guest MB	No	Gives this mailbox the same options as those allowed for Guest MB. Guest mailboxes are configured in the Guest Mailbox Editing Screen. See "Hospitality Module" on page 64 for details.
Save Msg	Yes	Yes: Saves all messages until such time as the mailbox
		owner deletes them.
		No: Deletes all messages as soon as they are read.
Msgs w/Fax	No	Allows a voice attachment to be left with a fax. Available only with Fax Options.
Del Immed.	No	When set to "Yes", prevents deleted messages from being "undeleted".
Play From	Yes	System plays the name of message-sender after the message is played.
Play Date	Yes	System plays the time and date of the message after the message is played.
Play Capture	No	Plays the digits entered by the caller as a message in the mailbox. Used along with "Capture Digits" in the «Mailbox Attr.» screen to configure a beeper application.
Beeper Seq.		Beeper Sequence used for this mailbox. See Languages and Codes in Appendix C for a list of codes used in the Beeper Sequence. If this field is left blank, the system beeper sequence is used. (see "Notification Options" on page 29.)
Rew. Time	4	Number of seconds a message is forwarded or rewound when user hits Forward/Rewind key.
«Page»		Accesses the Page screen
MWL Off	After First	Identifies when the message waiting light is turned off.
«Hold Options»		Accesses the Hold Options screen
«Mailbox Attr.»		Accesses the Mailbox Attr. screen
Msg/New:	Oldest First	Determines the order in which new messages are played, possible settings are Oldest First or Newest First.
Msg/Old	Newest First	Determines the order in which old messages are played. Possible settings are Oldest First or Newest First.
«Audiotext»		Enables the mailbox to perform Audiotext functions
«Wake Up»		Allows access to the Set Wake Up Call screen.

Names Screen

The *Names* Screen allows the system administrator to enter the first name, last name, and middle initial of each MB owner. These fields are used by the TVM-2000 whenever a caller uses the "Dial By Name" feature. You must also record the name in the mailbox before it will be listed in the company directory.



Figure 6-17: Mailbox Names Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER], «Names».

Personal Operator Screen

The *Personal Operator* screen allows the system administrator to control how the TVM-2000 handles busy/no answer conditions to individual mailboxes. These features are available for supervised transfers only. Callers are not notified that they are being rerouted. The fields on the Rerouting Screen are also accessible by the Mailbox Owner via the Telephone Interface (See the *TVM-2000 User's Guide* for details.)



Figure 6-18: Personal Operator Screen — To access from the Main Menu, press [M], [E], mailbox #, [ENTER], «Personal Operator»

FIELD	DESCRIPTION	RANGE
Personal Operator:	Controls whether or not this Mailbox has a	No/Yes
	personal Operator. No by default	
Personal Operator MB:	Extension/MB number of the personal operator	3 digits

Hold Options Screen/Call Queuing Application

The Hold Options Screen controls how the TVM-2000 handles callers held in queue.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04

-Switch 001: Panasonic 12/32-

Allow Hold: No Hold Begin: 5000 Hold End : 5000 Max. Hold : 2 Play Hold pos.: No Hold on NA: No Skip Hold Confirmation: No

System Activity SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku SYS: (X) Copying: mailbox.cfg to mailbox.bku

Figure 6-19: Hold Options Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER], «Hold Options».

FIELD	DEFAULT	DESCRIPTION
Allow Hold:	No	Enables call queuing for this mailbox
Hold Begin:	5000	This is the first message number played to the caller while on hold
Hold End:	5000	This is the message number played to the caller while on hold for any additional prompts.
Max. Hold:	2	Sets the maximum number of callers allowed to hold in queue for a specific extension
Play Hold pos.:	No	When activated, the system informs caller on hold of their position in the queue.
Hold on NA:	No	This parameter allows the caller to hold for an extension that does not answer

The first caller on hold in queue is on hold in the switch. All other callers are held in the Voice Mail.

To enable hold options for a particular mailbox, follow the steps below:

- 1. From the Main Menu, enter the Mailbox Setup/Editing screen by typing [M].
- 2. Edit a new mailbox by entering [E] from the Mailbox Setup/Editing screen.
- 3. Enter the number of the mailbox that will be used. Press [ENTER].
- 4. If the mailbox is not currently active, press [ENTER] to activate it.
- 5. Highlight «Mailbox Attr.» and press [ENTER].
- 6. If there is a star to the left of NoCallProgress, you must enable supervised transfers for this mailbox. Consult the *Switch Integration Manual* to determine how to enable supervised transfers for your PBX.
- 7. Press [ESC] once. Highlight *«Hold Options»* and press [ENTER]. This screen allows activation and setup of a mailbox's Hold Options.
- 8. Set the Allow Hold field to "Yes" by highlighting and pressing [ENTER].
- 9. From the Main Screen, enter the Configuration Settings screen by typing [C].
- 10. There are three parameters in the Configuration Screen that will affect the hold cycle:

FIELD	DESCRIPTION
Max System Hold	The maximum number of callers allowed to hold in the system queue at the same time. Limited to the number of ports
	the same time. Einited to the number of ports.
Hold Secs.	When using hold options, this field sets the length of time the system waits
	before retrying a busy extension.
	Do not set higher than the default value of 10.
Hold Tries	Sets the number of times the TVM-2000 attempts to transfer the caller to a busy extension before prompting the caller with an option to continue holding.

11. In the phone switch, disable call forwarding on all stations which have hold options enabled in order to prevent callers on hold from being forwarded to another extension.

Mailbox Attributes

Additional Mailbox settings can be configured via the Mailbox Attributes setup screen.

**** (C)	TELEKOL TMP (R) S COPYRIGHT TELEKOL 4 Ports, 6	SYSTEM VERSION 3.95D *** CORPORATION 1991 - 2004 *** 4.0 Hours, DRM	
		Panasonic 12/32	
Day Transfer Notify	Alt. Msg Notif Skip Status		
NoCallProgress Direct Access Group	Call Screening Beep Only No Options	ExclEmergPurge Call Recording	
Speakerphone VoiceMail Only Page OK	Fax OK Fax Only Busy Override		
Page Always Urgent OK	Capture Digits WakeUp Allowed		
	Suster	Activitu	
SYS: (X) Copying: te	lemail.cfg to tele	email.bku	
SYS: (X) Copying: sw	SYS: (X) Copying: switch.dat to switch.bku		
SYS: (X) Copying: pb	xsetup.dat to pbxs	etup.bku	
SYS: (X) Copying: te SYS: (X) Copying: ma	lemail.cfg to tele ilbox.cfg to mailb	email.bku box.bku	

Figure 6-20: Mailbox Attributes Screen — To access from the Main Menu, press [M], [E], mailbox #, [ENTER], «Mailbox Attr.».

An asterisk (*) appears next to options that are enabled.

All explanations describe how the mailbox will act if the feature is toggled on, i.e., if an * is located to the left of any feature.

FIELD	DESCRIPTION
Day Transfer	Transfer calls to the extension in system's day mode only
Notify	Informs the mailbox owner which mailbox was dialed before the call is
	connected
NoCallProgress	Performs blind call transfer to the assigned extension
Direct Access	No menu options will be given when a caller reaches the Voice Mail of
	this mailbox
Group	Allows group functionality for this mailbox Group options are available
	from the mailbox editing screen
Speakerphone	Required parameter for Call Screening and Call Recording capabilities.
	(See "Creating Call Screening within the Voice Mail" on page 48).
VoiceMail Only	No call transfer is performed for this mailbox— regardless of other
	settings.
Page OK	Allows the mailbox to use the paging feature of the telephone system
	(PA) to inform the mailbox owner of an incoming call
Page Always	Performs paging (PA) for this mailbox instead of transferring the call to
	the extension
Urgent OK	Urgent messaging is allowed for this mailbox
Alt. Msg Notif	Use the alternate message notification sequence
Skip Status	Do not play the Busy / No answer message
Call Screening	Enables call screening
Beep Only	Prevents playback of the message "Begin recording after the tone"
No Options	No options are offered to the caller after leaving a message

FIELD	DESCRIPTION
Fax OK	Allows fax mail for this mailbox (if option is configured)
Fax Only	This mailbox can only receive faxes.
Busy Override	Allows a busy override for this mailbox (Switch Dependent)
Capture Digits	Records digits entered by caller for Fax On Demand, Outbound Follow-
	Me, and Beeper Notification.
WakeUp Allowed	Allows Wake Up calls to be sent for this mailbox.
Fax Broadcast	Allows Mailbox Owners to broadcast faxes
Overhead Page	Enables overhead paging to announce the call before transferring.
ExclEmergPurge	Disables system wide emergency purge for this mailbox.
Call Recording	Enables the two-way call recording feature.

Day Transfer

When this option is activated, calls will be transferred to the physical extension number only during the system's daytime operation mode. During night ("Off hours") operation, calls will be transferred directly into the Voice Mailbox.

Notify

This option may be used when more than one Voice Mailbox is assigned to a single extension. For example, an extension can be assigned with one mailbox for sales calls and another for personal calls. Each time a phone call is received at that extension, the TVM-2000 will announce the mailbox the call is for prior to connecting the call. This option is only available in a TVM-2000 supervised call transfer.

NoCallProgress (Blind Transfer)

When activated, this function will cause the TVM-2000 to transfer the call and immediately disconnect itself. It is then the responsibility of the telephone switch to forward a busy or unanswered call back to the TVM-2000 extension.

Direct Access

After hearing the Voice Mail greeting, the TVM-2000 will prompt callers to record their message instead of playing the standard menu of options.

Group

Enables group options on this box. (See "Group Setup" on page 115.)

Speakerphone

When this feature is activated, the TVM-2000 will announce incoming calls; "You have a call", or "John Smith - you have a call" (if a name was recorded for this mailbox) followed by, "Press 1 to accept the call". This feature is useful when the telephone switch does not send any callback tones to allow the TVM-2000 to determine if a call has been answered. After the announcement, the recipient can enter [1] to accept the call, or do nothing. If the recipient does not accept, the call is routed to their mailbox. This option is only valid in a supervised call transfer. If your switch does not support Call Screening, enabling this field along with a few others will allow the TVM-2000 to utilize its own internal hardware and software to implement this feature. See "Creating Call Screening within the Voice Mail" on page 48 for detailed instructions.

VoiceMail Only

When this feature is activated, this mailbox will have Voice Mail functionality only; no calls will be transferred to the individual extension. The message notification options will function normally in this mode. The difference between Voice Mail Only and Direct to Voice Mail fields is this: Voice Mail Only is a System Administrator option while Direct to Voice Mail is activated and de-activated by the mailbox owner. The resulting functionality is the same for both fields.

Page Ok

This type of mailbox allows callers to alert a person through the paging system if the mailbox owner was unavailable at their extension. If, after the TVM-2000 plays the message, "Press [1] to leave a message, [2] for another extension, or [3] to page", the caller enters [3], the system will say "One moment please" and attempt to page the mailbox owner. If the mailbox owner does not respond, the caller is again given the greeting message, but is not given the option to page again. Your telephone switch must have the ability to "Meet-Me Page" for overhead paging. Refer to your switch manuals to determine if the switch has this capability. If your switch does not support Paging, See "Creating Paging within the Voice Mail" on page 49 for details.

Page Always

Whenever a caller dials this type of mailbox, the TVM-2000 pages the mailbox owner instead of transferring the call to their extension.

Urgent Ok

When this feature is activated, callers will be given the option to mark messages as urgent. Messages marked urgent are played before other messages when accessed by the mailbox owner. If the mailbox owner has outbound beeper notification activated, it will perform notification only if urgent messages have been left. (see "Notification Options" on page 29).

Alternate Message Notification

When activated, message notification to this mailbox will use the alternate message notification sequence. This option is useful when proprietary telephones and standard telephones are used on the same switch. In this case, proprietary telephones will have a message light notification and standard telephones will be verbally notified according to the alternate notification sequence.

Skip Status

This feature, when activated, does not play the Busy/No Answer prompt upon hearing those responses from the extension. Instead, it goes directly to the "Leave a message at the tone" prompt.

Call Screening

When activated, callers are asked to speak their name. The call is then transferred to the extension. The person answering the telephone will hear "Call from (caller's name)." This option may be used in conjunction with the notify and speakerphone options, and is only valid in a TVM-2000 supervised call transfer.

Beep Only

When activated, this feature skips the mailbox greeting completely and sends the caller directly to Voice Mail, skipping the "Leave a message at the tone" prompt.

No Options

After a message has been left at the extension, no option prompts are played to the caller. For example, instead of hearing the following prompt:

"To listen to the message you just recorded, press [1]. To send the message, press [2]. To record your message, press [3]. To exit without sending your message, press the [#] key.";

the following prompt is played:

"Press [1] for another extension. Press [2] to hang up."

Fax Ok

In addition to standard Voice Mail, this feature allows an extension to also receive faxes. The Voice Mail system will identify CNG tone and immediately send the call to the fax machine.

Fax Only

Extensions with "Fax Only" activated can only receive faxes.

Busy Override (Call Waiting)

When activated, this function utilizes the Busy Override feature of the phone system (if available). Another parameter associated with this is the Busy Override field found on the [M]ore Switch Configurations Screen from the [A]dvanced Settings Menu. Both must be enabled and digits entered in order for a Busy Override session to work efficiently.

Capture Digits

When activated, this function records the digits entered by a caller. For example, the voice mail needs to record phone number entries in order to enter a number to call back in a beeper message window.

If Capture Digits has a star (*) next to it, and beeper forwarding is active, callers will be prompted, "To leave a message, press [1]...To leave a number where you can be reached, press [5]." If the caller presses [5], they will be prompted "Please enter the number where you can be reached, followed by the [#] key." After entry of the number is completed, the caller will be prompted "To continue, press [1]. To disconnect, press [2]."

The mailbox owner will be beeped with the captured digits replacing "*8" in the Beeper Seq. string. If the caller left a number, the mailbox owner will be beeped, and the number to call will appear in the beeper window.

Group Setup

SYS: (A) Number of groups is 1; limit 0

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM]
	-
Switch 001: Panasonic 12/32	٦
Type: Broadcast	
Call Dist: None	Т
Num Members: 4	
#01: 100	
#02: 101	
#03: 102	Т
H04 - 103	Т
MB: 111	
Sustem Activity	_
System netroity	
SIS. (A) Copyring. Switch.uat to Switch.DKU	
SIS. (A) Copyring. possecup.cat. to possecup.bku	
SYS: (X) Copying: telemail.cfg to telemail.bku	
SYS: (X) Copying: mailbox.cfg to mailbox.bku	

Figure 6-21: Group Setup Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER], «Group Setup».

To access the Group Setup screen, the mailbox must first have "groups" enabled. The group field is enabled via the «Mailbox Attr.» screen, also accessed through the mailbox editing screen.

Using groups, the system administrator can link (or group) mailboxes together. Each group can hold up to 40 members, and there is no limit to the number of groups allowed. One of the "members" of a group can be another group. There are four types of group mailboxes:

Broadcast Group Mailbox: Messages left in this group mailbox are sent (broadcast) to every member within the group (see "Group Types" on page 35).

Dispatch Group Mailbox: Messages left in this group mailbox are sent (broadcast) to every member of the group. Once a member of the group listens to the message, the message is removed from all other mailboxes in the group.

ACD Only Group Mailbox: Distributes calls insofar as the **Call Distribution** field specifies. Does not handle messages. (see "Group Mailboxes" on page 34).

Retrieval Group Mailbox: This group is used to retrieve messages from several mailboxes in one step. Accessing the owner's side of the mailbox will allow the listener to hear all messages left for all the members of the group. To skip to the next mailbox in the group press the star [*] key.

After a specific mailbox is configured as a group mailbox, it is possible to review, add, or delete group members using the Group Setup Screen.

Audiotext Mailboxes

	*** TELEKOI	L TMP (R) SYSTEM VERSION 3.95D ***	«
***	(c) COPYRIC	SHT TFIFKOL CORPORATION 1991 - 200	14 ***
		A Posto 64 O House DDM	/1 000
		4 rorts, 64.0 nours, pmi	
1			
		witch 001: Panasonic 12/32———	
Active: Yes	'1' MB:	100 * « Normal »	
Pass: 9876	'2' MB:	101	
	'3' MB:	102 HangUp when played	
	'4' MB:	103 Record Response	
	'5' MB:	None FaxBack	
	'6' MB:	None	
	יקי אום.	None	
	יערו ז.		
	8 115	None	
	.a. wr	None	
Description:			
MB: 111	PG-l	Jp, PG-Dn, Home, End	ESC: Back
		Suctor Activity	
ever (V) Commission			
SYS: (X) copying:	SWITCH.dat	t to switch.bku	
SYS: (X) Copying:	pbxsetup.c	lat to pbxsetup.bku	
SYS: (X) Copying:	telemail.c	cfg to telemail.bku	
SYS: (X) Copying:	mailbox.cf	fg to mailbox.bku	
SYS: (A) Number o	f groups is	s 1; limit 0	

Figure 6-22: Audiotext Mailbox Screen — To access from the Main Menu press [M], [E], mailbox #, [ENTER], «Audiotext», [Y].

DESCRIPTION:
The mailbox owner's access code.
Hang-up after playing this menu.
This sets the question and answer mailbox.
Makes mailbox a Fax On Demand mailbox.

Audiotext mailboxes allow callers to:

- Listen to directions, order products or enter a phone number that the system can send to a beeper.
- Choose product information and other texts to be faxed back.
- Listen to menus of choices for more audiotext mailboxes.

After assigning the mailbox type as AUDIOTEXT and activating the mailbox, the system asks for a single-digit selection and the corresponding mailbox number, so it can direct the caller through the Audiotext system.

An Audiotext mailbox could lead to another Audiotext Screen (mailbox) or to a regular extension. There is no limit on the number of Audiotext levels in the system. Use "Single Digit Menu Worksheets" on page 156 to plan Audiotext trees before implementing them.

Before assigning audiotext functionality to a mailbox, ensure that the mailbox is empty. The warning dialog will appear whether or not there are any messages and faxes outstanding. Typing [Y] will bring up the Audiotext Screen that allows activation and setup of a mailbox's Audiotext options.

For a description and examples of Audiotext functionality, see "Setting Up Audiotext Mailboxes" on page 37.

Reports

The Reports Menu allows access to a variety of report types.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
             *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                             4 Ports, 64.0 Hours, DRM
                               -01--02--03--04
                          -Switch 001: Panasonic 12/32-
                        [S]ystem report
                        [M]ailbox report
                        [A]ctivity report
                        [D]elete activity log
                        [T]urn activity log On
                        [V]iew log file
                        [R]ecent log view
                        [W]ake up call report
                        [G]et mailbox messages status
                           Choice?
                                 -System Activity
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: mailbox.cfg to mailbox.bku
SYS: (A) Number of groups is 1; limit 0
```

Figure 6-23: Reports Menu — To access from the Main Menu, press [R].

Reports can be generated and sent to a printer or to a floppy disk. After choosing a specific report, you will be asked to output the report to the printer or the screen. Type [S] to display it on the screen. If you have a printer attached to the voice mail, you can press [P] to print it. Pressing [C] to cancel or hitting [ESC] will return you to the previous menu. To save the report on a floppy disk, copy the report from the C:\TM\PROD directory to a DOS formatted 1.44 MB High Density floppy disk.

System Configuration Report

The System Configuration report details all of the features and functionality that have been enabled for the TVM-2000 in a system.txt file. To retrieve the report, enter [S] from the Reports Screen, and follow the prompts.

Mailbox Report

This report contains all the information available on active mailboxes. To retrieve this report, select [M] from the Reports Screen and follow the prompts. The TVM-2000 will create an ASCII text file.

Activity Report

The Activity Report shows a listing of the number of calls each port has had since the system was last rebooted.

Delete Activity Log

Deletes the current log file.

Turn Activity Log On/Off

Toggles the Activity Log on or off. If the activity log is on, then the TVM will log the system activity to the file LOGFIL.DAT.

View Log File

The View Log file records System Activity starting at the moment the [T]urn Activity Log On is toggled on, and continues saving data until it is toggled off. This is particularly useful for researching error messages, finding localized problems in the system, etc. It is saved as LOGFIL.DAT in ASCII text.

Recent Log View

Same as View Log File, but it only reports a limited amount of system activity and is on regardless of the Turn Activity Log On/Off setting.

Wake Up Call Reports

Wake Up Call Reports allow system administrators to see all of the wake up calls from either particular mailboxes or all mailboxes for administrator defined periods of time.

Get Mailbox Message Status

This report lists all the mailboxes on the system and shows the number of new, old, and deleted messages are in each box. This does not include the system mailboxes 99, and 999.

Utilities Menu

The Utilities Screen provides access to TVM-2000 utilities such as Back Ups, Upgrading, and Call Progress Analysis.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
             *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                            4 Ports, 64.0 Hours, DRM
                              -01--02--03--04-
                          -Switch 001: Panasonic 12/32-
                       [B]ackup TVM system
                       [R]estore TVM system
                       [M]anual PBXsetup
                       [U]pgrade TVM system
                       [D]isk Defragment
                       [E]nable Remote Maintenance
                       [ESC] to quit
                                -System Activity-
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
SYS: (X) Copying: mailbox.cfg to mailbox.bku
SYS: (A) Number of groups is 1; limit 0
```

Figure 6-24: Utilities Menu — To access from the Main Menu enter [U].

FIELD	DESCRIPTION:
[B]ackup TVM system	Back up system to floppy diskettes.
[R]estore TVM system	Restore previously saved settings from floppy diskettes.
[M]anual PBX setup	Run manual call progress analysis utility.
[U]pgrade TVM system	Used to upgrade the system software.
[D]isk Defragment	Optimize the system disk.
[E]nable Remote	Activates the remote communication utility.
Maintenance	

Backing Up the TVM-2000

Telekol recommends backing up the TVM-2000 after all greetings have been recorded and mailboxes have been configured. Telekol further recommends backing up data after any changes have been made. Power failures and/or electrical surges can result in loss of data!

During the backup procedure, the following elements will be saved on the diskette:

- System configuration settings
- Mailbox greeting messages
- Active mailboxes and their settings
- System greeting messages
- Messages (optional: Backing up messages is only supported from the keyboard & monitor interface.)

Perform a backup of the system, including settings, every time you modify, or once a month.

From the Main Menu, select [U]tilities and then [B]ackup. Decide whether or not you want to backup all messages in addition to system and mailbox configuration. Insert formatted 1.44 MB (3.5") diskettes into drive A until the back up is complete.

Label and write protect the backup diskettes and store them in a safe place.

Restoring the TVM-2000 System

To restore the settings and greetings which were saved during a previous back up procedure, select [R]estore TVM-2000 from the utilities screen. Insert the Back Up diskette(s) into the TVM-2000 floppy drive. If more than one diskette is being used, make sure that the diskettes are inserted in the same sequence that they were backed up. The restore procedure is complete when the floppy drive light turns off. Remove the diskette(s) and store them in a safe place.

Upgrading TVM-2000 System

Type [U] from the Utilities Screen, and a new screen will pop up, prompting you to insert the update disk. The TVM-2000 upgrade software is fully automatic.

Disk Defragment and Repair

The TVM-2000 comes bundled with optimization and repair software. Typing [D] from the Utilities menu will automatically start the process.

Enable Remote Maintenance

To activate and change the communication port settings, enter [E] from the Utilities Screen.

Advanced Settings

This section is for the exclusive use of experienced TVM-2000 System Administrator or Telekol Authorized Dealers. Before making any changes to the screens accessed through the Advanced Settings Menu, contact Telekol Technical Support at 1-800-797-0123.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04--Switch 001: Panasonic 12/32-[S]witch configuration [L]ine ID Mapping [M]ore switch configuration [A]dvanced switch configuration [R]emote Configuration [V]ideo Options [ESC] to quit Choice? -System Activity-SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-25: Advanced Settings Menu — To access from the Main Menu, press [A].

Switch Configuration Menu

The Switch Configuration Screen controls parameters that require changing whenever a switch is integrated with the TVM-2000.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04 -Switch 001: Panasonic 12/32-DID to VM: No Msg Light On: 701×8×0 Msg Light Off: 702*8*0 Silence bef. Greeting (secs): 0 Alt. Light On: Alt. Light Off: Direct VM delay (1/100s): 400 Play 'You may hang...': Yes Check for DT: No Alt. MSG repeat: No MSG repeat: No Pulse/Tone Dialing: TONE Flash's bef. trans: 1 Digit bef. trans (bef ext): Loop drop: Yes Reorder: Yes Discn't digits: Digit bef. trans (aft ext): Outbd Follow-me Seq.: Dig's∕conn.∶ Flshs/conn.: 0 Outbd Dialing Seq.: 9*1*9*4 Dig's/recall: Flshs/recall: 1 MsgL port: Last Outb Port: Last Page Seq: -System Activity SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-26: Switch Configuration Menu. — To access from the Main Menu, press [A], [S].

The following settings control various functional telephone interface parameters. These values are automatically set when preset switch defaults are loaded.

FIELD	DESCRIPTION	RANGE
DID to VM	Option to tell the TVM-2000 whether to expect DTMF digits when it answers the line, and what to do with those digits. "No" informs the Voice Mail to do no special in-band integration, and simply act on the digits received. "Yes" informs the Voice Mail to treat the digits received when it first answers a call (defined by the DTMF interval timers) as a mailbox number for which to take a message. If it receives a valid mailbox number during this interval, it bypasses the transfer, and goes straight to leaving a message. "Rules" tells the TVM-2000 to interpret the DTMFs based on the [M]ore, «Rules» screen.	No/Yes/Rules
Silence Bef. Greeting (secs)	Number of seconds to wait after taking port off-hook and before the welcome message. This is in addition to the time the TVM-2000 waits for DTMFs.	0 to 9 seconds
Direct VM Delay(1/100ths)	Number of 100ths/second for Voice Mail to wait after dialing ext. and before playing the Mailbox greeting.	
Play 'You may Play hang'	the message "You may hang up now" on direct voice mail access (when [9]+[Extension Number] is entered). If caller hears this prior to a mailbox greeting and the system uses unsupervised transfers, this parameter should be turned off.	Yes/ No
Check for DT	Determines whether or not the system checks for dial tone before dialing extn. for outside dialing.	No/Yes
Pulse/Tone Dialing	Toggles between the two dialing options.	Tone/Pulse

FIELD	DESCRIPTION	RANGE
Loop Drop	Detects loop drops disconnects.	Yes/No
Reorder	Signals TVM to disconnect upon hearing re-order tone.	Yes/ No
Discn't Digits	DTMF digits sent by the switch.	Up to 5
		characters
Outbd Follow-	Outbound Follow-me sequence.	Up to 28
Me Seq.		characters
Outbd Dialing	Outbound dialing sequence.	Up to 28
Seq.		characters
Page Seq.	Page sequence.	Up to 28
		characters
MsgL Port	Port for message notification light sequencing. Same: same	Same/
	port that turns on the light turns it off.	Last/
	Last: last port in Voice Mail system is the only port that turns	None/
	on or off lights.	Port #
	None: Any idle port.	
	Port #: Individual port number assigned to turn on and off	
Outle of Dourt	lights.	L a at/
Outba Port	Port assigned for automatic outbound calls from the voice	Last/
		None/
	I act lest part in Vaice Mail system is the only part that	FUIL#
	performs outbound message notifications	
	None: Any idle port	
	Port # : Individual port number assigned to perform outbound	
	notifications	
Msa Liaht On	Message notification ON sequence.	< 21
		characters
Msg Light Off	Message notification OFF sequence.	< 21
0 0		characters
Alt Light On	Message Notification ON sequence used for MB's with the	< 21
	Alt. Notification parameter enabled.	characters
Alt Light Off	Message Notification ON sequence used for MB's with the	< 21
	Alt. Notification parameter enabled.	characters
MSG Repeat	Set message to be performed multiple times.	Yes/ No
Alt Msg Repeat	Set alternate message to be performed multiple times.	Yes/ No
Flashes Bef.	Number of hook flashes before transferring a call.	
Trans.		
Digits Bef.	Additional digits to dial before transferring a call or dialing the	
Irans (Bef. Ext)	extension number.	
Digits Bef.	Additional digits to dial before transferring and after dialing	
Irans (Aft. Ext)	the ext. number.	
Flshs/Conn	Number of hook flashes to connect the call once a pickup has	
	been detected (Used only with Supervised Transfers).	
FISNS/Recall	Number of nook flashes to recall the call once a busy/no	
	answer signal delected. (Used only with supervised	
Dig'a/Con-	Uditional digita to dial before connecting the cell area a	
	Auditional digits to dat before connecting the call, once a	
	supervised transfers)	
Dia's/Recall	Additional digits to dial to recall the call once a busy/no	
Dig Srivecall	answer has been detected. (Lised only with Supervised	
	Transfere)	

If call transfers are not working correctly, review the last seven parameters in the above listing. These fields are preset during installation of the switch defaults. Refer to the telephone switch's manual for additional information.

Line ID Mapping Screen

The following settings allow for separate greetings to be played on specific CO lines, for example, multiple companies using the same switch.

	-*** TELEKOL TMP (R) SYSTEM VERSION 3.95D	***
***	(c) COPYRIGHT TEL	EKOL CORPORATION 1991 -	2004 ***
	4 Port	s, 64.0 Hours, DRM	
		02-03-04	
		01: Panasonic 12/32	
DEFAULT:		Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
Begin: None	End: None	Id: 1	MBox: None
	Su	stem Activitu	
SYS: (X) Copying	mailbox.cfg to m	ailbox.bku	
SYS: (A) Number (of groups is 1; li	mit 0	
SYS: (X) Copying:	switch.dat to sw	itch.bku	
SYS: (X) Copying:	pbxsetup.dat to	pb×setup.bku	
SYS: (X) Copying:	telemail.cfg to	telemail.bku	

Figure 6-27: Line ID Mapping Screen — To access from the Main Menu, press [A], [L].

By default, all trunks are identified as ID=1. To set up multiple tenants, assign different IDs to the group of trunks representing each tenant. Each trunk line coming into the telephone switch can have up to ten ranges of CO lines. Only one single digit menu can be applied to the system, which means that all tenants will have to share those numbers, e.g., tenant 1 needs digits 1-3, tenant 2 needs none, and tenant 3 uses the remainder. Operation modes are universal and are shared by all tenants.

For additional information on how to use the Line ID Mapping Screen, see "Enabling Multi-Tenant Applications" on page 45.

FIELD	DESCRIPTION
Begin	Begin range of CO lines for specific tenant.
End	Ends range of CO lines for specific tenant.
ld	Number that identifies the entered range of CO lines as partitioned for use
	by one tenant only.
MBox	Mailbox number to start in for this range of CO lines.
Default	Default Id and mailbox for any calls coming in on additional CO lines not
	specified in this menu.

More Switch Configuration

The More Switch Configuration Screen controls parameters that need adjusting whenever a switch is changed. Most parameters are automatically set when loading preset switch defaults.

*** TELEKOL TMP (R) S	SYSTEM VERSION 3.95D ***
*** (c) COPYRIGHT TELEKOI	. CORPORATION 1991 - 2004 ***
4 Ports f	4 A Hours DRM
01 02	
	Panasonic 12/32
DTMF on answer: No	« Hotel » «Edit CP DTMFS »
Await Ring on NCP: No	« Other » « Rules »
Max. Lights per Port: None	« Call Record »
Disconnect time (1/100 s): 200	« Conference »
Msg. light first only: No	Drop Pager Seq:
Alt. Msg. light first only: No	« ID's »
DTMF Call Progress Tones: No	« Languages »
Busy Override: 1	« Wake Up Calls »
Put on Hold:	-
Pick up Hold:	Main Menu/No Input: Operator
Alt. Spkrphn: No Alt. Paging: No	Specific MB: 000
Suster	n Activitu
SYS: (X) Copying: mailbox.cfg to mailt	oox.bku
SYS: (A) Number of groups is 1; limit	Θ
SYS: (X) Copying: switch.dat to switcł	ı.bku
SYS: (X) Copying: pbxsetup.dat to pbxs	setup.bku

Figure 6-28: More Switch Configuration Screen — To access from the Main Menu press [A], [M].

SYS: (X) Copying: telemail.cfg to telemail.bku

FIELD	DESCRIPTION	RANGE
DTMF on Answer	On certain systems, enables speech detection to be flawless, e.g., on a DK-280 using a supervised transfer, sending a DTMF advising the Voice Mail that a call was answered, makes the system work more efficiently	Yes/ No
Await Ring on NCP	Allows mailboxes setup with blind transfers to act like supervised transfers by allowing the Voice Mail to "listen" for one ring and return to caller if busy. Used primarily on systems that don't forward cleanly.	Yes/ No
Max. Lights per Port	Number of message lights that each port can light.	0-999
Disconnect Time	Indicates the number of 100ths/second that the Voice Mail is forced to wait prior to answering another call.	0-999
Msg. Light First Only	Enables the Voice Mail to light a message light on the first occurrence of a message being stored in a mailbox and not lighting the light again when a second message is left.	Yes/ No
Alt Msg. Light First Only	If an alternate message light sequence is enabled in the Voice Mail, this parameter lights the message light only on the first occurrence of a message being left in a mailbox.	Yes/ No
DTMF Call Progress Tones	Some systems require DTMF tones assigned for ring, busy, ring back dial tone detected, etc. Requires values entered in «Edit CP DTMFS»	Yes/ No
Busy Override	Digits for system to automatically dial in order to commence a busy override session.	

FIELD	DESCRIPTION	RANGE
Put on Hold	Digits for system to automatically dial in order to initiate	
	a put on hold session.	
Pick up Hold	Digits for system to automatically dial in order to begin	
	a pick up hold session.	
Alt. Spkrphn	For switches that do not support Call Screening,	Yes/ No
	toggling this field to Yes enables the Voice Mail system	
	to use its own internal nardware and software to work	
Alt Desing	around the switch to offer Call Screening.	Vee/Ne
All. Paging	For switches that do not support infective Paging,	res/ NO
	to use its own internal bardware and software to work	
	around the switch to offer Paging	
«Hotel»	Accesses the Hospitality configuration screen	
«Other»	Accesses miscellaneous parameter settings such as	
«oulor»	Outbound Recall, Logging Mask, etc.	
«Call Record»	Accesses the Maximum Call Recording Time and	
	Minutes Before Deleting Alternatives parameters.	
«Conference»	Accesses three additional parameters that are	
	Conference Seq. required for switches that do not	
	directly support call recording:	
	Conference Seq: Digits for system to automatically dial	
	in order to initiate a two-way call recording session.	
	Drop Conf. Seq: Digits for system to automatically dial	
	in order to disconnect a two-way call recording session.	
	Dis/Conf Seq: Digits for system to automatically dial in	
	order to abandon all parties in a call recording session.	
Drop Pager Seq.	Digits for system to automatically dial to disconnect a	
	PA system.	
«IDS»	Accesses the Longueges sereen	
	Accesses the Make Lip Calle agreen	
<u>Acia Manu/Na Input</u>	"Operator" Follows Dov/Night Conoral Dolivery MP	
	operation Follows Day/Night General Delivery MB	
	"Disconnect" Disconnects caller on no input	
	"Specific MB" Goes to the mailbox specified in "Specific	
	MB"	
Specific MB	Mailbox to which caller is directed on no input when	
•	"Specific MB" is selected in the MainMenu/No Input	
	field.	
«Edit CP DTMFS»	Used in conjunction with DTMF Call Progress Tones. If	
	enabled, the sequences are entered into the system	
	from this menu.	
«Rules»	Menu that allows the system to interpret DTMF	
	characters by pattern, and react in a certain manner	
	based on actions entered here.	

Call Record Screen

The Call Record screen controls parameters that affect Call Recording.

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***

*** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***

4 Ports, 64.0 Hours, DRM

01-02-03-04

Switch 001: Panasonic 12/32

Max. Call rec. time (mins): 60

Mins. bef. deleting tentatives: 10

Max. Call rec. pause (sec): 600

System Activity

SYS: (X) Copying: mailbox.cfg to mailbox.bku

SYS: (X) Copying: mailbox.cfg to mailbox.bku

SYS: (X) Copying: switch.dat to switch.bku

SYS: (X) Copying: switch.dat to switch.bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku

SYS: (X) Copying: telemail.cfg to telemail.bku
```

Figure 6-29: Call Record Screen — To access from the Main Menu, press [A], [M], «Call Record».

Max. Call Rec.Time (Mins.)

This is one of the parameters required to configure TVM-2000's two-way call recording capability. It indicates the maximum number of minutes for a single two-way call recording. The default is 60 minutes.

Mins. bef. Deleting Tentatives

This field defines the maximum number of minutes a tentatively held two-way call recording stays in the individual's mailbox before it is automatically deleted from the system. The default is ten minutes. If the mailbox owner listens to the recording prior to its expiration, the recording will be saved until the owner of the mailbox deletes it.

Max Call Recording Pause

Indicates the number of seconds of silence the TVM-2000 will allow in a recorded conversation before it assumes that the call has ended and hangs up.

Edit CP DTMFs

This screen should only be accessed when integrating new switches with an existing system.

Some switches support the ability to utilize DTMF digits instead of standard tones from the Voice Mail ports. In those cases, each state needs values entered in order for the feature to work.

	*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
	4 Ports, 64 Q Hours, DBM
F	
CP Tone: 1	State: Ring
CP Tone: 2	State: Busy
CP Tone: 3	State: Busy
CP Tone: 4	State: Busy
CP Tone: 5	State: Answered
CP Tone:	State: Ring
On Msg. Light	t Success: None

SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-30: Edit CP DTMFs Screen — To access from the Main Menu, press [A], [M], «Edit CP DTMFs».

FIELD	DESCRIPTION
CP Tone	Digit or series of digits (up to three) that replaces standard tones
State	Toggles between Ring, Busy, Answered, and Dial Tone.
On Msg. Light Success	Some phone systems send a DTMF to the Voice Mail upon successfully lighting a message light. This parameter indicates which tone is selected. None=no signal. Dial tone
	0-9, plus A, B, C, D (4th Column Digits)

Rules

Rules support **in-band DTMF signaling**. When a call enters the Voice Mail, the telephone switch sends DTMFs explaining how the call got there, e.g., direct call from outside line, direct call from another extension, forwarded call from another extension, etc. Rules allow the Voice Mail to identify the DTMF tones, interpret their meaning, and determine what to do with the call.

4 Ports, 64.0 Hours, DRM	2004 ***
Rule: Ru	Action: Not Used Action: Not Used

System Activity SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-31: Rules Screen — To access from the Main Menu, press [A], [M], «Rules».

FIELD	DESCRIPTION
Rule	Series of DTMF digits that Voice Mail detects by pattern and attempts to match with an entry in this field.
Action	Dictates what procedures the TVM-2000 performs, upon its recognition of a DTMF series-based rule.

1. To activate rules, set the DID to VM: parameter from the [S]witch Settings screen to Rules.

2. The rules screen is set up as a table, with the left side (Rule:) representing a "pattern" to look for, and the right side (Action:) tells the Voice Mail what to do when this particular pattern is matched.

3. The rules portion describes for which DTMF digits the VM should look. This sequence consists of DTMFs (0-9, *, #, A, B, C, D) and special characters. These special characters are used to represent different sequences that the switch can send to the Voice Mail.

SPECIAL CHARACTERS	3
--------------------	---

?	Represents any one DTMF digit.
Х	Represents any number composed of DTMF digits that the switch can send.
V	Represents the voice mail extension on which the call is coming in.
S	Represents the source extension number of a transferred call. On internal calls, this
	lets the Voice Mail identify the person who is going to leave the message. (The
	listener hears "Message from.")
Μ	Represents the destination extension number of a transferred call. (The extension
	which was forwarded to the Voice Mail)
Т	Represents the trunk number of the call being transferred to the Voice Mail. This
	variable is important if you are trying to set up a multi-tenant system, as it is used to
	look up the correct VM Unique Id in the [L]ine ID Mapping Menu of the Voice Mail.
%n	Where n specifies the number of digits to expect.

4. The action parameter tells the Voice Mail what to do after it matches the rule. The action can be one of the following:

ACTION	DESCRIPTION
Not Used	Tells the Voice Mail not to use this rule.
Busy->Mbox	Tells the Voice Mail to take a message for mailbox M, playing the busy
	greeting.
NA->Mbox	Tells the Voice Mail to take a message for mailbox M, playing the No
	Answer greeting.
->Mbox	Tells the Voice Mail to take a message for mailbox M, playing generic
	greeting.
->AutoLogon	Tells the Voice Mail to go to the owner's side, using M as the mailbox
	number to log into.
->Greeting	Tells the Voice Mail to go to the main greeting
DayMode	Tells the Voice Mail to switch into Day Mode, and disconnect the call.
NightMode	Tells the Voice Mail to switch to Night Mode, and disconnect the call.
IgnoreCall	Tells the Voice Mail to simply hang up on the call. This would be used, for
	instance, on the switches that send Day/Night mode information to the
	Voice Mail, but you do not want to act on it.
CallRecord	Tells the Voice Mail to initiate a two-way call recording session.

5. The "Global last MB:" parameter toggles between "Yes" and "No". This parameter is used when you have an action that takes a mailbox number (-> Mbox for instance), and there is no mailbox (M) in the rule section. In this case, the Voice Mail assumes that it should use the last mailbox to which it was transferred. If Global last MB: is set to "No", then the TVM-2000 finds the Port that the call came in on, and transfers to the last mailbox the port used. If it is set to "Yes", then it assumes that it should use the last mailbox to which any port in the system transferred.

If a sequence of digits completely matches one rule, and could possibly match another rule if more digits where to be sent, the VM will wait for more digits to try and determines which rule is the correct one. It will use the DTMF interval timers to determine how long it should wait. If it does not receive any more DTMFS, it uses the rule that completely matches.

The rules are processed from top to bottom. This means that if a sequence of digits completely matches two different rules, it will use the first rule in the list.
Rules take full advantage of TVM-2000's functionality. For example, 1M is a valid rule; 1%2M is better. The first would wait the full 2 second time-out for additional digits, while the second rule would initiate the procedure immediately following the second digit.

Example:

The phone system sends "#01#MailboxToTakeMessageFor#". The rule might look like:

#01#M#

There are additional modifiers that can be used on the special characters X, V, S, M, and T. The "%" symbol tells the Voice Mail exactly how many digits to expect for the variable. For instance, if the MailboxToTakeMessageFor in the previous example is always three digits, you could use:

#01#%3M#

%M without any number in between the "%" sign and the special character means one digit.

It is preferable to use the number of digits to expect because the voice mail knows exactly how many digits to expect for the sequence; therefore it does not have to wait for additional digits.

It is also necessary at times to use the "%" format for the variables. Suppose a switch sends:

"1MailboxToTakeMessageForSourceExtension"

For instance, if extension 34 calls extension 12, and the call is forwarded to the Voice Mail, the telephone switch sends "11234" to the Voice Mail.

12 = MailboxToTakeMessageFor

34 =SourceExtension

In this case the Voice Mail would have no way to distinguish the end of MailboxToTakeMessageFor and the beginning of SourceExtension, so you must tell it exactly how many digits to expect:

1%2M%2S

Misc. Advanced Parameters (Other)

The Miscellaneous Advanced Parameter Settings (Other) Screen controls parameters not covered by the More Switch, Switch, and Advanced Switch Configuration screens.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM -01--02--03--04 -Switch 001: Panasonic 12/32-Int. Options #1: 0 Outbd. Recall: Outbd. Connect: Logging Mask: 0 Dig's (bef ext) #2: Dig's (aft ext) #2: Dig's/Conn #2: Dig's/Recall #2: Delay before answer: 0 Ref. Hours: None Ref. Off: No Direct VM Prefix: Ref. A/Trans: No Direct VM Suffix: Ref. On Incoming: No Logon Prefix: Ref. On Same Only: No Logon Suffix: « PMS Setup » -System Activity-

SYS: (X) Copying: mailbox.cfg to mailbox.bku SYS: (A) Number of groups is 1; limit 0 SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-32: Miscellaneous Advanced Parameters (Other) Screen — To access from the Main Menu, press [A], [M], «Other».

FIELD	DESCRIPTION	RANGE	DEFAULT
Outbd Recall	Digit sequence the TVM-2000 automatically dials to retrieve a caller on hold in the Voice Mail when an Outbound Follow Me fails to connect.	Up to 19 digits	Switch Dependent
Outbd. Connect	Digit sequence the TVM-2000 automatically dials to transfer a caller on hold in the Voice Mail when an Outbound Follow Me connects	Up to 19 digits	*5 (reset the port)
Dig's (bef ext) #2	Appends these digits to dial before Dig's (bef ext) in the switch configuration screen	Up to 19 digits	None
Dig's (aft ext) #2	Appends these digits to dial after Dig's (aft ext) in the switch digits configuration screen.	Up to 19	None
Direct VM Prefix	Changes default to any single digit desired for a direct to Voice Mail prefix	Any valid DTMF digit	None
Direct VM Suffix	Changes default to any single digit desired for a direct to Voice Mail suffix.	Any valid DTMF digit	None
Logon Prefix	Changes default to any single digit desired for a logon prefix. (For access to message retrieval routines)	Any valid DTMF digit	None
Logon Suffix	Changes default to any single digit desired for a logon suffix. (For access to message retrieval routines.)	Any valid DTMF digit	None
Int. Options #1	This is a special field to define special integration option for the TVM-2000. 0 means no special options. The only current other value is 1, for the Samsung Prostar 816 Plus.	0-9	0

FIELD Logging Mask	DESCRIPTIONRANGEInformation to display, entered in numerical form, based on values listed below: Fax = 256 Time = 1024 		DEFAULT 0
	Example: For full history enter 32767; For JUST Voice and Fax info, enter 2104 (2048 + 256)		
Ref. Hours	Refreshing means turning on all message lights that should be on. None: Don't Refresh. 0: Refresh during once-a-day activities. x: refresh every x hours.	None, 0, x	None
Ref. Off	If this is set to yes, then off lights are refreshed as well during a refresh operation.	Yes/No	No
Ref. A/Trans	If this parameter is set to yes, and a transfer is made to an extension that has its message light lit, the light is re-lit.	Yes/No	Switch Dependant
Ref. On Incoming	If this parameter is set to yes, and a call comes into the Voice Mail from a known extension, the message light is re-lit.	Yes/No	Switch Dependant
Ref. On Same Only	Only performs the above actions if the call comes in, or is transferred from the same line that lit the light initially.	Yes/No	Switch Dependant
Delay before answer	The number of 100ths of a second to delay after detecting the correct number of rings before answering the phone.	0 - 1,000	0

Digital Integrations

Digital Rules Screen

The Digital Rules screen tells the TVM-2000 what action to take based upon the event reported to the port.

×:	** TELEKOL TMP (R) SY	STEM VERSION 3.95	Dds ***
***	(c) COPYRIGHT TELEKOL	CORPORATION 1991	- 2004 ***
	4 Ports, 6	4.0 Hours, DRM	
		03—04———	
	Switch 023:	Calista/SMDI	
On Fwd Int:	->MBo×	On Fwd DND Int:	->Greeting
On Fwd Busy Int:	Busy->MBox	On Fwd DND Ext:	->Greeting
On Fwd NA Int:	NA->MBox	On Trans. Int:	->Greeting
On Recall Int:	->MBox	On Trans. Ext:	->Greeting
On Fwd Ext:	->MBox	On ML Callback:	->AutoLogon
On Fwd Busy Ext:	Busy->MBox	On Inv Rcl Int:	->Greeting
On Fwd NA Ext:	NA->MBox	On Inv Rcl Ext:	->Greeting
On Recall Ext:	->MBox	On Overflow Int:	->Greeting
On Direct Int:	->AutoLogon	On Overflow Ext:	->Greeting
On Direct Ext:	->Greeting	On DID:	->Greeting
On Call Rec. :	->Greeting		
Sustem Activitu			
SYS: (X) Copying:	mailbox.cfo to mailb	ox.cfg	
SYS: (X) Copying:	mailbox.cfo to mailb	ox.df l	
SYS: (X) Copying:	switch.dat to switch	. bku	
SYS: (X) Copying:	pbxsetup.dat to pbxs	etup.bku	
SYS: (X) Copying:	telemail.cfg to tele	mail.bku	

Figure 6-33: Digital Rules Screen — To access from the Main Menu, press [A], [M], «Digital Rules».

The system administrator can choose between six available actions, described below:

ACTION	DESCRIPTION
Ignore Call	The TVM-2000 will disconnect the caller.
Busy -> Mbox	The status will play stating, "The extension you dialed is busy." Then the
	mailbox will record a message.
NA ->Mbox	The status will play "There is no answer at the extension you dialed." and
	then record a message.
->Mbox	The mailbox will record a message. No status will be played.
->Autologon	The caller will hear, "Please enter you access code."
->Greeting	The welcome message will be played.

The events that prompt these actions are listed below, and defined in the Call Analysis Rules screen. (See "Call Analysis Rules screen" on page 58 for more information on call analysis rules.)

EVENT	DESCRIPTION
On Fwd Int	Defines what action to perform on a forwarded internal call to the TVM- 2000.
On Fwd Busy Int	Defines what action to perform on a forwarded internal call to the TVM-2000
	because of a busy status.
On Fwd NA Int	Defines what action to perform on a forwarded internal call to the TVM-2000
	because of a no answer status.
On Recall Int	Defines what action to perform on a recalled internal call to the TVM-2000.
On Fwd Ext	Defines what action to perform on a forwarded external call to the TVM- 2000.
On Fwd Busy Ext.	Defines what action to perform on a forwarded external call to the TVM-
	2000 because of a busy status.
On Fwd NA Ext	Defines what action to perform on a forwarded external call to the TVM-
	2000 because of a no answer status.
On Recall Ext	Defines what action to perform on a recalled external call to the TVM-2000.
On Direct Int	Defines what action to perform on a direct internal call to the TVM-2000.
On Direct Ext	Defines what action to perform on a direct external call to the TVM-2000.
On Trans Int	Defines what action to perform on an internal call transferred to the TVM-
	2000.
On Trans Ext	Defines what action to perform on an external call transferred to the TVM-
	2000.
On ML Callback	Defines what action to perform on a call to the TVM-2000 because a user
	pressed the message key.

Digital Options Screen

The TVM-2000 provides configuration options for digital switches.



Figure 6-34: Digital Options Screen — To access from the Main Menu, press [A], [M], «Digital Options».

Users that have phone switches with SMDI integrations should see "SMDI Integrations" on page 54

For all other switches, follow the respective integration notes in the *Switch Integration Manual*.

Advanced Switch Configuration Menu

The Advanced Switch Configuration menu controls access to the Standard Parameters and Global Tone Definitions screens.

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01 02 03 04 Switch 001: Panasonic 12/32 [S]tandard parameters [C]all progress parameters Choice? System Activity System Activity SYS: (X) Copying: switch.dat to switch.bku

SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-35: Advanced Switch Configuration Menu. — To access from the Main Menu, press [A], [A].

Standard Parameters Menu

The Standard Parameters Menu controls recording and silence parameters.

*** TELEKOL TMP (R) SYSTEM LIERSION 3 95D ***					
*** (0	(a) (a) CDVDICHT TRI FVAL CODADATION 1991 – 2004 www				
	A Porto		2001 444		
		-0304			
		Panasonic 12/32			
RSilenceLimit: 5	SilenceDbnc: 4	chkHangupTime: 100) Unused: 9		
RSilShort: 2	ToneLength: 10	Unused: 9	Unused: 9		
Volume:5	LoopDropTime: 30	Unused: 9	Unused: 9		
FlashDuration: 50	HookDelay: 25	Unused: 9	Unused: 9		
PulseBreak: 6	DTMFDuration: 5	Unused: 9	Unused: 9		
PulseMake: 4	CPDelay: 25	Unused: 9	secsPerRing: 0		
PulseDelay: 100	LoopConn: 10	Unused: 9	RSilCallRec: 30		
ToneDelay: 5	LoopWait: 10	Unused: 9	Glitch: 15		
RingOn: 3	Unused: 9	Unused: 9	Spike: 19		
RingOff: 5	Unused: 9	Unused: 9	FreqDev: 15		
RingEvtDly: 80	ringDelay: 150	Unused: 9	DefaultTones: O		

—System Activity—

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-36: Standard Parameters Menu. — To access from the Main Menu, press [A], [A], [S].

FIELD	DESCRIPTION	DEFAULT
RSilenceLimit	Consecutive seconds of silence the voice mail will accept before terminating a recording.	5
RSilShort	Maximum amount of silence the voice mail will accept at the start of a recording before assuming no caller is present and disconnecting.	2
Volume	Volume of the playback messages in the system. 1 - 9(1=Quiet, 9=Loud)	5
FlashDuration	Number of hundredths of a second (10ms units) that the hook-flash should last.	50
PulseBreak	Duration in hundredths of a second (10ms units) of the break on-hook interval when pulse dialing.	6
PulseDelay	Duration in hundredths of a second (10ms units) of the make off-hook interval when pulse dialing.	4
ToneDelay	The time in hundredths of a second (10ms units) between DTMF digits when tone dialing.	5
RingOn	Amount of time in tenths of a second (10ms units) that an inbound ring signal should be seen before recognizing it as a valid ring signal.	3
RingOff	Amount of time in tenths of a second (10ms units) that an inbound ring signal should NOT be seen before recognizing it as a valid non-ring signal.	3
RingEvtDly	Amount of time in tenths of a second (10ms units) that if no inbound ring is seen, the line has been assumed to have stopped ringing.	80
SilenceDbnc	Amount of time in hundredths of a second(10ms units) required for the voice board to change from a non-silence state to a silence state.	4

FIELD	DESCRIPTION	DEFAULT
ToneLength	Duration in hundredths of a second (10ms units) for outgoing DTMF tones.	10
LoopDropTime	Duration in hundredths of a second (10ms units) that a drop in loop current must be seen before recognizing it as a valid loop drop.	30
HookDelay	The time delay in hundredths of a second (10 ms 50 units) after answering the line before doing anything. Note: Anything smaller than the default of 50 is ignored.	25
DTMFDuration	Minimum time in hundredths of a second (10ms units) during a playback to recognize a DTMF. Note: This parameter is not currently used and is fixed at 50ms	5
CPDelay	The delay in hundredths of a second (10ms units) after dialing before starting call progress analysis.	25
LoopConn	Amount of time in hundredths of a second (10 ms 400 units) to elapse after dialing before a drop in loop current would be considered a connect signal.	10
LoopWait	Amount of time in hundredths of a second (10 ms 10 units) after a valid loop drop has been detected before a connect signal is sent to the VM (during call progress).	10
ringDelay	Amount of time in hundredths of a second (10 ms 150 units) after answering one of the voice mail ports, (150 that if another port is still ringing, it is considered 0 ms) a valid ring. This parameter is used in conjunction with "All ports ring" parameter. The all port's ring option tells the voice mail that the PBX will ring all of the voice mail ports on an incoming call, and the voice mail should only let one port answer, and wait to see if the ring goes away.	150
chkHangupTime	Amount of time in hundredths of a second (10 ms 100 units) to pause and check for a dialtone or reorder tone during certain point in the VM. (Before transferring to the operator for instance.)	100
secsPerRing	When set to a non-zero value, tells the voice mail that is should assume an incoming ring signal is this many seconds long. It then uses this value to determine when to answer the phone. This parameter is mostly used on phone systems where the off time during incoming rings is so small (<200 ms) the voice mail has difficulty counting the rings.	0
RsilCallRec	Maximum amount of silence allowed before the TVM-2000 assumes the call has been terminated during call recording.	
Glitch	Unused.	15
Spike	Unused.	19
FreqDev	Frequency Deviation.	15
DefaultTones	Unused	0

Call Progress Parameters

The call progress parameters screen will allow you to configure the frequencies used by your PBX to allow the TVM-2000 to perform digital call progress.

	FROT TMP (R) S	SASTEM FILESCIUN 3 820 ***	
	UDICUT TELEVOL		
*** (C) (UF	INIGHI ILLENUL	L CURFURNIIUN 1991 - 2004 ***	
	4 Ports, 6	64.0 Hours, DKM	
		-0304	
	—Switch 001:	Panasonic 12/32	_
«	Ringback 1	»	
«	Ringback 2	»	
*	Busy 1	»	
«	Busy 2	»	
*	Busy 3	»	
«	Ringback 3	»	
«	Busy 4	»	
«	Reorder Tone	1 »	
«	Dialtone 1	»	
«	Reorder Tone	2 »	
*	Dialtone 2	»	
	Sustem	m Activitu	

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-37: Call Progress Parameters — To access from the Main Menu, press [A], [A], [C].

FIELD	DESCRIPTION
Ringback 1	Defines Frequency and Cadence for Ringback tone
Ringback 2	Defines Frequency and Cadence for a 2 nd type of Ringback tone
Busy 1	Defines Frequency and Cadence for Busy Tone.
Busy 2	Defines Frequency and Cadence for a 2 nd type of Busy Tone.
Busy 3	Defines Frequency and Cadence for a 3 rd type of Busy Tone.
Ringback 3	Defines Frequency and Cadence for a 3 rd type of Ringback tone
Busy 4	Defines Frequency and Cadence for a 4 th type of Busy Tone.
Reorder Tone 1	Defines Frequency and Cadence for Reorder Tone.
Dialtone 1	Defines Frequency and Cadence for Dialtone.
Reorder Tone 2	Defines Frequency and Cadence for a 2 nd type of Reorder Tone.
Dialtone 2	Defines Frequency and Cadence for a 2 nd type of Dialtone.

Tone Definition Screen

To configure tones, select the tone you intend to change and press [ENTER]. The following screen will appear:

```
*** TELEKOL TMP (R) SYSTEM VERSION 3.95D ***
            *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 ***
                            4 Ports, 64.0 Hours, DRM
                              -01--02--03--04-
                          -Switch 001: Panasonic 12/32-
<u>Tone</u> Used: Yes
                   Freq 1: 440
                   Freq 2: 350
                   On 1 Time: 500
                   On 1 Dev.: 12
                   Off 1 Time: 3750
                   Off 1 Dev.: 12
                   On 2 Time: 0
                   On 2 Dev.: 0
                   Off 2 Time: 0
                   Off 2 Dev.: 0
```

-System Activity-

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-38: Tone Definition Screen — To access from the Main Menu, press [A], [A], [C], «"Desired Tone"».

FIELD	DESCRIPTION
Freq. 1	Frequency of first tone.
Freq. 1	Dev. Frequency deviation range that Voice Mail will accept in recognizing Tone 1. Number entered is +/- (the full value above actual level, and conversely the full value below).
Freq. 2	Frequency of second tone played concurrently, if applicable.
Freq. 2 Dev.	Frequency deviation range that Voice Mail will accept in recognizing Tone 2.
On 1 Time	Indicates the duration of the tone sound 1.
On 1 Dev.	Deviation range that Voice Mail will accept in recognizing Tone 1 by duration of sound.
Off 1 Time	Indicates the duration of silence before another tone sounds, recognizing it as part of a tone set cadence.
Off 1 Dev.	Deviation range acceptable by Voice Mail in recognizing this duration of silence as part of a tone set cadence.
On 2 Time	Duration of the tone sound 2.
On 2 Dev.	Deviation range that Voice Mail will accept in recognizing Tone 2 by duration of sound.
Off 2 Time	Indicates the duration of silence before another tone sounds, recognizing it as part of a tone set cadence.
Off 2 Dev.	Deviation range acceptable by Voice Mail in recognizing this duration of silence as part of a tone set cadence.
Repeat	Indicates the number of repetitions each duration of tone and silence repeats.

Video Options

To change the colors of the system administration screens, select [V]ideo Options from the Advanced Settings Menu. The following screen will appear:

*** TELEKOL TMP (R) SYSTEM VERSION 3.95D *** *** (c) COPYRIGHT TELEKOL CORPORATION 1991 - 2004 *** 4 Ports, 64.0 Hours, DRM 01-02-03-04-

-Switch 001: Panasonic 12/32—

Background color: BLUE Text color : WHITE Border color : YELLOW

-System Activity-

SYS: (X) Copying: switch.dat to switch.bku SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku SYS: (X) Copying: telemail.cfg to telemail.bku

Figure 6-39: Video Options Screen — To access from the Main Menu, press [A], [V].

FIELD	DESCRIPTION
Background Color	Toggles between a series of color choices for screen background.
Text Color	Toggles between a series of color choices for text.
Border Color	Toggles between a series of color choices for borders.

Pressing <Alt><F4> will return colors to the factory defaults.

Appendix A: Worksheets

Planning

Planning the elements and features of the system, prior to putting the system on-line, will ensure a smooth transition for everyone. In order to accomplish this task, you must:

- Review the Integration Notes for your particular telephone switch to determine the parameter limits and features available. If it appears that your switch does not support a desirable feature, the TVM-2000 may provide you with the ability to configure an alternate method by utilizing its own internal hardware and software systems. (Contact your Telekol Authorized Dealer for more details.)
- 2. Develop a list of existing extensions.
- 3. Match each extension with an associated name, i.e., John Smith or Customer Service.
- 4. Ascertain the relationship(s) among extensions, e.g., John Smith is one of 25 extensions in the Customer Service Department.
- 5. Determine which functions and features available with your switch will enhance productivity within the system, e.g., establish ACD Group Mailbox, an Audiotext Function for directing calls to appropriate personnel, and Call Queuing for the Customer Service Department.
- 6. Work with the client to establish parameters and system-wide preferences.
- 7. Developing a call progress workflow diagram may prove very helpful in determining any possible "dead-ends" in your system. Ensure that all caller options either end in a voice response or voice mailbox, fax or fax mailbox, or return the caller to the main menu.

Telekol highly recommends that you invest your time in the planning of the system to insure all callers and Mailbox owners receive the optimal use of the features available on the TVM-2000. The following process will help you document all settings of the system, enabling you to offer your customers a feature-rich, dependable, high quality messaging system while giving you the documentation you need for troubleshooting any situations after installation.

Worksheet Overview

System Overview

This worksheet details all system-wide operation, configuration, and mailbox settings discussed in Section 1: Express Install and Section 2: Mailbox Setup. Refer to these sections in this manual while completing the form. This will allow you to configure the system quickly once on-line, since you will have already done all the work on paper. Having the completed form with you when you call Technical Support will allow them to review all significant parameters and respond to your questions more precisely.

Mailbox Owner/Attributes Information

This form describes all the features assigned to each individual mailbox. It enables you, the installer, to organize all types of mailboxes to fully utilize the TVM-2000 system.

Business Hour Information

This worksheet is helpful in organizing your business hours and matching them to modes of operation.

Greeting Scripts, Part One

This form assists you in developing your custom greetings. Breaking them down into smaller components allows you to group greetings in specific structures for use at different times of the day, for different modes of operation, as well as for special applications. If you are installing a multi-tenant or multilingual system, complete a form for each tenant or language. Be sure to review your greeting number assignments to eliminate any mixed system greetings.

Greeting Scripts, Part Two

Once the scripts have been given number assignments, string them into each specific greeting needed. As each greeting can have up to four sections, this capability is shown on the form; however, each greeting does NOT have to consist of four components. Be sure to label each greeting structure, in case changes are made later. This will allow you to identify all structures that will be affected by any recorded greeting changes.

Single Digit Menu Worksheets, Part 1

This worksheet will help you plan your single digit menu. You can use it to chart out what mailboxes you want assigned to which keys.

Single Digit Menu Worksheets, Part 2

After assigning the mailboxes to the single digit menu in part 1, this form will allow you to write out what the prompts will be for the various mailboxes.

System Overview

CONFIGURATION MENU	RANGE	DEFAULT	CUSTOM ENTRY
MB Width	2-3	Switch Dependant	
All Ports Ring	Yes/No	Switch Dependant	
Max. Greeting Length	Yes/No	60	
Disconnect on Silence	Yes/No	Yes	
Directory MB	000-999	002	
Notification Cycle (Mins)	0-255	5	
*4 Inbound Rings	1-9	4	
*4 Outbound Rings	1-9	4	
Beeper Seq		9*1*9*4*8*0	
Rtrys on No Input	0-9	1	
Min Rec Length	0-10	1	
Delay for ext	0-10	2	
Page Delay (s)	1-60	0	
Operator Delay	1-120	6	
SYSTEM HOLD OPTIONS	RANGE	DEFAULT	CUSTOM ENTRY
Max System Hold	1-# of ports	2	
Hold Attempts	1-99	4	
Hold Seconds	1-120	10	
NAME SEARCH	RANGE	DEFAULT	CUSTOM ENTRY
Disable Name Search	Yes/No	No	
Play Extn. Number	Yes/No	Yes	
List Names on Search	Yes/No	Yes	
FAX CONFIG	RANGE	DEFAULT	CUSTOM ENTRY
Fax Port 1	Any valid extension		
Fax Port 2	Any valid extension		
Fax Port 3	Any valid extension		
Fax Port 4	Any valid extension		
Fax ID	Up to 20 characters	TVM	
TTI Skip (2mm intervals)	0-99	5	
Fax Dial String		9*1*9	
Cover Doc#	None, 000-999	None	
Max. Docs Allowed	0-9	3	
Call back	Yes/No	No	

Appendix A: Worksheets

MAILBOX EDITING	RANGE	DEFAULT	CUSTOM ENTRY
Extn	Up to 8 Digits		
Password	Up to 8 Digits	9876	
Max Msgs	Unlimited, 0-254	Unl.	
Rec. Limit (s)	0-9999	60	
Purge (days)	Unlimited, 0-254	Unl.	
RingsAtExt	1-9	4	
Msg. Fwd. Days	Unlimited, 0-254	Unl.	
Msg. Fwd. To	Any valid mailbox	000	
Direct to VM	Yes/No	No	
Guest MB	Yes/No	No	
Save Msg	Yes/No	Yes	
Msgs w/Fax	Yes/No	No	
Del. Immed	Yes/No	No	
Play from	Yes/No	Yes	
Play date	Yes/No	Yes	
Play Capture	Yes/No	No	
Beeper Seq	Up to 27 Digits		
Rew. Time (s)	0-99	4	
MWL Off	After All/After First	After First	
Msg/New	Newer/Older First	Older First	
Msg/Old	Newer/Older First	Newer First	
EWD OBTIONS	DANCE		CUSTOM ENTRY
		No	COSTOMENTRY
Ewd	None/Beener/	None	
1 WG	Out-Msg Notify/	None	
	Out-Follow/		
	In-Follow		
Fwd Num	Up to 27 Digits	None	
NOTIFICATIONS	RANGE	DEFAULT	CUSTOM ENTRY
Not. Delay (m)	0-9999	0	
Num Notifies	1-15	3	
Notify Mins	0-255	15	
	DANOT		
HOLD OPTIONS	RANGE	DEFAULI	CUSTOM ENTRY
		<u>INO</u>	
Hold Begin	5000-5999	5000	
	<u>5000-5999</u>	5000	
Nax. Hold			
Held on NA		NO No	
HOID OIT NA	res/ino	INU	
MAIL BOX ATTRIBUTES SCREEN	USE FOR STANDAR		ATE
Dav Transfer	Alt. Msg Notif		
Notify	Skip Status		
NoCallProgress	Call Screening		ExclEmergPurge
Direct Access	Beep Only		Call Recording
Group	No Options		Ŭ Ŭ
Speakerphone	Fax OK		
VoiceMail Only	Fax Only		
Page OK	Busy Override		
Page Always	Capture Digits		
Urgent OK	WakeUp Allowed		

AUDIOTEXT MAILBOX	RANGE	DEFAULT	CUSTOM ENTRY
Active	Yes/No	Yes	
Password	Up to 8 Digits	9876	
Hang-up when played	Yes/No	No	
Record Response	Yes/No	No	
FaxBack	Yes/No	No	
Description	Up to 28 characters		
Record Response Options	RANGE	DEFAULT	CUSTOM ENTRY
Record Response Options Next Mailbox	RANGE Any Valid Mailbox	DEFAULT	CUSTOM ENTRY
Record Response Options Next Mailbox Store in MB	RANGE Any Valid Mailbox Any Valid Mailbox	DEFAULT	CUSTOM ENTRY
Record Response Options Next Mailbox Store in MB Required	RANGEAny Valid MailboxAny Valid Mailbox0-1	DEFAULT	CUSTOM ENTRY
Record Response Options Next Mailbox Store in MB Required Max Msg Len	RANGEAny Valid MailboxAny Valid Mailbox0-10-999	DEFAULT None None	CUSTOM ENTRY
Record Response OptionsNext MailboxStore in MBRequiredMax Msg Len	RANGEAny Valid MailboxAny Valid Mailbox0-10-999	DEFAULT None None	CUSTOM ENTRY
Record Response Options Next Mailbox Store in MB Required Max Msg Len Faxback Options	RANGEAny Valid MailboxAny Valid Mailbox0-10-999RANGE	DEFAULT None DEFAULT	CUSTOM ENTRY CUSTOM ENTRY

Mailbox Owner/Attributes Information

Specify mailbox number, its extension (if applicable), user name, and special attributes.

OTHER		-					_	_		_		_	_	-								_	_	_					_	_	_	
VOICE MAIL ONLY	+	-	1				<u> </u>	⊢	—	+	+	+	+					\perp		\vdash	\vdash	<u> </u>	+	+	\vdash	+	+	+	+	+	+	1
URGENT OK	<u> </u>					<u> </u>		<u> </u>	<u> </u>	<u> </u>								<u> </u>	<u> </u>			<u> </u>	┣	┣—	┝──	┝──	┝──	┝──	┣—	┝──	┝──	1
SPEAKERPHONE ANNOUNCE	├──						 		<u> </u>	<u> </u>	┝──							 	 	L	L	──	┣──	┝──	┝──	┣—	┣—	┣—	┣—	──	──	1
SKIP STATUS	 								<u> </u>	<u> </u>	 		-									'	<u> </u>	└── ′	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	1 '
RETRIEVAL GROUP	 						 		<u> </u>	<u> </u>								 	 	<u> </u>	<u> </u>	──	┣──	┝──	┝──	┣—	┣—	┣—	┝──	┣──	┣──	1
PAGE OK	├──						 		<u> </u>	<u> </u>	┝──							 	 	L	L	──	┣──	┝──	┝──	┣—	┣—	┣—	┣—	──	──	1
PAGE ALWAYS																																
OUTBOUND FOLLOW ME																																
OUTBOUND MSG. NOTIFY																																
FAX ONLY																																
FAX ОК																													<u> </u>			1
FAX BACK/FAX ON DEMAND																													-			1
DISPATCH GROUP																										-	-	-	<u> </u>	-	-	1
DAY TRANSFER ONLY				1											1								-	<u> </u>	<u> </u>				<u> </u>	-	-	1
CAPTURE DIGITS																							-		<u> </u>				<u> </u>			1
CALL RECORDING																									<u> </u>	-	-	-	-			1
CALL QUEUING ENABLED																													-			1
CALL SCREENING ENABLED																									<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	-	-	1
BROADCAST GROUP																									<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	-	-	1
BLIND/SUPERVISED TRANSFER																													-			1
BEEPER NOTIFICATION																										<u> </u>	<u> </u>	<u> </u>	<u> </u>	-	-	1
ANNOUNCE ONLY																																
ALT MESSAGE NOTIFICATION																													<u> </u>			1
ACD GROUP																									<u> </u>				<u> </u>			1
USER NAME																																
EXTENSION #																										$\left - \right $	$\left - \right $	$\left - \right $				
MAILBOX #						 																		<u> </u>	<u> </u>				<u> </u>			1

. . . .

Mailbox Owner/Attributes Information, Cont.

Specify mailbox number, its extension (if applicable), user name, and special attributes.

OTHER														_													
URGENT OK									_		_			 		_											
SPEAKERPHONE ANNOUNCE	\rightarrow								\rightarrow					 		\rightarrow									$ \rightarrow $	$ \rightarrow $	
SKIP STATUS	┝──┤	├──┤	┢───┤					┝──┤	├──┤	├──┤					┝──┤	├──┤							└──┤	└──┤	└──┤	└──┤	1
RETRIEVAL GROUP																											
PAGE OK																											
PAGE ALWAYS																											
OUTBOUND FOLLOW ME																											
OUTBOUND MSG. NOTIFY																											
FAX ONLY																											
FAX OK																											
FAX BACK/FAX ON DEMAND																											I
DISPATCH GROUP																											I
DAY TRANSFER ONLY																											1
CAPTURE DIGITS																											1
CALL RECORDING																											I
CALL QUEUING ENABLED																											l
CALL SCREENING ENABLED	<u> </u>	<u> </u>								<u> </u>																	1
BROADCAST GROUP	<u> </u>	<u> </u>								<u> </u>																	1
BLIND/SUPERVISED TRANSFER	┣—	<u> </u>		<u> </u>			<u> </u>		<u> </u>	<u> </u>	<u> </u>			<u> </u>		<u> </u>					\vdash	\vdash	\vdash	\vdash	L	L	1
BEEPER NOTIFICATION																											1
ANNOUNCE ONLY																											
ALT MESSAGE NOTIFICATION																											
ACD GROUP																											
USER NAME																											
EXTENSION #																											
MAILBOX #																											

Business Hour Information

Specify time frames for all possible modes of operation.

WEEKDAYS	DAY	
	NIGHT	
	SPECIAL	
WEEKENDS	DAY	
	NIGHT	
	SPECIAL	
SUNDAY	DAY	
	NIGHT	
	SPECIAL	
MONDAY	DAY	
	NIGHT	
	SPECIAL	
TUESDAY	DAY	
	NIGHT	
	SPECIAL	
WEDNESDAY	DAY	
	NIGHT	
	SPECIAL	
THURSDAY	DAY	
	NIGHT	
	SPECIAL	
FRIDAY	DAY	
	NIGHT	
	SPECIAL	
SATURDAY	DAY	
	NIGHT	
	SPECIAL	

Greeting Scripts, Part 1

Write your greeting scripts below. If you are utilizing a number of custom greeting structures, create all scripts, identifying each with a two-digit number. Once completed, group greeting components into structures using Greeting Scripts, Part 2.

Welcome Message	
Main Menu, Part 1	
,,	
Single Digit Menu	
Main Manu Dart 2	
Other	

Greeting Scripts, Part 2 After creating and identifying each with a two-digit number, complete this grid to organize the custom greeting structures.

Main Menu, Part 1 Standard Weekday	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	Standard Weekday - Night
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	s
Single Digit Menu	
Main Menu, Part 2	

Welcome Message	Greeting Structure:
Main Menu, Part 1	
Single Digit Menu	
Main Menu, Part 2	

Single Digit Menu Worksheets, Part 1

Setting up a single digit menu tree requires careful planning. Administrators must first decide how many prompts they will need, which mailboxes they will record the prompts in, and what keys callers will have to press to access those mailboxes. Use the table below to record how your menu tree is structured. The Mailboxes in column one represent the menu callers hear after accessing the single digit menu. The second column represents the mailboxes the callers access after pressing one of the digits in the first column, etc.

Main Level		Sub Level 1		Sub Level 2	
				Key:	Mailbox:
		Key:	Mailbox:	Key:	Mailbox:
		-		Key:	Mailbox:
				Key:	Mailbox:
Key: Ma	ailbox:	Key:	Mailbox:	Key:	Mailbox:
2				Key:	Mailbox:
				Key:	Mailbox:
		Key: Mai	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
		Key:	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
		-		Key:	Mailbox:
				Key:	Mailbox:
Key: Ma	ailbox:	Key:	Mailbox:	Key:	Mailbox:
-		-		Key:	Mailbox:
				Key:	Mailbox:
		Key:	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
				Key:	Mailbox:
		Key:	Mailbox:	Key:	Mailbox:
		,		Key:	Mailbox:
				Key:	Mailbox:
Key: Ma	ailbox:	Key: Mailbox:	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
		Key: Mailbox:		Key:	Mailbox:
			Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
		Key: Mailbox:		Key:	Mailbox:
			Mailbox:	Key:	Mailbox:
	Mailbox:			Key:	Mailbox:
				Key:	Mailbox:
Key: Ma		Key:	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
				Key:	Mailbox:
		Key:	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
	Mailbox:	Key: Ma	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
				Key:	Mailbox:
		Key:		Key:	Mailbox:
Key: Ma			Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
		Key: N	Mailbox:	Key:	Mailbox:
				Key:	Mailbox:
				Key:	Mailbox:

Single Digit Menu Worksheets, Part 2 Use the worksheet below to write down the text of each prompt and assign mailbox numbers to each prompt.

Single Digit Menu: Key:

Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
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Key:	Mailbox:	Day Prompt:
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Key:	Mailbox:	Day Prompt:
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Key:	Mailbox:	Day Prompt:
2		Night Prompt:
Key:	Mailbox:	Day Prompt:
2		Night Prompt:
Key:	Mailbox:	Day Prompt:
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-		Night Prompt:
Key:	Mailbox:	Day Prompt:
-		Night Prompt:
Key:	Mailbox:	Day Prompt:
2		Night Prompt:
Key:	Mailbox:	Day Prompt:
•		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
Key:	Mailbox:	Day Prompt:
		Night Prompt:
		v 1

ACD Group Mailbox

Δ

В

С

A group mailbox type that distributes calls in either "top down" or "uniform" fashion. (Takes messages as a non-Group mailbox would.)

Audiotext Mailbox

A mailbox type that routes calls using interactive menus.

Automated Attendant

A call processing device that answers calls and with recorded greetings, announcements, and menus.

Automated Attendant /Voice Mail Switch

A user selectable mailbox feature that allows or prevents callers from being transferred to their extension.

Backplane

The component inside of the TVM-2000 into which voice and fax boards are inserted.

Beeper Call Back Sequence

The global parameter that determines what the TVM-2000 dials to perform message notification to a digital pager.

Broadcast Fax

A fax that is sent to two or more mailboxes simultaneously.

Broadcast Groups

A group mailbox type to which messages are sent uniformly. Messages left in Broadcast Group mailboxes stay there until retrieved. (As opposed to messages left in Dispatch Group mailboxes which are removed from all mailboxes if retrieved by one member of the group.)

Business Hours

A TVM-2000 parameter that controls whether the system is in Day mode or Night mode.

Call Progress

A process that is used during supervised transfers to determine whether the called extension has been answered, is busy, or is ringing.

Call Queuing

A mailbox feature that allows multiple callers to hold in queue for a busy or unanswered extension.

Call Screening

A mailbox feature that asks tells call recipients who is calling before transferring the call to the call recipient's extension.

D

E

F

Cascade Notification

A type of message notification that alerts several receiving devices to the receipt of a message. This feature is implemented using Dispatch Group Mailboxes and the Notify Delay parameter.

COV

Digital integration for MITEL systems. For older Mitel systems this is the only Voice Mail integration alternative, while for newer ones this is an alternative for ONS integration.

DTMF

Dual-Tone Multi Frequency. See Touch-Tone.

Direct Record Access

A mailbox feature that allows callers to leave a message in a mailbox after hearing the personal greeting, without having to select an option.

Dispatch Group Mailbox

A group mailbox type to which messages are sent uniformly. Messages left in Dispatch Group mailboxes remain until one of the messages in the group is retrieved. (Messages left in Broadcast Group mailboxes are removed only as each individual mailbox owner retrieves each message.)

Extension

This is the number that the TVM-2000 dials to transfer a call to a telephone. Extension numbers and mailbox numbers are usually but not necessarily the same.

Fax Mail

An optional module that provides the TVM-2000 with the capability to process and receive facsimile messages for the purposes of distribution, retrieval, and storage.

Fax On Demand

An optional module that allows callers to request documents stored in the TVM-2000 to be sent to their fax machine.

Flash Hook

The button on a telephone on which the receiver is placed in order to hang up. If the Flash Hook button is depressed quickly, it can also signal the switch or PBX to perform other functions.

Follow-Me

A mailbox feature that allows the mailbox owner to redirect calls to either an off premise telephone or to another extension.

General Delivery Mailbox

The mailbox associated with the operator's extension. This is also the extension to which rotary callers are transferred.

Generic Mailbox

A mailbox without any attributes.

G

Greeting

A recorded message that usually contains a salutation and instructions to callers.

Groups

Н

I

Μ

Ν

Ο

ACD routing division that allow calls arriving on certain telephone trunks to be answered by specific groups of employees.

Hold Message

A recorded message on the TVM-2000 that is played when callers are holding in a queue for an extension.

Hunt Group

A group of telephone extensions that receive incoming or transferred calls in a circular fashion. e.g. If the first extension in the group is busy, the second extension will receive the call.

In-Band Signaling

An integration method used by many phone systems that sends strings of DTMF digits to the voice mail ports to indicate the origin of the call.

Local Device

A device that emulates the VT-100 terminals for the purpose of system administration. On the TVM-2000, the device is connected to the external modem port.

Mailbox

A device on the TVM-2000 that is used to retrieve, send and store voice and facsimile messages. Mailboxes may also be used for other applications. See Audiotext Mailbox, and Group Mailboxes.

Message Notification

A mailbox feature that notifies mailbox owners of new messages by either dialing a digital pager, or by calling an off-premise telephone number.

Message Waiting Light

A light on telephone extensions that can be lit by the TVM-2000 to indicate that new messages exist in the mailbox.

Multilingual

An optional feature available for the TVM-2000 that allows a caller to select one of nine customer recorded languages.

No Call Progress

See Call Progress.

Outbound Follow-Me

See Follow-Me.

Ρ

Q

R

S

Personal Greeting

A recording made by each mailbox owner that callers hear when the mailbox answers the phone.

Port

A telephone circuit that is connected to the TVM-2000. The number of ports on a system affects the number of callers that can be handled simultaneously.

Preset Switch Settings

A database of switch integration parameters that simplifies installation of the TVM-2000.

Prompt

An instructional recording that guides the caller's, mailbox owner's, and administrator's interaction with the TVM-2000.

Question & Answer Mailbox

A mailbox application that asks callers a series of questions and allows the caller to record a response to each question. The responses are then compiled and stored as one message.

Queuing

See Call Queuing.

Remote Maintenance

A feature available on the TVM-2000 that provides remote system administration and diagnostics through the use of modems.

Single Digit Menu

A configurable menu that is presented to callers following the Main Menu I message. This menu allows single digits to be linked to mailboxes, thereby simplifying caller routing.

Special Mode

An operational mode of the TVM-2000 that is typically used during holidays. See Day/Night Mode.

Storage Capacity

The amount of voice and fax information that can be stored on the TVM-2000. Voice capacity is measured in hours, fax capacity is measured in pages.

Switch

The Private Branch eXchange (PBX) to which the TVM-2000 is connected.

Telephone Switch Settings

See Preset Switch Settings.

Touch-Tone

A common name for DTMF tones. Touch Tones are comprised of two tones that are produced at the same time when a telephone keypad button is pressed. There are sixteen tones in all: 0-9, *, #, and A-D.

VMI

V

Voice Mail Interface for analog integration with Norstar systems.

Voice Mail Only Mailbox

A mailbox type that will only allow voice mail messages to be received; no transfers take place through this mailbox.

Appendix C: Languages and Codes

Dialing Codes

CODE	DESCRIPTION
*1	1 second pause
*2	5 second pause
*3	Hook flash
*4	Wait for an answer
*50	At the end of the control string resets the port
*5X	Goes on hook for X number of seconds and then goes off hook
*6	Inserts "You have messages" message
*7X	Waits for X number seconds of silence
*8	Inserts the mailbox number/ Ext number
*9	Inserts the forwarding number
*0	The # key
**	The * key

In-Band Rule Processing Codes

CODE	DESCRIPTION
?	Represents any one DTMF digit.
Х	Represents any number composed of DTMF digits that the switch can send.
V	Represents the voice mail extension on which the call is coming in.
S	Represents the source extension number of a transferred call. On internal calls, this
	lets the Voice Mail identify the person who is going to leave the message. (The
	listener hears "Message from.")
Μ	Represents the destination extension number of a transferred call. (The extension
	which was forwarded to the Voice Mail)
Т	Represents the trunk number of the call being transferred to the Voice Mail. This
	variable is important if you are trying to set up a multi-tenant system, as it is used to
	look up the correct VM Unique Id in the [L]ine ID Mapping Menu of the Voice Mail.
%n	Where n specifies the number of digits to expect.

SMDI Rule Processing Codes

CODE	DESCRIPTION
%F	Forwarding from extension number
%E	Calling extension number
%G	Calling trunk group
%T	Calling trunk number
%D	Calling DID port
%A	Caller ID
%V	Voice Mail ID of port that the incoming call information is for
%X	Unused or insignificant number
%I	Dialed digits (may include '*' and '#')
%Q	Extension number ML operation is being performed for
?	Any character
*	Any number of any characters

TVM-2000 PMS Interface

The commands listed under Telekol Basic are commands sent from the PMS to the TVM-2000. The PMS vendor can implement and use as many (or as few) of these commands as needed. The PMS vendor can also add support for the additional commands listed under Telekol Advanced. Advanced commands are sent from the TVM-2000 to the PMS system.

In general the PMS system will request the attention of the TVM-2000 by sending the Inquiry Symbol (<ENQ> by default). The TVM-2000 will either acknowledge with the default Response Symbol (<ACK>) in which the PMS can send the message or the default Negative Response Symbol (<NAK> by default) in which case the PMS should re-send the Inquiry Symbol to try again. After the PMS has received the Response Symbol, it can send its message. The response will either be a simple Response Symbol or a complete response message (as is the case with checking how many messages exist for a specific room). The sequence will stop here.

Every message begins with the Start Message Symbol (<STX> by default) and ends with the End Message Symbol (<ETX> by default). The TVM-2000 will not recognize a message and will send the Negative Response Symbol if a message has more than Maximum Message Length (120 by default) characters or it takes more than Interval (10 by default) seconds to send it. The TVM-2000 does not detect characters sent outside <STX>/<ETX> wrapper, except Inquiry Symbol.

If BlockCheckCharacter is set to Yes (No by default) the TVM-2000 will expect and send after each message <ETX> symbol a character, which is XOR of all the bytes in the message, beginning with the first character after <STX>, up to and including the <ETX>.

The TVM-2000 accepts any Filling style and any Filling Symbols (characters) in incoming message parameter fields. Do not use 0 (zero) as a trailing filling character and do not use a (A), b (B), c (C), d (D), e (E) characters as a filling symbol when in hexadecimal parameters.
Telekol Basic

Following are the commands that the TVM-2000 recognizes:

- <STX>CHKIxxxx<ETX> Checks in room xxxx. xxxx is right justified with leading st
 - Checks in room xxxx. xxxx is right justified with leading spaces if the room number contains less than 4 digits.
- 2. <STX>CHKOxxxx<ETX> Checks out room xxxx.
- <STX>MOVRxxxx,yyyy<ETX> Moves room xxxx to room yyyy with all voice messages, voice mailbox password and wake up calls, room xxxx is checked out.
- 4. <STX>MERGxxxx,yyyy<ETX> Merges room xxxx into yyyy, so that all messages from room xxxx are in yyyy, and room xxxx is checked out.
- 5. <STX>VMONxxxx<ETX> Tells the TVM-2000 to allow messages to be left for room xxxx. (Default.)
- 6. <STX>VMOFxxxx<ETX>
 Tells the TVM-2000 not to allow messages to be left for room xxxx.
- 7. <STX>TRONxxxx<ETX> Tells the TVM-2000 to allow people to transfer to room xxxx. (Default.)
- 8. <STX>TROFxxxx<ETX> Tells the TVM-2000 not to allow people to transfer to room xxxx.
- 9. <STX>WAKAxxxx,hhmm<ETX> Sets a wake up call for room xxxx at hh:mm (24-hour format).
- 10. <STX>WAKCxxxx,hhmm<ETX> Removes a wake up call for room xxxx that was set for hh:mm (24-hour format).

11. <STX>NULL<ETX>

Does nothing but the TVM-2000 responds with Response Symbol. Can be used to make sure the TVM-2000 is functioning correctly.

12. <STX>CHKR<ETX>

The TVM-2000 returns the success/failure status of the last command. The response format is: <STX>RESP0<ETX> for a failure and <STX>RESP1<ETX> for success.

13. <STX>MSGTxxxx<ETX>

The TVM-2000 responds with the total number of messages (new and old) in room xxxx: <STX>TMSGyyy<ETX> where yyy is the number of messages (spaces filled to the left).

14. <STX>MSGNxxxx<ETX>

The TVM-2000 responds with the number of new messages in room xxxx:

<STX>NMSGyyy<ETX> where yyy is the number of messages (spaces filled to the left). 15. <STX>MSGOxxxx<ETX>

15. <STX>MSGOxxxx<ETX> The TVM 2000 means and swith the

The TVM-2000 responds with the total number of old messages in room xxxx: <STX>OMSGyyy<ETX> where yyy is the number of messages (spaces filled to the left).

16. <STX>MSGAxxxx<ETX>

The TVM-2000 responds with the number of new and old messages in room xxxx: <STX>AMSGyyy,zzz<ETX> where yyy is the number of new messages (spaces filled to the left) and zzz is the number of old messages (spaces filled to the left).

17. <STX>MSGYxxxx<ETX>

The TVM-2000 responds with a code representing whether there are no messages, some new messages, or all old messages: $\langle STX \rangle YMSGz \langle ETX \rangle$ where z = 0 for no messages, 1 for only old messages, and 2 for some new messages.

18. <STX>GRSI<ETX>

Begins a general reset sequence. All of the guest mailboxes are assumed to be checked in initially. The PMS will then continue to send check out messages (or check in messages which will be basically ignored) for all of the rooms that are not occupied. This can be used to re-synce

the TVM-2000 with the PMS system. When the PMS system has finished sending all of the check out commands, it will send the <STX>GRSE<ETX> command to end the general reset sequence.

19. <STX>GRSO<ETX>

Begins a general reset sequence of the TVM-2000. This is similar to the GRSI, except that all of the guest mailboxes are assumed to be checked out initially. The PMS will then continue to send check in messages (or check out messages, which will basically be ignored) for all of the rooms that are occupied. This can be used to re-sync the TVM-2000 with the PMS system. When the PMS system has finished sending all of the check in commands, it will send the <STX>GRSE<ETX> command to end the general reset sequence.

20. <STX>GRSE<ETX>

Ends the general reset sequence.

- 21. <STX>LIST<ETX> Prompts the TVM-2000 to send information for every active voice mailbox in accordance with the response format.
- 22. <STX>TXTMxxxx<ETX> Informs the TVM-2000 that there is a text message for room xxxx.

Telekol Advanced

Telekol Advanced includes all of the PMS to TVM-2000 Telekol Basic commands, plus the following TVM-2000 to PMS commands:

1. <STX>START<ETX>

Requests PMS to start communication with the TVM-2000.

- 2. <STX>REQI<ETX> Requests the PMS to perform a general reset sequence to re-synch the TVM-2000. The PMS can either ignore the request, or send a GRSI or GRSO command and do the re-sync.
- 3. <STX>MSGWz,xxxx<ETX>

Tells the PMS system that a message is waiting for room xxxx. z = 0 for message waiting off, and 1 for message waiting on.

Integrating a PMS System with the TVM-2000

If your PMS does not comply with the above protocol, you may create a variation to fit the specific needs of this protocol by adding another section to the PMS.INI file with your protocol name. The new section must contain descriptions of all basic messages sent from the PMS and descriptions of advanced messages sent from the TVM-2000 (optionally) as well as descriptions of every parameter value (if not default).

ENTRY	DEFAULT	POSSIBLE VALUE
StartMessageSymbol	0x02 (<stx>)</stx>	Any ASCII character
EndMessageSymbol	0x03(<etx>)</etx>	Any ASCII character
InquirySymbol	0x05(<enq>)</enq>	Any ASCII character
ResponseSymbol	0x06(<ack>)</ack>	Any ASCII character
NegativeResponseSymbol	0x15(<nak>)</nak>	Any ASCII character
FillingSymbol	0x20 (SPACE)	Any ASCII character
Filling	Leading	Trailing, Leading
MaxMessageLength	120	Any number of characters (<128)
MinMessageIDLength	4	Any number of characters (<128)
Interval	10	Any number of seconds
BlockCheckCharacter	No	Yes, No
Start Up Message	N/A	
ResetRequest	N/A	
Notify Message Status	N/A	
Message##	N/A	
Action##	Null	
Response##	STD	
ID##	MinMesage-	
	IDLength	

The following are the PMS.INI file entries and their respective defaults:

- message number starting from 01 to 25 (more on request).

A basic protocol message description contains 4 parameters (or less if message uses defaults):

- 1. Message Format;
- 2. Message Action;
- 3. Message Response Format;
- 4. Message ID Length.

Message Format

A message format can contain any ASCII characters in the beginning as the message ID and the following sets of characters afterwards:

- %nR to indicate (source) room number;
- %nD to indicate destination room number;
- %nH to indicate hours;
- %nM to indicate minutes;
- %nT to indicate total number of messages;
- %n? to indicate any other characters outside message ID (not necessary at the end of format string).

n = any single digit representing the number of digits and other symbols to make an argument.

To send and/or receive arguments in hexadecimal form use the \$ symbol (Sample: %\$3R).

If the message format begins with space symbol(s) - put quotes ("") at the beginning and at the end.

Message Action

A message action can be one of the following (with arguments to be placed into corresponding message format) or NULL by default:

- CHKI prompts the TVM-2000 to check in room (%nR);
- CHKO prompts the TVM-2000 to check out room (%nR);
- WAKA prompts the TVM-2000 to set up wake up call (%nR, %nH, %nM);
- WAKC prompts the TVM-2000 to cancel wake up call (%nR, %nH, %nM);
- MERG prompts the TVM-2000 to merge rooms (%nR, %nD);
- MOVR prompts the TVM-2000 to move room (%nR, %nD);
- TRON prompts the TVM-2000 to allow call transfer for room (%nR);
- TROF prompts the TVM-2000 to not allow call transfer for room (%nR);
- VMON prompts the TVM-2000 to allow to leave messages for room (%nR);
- VMOF prompts the TVM-2000 to not allow to leave messages for room (%nR);
- GRSI begins a general reset sequence of check out messages;
- GRSO begins a general reset sequence of check in messages;
- GRSE ends a general reset sequence;
- INQR makes no action but receives room number to retrieve various room information (%nR);
- NULL makes no actions default action;
- LIST prompts the TVM-2000 to send information for every active mailbox in accordance with response format;
- TXTM prompts the TVM-2000 to inform room about a text message (%nR, %nT). %nT parameter is optional. When %nT it is not found in the message format or n > 0 the TVM-2000 sets message light and records the instruction message into mailbox.

Message Response Format

A message response format can contain any characters and the following arguments:

- %nA wake up call 1 hours;
- %nB wake up call 1 minutes;
- %nV wake up call 2 hours;
- %nW wake up call 2 minutes;
- %nY wake up call 3 hours;
- %nZ wake up call 3 minutes;
- %nT total number of messages;
- %nN number of new messages;
- %nO number of old messages;
- %C voice mailbox code (0 no messages, 1 old messages only, 2 some new messages);
- %S status of the last message (0 failed, 1 succeeded);
- %L message waiting status (0 no messages are waiting, 1 message(s) are waiting).

n - any single digit representing the number of digits and the Filling Symbols to make an argument according to the Filling style.

%C, %S and %L arguments are option arguments and must be followed by option list: {"first_option"]"second_option"} or {"first_option"]"second_option"]"third_option"}. There is 2option list for %S and %L and 3-option list for %C. The first_option appears in a response message when the argument equals 0, the second_option when 1 and the third_option when 2 (for %C only). The option itself is a set of any characters.

To send and/or receive arguments in hexadecimal form use the \$ symbol (Sample: %\$3R).

Examples:

1. Response05="Last Command %S{"Failed"|"Succeeded"}, Thank You"

The response for message 05 will look like:

<STX>Last Command Failed So Far<ETX> if the TVM-2000 failed to perform last message action or

<STX>Last Command Succeeded So Far<ETX> if it succeeded.

- Response21="Message Lamp in Room %4R is %L{"Off"]"On"}" The response for message 21 will look like:
 <STX>Message Lamp in Room 0123 is Off<ETX> if it is so or
 <STX>Message Lamp in Room 0123 is On<ETX> if it is that.
- Response19="Room %\$3R Has %C {"No"|"Old Only"|"Some New"} Messages" The response for message 21 will look like: <STX>Room 07b Has No Messages<ETX> if room 123 has no messages or <STX>Room 07b Has Old Only Messages<ETX> if room 123 has old messages only or <STX>Room 07b Has Some New Messages<ETX> if room 123 has some new messages.

"" symbols are used to indicate the beginning and the end of message response format in the PMS.INI file.

% "" | { } characters must be preceded by the % symbol in the message response format.

The default message response format is STD, which means that only the Response Symbol will be sent.

Message ID Length

A message ID length is used to indicate how many characters in the beginning of a message format are used to distinguish the message. The default value equals to Minimum Message ID Length.

Samples:

- Message: Message16=MERG%4R%4D<STX>MERG 123, 456<ETX> Action16=MERGResponse: Response16="Room %3R merged into %3R"<STX>Room 123 merged into 456<ETX> IDLength16=4
- Message (with various filling symbols): Message02=OLDM%9R<STX>OLDM!@#\$123%^<ETX> Action02=INQRResponse: Response02="Room %3R - 0x%\$2O old messages"<STX>Room 123 - 0x02 old messages<ETX>
- 3. Message:

Message10="ANY %7?"<STX>ANY MESSAGE<ETX> Response: <ACK>

If the Start Up Message, Reset Request and the Notify Message Status are not included in your PMS.INI file section, the TVM-2000 will not use these advanced messages. The Reset Request is a set of any characters; the Notify Message Status has a format identical to a message response format.

Samples:

- 1. StartUpMessage="START"
- 2. ResetRequest="REQI"
- 3. NotifyMessageStatus="MSGW%L{"0"|"1"},%4R"

"" symbols are used to indicate the beginning and the end of the Reset Request and the Notify Message Status in the PMS.INI file.

PMS.ini File Section Example

[TELEKOL ADVANCED] StartUpMessage="START" ResetRequest="REQI" NotifyMessageStatus="MSGW%L{"0"|"1"},%4R"

Message01=CHKI%4R Action01=CHKI

Message02=CHKO%4R Action02=CHKO

Message03=MOVR%4R%1?%4D Action03=MOVR

Message04=MERG%4R%1?%4D Action04=MERG

Message05=VMON%4R Action05=VMON

Message06=VMOF%4R Action06=VMOF

Message07=TRON%4R Action07=TRON

Message08=TROF%4R Action08=TROF

Message09=WAKA%4R%1?%2H%2M Action09=WAKA

Message10=WAKC%4R%1?%2H%2M Action10=WAKC

Message11=NULL Action11=NULL

Message12=CHKR Action12=NULL Response12="RESP%S{"0"|"1"}"

Message13=MSGT%4R Action13=INQR Response13="TMSG%3T"

Message14=MSGN%4R Action14=INQR Response14="NMSG%3N" Message15=MSGO%4R Action15=INQR Response15="OMSG%3O"

Message16=MSGA%4R Action16=INQR Response16="AMSG%3N,%3O"

Message17=MSGY%4R Action17=INQR Response17="YMSG%C{"0"|"1"|"2"}"

Message18=GRSI Action18=GRSI

Message19=GRSO Action19=GRSO

Message20=GRSE Action20=GRSE

Message21=TXTM%4R Action21=TXTM

Message22=LIST Action22=LIST Response22="%4R%2N"

[LANMARK] StartMessageSymbol=0x02 EndMessageSymbol=0x03 InquirySymbol=0x05 ResponseSymbol=0x06 NegativeResponseSymbol=0x15 MaxMessageLength=64 MinMessageIDLength=2 Filling=Trailing FillingSymbol=0x20 Interval=3 BlockCheckCharacter=Yes StartUpMessage="11" ResetRequest="7" NotifyMessageStatus="%L{" 5"|" 6"}%7R"

Message01="0%7R" Action01=CHKI

Message02="1%7R" Action02=CHKI

Message03=" 2%7R" Action03=CHKO Message04="10%7R" Action04=INQR Response04="%L{" 5"|" 6"}%7R" Message05=" 8" Action05=GRSO Message06=" 9" Action06=GRSE Message07="4%7R" Action07=TXTM [TELETECH] StartMessageSymbol=0x02 EndMessageSymbol=0x03 InquirySymbol=0x05 ResponseSymbol=0x06 NegativeResponseSymbol=0x15 MaxMessageLength=64 MinMessageIDLength=2 Filling=Leading FillingSymbol=0x30 Interval=2 BlockCheckCharacter=Yes ResetRequest="01" NotifyMessageStatus="04%6R%2N" Message01=01 Action01=LIST Response01="04%6R%2N" Message02=02%6R Action02=CHKI Message03=03%6R Action03=CHKO Message04=06%6R Action04=INQR Response04="04%6R%2N" Message05=07%6R%6D Action05=MOVR

Message06=09%6R Action06=TXTM

Communications Example

PMS		TVM-2000	DESCRIPTION
<enq></enq>	→		PMS synchronizes itself with the TVM-2000
	4	<ack></ack>	TVM-2000 returns confirms
	`		presence
<stx>GRSO<etx></etx></stx>	\rightarrow		
	←	<ack></ack>	
<stx>CHKI345<etx></etx></stx>	->		PMS tells TVM-2000 to check in
	7		room 345
	÷	<ack></ack>	
<enq></enq>	\rightarrow		
	÷	<ack></ack>	
<stx>CHKI346<etx></etx></stx>	2		PMS tells TVM-2000 to check in
	7		room 346
	←	<ack></ack>	
<enq></enq>	\rightarrow		
	←	<ack></ack>	
<stx>GRSE<etx></etx></stx>	\rightarrow		
	÷	<ack></ack>	
	÷	<enq></enq>	
<ack></ack>	\rightarrow		
	4	<stx>MSG1, 345<etx></etx></stx>	TVM-2000 tells PMS that there is a
			message waiting for room 345
<ack></ack>	\rightarrow		

Appendix D: System Prompts

General System Prompts

- 1000: "One moment please..."
- 1001: "The number you've entered is..."
- 1002: "If this is the correct number, press [1]. To re-enter, press [2]."
- 1003: "The selection you've made is not valid. Please make another one."
- 1004: "We're sorry you're having difficulties. Please try your call later."
- 1005: "Please enter your mailbox number."
- 1006: "Please enter the extension number, followed by the [#] key."
- 1007: "Please enter your access code"
- 1008: "Begin recording after the tone. When finished, you may hang up, or press the #] key for further options."
- 1010: "Your message was saved."
- 1011: "Your message cannot be recorded at this time. You may press 0 for assistance..."
- 1012: "Mailbox ... "

User Recorded Prompts

- 01: "Welcome to TVM-2000."
- 02: "Welcome to TVM-2000. Our normal business hours are between 9 A.M. to 5 P.M."
- 03: "Welcome to TVM-2000 Voice Mail."
- 04: "If you have a touch tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press [2]."
- 06: "To speak with an operator you may press [0] or stay on the line."
- 07: "For English, press [1]. For Spanish, press [2]."
- 07X: "For Spanish, press [1]. For English, press [2]."
- 09: "Welcome to TVM-2000. We are currently closed for the holiday."

GT000: "We are sorry we could not answer your call right now."

GTDEF.MSG: "I'm sorry, the guest you have requested to speak to is not available."

Caller Side Prompts

- 1013: "Using the keys on your touch-tone key pad, please enter the first 3 letters of the last name of the person you wish to reach. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 1014: "Using the keys on your touch-tone key pad, please enter the first 3 letters of the first name of the person you wish to reach. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 1015: "Using the keys on your touch-tone key pad, please enter the middle initial of the person you wish to reach. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 1016: "You are being transferred to extension..."
- 1017: "No match was found."
- 1018: "The extension you dialed is busy."
- 1019: "There is no answer at the extension you dialed."
- 1021: "To continue, press [1]. To disconnect, press [2]."
- 1022: "Please enter the mailbox number."
- 1023: "You may hang up now."
- 1024: "Call for mailbox..."
- 1025: "Call for..."
- 1026: "You have a call. Press [1] to accept the call."
- 1027: "If this is the correct name press [1]. Otherwise, press [2]."
- 1029: "Your urgent message has been saved."
- 1033: "We're sorry, all lines are currently busy. If you would like to hold, press [1]. To leave a message, press [2]. For an operator, please press [0]."
- 1034: "We're sorry, all lines are still busy. To continue holding, press [1]. To leave a message, press [2]. For an operator, please press [0]."
- 1035: "All lines are still busy. Please continue to hold."
- 1036: "The current message is..."
- 1037: "...is not available."
- 1038: "Please speak your name after the tone so I may say who is calling."
- 1039: "Call from..."
- 1040: "Begin recording after the tone. When finished simply hang up."
- 1041: "There are..."
- 1042: "...people holding for this extension ahead of you in the queue."
- 1044: "All fax lines are currently busy. Please try again later."
- 1045: "At the tone, please press the "Start", "Send", or "Manual Receive" button on your fax machine."
- 1046: "To attach a voice message to this fax, press [1]. To send your fax now, press [2]. To transfer to an operator, press [0]."
- 1047: "You cannot select additional documents during this call."
- 1048: "You have selected to receive fax documents. To receive the documents you've selected now, press [1]. To cancel your request, press [2]."
- 1049: "The documents you've selected will be sent to you shortly."
- 1050: "The document you requested is not available."
- 1051: "You have entered an invalid number. Please check the number and try again."
- 1054: "Press [1] to accept the call."
- 1055: "Using the keys on your touch-tone key pad, please enter the first few letters of the name of the person you wish to reach. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 1056: "This document has already been selected."
- 1057: "Thank you. Goodbye."
- 1058: "Please enter the number where you can be reached, followed by the [#] key."

- 1059: "Please enter four digits which you will use to access your messages when retrieving messages from outside of your room."
- 1060: "You must call from your room to retrieve your messages."
- 1061: "Before retrieving your messages, you must first call from your room and set an access code."
- 1063: "To listen to messages, press [1]."
- 1064: "To listen to faxes, press [4]. To retrieve faxes, press [5]."
- 1065: "To listen to messages, press [1]. To listen to faxes, press [4]. To retrieve faxes, press [5]."
- 1066: "To undelete previously deleted messages, press [8]."
- 1067: "To listen to messages, press [1]. To undelete previously deleted messages, press [8]."
- 1068: "To listen to faxes, press [4]. To retrieve faxes, press [5]. To undelete previously deleted messages, press [8]."
- 1069: "To listen to messages, press [1]. To listen to faxes, press [4]. To retrieve faxes, press [5]. To undelete previously deleted messages, press [8]."
- 1070: "To replay the message you just heard, press [1]. To hear the next message, press [2]. To delete the message, press [3]. To hear time, date, and name of sender, press [4]. To return to the main menu, press the [#] key."
- 1071: "To replay the message you just heard, press [1]. To hear the next fax message, press [2]. To delete the message, press [3]. To hear time, date, and name of sender, press [4]. To mark or unmark this fax for retrieval, press [0]. To return to the main menu press the [#] key."
- 1080: "You have a call. To reject the call, simply hang up. To accept the call, press [1] and hang up. It will be transferred to your phone."
- 1081: "To reject the call, simply hang up. To accept the call, press [1] and hang up. It will be transferred to your phone."
- 1082: "The call is being transferred to your phone."
- 1083: "This is your wakeup call. The current time is..."
- 1090: "To use automatic greeting selection, press [1]. To select a specific greeting to use, press [2]. To return to the previous menu, press the [#] key."
- 1091: "Please enter the greeting number."
- 1092: "Your new greeting has been set."
- 1093: "Any time during the following message you can dial another extension."
- 1094: "You are being transferred to..."
- 1095: "We're sorry. All lines are still busy. To leave a message, press [1]. For an operator, press [0]. Or to continue holding, stay on the line."
- 1100: "To listen to the message you recorded, press [1]. To save your message, press [2]. To record your message again, press [3]. To exit without saving your message, press [4]."
- 1101: "To listen to the message you recorded, press [1]. To save your message, press [2]. To record your message again, press [3]. To exit without saving your message, press [4]. If this is an urgent message, press [5]."
- 1102: "Press [2] to send your message or choose one of the following options: To listen to the message you recorded, press [1]. To record your message again, press [3]. To exit without saving your message, press [4]."
- 1105: "To listen to the message you recorded, press [1]. To save your message, press [2]. To record your message again, press [3]. To exit without saving your message, press [4]. If this is an urgent message, press [5]."
- 1106: "To listen to the message you recorded, press[1]. To save your message, press [2]. to record your message again, press [3]. To exit without saving your message, press [4]. If this is a private message, press [6]."
- 1107: "To listen to the message you recorded, press [1]. To save your message, press [2]. To record your message again, press [3]. To exit without saving your message, press [4]. If this is an urgent message, press [5]. If this is a private message, press [6]."
- 1110: "To leave a message, press [1]. To return to the main menu, press [2]. For an operator, press [0]."

- 1111: "To leave a message, press [1]. To return to the main menu, press [2]. To page the person you are trying to reach, press [3]. For an operator, press [0]."
- 1112: "To leave a message, press [1]. To return to the main menu, press [2]. To send a fax, press [4]. For an operator, press [0]."
- 1113: "To leave a message, press [1]. To return to the main menu, press [2]. To page the person you are trying to reach, press [3]. To send a fax, press [4]. For an operator, press [0]."
- 1114: "To leave a message, press [1]. To return to the main menu, press [2]. To leave a number where you can be reached, press [5]. For an operator, press [0]."
- 1115: "To leave a message, press [1]. To return to the main menu, press [2]. To page the person you are trying to reach, press [3]. To leave a number where you can be reached, press [5]. For an operator, press [0]."
- 1116: "To leave a message, press [1]. To return to the main menu, press [2]. To send a fax, press [4]. To leave a number where you can be reached, press [5]. For an operator, press [0]."
- 1117: "To leave a message, press [1]. To return to the main menu, press [2]. To page the person you are trying to reach, press [3]. To send a fax, press [4]. To leave a number where you can be reached, press [5]. For an operator, press [0]."
- 1120: "To send a message, press [2]. To set personal mailbox options, press [3]. To return to the caller side, press the [#] key."
- 1121: "To listen to messages, press [1]. To send a message, press [2]. To set personal mailbox options, press [3]. To return to the caller side, press the [#] key."
- 1122: "To send a message, press [2]. To set personal mailbox options, press [3]. To listen to fax messages, press [4]. To receive marked faxes, press [5]. To return to the caller side, press the [#] key."
- 1123: "To listen to messages, press [1]. To send a message, press [2]. To set personal mailbox options, press [3]. To listen to fax messages, press [4]. To receive marked faxes, press [5]. To return to the caller side, press the [#] key."
- 1124: "To send a message, press [2]. To set personal mailbox options, press [3]. To undelete all previously deleted messages, press [8]. To return to the caller side, press the [#] key."
- 1125: "To listen to messages, press [1]. To send a message, press [2]. To set personal mailbox options, press [3]. To undelete all previously deleted messages, press [8]. To return to the caller side, press the [#] key."
- 1126: "To send a message, press [2]. To set personal mailbox options, press [3]. To listen to fax messages, press [4]. To receive marked faxes, press [5]. To undelete all previously deleted messages, press [8]. To return to the caller side, press the [#] key."
- 1127: "To listen to messages, press [1]. To send a message, press [2]. To set personal mailbox options, press [3]. To listen to fax messages, press [4]. To receive marked faxes, press [5]. To undelete all previously deleted messages, press [8]. To return to the caller side, press the [#] key."
- 1140: "To listen to the message scheduled for future delivery, press [7]."
- 1141: "To replay the message you've just heard, press [1]. To hear the next message, press [2]. To cancel the delivery of the message, press [3]. To play recipient's name and delivery time, press [4]. To change the delivery time, press [5]. To return to the previous menu, press the [#] key."
- 1142: "Messages for..."
- 1143: "Has..."
- 1144: "There are no messages scheduled for future delivery."
- 1145: "The delivery of this message is cancelled."
- 1146: "...is scheduled to be delivered on..."
- 1147: "The following messages are scheduled for future delivery."
- 1148: "To set the future delivery of the message, press [7]."
- 1149: "This message will be scheduled for future delivery."
- 1200: "To set or cancel wake-up calls, press [6]."
- 1201: "To schedule a wake-up call, press [1]. To cancel a wake-up call, press [2]. To list scheduled wake-up calls, press [3]. To return to the previous menu, press the [#] key."

- 1202: "I'm sorry. You have already entered the maximum number of wake-up calls allowed."
- 1203: "Using the 24-hour format, please enter the time that you wish to receive a wakeup call. For example, for 3:00 PM enter [1]-[5]-[0]-[0]."
- 1204: "The entry you've made is not valid. Please try again."
- 1205: "The time you've entered is..."
- 1206: "If this is the correct number, press [1]. To re-enter, press [2]. To exit without saving, press the [#] key."
- 1207: "If this is the correct time, press [1]. To re-enter, press [2]. To return to the previous menu, press the [#] key."
- 1208: "Please enter the phone number you wish this wake-up call to be delivered to, followed by the [#] key. To deliver this call to your regular extension, press the [*] key."
- 1209: "This wake-up call has been canceled."
- 1210: "The wake-up call you have requested has been set."
- 1211: "I'm sorry. There are no wake-up calls scheduled for your mailbox."
- 1212: "The wake-up call is set for..."
- 1213: "To remove this wake-up call, press [1]. Otherwise, press [2]."
- 1214: "This wake-up call has been removed."
- 1215: "No more wake-up calls."
- 1216: "This wakeup will call..."
- 1237: "There is not enough voice storage to record this call. Please contact your system administrator."
- 1238: "To record this call, press [1]. To accept this call without recording, press [2]. To tentatively save a recording of this call, press [3]. To reject this call, press the [#] key, and then hang up."
- 1250: "Press [2] to send your message or choose one of the following options: To listen to the message you recorded, press [1]. To record your message again, press [3]. To exit without saving your message, press [4]. To mark this message as private, press [6]."
- 1251: "Press [2] to send your message or choose one of the following options: To listen to the message you recorded, press [1]. To record your message again, press [3]. To exit without saving your message, press [4]. To mark this message as urgent, press [5]. To mark this message as private, press [6]."
- 1252: "Begin recording after the tone. When finished press the [#] key for further options."
- 1253: "You have a call. To accept the call, press [1]. To reject the call, press the [#] key and hang up."
- 1254: "To accept the call, press [1]. To reject the call, press the [#] key and hang up."
- 1255: "Using the 24-hour format, please enter the time that you wish to deliver this message on. For example, for 3:00 PM enter [1]-[5]-[0]-[0]."
- 1256: "Please enter a month and day to deliver this message. For example, for January 1st enter [0]-[1]-[0]-[1]."
- 1257: "The date you've entered is..."
- 1258: "If this is the correct date, press [1]. To re-enter, press [2]. To return to the previous menu, press the [#] key."
- 1259: "This message is scheduled for delivery on..."
- 1260: "Delivery of this message has been scheduled."
- 1261: "Waiting for future delivery."
- 1262: "The person you are trying to reach is not available. Please try again later."
- 1263: "Outbound dialing is not enabled for your mailbox."
- 1266: "You have a call on..."
- 1272: "Using the keys on your touch-tone keypad, please enter the first three letters of the last name of the person you wish to reach. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the {*] key to restart."
- 1273: "Using the keys on your touch-tone keypad, please enter the first three letters of the first name of the person you wish to reach. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the {*] key to restart."

- 1274: "Using the keys on your touch-tone keypad, please enter the middle initial of the person you wish to reach. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the {*] key to restart."
- 1275: "Using the keys on your touch-tone keypad, please enter the first three letters of the name of the person you wish to reach. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the {*] key to restart."
- 1276: "The selection you've made is not valid."
- 1277: "Please make another one."

Mailbox Owner's Side Prompts

- 2000: "No such mailbox."
- 2001: "Invalid access code. Please try again."
- 2002: "You have ... "
- 2004: "You have no messages.
- 2005: "To replay the message you just heard, press [1]. To hear the next message, press [2]. To erase the message, press [3]. To hear time, date, and sender's name press [4]. To forward this message to another mailbox, press [5]. To send your message to another mailbox, press [6]. To return to the main menu, press the [#] key.
- 2006: "Please enter the number of the mailbox you want to forward this message to. Enter [*] [1] to append to this message, [*] [2] to dial by name, [*] [3] to mark this message as urgent, or [*][4] to request message-receipt confirmation."
- 2007: "Please enter the number of the mailbox you want to send the message to. Enter [*][1] to append to this message, [*][2] to dial by name, [*][3] to mark this message as urgent, or [*][4] to request message-receipt confirmation."
- 2008: "No more messages."
- 2009: "Please enter the number of the mailbox you want to send the message to. Enter [*][2] to dial by name, [*][3] to mark this message as urgent, or [*][4] to request message-receipt confirmation."
- 2010: "Your message was forwarded."
- 2011: "Your message was sent."
- 2012: "To record your personal greeting message, press [1]. To set your access code, press [2]. For call forwarding options, press [3]. To enter your name, press [4]. To record your name, press [5]. To record or set multiple personal greeting messages, press [6]. To return to the main menu, press the [#] key."
- 2013: "...is urgent."
- 2014: "...are urgent."
- 2015: "This is an urgent message."
- 2016: "Your current access code is..."
- 2017: "Your new access code is now active."
- 2018: "To activate message notification to your beeper, press [1]. To activate outbound message notification, press [2]. To activate outbound follow-me, press [3]. To forward your calls to another extension, press [4]. To cancel call forwarding, press [5]. To set the notification interval, press [6]. To set the number of notifications, press [7]. To toggle Do Not Disturb, press [8]. To go back to the previous menu, press the [#] key."
- 2019: "Please enter the forwarding telephone number, followed by the [#] key."
- 2020: "Message notification to your beeper is now active."
- 2021: "Outbound message notification is now active."
- 2022: "Outbound follow-me is now active."
- 2023: "Your calls will now be forwarded to the specified extension."
- 2024: "Call forwarding has been canceled."
- 2025: "Please enter the number of minutes between notification attempts. Press the [#] key when you are done. For no notifications, press the [#] key now."
- 2026: "Please enter the number of notification attempts. Press the [#] key when you are done."
- 2027: "Using the keys on your touch-tone key pad, please enter the first 3 letters of your last name. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 2028: "Using the keys on your touch-tone key pad, please enter the first 3 letters of your first name. For the letter Q or Z, press [1]. If you make a mistake, press the [*] key to restart."
- 2029: "Using the keys on your touch-tone key pad, please enter your middle initial. For the letter Q or Z, press [1]. For no initials, press [0]. If you make a mistake, press the [*] key to restart".
- 2030: "Your name has been entered."
- 2031: "Please enter the number of seconds to rewind or fast forward during message playback."
- 2032: "To listen to messages, press [1]."

- 2033: "Please enter the number of the greeting message you wish to record."
- 2034: "Please enter the number of the greeting message you wish to use."
- 2035: "To record a new greeting message, press [1]. To select the greeting message you wish to use, press [2]."
- 2036: "Fax received on..."
- 2037: "The following are old messages."
- 2038: "This fax message has not been retrieved. To delete this fax, press [1]. To continue without deleting this fax, press [2]."
- 2039: "Message from..."
- 2041: "To undelete previously deleted messages, press [1]. To exit without undeleting messages, press [2]."
- 2042: "This mailbox can not be accessed at this time. Please try again later."
- 2043: "This fax has been marked."
- 2044: "This fax has been unmarked."
- 2045: "To replay the message you just heard, press [1]. To hear the next message, press [2]. To erase the message, press [3]. To hear time, date, and sender, press [4]. To forward this message to another mailbox, press [5]. To send your message to another mailbox, press [6]. To mark or unmark this fax for retrieval, press [0]. To return to the main menu, press the [#] key."
- 2046: "To receive marked faxes, press [1]. To receive all faxes, press [2]. To set default phone number, press [3]. To return to the previous menu, press the [#] key."
- 2048: "No faxes have been marked for retrieval."
- 2049: "Please enter the fax number, followed by the [#] key."
- 2050: "There are no faxes to retrieve."
- 2051: "To return to the caller side, press the [#] key."
- 2052: "To hear the time and date after every message, press [1]. To hear sender's name before every message, press [2]. To return to the previous menu, press the [#] key."
- 2053: "To hear the time and date after every message, press [1]. To cancel the date after every message, press [2]."
- 2054: "To hear sender's name before every message, press [1]. To cancel sender's name before every message, press [2]."
- 2055: "To receive faxes to the default phone number, press [1]. To receive faxes to a different phone number, press [2]. If you are calling from a fax machine, and wish to receive the selected faxes now, press [3]. To return to the previous menu, press the [#] key."
- 2056: "Pages"
- 2058: "This message will be marked as urgent."
- 2059: "Message-receipt confirmation has been requested for this message."
- 2060: "Message left for..."
- 2061: "...was received on..."
- 2062: "Message deleted."
- 2063: "To disconnect, press the [*] key."
- 2064: "Please call..."
- 2065: "Your mailbox is full. Please delete some messages."
- 2070: "To receive marked faxes, press [1]. To receive all faxes, press [2]. To return to the previous menu, press the [#] key."
- 2071: "To receive faxes to the default phone number, press [1]. If you are calling from a fax machine, and wish to receive the selected faxes now, press [3]. To return to the previous menu, press the [#] key."
- 2072: "You need to call from a fax machine to retrieve your faxes. If you are calling from a fax machine, please press [1]. Otherwise, press [2]."
- 2075: "To replay the message you just heard, press [1]. To hear the next message, press [2]. To erase the message, press [3]. To hear time, date and sender's name, press [4]. To forward or reply to this message, press [5]. To save your message as new and continue to the next message, press [6]. To return to the main menu, press the [#] key."

- 2076: "To replay the message you just heard, press [1]. To hear the next message, press [2]. To erase the message, press [3]. To hear time, date and sender's name, press [4]. To forward or reply to this message, press [5]. To save your message as new and continue to the next message, press [6]. To mark or unmark this fax for retrieval, press [0]. To return to the main menu, press the [#] key."
- 2077: "Please enter the number of the mailbox you want to send the message to. Enter [*] [2] to dial by name, [*][3] to mark this message as urgent, [*][4] to request message-receipt confirmation, or [*] [5] to mark this message as private."
- 2078: "This message will be marked as private."
- 2079: "This is a private message."
- 2080: "I'm sorry. You are not allowed to forward private messages."
- 2081: "Please enter the number of the mailbox you want to forward this message to. Enter [*] [1] to append to this message, [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4] to request message-receipt confirmation, or [*][5] to mark this message as private."
- 2083: "This message will be marked as urgent."
- 2084: "This is a recorded conversation."
- 2085: "To replay this message, press [1]. To send this message, press [2]. To re-record this message, press [3]. To exit without saving, press [4]. To mark this message as urgent, press [5]. To mark this message as private, press [6]. To request message-receipt confirmation, press [7]. To append the original message to the reply, press [8]."
- 2086: "To forward this message to another mailbox, press [1]. To reply to this message, press [2]. To return to the previous menu, press the [#] key."
- 2087: "To record your current personal greeting message, press [1]. To set your access code, press [2]. For call forwarding options, press [3]. To enter your name, press [4]. To record your name, press [5]. To record a greeting by number, press [6]. To set your current personal greeting message, press [7]. To return to the main menu, press the [#] key."
- 2088: "To forward this message to another mailbox, press [1]. To return to the previous menu, press the [#] key."
- 2090: "Please enter a new fax number followed by the [#] key, or enter just the [#] key to delete an existing fax number. If you make a mistake, or wish to go back to the previous menu, press the [*] key."
- 2091: "Fax broadcast list is empty."
- 2092: "This position is empty."
- 2093: "The record has been deleted."
- 2094: "The number you requested has been added."
- 2095: "Please enter the position at which you want to modify the number in the fax broadcast list."
- 2096: "The fax number on this position is..."
- 2097: "To receive faxes to the default phone number, press [1]. To receive faxes to the different phone number, press [2]. If you are calling from a fax machine and wish to receive the selected faxes now, press [3]. To modify the fax broadcast list, press [5]. To return to the previous menu, press the [#] key."
- 2098: "To receive faxes to the default phone number, press [1]. To receive faxes to a different phone number, press [2]. If you are calling from a fax machine and wish to receive the selected faxes now, press [3]. To broadcast faxes to the existing broadcast list, press [4]. To modify the fax broadcast list, press [5]. To return to the previous menu, press the [#] key."
- 2099: "Faxes will be sent shortly to the recipients on the fax broadcast list."
- 2100: "You have new messages. Please call the operator."
- 2107: "To forward the message to another mailbox, press [1]. To reply to this message, press [2]. To send this message to another mailbox, press [3]. To go back, press the [#] key."
- 2108: "To forward the message to another mailbox, press [1]. To send this message to another mailbox, press[3]. To return to the previous menu, press the [#] key."
- 2111: "To reply to this message, press [2]. To go back to the previous menu, press the [#] key."

- 2120: "Please enter the number of the mailbox you want to forward this message to. Enter [*][1] to append to this message, [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4} to request message-receipt confirmation, [*][5] to mark this message as private, or [*][6] to set the future delivery of the message."
- 2121: "Please enter the number of the mailbox you want to send this message to. Enter [*][1] to append to this message, [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4} to request message-receipt confirmation, [*][5] to mark this message as private, or [*][6] to set the future delivery of the message."
- 2123: "Please enter the number of the mailbox you want to forward this message to. Enter [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4} to request message-receipt confirmation, [*][5] to mark this message as private, or [*][6] to set the future delivery of the message."
- 2124: "Please enter the number of the mailbox you want to send this message to. Enter [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4} to request message-receipt confirmation, [*][5] to mark this message as private, or [*][6] to set the future delivery of the message."
- 2125: "Please enter the number of the mailbox you want to forward this message to. Enter [*][2] to dial by name, [*][3] to mark this message as urgent, [*][4} to request message-receipt confirmation, or [*][5] to mark this message as private."
- 2130: "To replay the message you just heard, press [1]."
- 2131: "To hear the next message, press [2]."
- 2132: "To erase this message, press [3]."
- 2133: "To hear the time, date, and sender's name, press [4]."
- 2134: "For forwarding options, press [5]."
- 2135: "To return this call, press [6]."
- 2136: "To go back to previous menu, press the [#] key."
- 2140: "To replay the fax you've just heard, press [1]."
- 2141: "To hear the next fax, press [2]."
- 2142: "To erase this fax, press [3]."
- 2143: "To mark this fax for retrieval, press [0]."
- 2144: "To unmark this fax, press [0]."
- 2150: "Using the keys on your touch-tone keypad, please enter the first three letters of your last name. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the [*] key to restart."
- 2152" "Using the keys on your touch-tone keypad, please enter the first three letters of your first name. For the letter Q, press [7]. For the letter Z, press [9]. If you make a mistake, press the [*] key to restart."
- 2151: "Using the keys on your touch-tone keypad, please enter your middle initial. For the letter Q, press [7]. For the letter Z, press [9]. For no initial, press [0]. If you make a mistake, press the [*] key to restart."
- 2153: "Invalid access code."
- 2154: "To activate message notification to your beeper, press [1]. To activate outbound message notification, press [2]. To activate outbound follow-me, press [3]. To cancel call forwarding, press [5]. To set the notification interval, press [6]. To set the number of notifications, press [7]. To toggle Do Not Disturb, press [8]. To go back to the previous menu, press the [#] key."

System Administrator's Side Prompts

- 3000: "This is the Administration Options Main Menu. For mailbox set up, press [1]. To record and configure system greetings, press [2]. For system configuration, press [3]. For system reports, press [4]. For system backup, press [5]. For system restore, press [6]. To go back to the mailbox owner menu, press the [#] key."
- 3001: "Please enter the number of the mailbox you want to edit."
- 3002: "This is the mailbox setup menu: To activate this mailbox and assign an extension, press [1]. To cancel this mailbox, press [2]. To assign access code, press [3]. To set outbound call forwarding, press [4]. To set the mailbox type, press [5]. To set maximum recording time, press [6]. To set maximum number of messages allowed, press [7]. To set messages purge time, press [8]. To set number of rings at extension, press [9]. To record mailbox greetings, press [0]. For group settings, press the [*] key. To exit this mailbox, press the [#] key."
- 3003: "This mailbox is now active."
- 3004: "Please enter the extension number followed by the [#] key, or enter [#] for no extension."
- 3005: "No extension was assigned for this mailbox."
- 3006: "This mailbox has been canceled."
- 3007: "The current access code is..."
- 3008: "Please enter the new access code."
- 3009: "The new access code is now active."
- 3010: "To allow outbound call forwarding, press [1]. To prevent outbound call forwarding, press [2]. To go back to the previous menu, press the [#] key."
- 3011: "Outbound call forwarding for this mailbox will be allowed."
- 3012: "Outbound call forwarding for this mailbox has been blocked."
- 3013: "For a generic mailbox, press [1]. For a day time transfer only mailbox, press [2]. For a notification mailbox, press [3]. For a No Call Progress mailbox, press [4]. For a record only mailbox, press [5]. For a group mailbox, press [6]. For a speakerphone announce mailbox, press [7]. For a voice mail only mailbox, press [8]. For an audiotext mailbox, press [9]. To hear further options, press [*]. To go back to the previous menu, press the [#] key."
- 3014: "Please enter the maximum recording time in seconds followed by the [#] key."
- 3015: "Please enter the maximum number of messages followed by the [#] key."
- 3016: "Please enter the number of days before deleting a message, followed by the [#] key."
- 3017: "Please enter the number of rings at this extension."
- 3018: "To review the group members, press [1]. To add a mailbox to the group, press [2]. To delete a mailbox from the group, press [3]. To go to the previous menu, press the [#] key."
- 3019: "Please enter the mailbox number you want to add to this group."
- 3020: "Please enter the mailbox number you want to delete from this group."
- 3021: "No more group members."
- 3022: "...was added."
- 3023: "...was deleted."
- 3024: "To edit another mailbox, press [1]. To quit, press [2]."
- 3025: "To set the day and night mode, press [1]. To set the special greeting message, press [2]. To record system greetings, press [3]. To change the system's business hours, press [4]. To set the single digits menu, press [5]. To assign single digits mailboxes, press [6]. To go back to the main menu, press the [#] key."
- 3026: "To set system for an automatic day and night mode detection, press [1]. To activate the day mode, press [2]. To activate the night mode, press [3]. To go back to the previous menu, press the [#] key."
- 3027: "To activate the special greeting message, press [1]. To cancel the special greeting message, press [2]. To go back to the previous menu, press the [#] key."

- 3028: "To record the day time greeting, press [1]. To record the off hours greeting, press [2]. To record a special greeting message, press [3]. To record the Main Menu Part 1, press [4]. To record the Single Digit Menu, press [5]. To record the Main Menu Part 2, press [6]. To record the multilingual greeting, press [7]. To record a greeting by number, press [8]. To go back to the previous menu, press the [#] key."
- 3029: "To set day message start time, press [1]. To set day message end time, press [2]. To go back to the previous menu, press the [#] key."
- 3030: "To activate the single digit menu, press [1]. To cancel the single digit menu, press [2]. To go back to the previous menu, press the [#] key."
- 3031: "Please enter the single digit menu number, or [#] to exit."
- 3032: "Please enter the corresponding mailbox number, or enter [#] to cancel this single digit option."
- 3033: "This option has been canceled."
- 3034: "This option has been activated."
- 3035: "This is the System Configuration Menu. For telephone settings, press [1]. For two or three digit mailboxes, press [2]. To set a new time, press [3]. To set a new date, press [4]. To go back to the main menu, press the [#] key."
- 3036: "To set number of rings before answer, press [1]. To enter the message notification light on sequence, press [2]. To enter the message notification light off sequence, press [3]. To enter the outbound follow me sequence, press [4]. To enter the outbound beeper sequence, press [5]. To enter the outbound message notification sequence, press [6]. To return to the previous menu, press the [#] key."
- 3037: "Please enter the number of times you want the system to ring before answering a call."
- 3038: "Please enter the message notification light on sequence, followed by the [#] key."
- 3039: "Please enter the message notification light off sequence, followed by the [#] key."
- 3040: "Please enter the outbound follow me sequence, followed by the [#] key."
- 3041: "Please enter the outbound message notification sequence, followed by the [#] key."
- 3042: "Please enter the outbound beeper sequence, followed by the [#] key."
- 3043: "For a three digit mailbox setup, press [1]. For a two digit mailbox setup, press [2]. To return to the previous menu, press the [#] key."
- 3044: "The current system time is ...'
- 3045: "Please enter the new time, using the military format. Enter two digits for the hours, and two digits for the minutes."
- 3046: "The new time is now set."
- 3047: "Invalid time. Please try again."
- 3048: "The current system date is..."
- 3049: "Please enter new date. Enter two digits for the month, two digits for the day, and two digits for the year."
- 3050: "The new date is now set."
- 3051: "Invalid date. Please try again."
- 3052: "For a mailbox configuration report, press [1]. For a system activity report, press [2]. For a system configuration report, press [3]. To return to the main menu, press the [#] key."
- 3053: "To send your report to a printer, press [1]. To save your report on a floppy disk, press [2]. To return to the previous menu, press the [#] key."
- 3054: "Please make sure your printer is ready. To start printing, press [1]. To cancel printing and return to the previous menu, press [2]."
- 3055: "Please insert a formatted diskette into the floppy drive. To send a report to the floppy drive, press [1]. To cancel this command and return to the previous menu, press [2]."
- 3056: "Please insert a formatted diskette into the floppy drive. To start backup, press [1]. To cancel backup and return to the previous menu, press [2]."
- 3057: "Please insert backup diskette into the floppy drive. To start restore, press [1]. To cancel restore and return to the previous menu, press [2]."
- 3058: "New set-up has been successfully installed."

- 3059: "Please enter the extension number which is connected to board number 2 on your TVM-2000 system, terminated by the [#] key."
- 3060: "The procedure has been successfully completed."
- 3061: "The procedure has failed. Please check your system and try again."
- 3062: "To allow paging on this mailbox, press [1]. To allow urgent messaging for this mailbox, press [2]. To have this mailbox always page, press [3]. For an alternate message notification type mailbox, press [4]. To have the message skip phone status, press [5]. To activate call screening for this mailbox, press [6]. To go back to the previous menu, press the [#] key."
- 3063: "To record the mailbox greeting, press [1]. To record the mailbox owner's name, press [2]. To listen to messages, press [3]. To go back to the previous menu, press the [#] key now."
- 3064: "Please enter the number of the greeting message."
- 3065: "Please enter the document number."
- 3066: "This is the System Configuration Menu. For telephone settings, press [1]. To set a new time, press [3]. To set a new date, press [4]. To go back to the main menu, press the [#] key."

Numbers and Fillers

4000:	"Zero"
4001:	"One"
4002:	"Two"
4003:	"Three"
4004.	"Four"
4005	"Five"
4006	"Six"
4000. 4007·	"Seven"
4007.	"Fight"
4008.	"Nino"
4009.	"Ton"
4010.	"Elever"
4011.	"Twolwo"
4012.	Twelve
4013:	I nirteen
4014:	Fourteen
4015:	Fifteen
4016:	"Sixteen"
4017:	"Seventeen"
4018:	"Eighteen"
4019:	"Nineteen"
4024:	"Sixty"
4025:	"Seventy"
4026:	"Eighty"
4027:	"Ninety"
4028:	"Hundred"
4100:	"January"
4101:	"February"
4102:	"March"
4103:	"April"
4104:	"May"
4105:	"June"
4106:	"July"
4107:	"August"
4108:	"September"
4109:	"October"
4110	"November"
4111	"December"
4201·	"First"
4202·	"Second"
4203	"Third"
4204	"Fourth"
4205	"Fifth"
4206	"Sixth"
4207·	"Seventh"
4208	"Eighth"
4209·	"Ninth"
4210	"Tenth"
4211.	"Eleventh"
4212	"Twelfth"
4213.	"Thirteenth"
421 <i>3</i> .	"Fourteenth"
4215	"Fifteenth"
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