

Suite 64

PCS digital

Suite 64

Integrated
Communications
Exchange



Advanced Features
Competitive Pricing
Proven Performance

PCS Digital: You Can Hear Us Now!

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NOTICE

While this manual contains current *Suite 64* HD Voice Mail System information, its contents are subject to change without notice. While every effort has been made to insure the accuracy of any information provided, Tadiran Telecom, Inc. disclaims all liability for any difficulties that arise from the application or interpretation of any information provided in this document.

ELECTRO-STATIC DISCHARGE WARNING

The Simplicity system circuit boards contain static sensitive components. Please handle the circuit board by the edges only and keep the card in the provided anti-static bag until it is ready for installation in the PBX. Do not subject any component parts on the card to static discharge or physical mishandling. When handling the circuit board, it is advisable to use an anti-static wrist strap and cover the work surface with the anti-static bag used to ship the board. Static charges should be discharged from the body before touching the board or component by touching the grounded metal case of the system power supply unit or cold water ground connection if available. The product warranty for this equipment does not cover damage caused by such described static discharges or mishandling. Any modules or components determined to be damaged in such a manner will only be replaced at dealer cost.

HAZARDOUS VOLTAGE WARNINGS

The final equipment purchaser is responsible for protecting the installed equipment from hazardous voltages. The *Suite 64* HD Voice Mail System card was submitted to a Nationally Recognized Testing Laboratory (NRTL) for safety approvals. Before installing the equipment, check local electrical codes that apply to the installation of telephone and electronic equipment. The following safety guidelines are taken from UL document 1459, Issue 2, which is a product safety specification governing telephone equipment.

LITHIUM BATTERY USAGE WARNING

The *Suite 64* HD Voice Mail System card contains a battery backup circuit that prevents loss of setup data if the main system power fails. This battery is a user-replaceable lithium power cell that installs into a permanently mounted receptacle on the *Suite 64* HD Voice Mail System card. The following information should be carefully read and understood by all servicing personnel. This information is also on a label applied to the card.

CAUTION

There is danger of explosion if the battery cell is incorrectly replaced. Verify battery orientation before inserting a new battery into the holder. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of any used batteries according to the manufacturer's instructions.

EXTERNAL CONNECTIONS

The *Suite 64* HD Voice Mail System card has connector ports located on the front panel for external equipment such as:

- Serial communication devices
- Parallel port devices
- 10BaseT network connection

The *Suite 64* HD Voice Mail System card has been assessed as TNV-3. All front panel ports shall be connected to like circuits only or an approved line isolation unit must be used.

GENERAL SAFETY GUIDELINES

When installing and using telephone equipment, the basic safety precautions described below should always be followed to reduce the risk of fire and/or electrical shock.

- Be sure to read and understand all instructions.
- Follow all warnings and instructions that are marked on the product.
- Do not use this product near any sources of water or in a wet environment.

FCC REGULATIONS

This equipment has been tested by an independent testing lab and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules as reproduced below: These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. FCC rulings state that the owner of the system to be installed give the local telephone company sufficient advance notice of intention to use privately owned telephone equipment. The owner must also furnish information as to the identification of the particular lines to be connected to the system and the affected telephone numbers. FCC registration information on the model number, FCC-assigned registration number and ringer equivalence information must also be furnished. The ringer equivalence (REN) is used to determine how many devices can be connected to a telephone line. In most areas, the sum of RENs of all devices on one line should not exceed five. If too many devices are attached, they may not ring properly. Should there be any questions that the customer-provided equipment may cause harm to the telephone network, the local operating company is required to notify the customer of an impending temporary interruption of service. The customer must be given the opportunity to correct the existing problem, if possible. The telephone company must also advise customers of their rights for filing complaints before the FCC. The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this system, the telephone company is required to give adequate notice of the changes. Under no circumstances is the equipment to be altered or

modified without written approval of the manufacturer. Failure to gain permission for any modification will void the warranty. If a system malfunction is suspected, the connectors terminating the equipment to the CO lines should be disconnected.

REPAIRS

In the unlikely event that trouble is experienced with the *Suite 64* HD Voice Mail System system, please contact PCS digital, LLC, technical support at 480-222-1159 for repair, return authorization or warranty information. A return authorization number must be obtained from PCS digital before any products may be returned.

LIMITED WARRANTY

PCS digital provides original purchases with a limited warranty against defects in material and workmanship on this product for one (1) year from date of purchase. This limited warranty is extended only to original purchasers.

THIS WARRANTY SPECIFICALLY EXCLUDES THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ANY CLAIMS BY THE PURCHASER FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.
EXCLUSIONS

This warranty does not apply to defects or malfunctions caused by abuse, accident, modification, negligence or any other damage not resulting from defects in the original materials or workmanship or for reasons beyond the control of PCS digital, LLC. Some states do not allow for the exclusion of consequential or incidental damages, in which case the foregoing exclusions may not apply to you. This warranty gives you specific legal rights that vary from state to state.

WARRANTY REPAIRS

In accordance with the Federal Communications Commission regulations, Tadiran Telecom, Inc. or an authorized agent must perform any repairs to this equipment.



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1 Introduction

1.1 About Suite 64 HD Voicemail

Suite 64 HD Voicemail is a sophisticated voice application generator using state-of-the-art hardware and software. All voice processing is handled by digital voice processing components on the card for the utmost in voice clarity and reliability. The software is a task-oriented system that connects directly to the digital signaling bus in the Tadiran *Suite 64* telephone system, allowing for extremely precise integration.

All programming is done through a series of easy-to-follow menus. Function key help menus are available on all screens.

Suite 64 HD Voicemail System Information And Capacity

Suite 64 HD Voicemail is a standalone unit which plugs directly into the *Suite 64* PBX backplane for integration. *Suite 64 HD Voicemail* supports both large and small system applications. *Suite 64 HD Voicemail* offers virtually limitless mailbox capacity through its flexible numbering plans.

Hardware Summary

- Common components:
- 486 compatible CPU
- latest DSP technology
- SMT component technology for maximum reliability
- Minimum 2.0GB hard drive
- 200 hours storage capacity
- power is supplied through the KSU backplane connector
- 4 megabytes of RAM
- 200 hours of voice storage capacity

Software Summary

- MS-DOS 6.22 operating system
- Dialogic™ API-compliant voice drivers
- Simplicity Voice Mail software

System Features

Suite 64 HD Voicemail systems come with a large set of standard and advanced Features as Outlined in *Section 9* of this Manual.

Programming Equipment Required

Suite 64 HD Voicemail systems are shipped ready for immediate use using a default software configuration. This default configuration can be modified or completely reprogrammed to satisfy specific customer requirements.

Programming or maintaining the *Suite 64 HD Voicemail* configuration requires the following equipment:

- An IBM-compatible desktop or laptop computer with an available serial port
- A communications software package capable of TVI950 terminal emulation - Procomm Plus for Windows has been thoroughly tested and is recommended



NOTE:

Specific terminal software settings will need to be modified and some Function keys will need to be re-mapped - see Addendum 2 -Terminal Setup

- 9-pin male-female straight-thru serial cable

One of the following devices is required for *Suite 64 HD Voicemail* field-installed software upgrades and data backups:

- 1.44MB MicroSolutions Backpack drive
- 120MB Imation SuperDisk drive
- 100 or 250MB Iomega Zip Disk drive

Reports

The *Suite 64 HD Voicemail* software can report on data for the previous 30 day period. The system contains a number of built-in reports. These reports offer the technician or system administrator the ability to view various types of system information and data. Such information may be useful for troubleshooting and system analysis purposes. Please see *Section 10 - System Reports* for additional information.

The purpose of this installation manual is to provide the information you need to bring a new *Suite 64 HD Voicemail* installation on-line in the fastest time possible. Once you have the system up and running, the rest of this installation manual will provide all the details required for more sophisticated application questions.

1.2 About this Manual

The *Suite 64 HD Voicemail Installation & Maintenance* manual is divided into the following sections:

- Section 1 - **Introduction** - this section provides a general description of the system, a description of this manual and the conventions used throughout.
- Section 2 - **Installation Procedures**- This section provides suggestions for the preparations before installing the card and the actual installation of the card on the *Suite 64* system.
- Section 3 - **System Programming** - This section provides descriptions of all of the programming screens with accompanying field descriptions.
- Section 4 - **Mailbox Programming**- This section provides descriptions of all of the Mailbox programming screens and their use.
- Section 5 - **Outcall Administration**- This section provides descriptions of all for the Outcall Administration programming screens and their use.
- Section 6 - **Voice Menu Programming**- This section provides descriptions of all of the Voice Menu box programming screens and their use.
- Section 7 - **Class of Service Administration**- This section provides descriptions of all of the Class of Service programming screens and their use.
- Section 8 - **System Administrator Mailboxes**- This section provides descriptions of the programming screens and mailbox options available to the System Administrator.
- Section 9 - **System Features**- This section provides descriptions of the various features of the system.
- Section 10 - **Special Keys & Screens**- This section provides descriptions of the use of special keys and "hidden" screens that are invariably used in programming.
- Section 11 - **Mailbox Group Administration**-This section provides descriptions of how the System Administrator establishes and maintains system and personal group lists.

- Section 12 - ***System Reports***- This section provides descriptions of the various reports that can be generated for management reporting.
- Section 13 - ***Remote Modem Programming*** - This section provides instructions for using the *Suite 64 HD Voicemail* with a modem.
- Section 14 - ***PC Terminal Setup***- This section provides the parameters to setup *Suite 64 HD Voicemail* with Procomm.
- Section 15 - ***Backup and Restore Procedures*** - This section provides descriptions of backup and restoring data using various supported hardware.
- Section 16 - ***Special Applications*** - This section provides descriptions of the special applications that can be used with *Suite 64 HD Voicemail* including Single Digit Menu's or One-Touch options available in your Personal Mailbox.

1.3 Document Conventions

The following conventions are used throughout this manual.

Table 1-1 **Conventions**

CONVENTION	DESCRIPTION
Normal	Used in body text throughout this manual.
<i>Normal, Italic</i>	Used in referencing sections, telephone features and voice recordings or prompts.
<i>Bold, Italic</i>	Used in describing the fields in PC screens and other form names or items.
Normal, Bold	Used to describe filenames, device names and specific areas of PC screens.
Press	Means to press a specific key. (e.g. press ESC means to press and release the Escape key.)
Enter	Means to type or push a button on the telephone keypad.
123 (Telephone Keys)	Indicates the keystrokes that are required to be entered on a telephone.
PC Keyboard Keys	Indicated to show keystrokes required to be entered on a PC keyboard.

The following documents should be used in conjunction with this manual:

- *Suite 64 Deluxe Model Telephone User Guide* ([PN 72447010146](#))
- *Suite 64 Standard Model Telephone User Guide* ([PN 72447010147](#))
- *Suite 64 Flash Voicemail Installation & Maintenance Manual*
- *Suite 64 HD Voicemail Installation & Maintenance Manual*

2 *Installation Procedures*

2.1 Before You Start

Proper preparation is the cornerstone of a successful installation and will result in improved customer satisfaction. Taking a few moments now to secure the necessary equipment, programming information and manpower requirements will save you many hours of frustration during the course of the installation, as well as enhancing the customer's perception of how the new system will work for them. In order to properly set up the system, you should make sure the following items are available BEFORE starting the initial setup:

- A system Voice Menu design plan that has been discussed with and approved by the end user.
- A well-spoken person available to do the necessary recordings for the system greetings.
- A technician who is capable of doing any required PBX system programming.
- All required documentation for the PBX options programming.

You should plan to start the installation early enough in the day to allow sufficient time for customer changes, integration issues, etc. A good estimate is to allow 1-2 hours for a complete installation, excluding the necessary time for training the end users.

Make sure to review this installation manual BEFORE the day of installation.

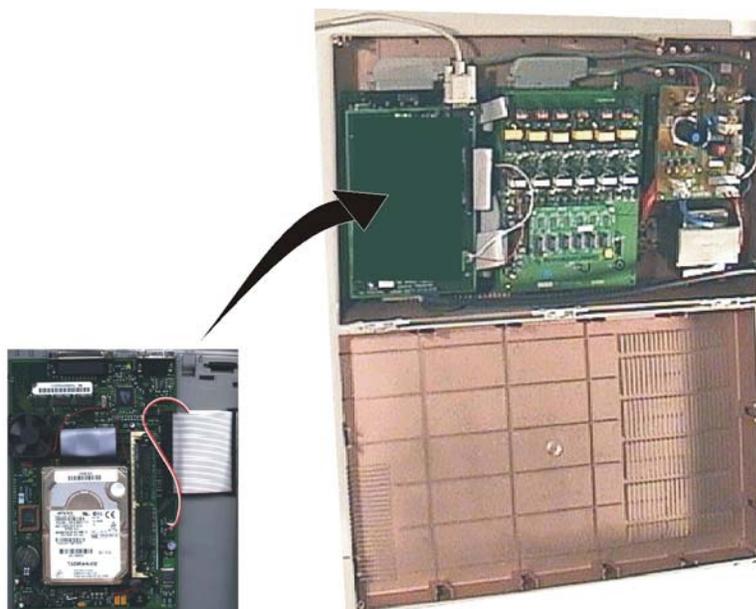
2.2 Installing Suite 64 HD Voicemail

Install the *Suite 64 HD Voicemail* Voice Mail System card into the *Suite 64* system as follows. *Figure 2-1: Installation of Suite 64 HD Voicemail System Card* can be used for reference.

CAUTION!

Prior to installation of the HD Voicemail System card, the system should be powered down or damage to the system can occur during the installation.

Figure 2-1 Installation of the HD Voicemail System Card



1. Remove the 4 mounting screws from the CCB card and replace with the 4 standoffs supplied with the voicemail system card. Set the 4 mounting screws aside.
2. While holding the card close to the *Suite 64* cabinet connect the ribbon cable with the receptacle on the CCB card and connect the red/white power line connector with the receptacle on the 610-2 board.
3. Line up the 4 mounting holes on Voice Mail System card with the 4 standoffs on the CCB card. Firmly, secure the card to the CCB card with the 4 mounting screws previously set aside.
4. Power up the system and verify that the Voice Mail card green System Status LED's at the top of the card is blinking.
5. Connect a 9-pin serial cable male-end to the female receptacle on the Voice Mail System card.
6. Connect the other end of the serial cable with the desired serial port on a laptop or PC.

The *Voicemail* System is now installed, synchronized and ready for programming on a laptop or PC. The card automatically starts up once it is inserted and receives power from the *Suite 64* bus.

As the *Voicemail* boots up, you will see a series of screens open and close as the various drivers and programs load. Finally the port status screen will appear. The *Voicemail* system is now installed and running.

All that is left is to program the user mailboxes and voice menu options. Refer to *Sections 3 through 7* for detailed instructions on *Voicemail* system programming.

The figure below shows the various ports and indicator lights located on the *Suite 64 HD Voicemail* card.

Shutting Down the System

Perform the following sequence of actions to properly shutdown the *Suite 64 HD Voicemail* system:

1. Connect your programming PC system.
 - a. At the main status screen, press the **F1** key and enter the system password(default is 1234).
 - b. When the system menu appears, press 7 to shutdown the system.
 - c. A pop-up screen appears and gives you the choice of an immediate or friendly shutdown.
 - d. The friendly shutdown (**F1**-continue) waits until an in-use port hangs up and then disables it. After all ports become disabled, the system then shuts down and exits to DOS.
 - e. The immediate shutdown(**F10** - Immediate) option, when selected, hangs up all ports immediately and exits to DOS.

3 System Programming

Suite 64 HD Voicemail is usually programmed via terminal emulation by using a computer connected through the DB-9 connector on the *Suite 64 HD Voicemail* unit. The system administrator can also perform some programming functions through the System Administrator's mailbox. Information on how to program *Suite 64 HD Voicemail* using the System Administrator's mailbox and keyset can be found in [Section 3: System Administrator Mailboxes](#).

3.1 Programming Navigation

When moving about in the programming screens it is important to know how the navigational keys will work. All keys on the keyboard are active except for the Control (**Ctrl**) and (**Alt**) keys. The **Ctrl** key is not used by the software. To press an **Alt**-key selection like **Alt**-**A**, press the **F11** key followed by the **A** key.

Different keys may be available for different screens. Always reference the bottom line of the screen for currently valid choices.

The following keystrokes may be used when navigating a screen:

- ↑** moves the cursor up one line at a time
- ↓** moves the cursor down one line at a time
- moves the cursor to the next field or position in the field or line
- ←** acts as a destructive backspace if the cursor is in a field
- Ins** moves back one screen
- Del** moves back one screen
- End** moves back one screen
- Esc** returns to the previous menu screen
- Tab** moves forward through each field
- Enter** moves forward through each field
- Bksp** deletes characters to the left as it is pressed

- F3** ... clears the screen and prepares a blank data entry record
- F4** ... clears the field where the cursor is currently placed
- F5** ... updates or saves information on the screen
- F6** ... deletes the current record on the screen after confirmation
- F7** ... moves to a sub-window as described in the upper left corner
- F8** ... moves backward one screen after pressing **F7**
- F9** ... move to the previous data record
- F10** ... move to the next data record
- F11** ... performs a refresh of the screen display
- F12** ... replaces the **Alt** key for multi-key functions like **Alt**-A

F9 / **F10** Key Notes

If a port, or ports, needs to be stopped or started *Suite 64 HD Voicemail* offers that ability. For example, if the disconnect codes have not been properly programmed, the ports will continue processing for an indefinite period of time, depending on what function *Suite 64 HD Voicemail* was performing when the hangup occurred. To stop this behavior, Press **F10** and *Suite 64 HD Voicemail* will prompt for a “**Channel Number to Stop.**” Enter the port number that is off-hook and press **Enter**. To stop or start all ports, enter **99** as the port number and then press **Enter**.

Field Descriptions

The fields listed below are not programmable, however display important information about the current configuration of the system. This information may aid in troubleshooting a system fault.

Ports Status Section

Port - This field indicates the voice mail port number (01 to 08). Ports 01 -08 will be active for a *Suite 64 HD Voicemail* system, depending on the ports ordered.

Status - This information field displays the current activity for the specific port. Some of the functions that may be seen include Idle, Off-hook, On-hook, Playing, Get T.T. (Touch Tone).

Mailbox - This field displays the mailbox number that is currently being accessed by the port. This entry could be either a subscriber mailbox or a voice menu mailbox. If no mailbox is in use, the field is empty.

Action - This field displays the task/menu code that *Suite 64 HD Voicemail* is currently executing.

System Information Section

System Version - Displays the currently installed version number of the system software.

Logic Version - Displays the currently installed version of the Task/Menu control files.

Ports - Displays the number of voice mail ports that are available.

Hours - Displays the total message storage capacity of the *Suite 64 HD Voicemail* hard drive.

Hours Left - Displays the amount of storage space currently available on the *Suite 64 HD Voicemail* hard drive.

Calls Since On Line Section - These fields show information that is related to the last time the system was activated as shown in the Calls Since On Line date shown.

Calls Since On Line [DATE] - This field and the following three fields contain the date the system was last powered on and statistics regarding the number of calls handled since that date.

Incoming - Displays the total number of incoming calls that *Suite 64 HD Voicemail* has received since being installed and the power turned on.

Outgoing - Displays the total number of outgoing calls that *Suite 64 HD Voicemail* has processed since being installed and the power turned on. i.e. Pager outdials

All Busy -Displays the number of times that all ports were in use simultaneously since being installed and the power turned on.

Calls Since Midnight [DATE] - This field and the following three fields contain the current date of the system and statistics regarding the number of calls handled since midnight of that date.

Incoming - Displays the total number of incoming calls that *Suite 64 HD Voicemail* has received that day since midnight.

Outgoing - Displays the total number of outgoing calls that *Suite 64 HD Voicemail* has processed that day since midnight. i.e. Pager outdials

All Busy - Displays the number of times that all ports were in use at the same time on that day since midnight. This is useful information when trying to determine if a ports upgrade is needed to handle an increase of incoming traffic to the system.

3.3 Password Entry Screen

From the *Main Status Menu* press **F1** and a password entry area will appear at the top of the *Main Status Menu*. Enter your password to access programming on this screen. (The default password is **1234**). The password matches the System Administrator's mailbox password.

Figure 3-2 **Main Status Screen-Password Entry**

Enter PassWord .. [XXXXXX]							
01	Waiting		Port Idle	02	Waiting		Port Idle
03	Waiting		Port Idle	04	Waiting		Port Idle
05				06			
07				08			
09				10			
11				12			
13				14			
15				16			
17				18			
19				20			
21				22			
23				24			
SystemVersion		LogicVersion		Ports	Hours	Hours Left	
1.17		1.057		4	60.5	39.0	
Calls Since On Line [01/12/99]				Calls Since Midnight[01/12/99]			
Incoming [0]		Outgoing [0]		Incoming [0]		Outgoing [0]	
		All Busy [0]				All Busy[0]	
[F1] Main Menu				Pr [01/12/99 07:00]			

When the correct password is entered, the bottom portion of the Main Status Menu screen displays a group of programming menu choices.

Press the number next to the category you wish to program. When finished press **0** to return to the Main Status Menu window or press **7** to shutdown *Suite 64 HD Voicemail*. For more information, refer to [Section 2: Shutting Down the System](#).



NOTE:

If Disk Clean Up is enabled on the Site Administration screen and Suite 64 HD Voicemail still has programming screens displayed, then Suite 64 HD Voicemail will not run the Disk Clean Up. The following error message will appear at the bottom of the screen: "Press any key to exit and run Clean Up." Suite 64 Voicemail will then run the clean up routine. Always remember to exit the programming screens.

Screen Saver

The system has a screen saver that engages when a screen is being displayed and no action is taken for five minutes. It is recommended that the **F2**, **↑**, or **↓** keys be used when exiting the screen saver.

Field Descriptions

Refer to the field descriptions on page 3-4.

3.4

Site Administration Screen

The *Site Administration Screen*, as shown below, sets a number of default parameters that the system will use. In the top half of the screen, you can set the number of digits for the mailbox numbers, telephone extension numbers, and password minimum and maximum lengths.

Figure 3-3 Site Administration Screen

```
Site Administration
Mailbox Length ..... [5]                               [F7] Holiday Dates
Extension Length ..... [3]                               Link Mailboxes
Trunk Access Code ..... [_____]   Fax Extension ... [_____]
Operator
[a] Days.... [ 12345]   From [09:00 To 17:00] AHM [_]
[b] Days.... [1234567] From [00:00 To 24:00] AHM [1]
[c] Days.... [_____]   From [_:_] To [_:_] AHM [_]
[d] Days ... [_____]   From [_:_] To [_:_] AHM [_]
[e] Override [_]      AHM [_]

Global Mailboxes
Sys Admin. 1[0000555] 2[_____]
After Hours 1[0000500] 2[_____] 3[_____] 4[_____]

Functions
On Zero GoTo [D][0_____]   Dir. Options....[1]
Disk Cleanup [Y]           AMIS Service....In/Out/COS
Sys Message. [_]           Node/Dig[0002/1] [Y/Y/400]
Port Usage ..[N N N B _ _ _] [_____] [_____]
          1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4

[F3]ClearScr [F4]ClearFld [F5]Save [F6]Del [F7]PgDn [F8]PgUp [Esc]Quit
```

Field Descriptions

The following are fields on the *Site Administration Screen*:

Mailbox Length - This value is the number of digits in a mailbox number. Default for *Suite 64 HD Voicemail* is three digits. All mailboxes in the system will normally have the same number of digits. Valid entries are two, three, four and five. Exceptions are the system control boxes as described later.

Extension Length - This is the maximum length of the extension numbers that will be dialed when a mailbox number is dialed from the Automated Attendant function. This length should not be set to less than 2 digits and will normally match the **Mailbox Length** field.

Trunk Access Code - This value tells *Suite 64 HD Voicemail* which trunk line to access in order to perform outbound dialing for system outcall operations. Valid entries may be individual trunk lines, or trunk group/route numbers including Least Cost Routing and overflow dialing groups. If this field is left blank, *Suite 64 HD Voicemail* places the digit '9' in front of the telephone number and will access the next available trunk line.

Fax Extension - Enter the extension number that is connected to the Fax machine that will be used to receive Fax calls routed through the Automated Attendant. When the Auto Attendant recognizes incoming Fax tones, it will transfer the call to this extension. Enter the characters &, followed by the extension number.

For example: if the system Fax extension is 325 - enter &, 325 in this field

Operator Schedule Section

When a caller dials Zero (0) to be transferred to an operator, the system determines the destination of this transfer based on three items:

- 1 - where the caller is in the voice mail system
- 2 - the current day of the week
- 3 - the current time of day

If the caller is in a Voice Menu or in a subscriber mailbox (type 1-5) with an "On Zero GoTo" entry filled in and dials 0, the system will send the caller to the programmed destination. If neither of these first two options have a valid destination, or the caller presses 0 from anywhere else in the voice mail, the system will check and use the Operator entry fields on this screen to determine the destination of the request for the Operator.

To make this decision, the system first looks at the **Override** field:

1. **Override** field is set to "Y" - The system checks the AHM (After Hours Mailbox) field on that line. If the **AHM** field is empty, the system will transfer the caller to the destination specified in the "On Zero GoTo" entry in the Functions area.

If the **AHM** field is programmed with a number from 1 through 4, the system will transfer the caller to the mailbox destination specified in the appropriate After Hours Mailbox as programmed in the Global Mailboxes area.

2. **Override** field is set to "N" or is blank - The system compares the day of week and time of day to the entry line entries [a] through [d], starting at [a] and moving down, checking on each line until a match is found. When a match is found, the system looks at the corresponding **AHM** field to determine the actual destination of the transfer. If the **AHM** field is blank, the system will transfer the caller to the destination specified in the "On Zero GoTo" entry in the Functions area.

If the **AHM** field is programmed with a number from 1 through 4, the system will transfer the caller to the mailbox destination specified in the appropriate After Hours Mailbox as programmed in the Global Mailboxes area.

Lines a-d determine the schedule of Operator assignments. Each line has three component fields that make up the schedule line:

Days - Valid entries in the **Days** fields are blank or any combination of the digits 1-7, which represent Sunday(1) through Saturday(7).

From and To - These are the times that this line is considered to be active. The From and To entries are both entered in 24 hour format. Blank is a valid entry.

AHM - Enter the desired AHM mailbox number to be used for this time period. Valid entries are from 1 - 4. These assignments are made in the Global Mailboxes Section.

Global Mailboxes Section

Sys Admin. - Suite 64 HD Voicemail allows the programming of two different system administrator mailboxes. The second administrator mailbox is convenient when there may be a secondary administrator who needs access to system programming in the absence of the primary System Administrator. Sys Admin. 1 is the default mailbox used by the system administrator to access the system and is set in default programming as Mailbox 555. See the System Administrator section and guide for more information on setting up the System Administrator mailbox.

After Hours - These fields provide the destinations for any After Hour Mailbox(AHM) assignments that have been made in the Operator Schedule Section. Valid entries are existing mailboxes on the system.

Functions Section

On Zero GoTo - This field is utilized by the operator schedule when the **AHM** entry is left empty. There are two sections. The first section may contain a **D** for dialing a telephone system extension or an **M** for sending the caller to a mailbox. The second section contains either the extension or mailbox destination number.

Disk Cleanup - Suite 64 HD Voicemail can be programmed to automatically perform a disk cleanup on the hard drive subsystem every day. In default programming, this option is set to "Y" which enables disk clean up. If this field is left empty or set to "N" then this feature is disabled. The cleanup routine is set from the factory to run at 2:00 A.M. every day.

The disk clean up routine performs several functions:

- The system checks all mailboxes for messages and then resets all Message Waiting Indicators to the correct mode, either ON if there are still new unheard messages or OFF if there are no new messages and/or only saved messages in the mailbox
- The storage date of all messages is then checked to see if any messages have reached the maximum number of days allowed according to the mailbox's Class of Service. For all mailboxes with messages that have reached the maximum number of days allowed, an auto erase alert message is sent to the Subscriber.
- Suite 64 HD Voicemail then automatically performs a system shutdown and exits to DOS.
- The Disk Cleanup routine then runs the SCANDISK utility on the Suite 64 HD Voicemail hard drive and corrects any problems that might be found.
- The Disk Cleanup routine then runs the DEFRAG utility on the Suite 64 HD Voicemail hard drive and compacts the message storage area. This keeps the system running quickly.
- Suite 64 HD Voicemail is then automatically restarted and comes on-line



NOTE:

Depending on the size of the hard drive, the number of messages stored on it and any possible disk problems that may be found, a normal Disk Cleanup routine can take anywhere from 3 minutes up to approximately 30 minutes.

System Message - This is an informational field that lets the System Administrator know if there is a system wide broadcast message in effect. No entries need to be made in these fields for a broadcast message to be sent to all mailbox subscribers.

However, if a **PLUS** is displayed signifying a broadcast message is in effect, then changing it to **MINUS** will disable the broadcast message notification in the subscribers' mailboxes. The broadcast message, however, will not be deleted when the field is changed to **MINUS**. Message notification to subscribers' mailboxes can be enabled by changing the field back to a **PLUS**.

A broadcast message is only deleted when a new broadcast message is recorded by the System Administrator, or the System Administrator manually deletes it. This is helpful when the same broadcast message needs to be sent at various times during the year. The message does not have to be re-recorded, just re-activated **Port Usage** - This field determines how a port is used for outcalls, message waiting indicator(MWI) notification or neither function. Entries are only required for installed equipment ports (1-24).

The four valid field entries are:

N - indicates that this port will not be used for Outcalls or Message Waiting

O - indicates that the port will be used for Outcalls only

M - indicates that it will be used for Message Waiting only

B - indicates that the port will be used for both Message Waiting and Outcalls

Directory Opt. - This field determines whether the first or last name prompt is used with the Dial By Name Directory feature.

If the field is empty (the default) or contains a "1," the system uses the last name for directory searches.

If the field contains a "3", the system uses the first name for directory searches.

WARNING!

When setting up multiple holiday schedules using both 99 and single port tables, the single port table controls all dates for that particular port. None of the holiday scheduling for 99 will be active on that single port.

Enter the port number or **99** for all ports. After the colon enter the table number.



NOTE:

Multiple pages of tables are accessed by scrolling with the **F7** and **F8** keys.

Start Date – Time - Enter the date and the time that this holiday schedule is to begin.

Until Date – Time - Enter the date and the time that this holiday schedule is to end.

Action - This field tells *Suite 64 HD Voicemail* what to do when the schedule is activated. The action can be sending a caller to a pre-recorded Voice Menu (C) or the caller can be sent directly to a designated mailbox (M). For example C-81, 1 sends the caller to Voice Menu 81, greeting 1 where the caller may make menu choices; M-0000200 sends the caller to mailbox 200 to take a message.

Comments - This field allows a description of the action that *Suite 64 HD Voicemail* is to perform. This is for programming information only and has no effect on operation of the holiday schedules.

Recommendations

The **Start Time** should be the time when your company closes for the holiday and the **Until Time** would be when your company re-opens for regular business.

For example, let's say the holiday is Labor day, which always falls on a Monday. Set the **Start Time** for 5:00PM on Friday and the **Until Time** for 8:00AM on Tuesday morning. This will cover the entire weekend as a holiday.

When programming mailbox links be careful not to create a “loop” that causes *Suite 64 HD Voicemail* to appear locked up. For example: Create a link between Mailbox 201 and Mailbox 202 using a type 3 link. Create a link between Mailbox 202 and Mailbox 201 using a type 3 link. Now leave a message for either 201 or 202. Because of the incorrect link programming, each time a message is saved in one of the mailboxes, it is copied to the linked mailbox, which triggers the link back to the original mailbox. The system will now be stuck in a loop and attempt to leave the same message infinite times. *Suite 64 HD Voicemail* will no longer respond to programming commands and it will not answer other ports. Always check links carefully to insure this scenario does not happen.



NOTE:

When modifying a mailbox link delete (F6) the original entry. If the original entry is not deleted, then there will be two entries - the original entry and the modified entry.

Field Descriptions

The following are fields on the *Mailbox Link Administration Screen*:

Mailbox 1 - Enter the mailbox number that will link to another mailbox/group.

Link Type - Enter the type of link (1 - 4) as defined below:

Link Type 1: Direct Mailbox - A Direct Mailbox links one mailbox to another and directs all messages to the second mailbox of the link. The two mailboxes utilize mailbox 2's greeting and messages are stored and retrieved from mailbox 2. The Message Waiting Indicator (MWI) associated with Mailbox 2 will light. Subscribers who enter mailbox 1 hear a prompt informing them that it is linked to Mailbox 2.



NOTE:

When the subscriber enters mailbox 1 the Suite 64 HD Voicemail announces: “Messages being sent to your mailbox are automatically copied to . . . (the system plays the linked-to mailbox subscriber’s name).”

Link Type 2: Direct Mailbox with Greeting - A Direct Mailbox with Greeting links one mailbox to another and directs all messages to the second mailbox of the link. This link is useful in providing two mailboxes each with a separate greeting, for input that will be directed to one mailbox. All messages are retrieved from the second mailbox with the Message Waiting Indicator (MWI) turning on at mailbox 2. Subscribers who enter mailbox 1 hear a prompt informing them that it is linked to mailbox 2.



NOTE:

When the subscriber enters mailbox 1 the Suite 64 HD Voicemail announces: "Messages being sent to your mailbox are automatically copied to . . . (the system plays the linked-to mailbox subscriber's name)."

Link Type 3: Supervisor's Link - This type links one mailbox to another and directs a copy of all messages sent to the first mailbox on to the second mailbox and lights the MWI for both mailboxes. When outside callers dial mailbox 1, they will hear the name and greeting for mailbox 1. And when a message is left, the message will go to mailbox 1, with a copy directed without comments to mailbox 2. The Message Waiting Indicator (MWI) associated with both mailboxes will light. If mailbox 1's subscriber deletes the message in mailbox 1, there will still be a new message waiting to be heard in mailbox 2.



NOTE:

When the subscriber enters mailbox 1 the Suite 64 HD Voicemail announces: "Messages being sent to your mailbox are automatically copied to . . . [the system plays the linked-to mailbox subscriber's name]."

Link Type 4: Overflow Link - This type links one mailbox to another so that when the first mailbox becomes full, new messages go the second mailbox.



NOTE:

*It is important to know that the maximum number of messages in any mailbox is the total number of new messages and future delivery messages. This total is the result of combining the **Max No Of Messages** field and the **Max Future Messages** field on the Class of Service Screen for the mailbox. When outside callers dial mailbox 1, they will hear the name and greeting for mailbox 1. If mailbox 1 is not full (as defined by the Max Number Of Messages in the Class of Service) and a message is sent, the message will go to mailbox 1 and the Message Waiting Indicator (MWI) associated with mailbox 1 will light. If mailbox 1 is full and a message is sent, the message will go to mailbox 2 and the Message Waiting Indicator (MWI) associated with mailbox 2 will light. When callers dial mailbox 2, they will hear the name and greeting for mailbox 2. And when a message is sent, the message will go to mailbox 2 and the Message Waiting Indicator (MWI) associated with mailbox 2 will light.*

Mailbox2 - Enter the destination mailbox number or system group number in this field. The fourth, untitled field, is for technicians' comments about the mailbox link.

4 Mailbox Programming

4.1 Mailbox Administration

The *Mailbox Administration Screen* is used to add, modify or delete individual subscribers' mailboxes. The screen has fields to assign a mailbox's *Type*, *Class of Service* and the *Owner Name* of the mailbox subscriber. The *Owner Name* is used by the Dial by Name directory feature. Both of the System Administrator Mailboxes are also set up using this screen.

Figure 4-1 Mailbox Administration Screen

```
Mailbox Administration
-----
Mailbox No ..... [0000200]
Extension ..... [200]
Class of Service [100]
Type ..... [OWNERZ]
Owner Name ..... [          ]
-----
Message Status . [New: 0 Old: 0 Sys: 0 MWI:OFF] MWI [200]
Comments ..... [          ]
-----
Active Greeting. [_]
New User Intro . [V]
OutCalls ..... [_]
On Zero GoTo ... [-]
Box Options ... [02]
Alt Extension .. [    ]
-----
Active Guests 1. [-]      2. [-]      3. [-]
                4. [-]      5. [-]      6. [-]
                7. [-]      8. [-]      9. [-]
-----
[F3]ClearScreen[F4]ClearField[F5]Save[F6]Del[F7]PgDn[F8]PgUp[F9]Prev[F10]Next
```



NOTE:

When a mailbox is first added using the keyboard, it is assigned the default password of 0000.

This default password is needed to access the mailbox for the first time. When Subscribers access their mailbox for the first time, the system takes them through a setup tutorial. During this tutorial, the mailbox subscriber is required to enter a new, different password. If the mailbox subscriber forgets the new password, the system administrator can reset the password using the System Administrator's mailbox functions.

WARNING!

It is not recommended to leave unused mailboxes active in the system with the default password of 0000. Unauthorized users may gain access to an unused mailbox and utilize it to gain entry into the system. It is good practice to delete all unused mailboxes.

Default Mailbox Programming

There are several mailboxes that have been pre-programmed into the system at the factory. They are:

500 General Delivery Mailbox

555 System Administrator Mailbox

900-906 System Control Mailboxes - **DO NOT DELETE OR MODIFY**

Adding Subscriber Mailboxes

It is always a good idea to coordinate with the customer and design the system plan before attempting to program the *Suite 64 HD Voicemail* system. The following information should be gathered from the customer before beginning to add mailboxes:

1. Determine the digit lengths for both the Mailbox and Extension numbers and make sure they are entered correctly in the Site Administration screen. These are usually the same length, but may be different.
2. List the Class of Service and Mailbox type that will be assigned to each subscriber mailbox.
3. List mailboxes where Multiple Message Waiting Indicators will need to be assigned.
4. List mailboxes where Outcall dialing will be required and the numbers that need to be dialed. Also check if they are home or beeper numbers.
5. List mailboxes that will require a dedicated “Dial Zero” option and record the destination number.
6. Decide which programmable options will be required for each mailbox.
7. Make a list of any special mailboxes that will be required; i.e. Question & Answer, Bulletin, Status, etc.

Field Descriptions

The following are fields on the *Mailbox Administration Screen*:

Mailbox No - This is the number the system will use to access this mailbox. The length of the mailbox number can be up to seven digits. Default length for the *Suite 64 HD Voicemail* system is three digits.

Existing mailbox numbers cannot be edited. The data for any mailbox, however, can be edited (see note above concerning mailboxes 900-905).

To add a new mailbox, press the **F3** key and enter "Y" when prompted "Clear Screen?" Enter the new mailbox number. If it has not yet been programmed, *Suite 64 HD Voicemail* will prompt "**Information Not Found. F1 for Closest. Enter To Continue.**" Press **Enter** to accept the new mailbox number and continue programming the mailbox. If you press **F1**, you will be sent to the closet mailbox to the number you entered.

Mailbox Range Programming:

To add a range of mailboxes, add the first new mailbox number of the range needed as above. After saving, press the key combination **F12**+A. *Suite 64 HD Voicemail* will prompt:

Input Range of Mailbox, [ICExxxxxxx-xxxxxxx]

Type **ICE** followed by the starting mailbox number, a dash (-), the ending mailbox number and then press the **Enter** key. Be sure not to add any spaces in the information being typed.

For example: enter [ICE000200-000299] to add mailboxes 200 through 299

The system will prompt you if you would like the program to allow you to add the mailbox names as they are added. Select **Y** if you wish to enter names now or **N** to enter them later.

Extension - This is the physical extension number associated with a specific mailbox that is dialed by the system when using the Automated Attendant transfer. If this mailbox is going to be assigned to take messages **ONLY** and there will be no physical extension, place a **MINUS** in this field. Do this with ALL Voice Menu mailboxes, Bulletin Board mailboxes and any other that will not transfer to a physical extension.

Class of Service -The number of the Class of Service that has been assigned to this mailbox. The Class of Service determines the individualized features and settings that a given mailbox will use. *Suite 64 HD Voicemail* comes with default COS 100, 400 and 700. COS 100 is for general subscriber mailboxes; COS 400 is for AMIS type mailboxes and COS 700 is for the system administrator.

Type - This field contains the mailbox type definition that has been assigned to this mailbox. The type definition determines how a mailbox will function and the task it is to perform.

The mailboxes in *Suite 64 HD Voicemail* can perform a myriad of special functions in addition to the routine tasks of transferring callers and taking messages. The following list describes each of the available mailbox types and how to set them up in system programming. Any special requirements are noted.

Example: A Question and Answer mailbox's function is to play pre-programmed questions and record callers answers.

The following table lists the available mailbox types with a brief description of the functionality provided:

Mailbox Type	Description
1	This is a subscriber mailbox that uses all normal system prompts
2	This is a subscriber mailbox that does not play system prompts, it just provides the tone to begin recording a message.
3	This is a subscriber mailbox that uses all normal system prompts and plays the recorded Company Name before the mailbox greeting.
4	This is a subscriber mailbox that plays the recorded Company Name followed by the mailbox greeting, but no system prompts are played, it just provides the tone to begin recording a message.
5	This is a subscriber mailbox that plays the mailbox greeting and the caller is given a choice of dialing one (1) to leave a message or zero (0) to reach the operator. If nothing is dialed, the caller automatically transfers to the operator as defined by the Mailbox ON ZERO GOTO field or if there is no entry there, the ON ZERO GOTO field in the Site Administration screen.
6	This is a mailbox where there are no greetings when accessed. All the caller will hear is a beep to begin recording.
11	Question and Answer mailbox that confirms a caller's answers by repeating the recorded answer capabilities. You may record up to 99 questions to be answered. See Notes 1 & 2 below.
12	Question and Answer mailbox that confirms a caller's answers without repeating the recorded answers. You may record up to 99 questions to be answered. See Notes 1 & 2 below.
13	Question and Answer mailbox that just present questions, records the callers' answers and then hangs up. You may record up to 99 questions to be answered. See Notes 1 & 2 below.
14	This mailbox plays a special greeting *** IN DEVELOPMENT ***

Mailbox Type	Description
15	CENTREX transfer mailbox. When accessed, transfers the caller to a number that has been pre-programmed in bin 01. The bin type must be 1. Enter the complete dialing string for the remote number in the <i>PHONE NUMBER</i> field. I.e. #50,,15165551212. (The #50 will be replaced by whatever code your Central Office has assigned to allow Centrex trunk transfers)
16	This type of mailbox does not record ANY messages. This type is used to transfer the caller to the programmed physical extension.
17	This type is used to program the intercom paging zone destinations in mailboxes 9400-9409. Enter the correct paging zone number in the <i>ALT-EXT</i> field. See Mailbox Options for additional information.
18	This type is assigned to UCD Announcement Mailboxes. You program the UCD group to go to the voice mail and send the ID digits for the UCD mailbox. Once the mailbox is accessed, the recorded greeting will play and then hang up. This provides status updates for callers that are holding in the UCD queue.
19	Hotel Guest mailbox - provides a limited number of functions for a hotel room guest - greeting and wake-up calls only
20	This is a listen only mailbox used to make announcements and hangup. You may record up to seven announcements that will play one after the other. The seven announcements are recorded as greetings 1 through 7.
21	This is a listen and reply mailbox used to ask questions and get a caller's response to the announcements. You may record up to seven announcements that will play one after the other. The seven announcements are recorded as greetings 1 through 7
22	This is a listen and transfer mailbox used to make an announcement to a caller and then automatically transfer them to the destination programmed in the <i>ON ZERO GOTO</i> field. You may record up to seven announcements that will play one after the other. The seven announcements are recorded as greetings 1 through 7.
23	This is a listen and reply mailbox used for order-entry types of applications. The caller is asked to provide specific information and when completed, the mailbox restarts itself to get another set of information from the same caller. Typically used for Order Entry type applications.
24	Check for a password and continues *** IN DEVELOPMENT ***
28	UCD Announcer - same as type 18 except no prompts are played
30	This type sends a caller to the entry point for subscribers. This type is used in conjunction with a Voice Menu box only. The default system mailbox for this feature is 900.

Mailbox Type	Description
31	This type sends a caller to the voice mail entry point for non-subscribers. This type is only used in conjunction with a Voice Menu box only. The default system mailbox for this feature is 901.
32	This type routes callers to the voice mail entry point to transfer the caller to an telephone extension. This type is used in conjunction with a Voice Menu box only. The default system mailbox for this feature is 902.
33	This type sends a caller to the entry point for the auto attendant Dial by Name directory function. This type is used in conjunction with a Voice Menu box only. The default system mailbox for this feature is 903.
34	*** FUTURE USE **
35	This type routes a caller to a specific mailbox. The DTMF digit used in the Voice Menu to reach a mailbox with this type is taken as the leading digit in the mailbox number. The system waits for the remaining digits to be dialed then routes the call directly to that mailbox. This type is used in conjunction with a Voice Menu box only. The default system mailbox for this feature is 902.
37	Special Transfer / Forwarding - *** IN DEVELOPMENT ***
40	This type provides a method to send callers to specific Voice Menu Mailboxes. When a caller is routed to this type of mailbox, they are immediately sent to the Voice Menu box that has been programmed in the <i>ALT EXTENSION</i> field. i.e. If 5 is entered in that field, when the mailbox is accessed, the caller will be sent to Voice Menu 5 Greeting 1.
50	Hotel Front Desk Operations. Allows a hotel desk attendant to reset a mailbox to default values when a guest checks out of the hotel.
55	This type activates the various system administrator functions. This mailbox type should only be given to the actual System Administrator boxes as defined in the Site Administration screen.
60	Technical Support Schedule Mailbox - *** IN DEVELOPMENT ***
63	Status Line Mailbox - 3 digits - see Addendum 6
64	Status Line Mailbox - 4 digits - see Addendum 6
65	Status Line Mailbox - 5 digits - see Addendum 6
66	Status Line Mailbox - 6 digits - see Addendum 6
67	Status Line Mailbox - 7 digits - see Addendum 6

Note 1 - When using any of the Q&A mailboxes, enter the number of questions that must be answered to make a call valid in Box Options Position 1. Acceptable entries are 1 - 9, 0 or blank.

Note 2 - When using Question & Answer mailbox types, you **MUST** make a separate Class of Service for these mailboxes. In this COS, you must enter a value of 01 or higher in the MAX

SILENCE IN MESSAGE field. If you do not do this, the first question will play and record the answer, but it will not proceed to the next question in the group.

Owner Name - Enter the last name and first name of the mailbox subscriber. It is important to spell the name properly since it will be used in the Dial by Name directory feature. Place an exclamation point (!) before the name if this subscriber does not want to be found when the Dial by Name feature is used.

Message Status - This field displays the volume of calls handled by this particular mailbox. The fields show:

- Number of new messages in the mailbox
- The number of old messages
- The number of system messages
- MWI marked as on or off

MWI - This field is where you program the extension number where the Message Waiting Indication needs to be left when there is a new message in the mailbox. If there is no corresponding physical extension for message waiting place a **MINUS** in the field.

Comments - Use this field to provide information about the particular mailbox. For example, in mailbox 555 the Comments field contains "System Manager Mailbox."

Active Greeting - This is a display field that indicates what greeting or name has been recorded in this mailbox.

The possible entries that may be displayed are:

- 1 -The mailbox greeting has been recorded
- 2 -The mailbox name has been recorded.
- 3 -The mailbox temporary greeting is active

This helps the System Administrator know what a caller hears for a given mailbox.

New User Intro - This field indicates whether this mailbox has been set up by the subscriber yet. There are two valid entries:

Y . . . indicates that the mailbox remains unused

N . . . indicates that the mailbox subscriber has used the tutorial, changed the password, and recorded his/her name and greeting.

The System Administrator may reactivate the new user tutorial at any time by entering a **Y** in this field. They may also set this option to **N** for an experienced user.

Outcalls - This field controls whether the mailbox subscriber is allowed to set up and use the outcall feature. Enter "Y" if outcalling is allowed. For security

reasons, you should not activate this feature unless it is needed by the Subscriber. The System Administrator cannot activate this feature through the System Administrator mailbox. It must be activated from the keyboard.

On Zero GoTo - This field is used to identify what action the system should take when the caller dials 0 while the mailbox greeting is being played. The allowable entries are:

- Blank** If this entry is blank the caller is sent to the System Operator as defined in the Site Administration screen
- M** The caller is sent to the mailbox number programmed to hear a greeting and possibly leave a message
- D** The caller is transferred to the extension number programmed and presented as a ringing call



NOTE:

This On Zero GoTo entry takes precedence over the On Zero GoTo in Site Administration.

Box Options - The box options field has ten positions that accept a single-digit value. Use the **Space** bar or **→** key to move through the ten positions:

[_ _ _ _ _ _ _ _ _ _]
1 2 3 4 5 6 7 8 9 10

The functions of each position and the allowable programming options are:

Position 1 - Mailbox Operation Mode

- 0 allows callers to transfer to the programmed extension. Subscriber must input their password when entering the mailbox.
- 1 sends callers directly to the mailbox to leave a message. Subscriber must input their password when entering the mailbox. Most commonly used when there is no physical extension associated with the mailbox.
- 2 allows subscriber to determine whether to answer a call at the extension or let the mailbox take a message. When this option is set, *Suite 64 HD Voicemail* will screen the call and notify the subscriber who is calling. Subscriber must input password when entering mailbox.
- 3 allows callers to transfer to the programmed extension. Password is not required to enter the mailbox.
- 4 sends callers directly to the mailbox to leave a message. Password is not required to enter the mailbox.
- 5 allows subscriber to determine whether to answer a call at the extension or let the mailbox take a message. This option has *Suite 64*

HD Voicemail screen the call and notify the subscriber who is calling. Password is not required to enter the mailbox.

- 9 allows subscriber to transfer messages from one mailbox to another by specifying the destination mailbox in the *Alt Extension* field (for Multi-Extension Mailbox applications).



NOTE:

6, 7 and 8 are not currently used.

To use options 2 and 5 above, the mailbox MUST be assigned a Class of Service with Call Screening activated or these options will not be functional. For example if Call Screening is not enabled, a 3 or 5 for Box Option Position 1 will operate the same as a 0 or 3 Box Option. Entry of options 3, 4 or 5 in Position 1 will allow the subscriber to access their mailbox via the voice mail key on their phone or by dialing the voice mail UCD group from their own phone without having to enter a password. This works for internal calls and ONLY during hours when no After Hours Mailbox has been assigned in Site Administration. This is to try and insure that the user is actually in the building during working hours.

Position 2 - Time and Date Stamp Options

- 0 no automatic time and date stamp available.
- 1 announces the time and date the message was left BEFORE the message has played to the subscriber.
- 2 announces the time and date the message was left AFTER the message has played to the subscriber.



NOTE:

Regardless of the above option settings, time and date stamp information is always available by pressing 5 at any time while listening to the message.

Position 3 - Secondary MWI Lamp Option

This option determines if an MWI indicator needs to be lit for two keysets sharing one mailbox.

- 1 tells the *Suite 64 HD Voicemail* to send MWI codes for both mailbox A and B when messages are left in mailbox B for the mailbox programmed in the *Alt Extension* field. See *Section 4- System Features* for further information.

Position 4 - [Not currently used]

Position 5 - Intercom Paging

This option position assigns the correct page zone when using the intercom paging feature of the *Suite 64 HD Voicemail* for this mailbox. The page zone is programmed in one of the paging mailboxes which range from 9400 to 9409. 9400 is assigned the default for All-Call paging. The other options are:

A – 9400 1 – 9401 2 – 9402 3 – 9403 4 – 9404
5 – 9405 6 – 9406 7 – 9407 8 – 9408 9 – 9409

Position 6 through 10 - [Not currently used]

Example Options Setup

A sample entry for Box Options could be: [5 2 _ _ 2 _ _ _ _]. With the options being set this way, the system would perform the following functions:

- 5 (Position 1) find out the caller's identity (make sure that *COS* field, Call Supervision is set to "4" for this to work) to give the subscriber the opportunity to accept the caller or send them to the mailbox to take a message. Additionally, when the subscriber enters his mailbox he would not be required to enter a password during hours that do not have an After Hours Mailbox assigned in Site Administration.
- 2 (Position 2) the mailbox would announce the time and date AFTER each message was played to the subscriber
- 2 (Position 5) the user would be paged over all keysets in paging group 2 when a call was ringing on their phone

Alt Extension - If a specialized mailbox type, for example Type 17 for paging, is specified, this field contains any digits required for these specialized functions to work. The mailbox with Type 17 would contain the page zone directory number to announce the call prior to *Suite 64 HD Voicemail* transferring the caller to the Subscriber's telephone.

In the sample entry for Box Options above, position 5 contains a "2" for intercom paging. The **Alt Extension** field in default mailbox 9402 must contain the directory number used to page this Subscriber in zone 2.

Another example would be if there was a mailbox on the *Suite 64 HD Voicemail* system connected to a mailbox on another system (Type 6 in Mailbox Bin Numbers Administration), then the destination mailbox is entered in the **Alt Extension** field.

Other specialized mailbox types are: Multi-Site Message Forwarding and Multi-Extension Mailbox Access. The field also is used to enter voice menus and mailbox numbers to light multiple message waiting indicators.

Active Guests - These fields are for informational purposes only, and do not require programming. These fields show the number of guest passwords a subscriber has activated in the mailbox. An "!" indicates an active guest is entered. A "-" indicates an inactive guest.

To review the Outcall programming for a specific mailbox, use either the **F3** key to clear the field and enter the specific mailbox number. Or, use the Previous (**F9**) and Next (**F10**) keys to move backward and forward through the mailboxes.

Field Descriptions

Mailbox: Schedule No. - Enter the mailbox number for this schedule in the **Mailbox** field. After the colon, enter **1** for a weekday schedule or **2** for a weekend schedule.

Outcall Status - Enter a **1** to activate the schedule. Enter a **0** to deactivate the schedule.

T - The type of message (all messages or priority messages only) which causes an outcall. Enter a **1** for all messages. Enter a **2** for priority messages only. If programming a wake-up schedule: **8** is for all days of the week or weekend and **9** is for that particular day.

Sender - This field defines whether an outcall is performed after a message is left based on who left the message. The sender can be subscribers in a particular group list, a specific mailbox number or any new message. Valid entries are: mailbox numbers, group list numbers or blank for any new messages left by internal or external callers.



NOTE:

Remember that if there is an entry in this field, the outcall will ONLY occur when the message received in the mailbox is from that sender.

Delay NM(Normal Messages) / PM(Priority Messages) - This field determines how long *Emerald ICE HD Voicemail* waits until it performs an outcall. Allowable entries are:

00 - for immediate outcall

01 - 09 to indicate hours to wait before activating the outcall

10 - 99 to indicate minutes.

Different values may be entered: for these two fields - i.e. NM=01 and PM=00 means that *Simplicity* will wait one hour to send an outcall notification for normal messages but will immediately send an outcall notification for Priority messages.

Call Time From/Until - The start and stop time during which an outcall will be attempted. Enter the time in 24-hour clock format (e.g., 2 p.m. is 14:00). This is entered for each of the schedules (1 and 2, Override and Wake-up). This allows users to receive pages only during the hours desired.

Bin Number/Bin Attempts - This field determines the number of times to attempt to reach a subscriber from a pre-defined bin. For the bin number, enter a number from 01 to 09. Then enter 1 - 9 to determine the number of attempts from that bin. At least one (1) attempt must be entered.

Override Status - This field is used both to indicate and to change the status of the override schedule. A one (1) in this field indicates the override schedule is on for this schedule. A zero (0) indicates that the override schedule is off.

5.2 Mailbox Bin Number Administration Screen

The *Mailbox Bin Numbers Administration Screen* is used to program the phone numbers used by mailboxes that are allowed to make Outcalls.

Figure 5-2 Mailbox Bin Number Administration Screen

Mailbox	Bin	Type	Phone Number
[0000201]	[01]	[3]	[,5551212
[0000202]	[00]	[_]	[_]
[0000203]	[00]	[_]	[_]
[0000204]	[00]	[_]	[_]
[0000205]	[00]	[_]	[_]
[0000206]	[00]	[_]	[_]
[0000207]	[00]	[_]	[_]
[0000208]	[00]	[_]	[_]
[0000209]	[00]	[_]	[_]
[0000210]	[00]	[_]	[_]
[0000211]	[00]	[_]	[_]
[0000212]	[00]	[_]	[_]
[0000213]	[00]	[_]	[_]
[0000214]	[00]	[_]	[_]
[0000215]	[00]	[_]	[_]

[F3]ClearScr [F4]ClearFld [F5]Save [F6]Del [F7]PgDn [F8]PgUp [Esc]Quit

There are four fields that need to be programmed for each bin number entry. Each time an entry is saved, *Suite 64 HD Voicemail* will numerically sort all the existing entries.

The mailbox bin screen uses a multi-page format. All bin entries for the same mailbox are listed together on these pages. *Suite 64 HD Voicemail* comes default with two pages of entries.

When this two-page limit has been reached, additional pages may be added by following these steps:

1. Press **F5** to save the second page
2. Press **F3** to clear the screen - this starts a new page of entries
3. Add additional bin entries as required

4. Press **F5** to save the additional entries

To move through the various pages, use the **F7-PgDn**, and **F8-PgUp** keys



NOTE:

You cannot add new pages by pressing the **F7-PgDn** key when the first two pages are full. You must first save page 2 by pressing **F5**, Y and then use the procedure above to add a new page.

Field Descriptions

The following are fields on the *Mailbox Bin Numbers Administration Screen*:

Mailbox - Enter the mailbox number that relates to this bin entry.

Bin - Enter the number to be programmed: **01 - 09** for standard bins, **91-99** for One-Touch dialing from a mailbox greeting.

Type - Enter the type of Outcall to be made using this telephone number. The valid entries are:

- 1 for an external number such as a cellular or home telephone
- 2 for internal extension number within the local phone system
- 3 for a beeper number
- 4 for an external connection to an answering machine
- 6 for Multi-Site Message Forwarding. When using Type 6, messages are not automatically deleted after a successful Outcall. The *Class of Service* fields *Keep Saved Messages* and *Auto Erase Notification* determine how long the message remains in the mailbox. If the Outcall is unsuccessful, the message remains as a new message in the mailbox. When the next system cleanup cycle is completed, the system will see a new message and will attempt the Outcall again following the schedule programming for that mailbox.



NOTE:

If Type 6 is used, the destination mailbox number must be programmed in the *Alt Extension* field found on the *Mailbox Administration* screen of the originating mailbox

- 7 used for bins **91-99** when assigning One-Touch dialing to an individual mailbox.

Phone Number - Enter the telephone number exactly as it is to be dialed. Use a comma (,) to program pauses in the dialing sequence. Each comma represents a one second delay in dialing. If a hookflash is required in the dialing sequence, insert an ampersand (&).



NOTE:

*If a mailbox has multiple entries, please save the entry and press **F3** to clear the screen before entering the next bin number's information. This will keep the system from modifying an existing entry.*

6 *Voice Menu Programming*

6.1 Voice Menu Boxes

The power of *Suite 64 HD Voicemail* call processing is controlled by the Voice Menu Box.

The programming for these boxes determine how a call is processed when received by *Suite 64 HD Voicemail*. When callers are routed to a Voice Menu Box, they hear a greeting based upon the day and time of day as programmed. While listening to the Voice Menu Box greeting, callers may select choices by pressing the DTMF keys on their telephone. These choices may send callers to a specific extension, a mailbox, or even to another Voice Menu Box for further processing.

You can even program destinations for callers that cannot dial DTMF: i.e. those callers with rotary dial telephones.

Voice Menu boxes can contain up to nine different greetings. Greetings 1 through 8 are programmable to allow for different time schedules and routing options.

Greeting Nine - A Special Case

The ninth greeting is a special OVERRIDE greeting. When greeting 9 is recorded in a Voice Menu Box, it plays **WHENEVER** that Voice Menu box is accessed, regardless of the time or day.

All menu options and destinations still function normally. Only the recorded greeting that plays for a given time/day schedule combination is overridden. Once greeting 9 has been recorded, the only way to return the system to normal operations is to ERASE greeting 9.

Since Holiday schedules can be pre-programmed, this greeting is usually used for emergency company closings as with severe weather conditions, etc.



NOTE:

Many service calls are caused by Greeting 9 being recorded but never erased after the need has passed. Any time it seems that your Voice Menu programming is correct, but the wrong greeting is playing, always check to see if greeting 9 has been recorded.

6.2

Voice Menu Operation Overview

The *Voice Menu Administration Screen* is where all of the voice menu programming occurs.

Figure 6-1 Voice Menu Administration Screen

Voice Menu Administration			
Voice Menu No	[0000001]	Greeting [1]	
Active Days & Time (From-To)	[23456_ & 09:00 - 17:00]		
Otherwise Continue	[C-0000001:2]	Data [_]	Forced Listen [_]
Comments [DAY GREETING FOR GENERAL CALLERS_____]			
<1>[M-902_____ : _]	<2>[M-902_____ : _]	<3>[M-902_____ : _]	
Data [_____]	Data [_____]	Data [_____]	
<4>[_ : _]	<5>[_ : _]	<6>[_ : _]	
Data [_____]	Data [_____]	Data [_____]	
<?>[_ : _]	<8>[_ : _]	<9>[M-903_____ : _]	
Data [_____]	Data [_____]	Data [_____]	
<x>[M-901_____ : _]	<0>[D-0_____ : _]	<#>[M-900_____ : _]	
Data [_____]	Data [_____]	Data [_____]	
Invalid Key [2][_ : _] Time Out [1][D-0_____ : _]			
Data Total [0]			
[F3]ClearScreen[F4]ClearField[F5]Save[F6]Del[F7]PgDn[F8]PgUp[F9]Prev[F10]Next			

In the shipped configuration with default programming, *Suite 64 HD Voicemail* has five Voice Menus programmed. These are:

- 1 - Voice Menu 1, Greeting 1 - Day Greeting
- 2 - Voice Menu 1, Greeting 2 - Night Greeting
- 3 - Voice Menu 81, Greeting 1 - Holiday Greeting #1
- 4 - Voice Menu 98, Greeting 1 - Fixed Mode - Day Greeting
- 5 - Voice Menu 99, Greeting 1 - Fixed Mode - Night Greeting

The system comes pre-programmed to use Voice Menu 1, Greeting 1 and Voice Menu 1, Greeting 2 as the Day and Night greetings respectively when it answers a call. These screens tell *Suite 64 HD Voicemail* which greeting to play based on the time of day. Occasionally, the System Administrator may need to change the system from day to night mode or night to day mode manually. This can be done by dialing into the System Administrator's mailbox. See *Section 3 -System Administrator Mailboxes* for more detailed information.



NOTE:

If the Suite 64 HD Voicemail's operation is changed from automatic to either of the two manual modes by the System Administrator, the Fixed Day and Fixed Night Voice Menus must be recorded with the appropriate greetings. If they are not, then the system follows the Voice Menu 1, greeting 1 and Voice Menu 1, greeting 2 programming.

6.3 Voice Menu Box Routing Issues

The Suite 64 HD Voicemail always defaults to greeting 1 of the specified Voice Menu - even if another greeting such as 2 - 8, has been programmed and recorded. If it is desired to send a caller to a specific greeting in the Voice Menu Box , specific programming is required. A mailbox must be set up in the system and defined in the *Type* field as a type 40 mailbox. The desired Voice Menu number is then entered in the *Alt Extension* field. The second step is to assign the second group of trunks to ring to an extension or library which forwards to this mailbox number.

CAUTION!

NEVER delete Voice Menu 1, Greeting 1. In most cases, the Suite 64 HD Voicemail looks for Voice Menu 1, Greeting 1 as a starting point for processing the caller. If the Suite 64 HD Voicemail does not find this greeting, the system will answer and then hang up on the caller.

Field Descriptions

The fields on the *Voice Menu Administration Screen* are as follows:

Voice Menu Number - This field contains the number of either a new or existing Voice Menu. To display or add a voice menu, press the **F3** key and enter "Y" when prompted "*Clear Screen?*" Enter the voice menu number. If it has not been programmed, the Suite 64 HD Voicemail will prompt "*Information Not Found. F1 For Closest. Enter To Continue.*" Press **Enter** to accept the new voice menu and continue programming. If the Voice Menu Box does exist, the screen will display the programmed data.

Greeting - This field contains the number of the greeting that this screen represents.

Active Days & Times - These fields determine when this screen and it's related greeting are active. In the **Active Days** field enter any combination of digits one through seven (one is Sunday, seven is Saturday) to designate the day(s) that this screen is valid. In the **Time** fields enter the start and stop time that this screen is valid. All times must be entered in 24-hour clock format. i.e. 1PM is entered as 13:00

Otherwise Continue - When a call is answered, this field tells the *Suite 64 HD Voicemail* where to look for the next greeting to be played when the active days and times for a screen don't match the current day and time. The allowable entries in the field before the dash are:

D. . . . for unsupervised(blind) transfers to a phone extension or library number

M. . . . to send a caller to a specific mailbox

C. . . . to route the caller to a Voice Menu. Entries allowable after the dash are **0000001 - 0000099** and **1 - 9** after the colon.

Examples:

- 1 If C-0000001:2 is the entry, the *Suite 64 HD Voicemail* sends the caller to Voice Menu 1, Greeting 2.
- 2 If D-25 is the entry, the caller is transferred to extension 25.
- 3 If M-0000031 is the entry, the caller is sent to mailbox 31 to leave a message.

Data - This field determines whether the voice menu will count each time a Voice Menu key is pressed. The totals may be used to provide reports to the System Administrator on how often a given menu choice is selected. In default programming, no counting is performed. An empty field is the default value. If "Y" is entered in the field, the mailbox will count the keystrokes.

Forced Listen - This field determines whether the caller must listen to all of the Voice Menu greeting before being able to dial any options. If a "Y" is entered in the field, the *Suite 64 HD Voicemail* will not act upon any DTMF digits before the greeting has completed playing.

Comments - This field is used to enter a detailed description of the Voice Menu. This is particularly important when the customer has a number of different Department menus for instance. When it is easy to determine a Voice Menu Box function, there is less chance of any programming errors.

DTMF Key Assignments

The fields in the center of the Voice Menu screen correspond with the keys on the telephone dial pad. Information programmed in these fields direct the *Suite 64 HD Voicemail* to perform certain actions when a specific key is pressed. In default programming the fields are programmed as follows:

Keys 1-8 are programmed with [M][0000902], which allows the caller to dial any mailbox number programmed into the system. This is the Automated Attendant mode.

Key 9 is programmed with [M] [0000903], which provides access to the Dial by Name directory functions.

Key # is programmed with [M][0000900], which provides access to the mailbox subscriber functions. If a caller dials # followed by a mailbox number i.e. #234, the *Suite 64 HD Voicemail* opens mailbox 234 in subscriber mode and asks for the user's password.

Key * is programmed with [M][0000901], which provides access to a mailbox for leaving a message. If a caller dials * followed by a mailbox number i.e. *234, the *Suite 64 HD Voicemail* will open mailbox 234, play the mailbox greeting and allow the caller to record a message to the subscriber.

Key 0 is programmed with [D][0], the Operator's extension number for times when a live Operator is present to process callers. At other times, such as night and when closed, you would enter [M][0000500], for example, to direct the caller to the After Hours Mailbox you desire. The caller may also be sent to any other destination of your choosing.

The above key assignments are just the default settings. Each field may also have any of the following choices assigned:

[M][xxxxxxx] - any valid mailbox number available in the system.

CAUTION!

Do not assign any Mailbox destination other than M-902 for digits that match the leading digit for your mailbox/PBX extension numbering plan. If you do, the Automated Attendant feature will not function. This does not apply to D or C destinations.

[D][xxxxxxx] - any valid telephone extension number in the PBX. This is a BLIND (unsupervised) transfer.

[C][xxxxxxx] [x] - any valid Voice Menu Box and greeting number (used for menu tree structures).

Invalid Key - This field defines the maximum number of times a caller may dial an invalid key and the action the *Suite 64 HD Voicemail* takes after that maximum number is reached. Allowable entries are one through nine. An Invalid Key is any key on the Voice Menu screen that does not have a valid destination programmed (blank field). Once the specified number of tries is met, the *Suite 64 HD Voicemail* will perform the action programmed in the fields next to Invalid Key. If the field is left blank, the *Suite 64 HD Voicemail* will play a “goodbye” message and hang up. The fields may contain a mailbox number, extension number or Voice Menu number to further process the call.

Time Out - This field defines the maximum number of times a caller is to be “looped” through this particular greeting before the *Suite 64 HD Voicemail* activates the programmed Time-Out option. Allowable entries are one through nine. For example, if a two is entered in this field, the Voice Menu box will play the greeting and wait for the caller to press a key. If no action is taken, the Voice Menu Box will then play the greeting again. If no action is taken for a second time, the *Suite 64 HD Voicemail* will then proceed to follow the Time-Out option programming. If the fields are left blank, the *Suite 64 HD Voicemail* will play a simple “goodbye” prompt and hang up. The fields can contain a mailbox, extension number or Voice Menu number to further process the call. This option is very useful for routing rotary telephone callers who are unable to send DTMF digits to a help desk.



NOTE:

*Never program the same Voice Menu Box and Greeting Number screen you are currently in as the Time-Out destination for that screen. If you do, and the caller does not make a valid choice, the port will continuously cycle through the Voice Menu Box greeting and be unavailable for any new incoming calls. If this happens, the port will have to be stopped manually by pressing **F10**, followed by the affected port number. If you need to have a greeting repeated to the caller if they do not select a choice, increase the number in the T.O. option as required for your application.*

Data Total - This field displays the total number of times that all keys in the Voice Menu Box were pressed. This total includes all Invalid Keys and Time Out actions.

Single Digit Dialing

There may be an installation requirement where it is desired to have a series of options to select different departments or specific people when a single digit is pressed. This same digit, however may also be the first digit of the PBX system's extension numbering plan. the *Suite 64 HD Voicemail* can handle this situation with ease.

Programming Example: the system extensions are in the 1xx, 2xx and 3xx ranges. The customer also wants to have a menu that will let a caller press **1** for Accounting, **2** for Administration and **3** for Technical Support. The desired routing needs to be:

Accounting goes to Voice Menu 2

Administration goes to Extension 325

Tech Support goes to Voice Menu 5

Once pressing the desired digit, the Caller will be routed to the correct Voice Menu with further destinations to choose from. This scenario is programmed in Voice Menu 1 digit fields as follows:

(1)-[C-0000002:1]	(2)-[D-325____:.]	(3)-[C-0000005:1]
(4)-[M-902____:.]	(5)-[M-902____:.]	(6)-[M-902____:.]
(7)-[M-902____:.]	(8)-[M-902____:.]	(9)-[M-903____:.]
(*)-[M-901____:.]	(0)-[D-0____:.]	(#)-[M-900____:.]

When a caller presses **1**, **2**, or **3** the system will wait to see if any more digits are dialed. If they are, the system will then transfer the Caller to the desired extension number. If no further digits are entered, the system will then send the Caller to the programmed destination.

When a Caller presses **4**, **5**, **6**, **7** or **8** the system accepts all digits that are dialed and then transfers the Caller to the desired extension number.

When a Caller presses **9** they will be sent to the Dial-by-Name function.

When a Caller presses ***** they will be asked to enter the mailbox number they wish to leave a message in directly without transferring to the extension.

When a Caller presses **0** they will be transferred to the programmed destination.

When a Caller presses # the system will ask them to enter their mailbox number and password to enter their mailbox.

D - Dialing Destination Format

When using the D option for single digit dialing to an extension, you must NEVER put in leading zeros before the extension number.

If you do, when a caller presses the single digit, the *Suite 64 HD Voicemail* system will start the transfer sequence and begin dialing the digits in the field. If the field has leading zero (0) digits, when callers press that key, they will be transferred to the Operator, not the desired extension number.

Examples:

INCORRECT: [D][0000324] - dials 0 when the Voice Menu key is pressed.

CORRECT: [D][324___] - dials 324 when the Voice Menu key is pressed.

When programming the *Suite 64 HD Voicemail*, remember that the program will always fill in leading zeros if and when they are required. This is true for all the programming fields throughout the system.

6.6

Linking Voice Menu Boxes for Complex Menu Systems

Since other Voice Menu Box numbers are valid destinations for DTMF key presses, it is very simple to set up a sophisticated menu system. All you have to do is design your flow of choices, make the required Voice Menu boxes and then record the appropriate greetings. There is no practical limit to the number of choices you can make by going from Voice Menu Box to Voice Menu Box.

Recording Voice Menu Greetings

Perform the following steps to record a Voice Menu Box greeting:

1. Dial into the *Suite 64 HD Voicemail* and enter the System Administrator's mailbox (i.e. After the system answers, dial **#555** and then input the correct password [default: **0000**])
2. At the System Administrator menu, press 1 for Voice Menu greetings
3. You will now be prompted to enter the Voice Menu Box number. Voice Menu box numbers start at 01 in a 2-digit system numbering plan, and 001 in a 3-digit numbering plan. Enter the correct number and press the **#** key



NOTE:

If you are recording a Holiday Voice Menu box such as 81, the proper entry would be 81 in a two-digit system and 081 in a three digit system

4. Once you enter the desired mailbox number, you will be prompted:

Greetings:

"To listen press one."

"To record press two."

"To erase press three."

"Press two to record your greeting."

5. You will now be prompted to enter a valid greeting number from 1-9. These correspond to the programmed Voice Menu screens from 1-8 and the override greeting 9.



NOTE:

If greeting number 9 is recorded, it remains active until it is erased. No matter what time or day it is, this greeting will be the one that will play. Once greeting 9 is erased, the programmed greetings will function again.

6. The system will prompt you to begin recording and to press **#** when you are finished

7. After you confirm the recording by pressing **#**, you will be returned to step 4 to perform any other recording functions that you may need to do. It is recommended that you now listen to your new greeting to verify that it has been recorded properly by pressing **1** followed by the greeting number.
8. Once you have finished working with the recordings, press ***+** three times until you exit the system
9. Test the various operation modes to ensure the proper greetings are playing as required.

**Figure 6-2 Incoming
Call Flow Diagram**

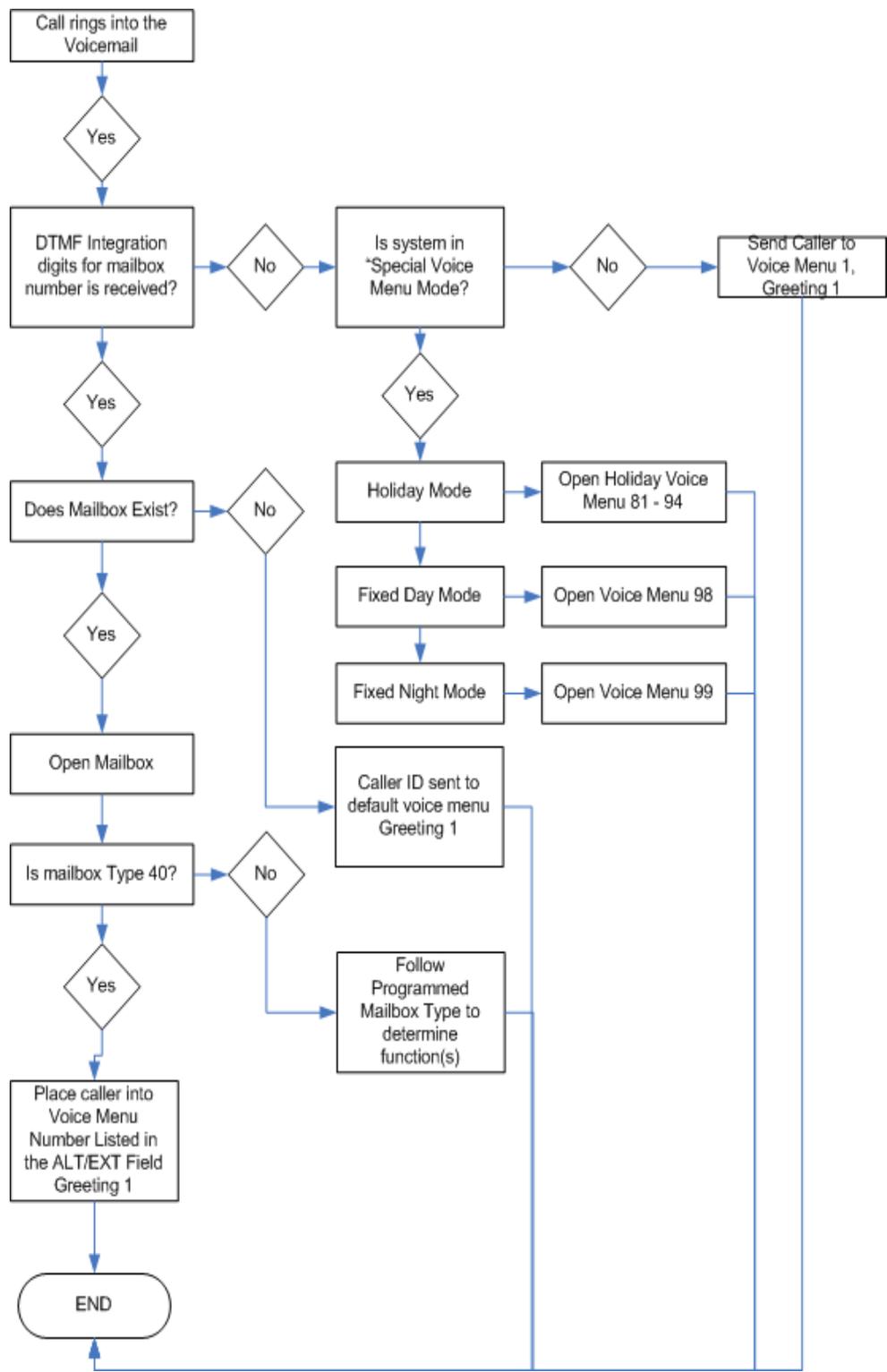
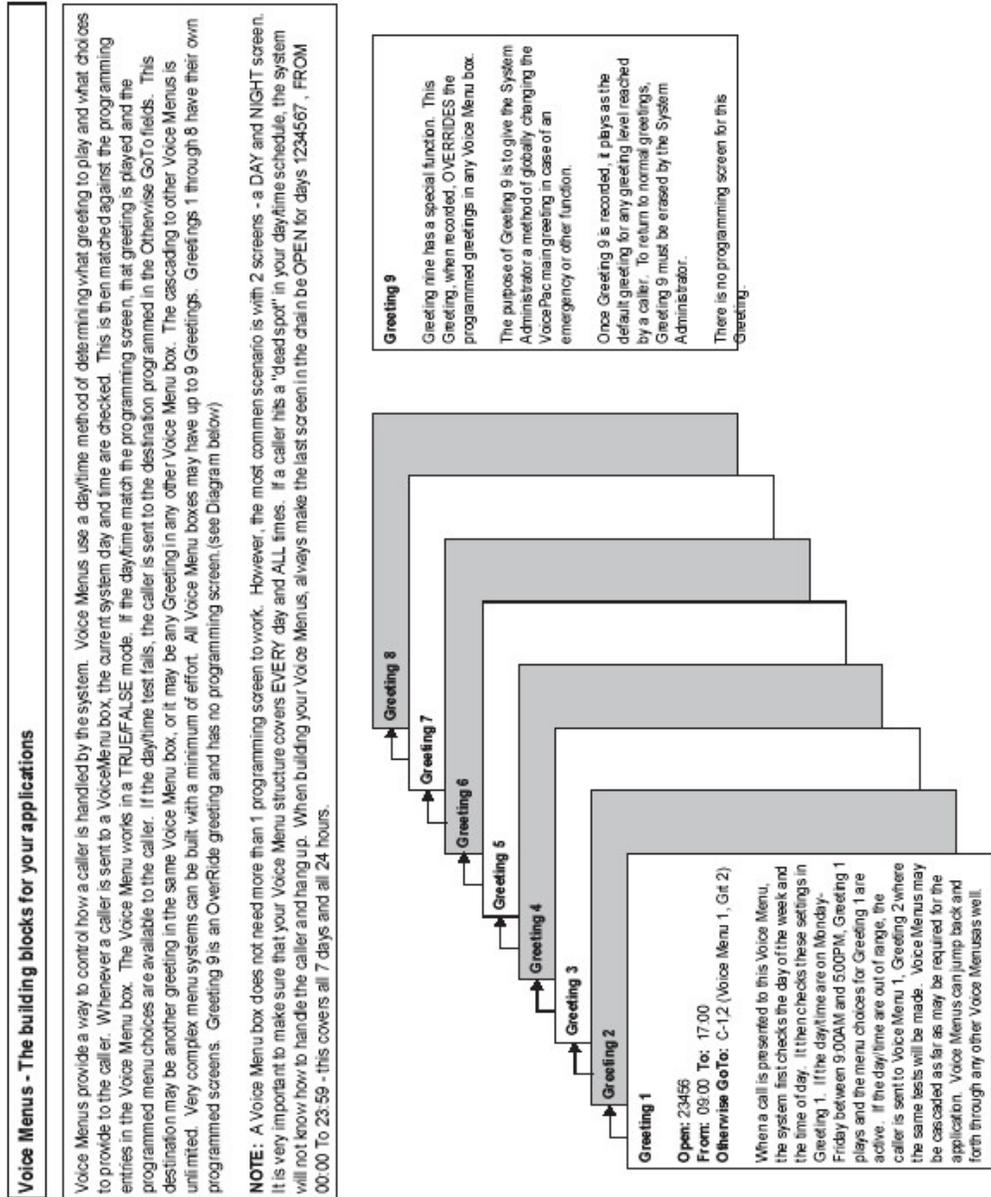
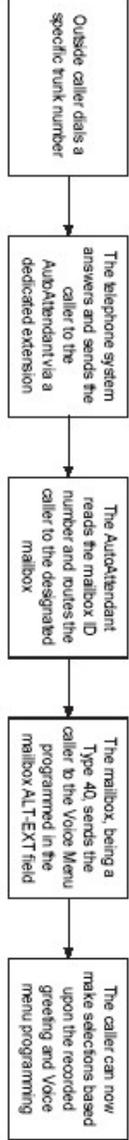


Figure 6-3 Voice Menu Operations



VOICE MENU APPLICATIONS - Call Routing via Mailbox Identification
 The system can be programmed to direct callers to any number of Voice Menu Destinations by using the Mailbox ID information from a forwarded call. The mailbox is a special type, 40 - which is programmed to a specific Voice Menu box. This Voice Menu box then provides the ability for a caller to interact with the system. The most common use for this feature is to provide tenant services via dedicated lines so that more than one Company may share a common voice mail system. The dedicated number is programmed to ring to a specific extension number, which has Forward All Calls set to go to the Voice Mail system. The diagrams below illustrate how such a call is routed through the system.

OVERVIEW



SETUP PROGRAMMING

Example: Tenant 2 has been assigned Voice Menu 4. The PABX will route all outside calls for Tenant 2 to extension 400, which has been programmed to forward all calls to the voice mail system. Mailbox 400 has been programmed to route callers to Voice Menu 4.

CALL PROCESSING

Illustrates the call flow from answering by the PABX through the final destination selected by the caller

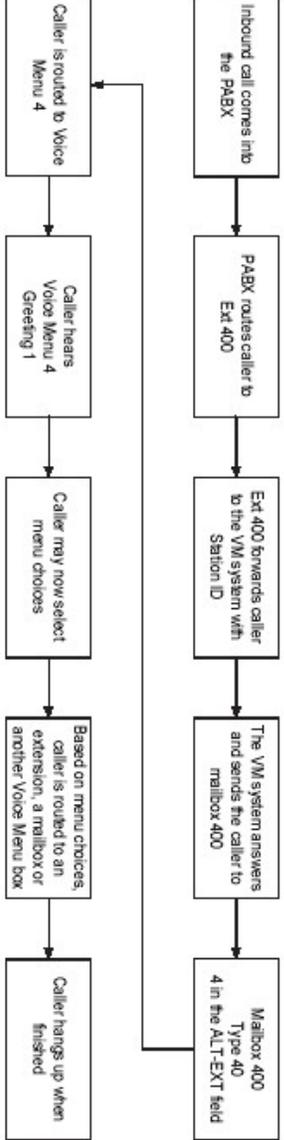


Figure 6-4 Voice Menu Tenant Operations

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2 Class of Service Administration

2.1 Mailbox Class of Service Administration Screen

The Suite 64 HD Voicemail allows you to establish multiple Classes of Service (COS). Each mailbox in the system is assigned a Class of Service. The COS controls access to various features and system resources in addition to certain system settings.

The *Mailbox Class of Service Administration Screen* is used to program the various COS features.

Figure 2-1 **Mailbox Class of Service Administration Screen**

Mailbox Class of Service Administration			
Number.....	[100]	Title.....	[REGULAR VOICE MAIL <FIFO>_]
Max No Of Messages.....	[0060]	Max Message Length.....	[0180]
Max Silence In Message....	[00]	Min Message Length.....	[04]
Max Greeting Length.....	[090]	Future Messages Delivery.....	[060]
Max Future Messages.....	[0020]	Message Scroll 1,FIFO 2,LIFO...	[1]
Max No Of Guests.....	[2]	Keep Saved Messages.....	[015]
Keep New Messages.....	[030]		
Auto Erased:Notification...	[Y]	Auto Erased: Days in Advance...	[7]
Non-Receipt Alert.....	[01]		
End Of Recording Alert....	[30]		
Call Supervision.....	[4]		
MWI Option.....	[3]		
-[F3]ClearScreen[F4]ClearField[F5]Save[F6]Del[F7]PgDn[F8]PgUp[F9]Prev[F10]Next-			

The Suite 64 HD Voicemail is supplied with five default COS numbers:

- COS 100 is used for general subscriber mailboxes with FIFO message replay
- COS 101 is used for linking mailboxes
- COS 103 is used for Question and Answer mailboxes
- COS 150 is used audio paging

- COS 700 is used for administrative purposes

Class of Service Operations

To add a new Class of Service, follow these instructions:

1. From the programming menu, press **3** for Class of Service.
2. Press **F3** and enter "Y" when prompted "*Clear Screen?*"
3. Enter the new Class of Service number. If it has not been programmed, *The Suite 64 HD Voicemail* will prompt "**Information Not Found. F1 For Closest. Enter To Continue.**"
4. Press **Enter** to accept the new Class of Service number.
5. Enter the desired values into the screen fields.
6. Press **F5** to save the new COS information.

To modify an existing Class of Service, follow these instructions:

1. From the programming menu, press **3** for Class of Service.
2. Press **F3** and enter "Y" when prompted "*Clear Screen?*"
3. Enter the desired Class of Service number.
4. Modify the desired values in the screen fields.
5. Press **F5** to save the modified COS information.

To delete an existing Class of Service, follow these instructions:

1. From the programming menu, press **3** for Class of Service
2. Press **F3** and enter "Y" when prompted "*Clear Screen?*"
3. Enter the desired Class of Service number
4. Press **F6** to delete the currently displayed COS information. You will be asked for confirmation before the deletion is actually performed.

Field Descriptions

In most fields, the number of spaces determines the length of valid entries. For example: the **Max Message Length** field has four spaces, so the maximum time length could be set for up 9999 seconds.

Number - This is the number used to refer to this Class of Service as defined on the screen. The number must be three digits that can range from 001 to 999. To making programming easier, set up the smallest number of classes of service necessary for your particular installation.

Title - Each COS should have a descriptive name assigned to it for easy reference by the System Administrator. The name may be up to 34 characters in length and should be be unique.

Max Number of Messages - This is the maximum number of messages that a given mailbox is allowed to store at any given time. Each Class of Service can be programmed for up to a maximum of 9999 messages. The default entry is 60 for COS number 100. The default maximum number of messages for COS 700 is 10. The higher this value, the faster that the available voice storage space is consumed if people save a lot of messages.

Max Message Length - This entry defines the maximum length for each message left in a mailbox with this COS. A message must be at least as long as the Minimum Length entry and may be up to 9999 seconds long. The value for this field is entered in seconds. The range for this parameter is 0000 to 9999 seconds.

Max Silence In Message - While recording a message, the system listens for silent periods. If silence is detected for the period of time programmed in this field, it assumes the message has ended and then saves the current recording. This field should be left programmed at 00 seconds for all Classes of Service in the SFC. The range for this entry is 00 to 99 seconds.



NOTE:

When using Q&A mailboxes, you must assign a different Class of Service that contains a value of 01 or higher in this field. If you do not, the Q&A mailbox will not advance through the programmed questions.

Min Message Length - The recorded length of a message must be at least as long as this value before it is considered to be a valid message. This value is entered in seconds. Messages that are shorter than this value will not be saved. The default length is 04 seconds for COS 100. The range for this entry is 00 to 99 seconds.

Max Greeting Length - This entry determines the maximum allowable length of mailbox greetings. The range for this field can be from 15 to 999 seconds. It applies to both the mailbox and temporary greetings. The value is entered in seconds. The range for this entry is 000 to 999 seconds.

Future Messages Delivery - Future Messages Delivery is a feature that permits a subscriber to record a message and then have the system deliver the message sometime in the future. This parameter provides a limitation on how far in advance a subscriber can send a message. This value is entered in days. The range for this entry is 000 to 999 days.

Max Future Messages - This field limits the number of messages a subscriber can have marked for Future Messages Delivery. The range for this entry is 000 to 999 messages.

Message Scroll - 1,FIFO 2,LIFO This value is used to change the order in which a subscriber hears messages. The allowable values are:

1. The message playback is first in, first out.
2. The latest message delivered to a mailbox is the first message heard, and messages play in the reverse order from their entry in the mailbox.

Max No Of Guests - This parameter limits the number of guest mailboxes a subscriber can set up for use by other persons. The subscriber can have up to a total of nine Guest mailboxes:

Guest mailbox 1 is a mailbox that has secretary privileges only - it can only play the date and time stamp information of messages contained in the subscriber's mailbox. The secretary mailbox cannot play the actual messages in the subscriber's mailbox, and cannot receive or send messages.

Guest mailboxes 2 to 9 are reserved for use by guests.

Silent Monitor Record Len - When using the Silent Record feature, this is the maximum amount of time that a recording can be made. Once this time limit has been reached, the Recording LED will go out to show that recording has stopped and saved as a mailbox message. You may press the Record button again to start a new recording session on the same call. Each session will be stored as a unique message. If there are users that require longer recording periods, it would be advisable to make a new Class of Service for these users. The range for this entry is 000 to 999 minutes. You must have at least 001 minutes entered in order for the feature to activate. If the entry is 000, the Recording LED will not come on since the feature has not been activated.

Keep New Messages - This entry is used to limit the number of days that a subscriber can keep any new messages without listening to them. If a new message is not reviewed before the specified number of days expire, it will automatically be erased. This value is entered in days. The range for this entry is 000 to 999 days.

Keep Saved Messages - This entry limits the number of days that a subscriber can keep any saved messages. If a saved message is not reviewed before the specified number of days expire, it will automatically be erased. This value is entered in days. The range for this entry is 000 to 999 days.

Auto Erased: Notification - This entry determines whether a notice is sent to a subscriber's mailbox by the system when a new or saved message is about to be automatically erased. This option requires a "Y" (yes) for the notification to be sent or "N" (no) for no notification.

Auto Erased: Days in Advance - This parameter is used in conjunction with the previous parameter - Auto Erased: Notification. If the previous parameter is set to "Y", the value entered here specifies the number of days before the scheduled erase date that a "message to be erased" notification is sent to the subscriber. The range for this entry is 1-9.

Non-Receipt Alert - One of the several delivery options available to mailbox subscribers when sending a message is “non-receipt alert.” When a message is sent marked with this option, the value entered in this field specifies the number of days the system waits for the destination mailbox to listen to the message before placing a notification of non-receipt of the message in the sending subscriber’s mailbox. The range for this entry is 00 to 99.

End of Recording Alert - Whenever the mailbox is recording a message, the system alerts the person making the recording when the end of the allowed recording time is near. This alert is a short beep. The value programmed in this field determines how long before the end of the recording time (set in Max Message Length above) the system alerts the user. This value is entered in seconds. The range of this entry is 00 to 99 seconds and cannot be longer than the value set in Max Message Length above.



NOTE:

The Suite 64 HD Voicemail system announces to a caller that there are 30 seconds left to record. Even though the value can be changed here, the recorded prompt does not change from 30 seconds to the value entered in this field.

Call Supervision - This option determines how a mailbox that is assigned this COS handles a caller that needs to be transferred to a telephone. There are four options available. The valid options are:

1. **Blind/Unsupervised Transfer** - *The Suite 64 HD Voicemail* initiates the transfer to the telephone set and then releases the port for another call
2. **Partial Supervision** - *The Suite 64 HD Voicemail* initiates the transfer to the telephone, but waits to hear the call progress return tones. If BUSY tone is returned, the system immediately retrieves the caller and places them in the mailbox to take a message. If RINGBACK tone is heard, the voice mail system releases the caller to the telephone system and releases the port for another call.
3. **Complete / Full Supervision** - *The Suite 64 HD Voicemail* initiates the transfer to the telephone, and then waits for both ringback tone and answer supervision signals before completing the transfer of the caller.
4. **Call Screening** - *The Suite 64 HD Voicemail* first asks the caller to record their name and then initiates the transfer. When the subscriber answers the call, he is played the recorded name and given the opportunity to accept the call or refuse it, which then sends the outside caller to the mailbox to leave a message.



NOTE:

For a mailbox user with this COS to be able to set these options by phone, you must enter a 1 in the User Controlled Transfers field.

MWI Option - This parameter effects how Message Waiting Indication signals are sent to the *The Suite 64* system for processing a MWI indicator on a given telephone set. The default value from the factory is set to 3. It is recommended to use this setting. The allowable entry values are listed below. The **NEW** description represents the MWI action taken when a new message is left in the mailbox. The **CHECK** description represents the MWI action taken when a user enters their mailbox to check their messages.

- 1 **NEW** - only the first new message received in the mailbox will cause the MWI ON code to be sent to the *Suite 64* system.

CHECK - the MWI OFF code will not be sent to the *Suite 64* until ALL new messages have been either saved or erased.

- 2 **NEW** - every new message will send the MWI ON code to the *Suite 64* system.

CHECK - The MWI OFF code will be sent to the *Suite 64* as soon as the user enters a valid password and then presses **1** to listen to their messages.

- 3 **NEW** - every new message received in the mailbox will cause the MWI ON code to be sent to the *Suite 64* .

CHECK - the MWI OFF code will not be sent to the *Suite 64* until ALL new messages have been either saved or erased.

- 4 **NEW** - only the first new message received in the mailbox will cause the MWI ON code to be sent to the *Suite 64* system.

CHECK - the MWI OFF code will be sent to the *Suite 64* as soon as the user enters a valid password and presses **1** to listen to their messages.

- 5 **NEW** - every new message received in the mailbox will cause the MWI ON code to be sent to the *Suite 64*.

CHECK - the system will check the mailbox status after every *New*, *Save*, or *Delete* action is made by the user and will send the correct MWI action code as required.



NOTE:

This option will increase the MWI activities in a busy system. When using this setting, allocate more than one port for MWI call-outs.

3 *System Administrator Mailboxes*

3.1 Introduction

General Information

The System Administrator mailbox in *Suite 64 HD Voicemail* is dedicated to the System Administrator's needs and functions. It can be used to send broadcast announcements, set various features and perform various system maintenance functions. It has full voice mail capability and can send or receive normal subscriber messages as well. In *Suite 64 HD Voicemail*, two separate System Administrator mailboxes are available. This permits a second person to access the administrative features when one person is out of the office, or otherwise unavailable.

Using the System Administrator's mailbox, there are options to:

- Record any of the Voice Menu greetings.
- Create or delete a broadcast announcement.
- Add or delete mailboxes.
- Reset any mailbox password.
- Record greetings for any mailbox in the system.
- Reset message waiting indicators (MWI).
- Manage system group distribution lists.
- Set the system date and time.
- Change the system operating mode.
- Record the company name.
- Perform system shutdown procedures.

Before Beginning

The *Suite 64 HD Voicemail* default settings for the System Administrator's mailbox are as follows: the default mailbox number is 555. The default password is 1234.

The System Administrator should be familiar with standard dialing procedures and features such as using the  key as a recording or number terminator, etc.

Since the System Administrator can perform functions that can affect overall system operation, the person assigned these responsibilities should be thoroughly trained in how they operate. It goes without saying that the person should be carefully chosen.

Accessing the System Administrator's Mailbox

A System Administrator's mailbox is accessed in the same manner as a subscriber mailbox.

System Administrator functions are as easy to use as standard subscriber features. Upon entering a System Administrator mailbox, *Suite 64 HD Voicemail* prompts the administrator for individual choices.

To access the System Administrator's mailbox:

1. Dial the *Suite 64 HD Voicemail* access number.
2. At the system greeting, dial  followed by the Administrator's mailbox number.
3. Dial the mailbox password (the default is 1234).



NOTE:

*If a voice mail key is programmed, press * to access the main menu and then press # followed by the administrator's mailbox number (the default is 555)*

4. The Main Menu for System Administration now plays.
5. Press  to exit the system when done.

Voice Menu Greetings

Using Voice Menus, *Suite 64 HD Voicemail* can be programmed to answer a call, play a greeting (providing a listing of choices to dial) and then wait for the caller to press a digit. The caller uses the dial pad of a DTMF keyset to select a destination. Based on the digit(s) the caller presses the Voice Menu routes the caller to the appropriate destination. Voice Menus can be programmed to route calls even if the caller does not press a digit.

Voice Menu Greeting Functions

In the default configuration there are five voice menus programmed. They are:

1. Voice Menu 1, 1 which is the Day greeting.
2. Voice Menu 1, 2 which is the Night greeting.
3. Voice Menu 81-90 are the Holiday greetings.
4. Voice Menu 98, 1 which is the Fixed Mode Day greeting.
5. Voice Menu 99, 1 which is the Fixed Mode Night greeting.

The system greeting for Voice Menu 1 is the first announcement played to outside callers when they reach a port on the system. Depending on the time of day, callers may hear Voice Menu 1,1 or Voice Menu 1,2. Callers might dial the system's access number directly or they might be forwarded when the dialed extension is busy or unanswered.

If you are using Fixed Mode operation, the appropriate Voice Menu 98, 1 and 98, 2 greetings must be recorded or *Suite 64 HD Voicemail* will follow programming for Voice Menu 1,1. Remember that with integrated systems, callers directed to a mailbox in the system will hear the subscriber's mailbox (personal) greeting.

The *Suite 64 HD Voicemail* system comes with the following standard system greeting, that is voice menu 1, greeting 1: "You have reached *Suite 64 HD Voicemail*. Enter the extension number of the person you are calling. To reach an operator, press 0."

The System Administrator has the option of recording up to eight programmable and one emergency greeting for each time of the day to provide callers with specific information and instructions.



NOTE:

The System Administrator must program the days and times that the various greetings are played via the Voice Menu Administration screen on the programming terminal. See Section 5 - Outcall Administration for more detailed information.

The System Administrator customizes system sign-on greetings to meet each organization's needs. When the System Administrator records a customized greeting, it should remind subscribers to dial # to identify themselves to the system as subscribers. This is important for new subscribers who can get confused and end up leaving unintended messages for others rather than entering their own mailboxes.

Outside callers who have never encountered a voice message system should be given clear instructions on what to do when they reach the system. Since mailbox numbers are generally the same as the extension numbers, callers can leave a message in the correct mailbox by just dialing a * before the extension number of their intended party. By customizing the system greeting, explicit directions can be given to the outside caller. For example, “If you know your party’s extension number, please dial it now, or dial zero for the operator. If you are a subscriber press pound”.



NOTE:

By keeping the instructions clear and simple, callers will not feel overwhelmed and will actually use the system better.

Working with Voice Menu Greetings

The System Administrator can listen to (or play) Voice Menu greetings at any time, and any of the Voice Menu greetings can be recorded or deleted at any time. The Voice Menu greeting can be customized to meet the organization’s needs by recording new greetings as required. Follow the steps below to listen to, record, or delete Voice Menu mailbox greetings:

1. Dial the *Suite 64 HD Voicemail* system access number.
2. Dial # followed by the System Administrator’s mailbox number at the system greeting.
3. Dial the mailbox password. The Main Menu for System Administration now plays.



NOTE:

*If a voice mail key is programmed, when the system answers, press * to access the main menu and then press # followed by the administrator’s mailbox number and password.*

4. Dial 1 for Voice Menu Greetings.
5. Enter Voice Menu Box Number. This entry is the Voice Menu number and must be at least two digits. Example: Voice Menu 1 would be 01. The maximum number of digits that may be entered is seven.

Once you have entered the Voice Menu number, there are three available choices:

Dial 1 to review – then the greeting number (1-9). The selected greeting is played. Greeting 9 is the Override Greeting. If it is recorded, then Voice Menu Greetings 1 - 8 are not used. *Suite 64 HD Voicemail* follows the programming for Voice Menu 1, greeting 1 after Greeting 9 has played.

Dial 2 to record – then the desired greeting number (1-9). When you are done recording, press # to save the recording.

Dial 3 to delete – then the desired greeting number (1-9). The selected greeting is deleted after receiving confirmation by the Administrator.

- When finished, press  one time to go back to step 4 – the Greetings Submenu or press  two times to return to the System Administrator Main Menu or press  three times to exit the system completely.

Broadcast Announcements

Broadcast announcements are recorded by the System Administrator and sent to every subscriber on the system. Unlike regular messages, a broadcast announcement is not delivered to the subscriber's new message queue. Instead, it plays automatically, immediately after subscribers enter their access codes.

Subscribers cannot save broadcast announcements nor can they skip listening to them. The announcement can be replayed after subscribers have heard the complete announcement, but subscribers must delete the broadcast announcement in order to get into their mailbox's Main Menu.

Since a broadcast announcement is not delivered into a subscriber's new message queue, it does not reduce the total number of messages that a mailbox can accommodate. Also, a broadcast announcement does not light the message waiting indicator (MWI) lamp on subscriber telephones.



NOTE:

Broadcast announcements appear in new subscriber mailboxes, even when the subscriber mailbox is added after the broadcast announcement was sent.

Only one broadcast announcement can be active at a time. The System Administrator can activate/ deactivate broadcast messages. Since broadcast announcements cannot be interrupted or skipped by subscribers, they should be used sparingly. In many instances, a large group distribution list may be a better method for sending such an announcement.

Working with Broadcast Announcements

The system can only have one broadcast announcement active at any time. To listen to the active broadcast announcement, to record a new broadcast announcement, or to delete an outdated broadcast announcement, follow the steps below.

- From the System Administrator's Main Menu, dial  for Broadcast Announcements. Dial one of the following:

Dial  to review a broadcast announcement. The broadcast announcement is played.

Dial  to record a new broadcast announcement.

2. Dial  to end recording. Dial  again to accept the announcement. An existing broadcast announcement is automatically deleted when a new one is recorded. The announcement is sent after it is accepted.
3. Dial  to delete a broadcast announcement. A broadcast announcement should be deleted when the information becomes outdated.
4. When finished with an announcement, press  one time to return to the System Administrator Menu or press  two times to exit the system completely.

Mailbox Administration

Mailbox administration functions can be accessed using the keyboard and monitor along with the appropriate programming screens on the system. However, for convenience, a number of functions can be performed using the System Administrator Mailbox. These include:

1. Resetting a forgotten mailbox password to a new temporary password. The only way to reset a mailbox password is by using the System Administrator mailbox.
2. Adding and deleting mailboxes. You may need to use [Figure 4-1: Mailbox Administration Screen](#) to enter any additional information, like the mailbox user's name.
3. Recording mailbox greetings, including Voice Menu greetings and Survey question counts.
4. Resetting Message Waiting Indicators (MWI).

Resetting a Mailbox Password

If subscribers forget their password, the System Administrator can reset the password without deleting the mailbox or messages. Subscribers should enter their mailbox immediately and change the temporary password to one of their own.



NOTE:

This is the only method for resetting a mailbox password.

To reset a mailbox password:

1. From the System Administrator's Main Menu, dial **DEF 3** for Mailbox Administration.
2. Dial **1** to reset a password. Enter the desired mailbox number.
3. Enter the new password, followed by **#**. The password must be four digits.
4. After the new password is repeated for verification, press **TOUCH *** one time to return to the System Administrator Menu or press **TOUCH *** two times to exit the system completely. Give the new temporary password to the subscriber. Tell them to enter their mailbox immediately to change the password to one of their own.

Adding a Mailbox

Before a System Administrator adds a mailbox to the system, the class of service, mailbox type, attendant extension number (or zero destination number) and the department number all must be already defined. A *Suite 64 HD Voicemail* technician has complete information on setting up a mailbox, including definitions of all the terms used in this section. Some of the information shown here is not required to set up a mailbox. The system prompts the System Administrator to dial **#** when you wish to skip entering certain data.

Follow the steps below to add a mailbox:

1. From the System Administrator's Main Menu, dial **DEF 3** for Mailbox Administration.
2. Dial **ADD 2** to add a mailbox.
3. Enter the mailbox number to be added.
4. Enter the extension number associated with the mailbox.
5. Enter the mailbox class of service (COS).
6. Enter the mailbox type number. These are the numeric equivalents for the standard mailbox types. Please refer to *Section 4 - Mailbox Programming* for detailed descriptions of each mailbox type.
7. Enter a zero destination number if desired. Press **1** if the destination will be an extension that is dialed. Press **ADD 2** if the destination will be a system mailbox. If the zero destination field is left blank, a caller is routed according to the Site Administration screen entry when **COS 0** is pressed – this is the default condition.
8. Enter the department number (optional). The information entered in this field is for reporting purposes only. At this time, the only way to program the department number is through the keyset.

9. Spell the subscriber's last and first names using the keys on the dial pad. Dial  for a 'Q' and dial  for a 'Z'.
10. The new mailbox data is played back for confirmation.
11. Dial # to accept (and process) the information for the new mailbox.



NOTE:

The information is processed and the new mailbox is immediately added to the system. The mailbox temporary password is then played after a prompt. The temporary password is always 0000.

12. When finished press  one time to return to the System Administrator Menu or press  two times to exit the system completely. Give the temporary password to new subscribers to allow them to access their new mailbox.

Deleting a Mailbox

The System Administrator's mailbox can be used to delete a mailbox by following the steps below:

1. From the **System Administrator's Main Menu**, dial  for Mailbox Administration.
2. Dial  to delete a mailbox.
3. Enter the mailbox number to be deleted.
4. Dial  to confirm. To cancel the mailbox deletion, press .
5. When finished, press  one time to return to the **System Administrator Menu** or press  two times to exit the system completely.

Recording Mailbox Greetings

The System Administrator's mailbox can be used to record greetings for any system mailbox.

Greetings are as follows:

Greeting 1 - subscriber's name

Greeting 2 - mailbox greeting

Greeting 3 - temporary greeting

Greeting 4 - future use

Greeting 5 - future use

Greeting 6 - future use

Greeting 7 - future use

Greeting 8 - future use

Greeting 9 - future use

To record mailbox greetings, follow the steps below:

1. From the **System Administrator Main Menu**, dial  for Mailbox Administration.
2. Dial  to record mailbox greetings.
3. Enter the subscriber's mailbox number.
4. Dial  to record.
5. Enter the greeting number (1-9).
6. Record the greeting.
7. Dial  to end recording.
8. The system returns to step 2 in case you wish to record additional greetings.
9. When finished press  one time to go back to step 1 – the Mailbox Maintenance menu or press  two times to return to the System Administrator Menu or press  three times to exit the system completely.

Resetting a Message Waiting Indicator

The System Administrator can reset the message waiting indicator (MWI) for a mailbox. The system dials the appropriate MWI “turn on” code if there are new messages in the mailbox, and the appropriate MWI “turn off” code if there are no new messages in the mailbox. To reset an MWI, follow the steps below:

1. From the System Administrator’s Main Menu, dial 3 for Mailbox Administration.
2. Dial  to reset an MWI indicator.
3. To reset a single mailbox, press . To reset a range of mailboxes, press .
4. Enter the mailbox number or range of mailbox numbers.
5. The MWI is reset for that mailbox or group of mailboxes.
6. When finished press  one time to return to the *System Administrator Menu* or press  two times to exit the system completely.

Linking Mailboxes

Suite 64 HD Voicemail offers the ability to allow a variety of linked connections between mailboxes.

Example:

Members of a Customer Service department are part of a UCD group. *Suite 64 HD Voicemail* is set up to put callers in a queue. It also is set up to prompt callers to either stay in queue or press a certain digit to leave a message. If the message option is selected, that message goes into a customer service general mailbox that is linked to the customer service supervisor’s mailbox.

The link tells *Suite 64 HD Voicemail* to put a copy of the message into the supervisor’s mailbox.

To link mailboxes:

1. From the System Administrator’s Main Menu, dial  for Mailbox Administration.
2. Press  to link mailboxes.
3. The system prompts: *“Enter the first mailbox number to be linked.”* Enter a valid mailbox number. This is Mailbox A.
4. The system prompts: *“Enter the second mailbox number to be linked.”* Enter a valid mailbox number. This is Mailbox B.
5. The system prompts: *“Enter the mailbox link type:”*

Type 1 - Direct Mailbox Link, which links two mailboxes and sends all messages from Mailbox A to Mailbox B. The caller hears the greeting from Mailbox B. No messages are left in the Mailbox A.

Type 2 - Direct Mailbox Link with Greeting, which is the same as link type 1 except that the caller will hear the greeting from Mailbox A but the message is **left in Mailbox B**.

Type 3 - Supervisor's Link, which links two mailboxes with separate greetings. However, whenever a message is left in mailbox A, the message is also copied to mailbox B without comments.

Press 4 for Overflow Link, which links two mailboxes together. When mailbox A becomes full, then messages are left in mailbox B.

6. After these steps are completed, *Suite 64 HD Voicemail* confirms mailbox numbers and link type and prompts "If this is correct, press pound. To change it press star".

3.3 System Group Lists

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System Group Lists

The System Administrator can establish up to 50 system group lists. System group lists and personal group lists enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination. System group lists, unlike personal group lists, can be shared by many subscribers and can accommodate many more mailbox numbers.

System group lists are numbered 30 through 79. The System Administrator maintains system group lists using either the System Administrator mailbox or via the programming interface.

Establishing a System Group List

System group list numbers range from 30 to 79. (Numbers 11 through 29 are reserved for subscribers' personal group lists). When creating a new system group list, it is a good idea to verbally record the name of the list. The recorded name of the system group list is played when subscribers enter the list number as a message destination. System group lists should be printed and distributed either as part of the organization's telephone directory or as a separate document.

To establish a system group list, follow the steps below:

1. From the System Administrator's Main Menu, dial  4 for System Group Lists.

2. Dial **2** to create a system group list.
3. Dial the system group list number to be established (30-79).
4. Record the system group list name. Dial **#** when finished recording.
5. Dial **1** to add or delete a group list member. Dial the mailbox number to be added or deleted. Press ***** when finished.
6. When finished press ***** one time to go back to step 2 in order to create another system group list or press ***** two times to return to the **System Administrator Menu** or press ***** three times to exit the system completely.

Listing System Group Members

The System Administrator's mailbox can be used to list the members of a system group list. The recorded names of the group list members are played in the sequence of their mailbox numbers.

To list system group list members, follow the steps below:

1. From the **System Administrator Menu**, dial **4** for System Group Lists.
2. Dial **1** to list system group members.
3. Dial the system group list number (30-79).
4. The system plays the number and recorded name of the system group list, then plays the recorded names of the group list members in mailbox number order.
5. When finished press ***** one time to return to the **System Administrator Menu** or press ***** two times to exit the system completely.

Deleting a System Group List

The System Administrator's mailbox can be used to delete an entire group list. To delete a group list, follow the steps below:

1. From the System Administrator's Main Menu, dial **4** for System Group Lists.
2. Dial **3** to delete a complete system group list.
3. Enter the system group list number to be deleted (30-79). The group list number and recorded name are played for verification.
4. Dial **#** to confirm deletion. Dial ***** to cancel the operation.
5. When finished press ***** one time to return to the System Administrator Menu or press ***** two times to exit the system completely.

Modifying a System Group List

A system group list can be modified by adding a mailbox to the group list or deleting a mailbox from the group list. If a mailbox number is already in the list, entering that same number removes it from the list. If the mailbox number is not already in the list, it will be added. A system group list can be modified by renaming it or changing the recorded name.

To modify a system group list, follow the steps below:

1. From the *System Administrator's Menu*, dial  for System Group Lists.
2. Dial  to modify a system group list.
3. Dial the system group list number to be modified (30-79).
4. The system group list number and name are played.
5. Dial  to add or delete a group list member - enter the mailbox number(s) to be added or deleted. Press  when finished.
6. Dial  to rename the system group list - record the new name, then dial # to end the recording.
7. When finished press  one time to return to the System Administrator Menu or press  two times to exit the system completely.

Utility

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Setting the System Date and Time

The System Administrator's mailbox can also be used to set the system date and time. The system date and time is used to generate the time and date stamp used for all envelope information and check delivery notifications. It also is used to generate accurate system traffic reports. It is important to insure that the system date and time is accurate.



NOTE:

The time and date MUST be reset when there is a local time change such as Daylight Savings Time.

To set the system date and time:

1. From the System Administrator's Main Menu, dial .

2. Dial the date as a six-digit number. For example, for October 10, 1997, the System Administrator would dial      . Dial  to return to the Main Menu or continue. The date is played back to you for confirmation.
3. Dial the time in six-digit military time. For example, for 9:30 A.M., dial 093000; for 3:25 P.M., dial      . The time is played back to you for confirmation.
4. Dial  to exit the system.



NOTE:

The system date and time cannot be set using the keyboard while the system is running. It may be set from the keyboard only if the system is taken off-line and the change is done from the DOS prompt. It is therefore recommended to always change the time and date from the Administrator's mailbox.

3.5

Operating Modes

Changing the System Operation Mode

Under normal conditions, when *Suite 64 HD Voicemail* answers a call the greetings that play are controlled by a series of programmed Voice Menu screens. These screens tell *Suite 64 HD Voicemail* which greeting to play based upon the time of day. There may be a time when it is desirable to change the system from day to night mode at a different time than programmed. Be sure that the Voice Menu greetings are recorded for Fixed Day and Fixed Night. If they are not, then

Suite 64 HD Voicemail follows the Voice Menu 1, 1 or 1, 2 program can accomplish this by dialing into the system, rather than having to access the programming terminal.



NOTE:

When the mode is changed manually, Suite 64 HD Voicemail stays in that mode until the System Administrator changes Suite 64 HD Voicemail back to Automatic mode through the Administration menu. The mode cannot be changed back from the programming terminal.

To change the System Operation Mode, perform the following steps:

1. From the System Administrator's Main Menu, dial .
2. Dial  to place the system into DAY mode.

3. Dial  to place the system into night mode.
4. Dial  to return the system to the Automatic mode.
5. Dial  to exit the system.

Company Name

Recording the Company Name

This function allows the System Administrator to record the company name. This recording is used with the Outcalling feature when dialing a telephone number where someone will answer.

When *Suite 64 HD Voicemail* calls a subscriber at another number, the person answering the phone will hear the following message: *“This is the (recorded Company Name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your password now.”*

To record a new company name, follow the steps outlined below:

1. From the System Administrator’s Main Menu, press . The system will play the following prompt: *“At the tone, record the system greeting. Press # to stop recording when you are done.”*
2. Once the greeting has been recorded, the system will replay the system greeting for you to review.

Network Administration

Network Node Administration

This feature is not in use at this time.

Shutdown Procedures

A shutdown of *Suite 64 HD Voicemail* makes voice processing inoperable until the system is either manually restarted from the DOS prompt or physically rebooted. This option is for system maintenance and should only be utilized by trained technicians. After a shutdown is completed, maintenance can be performed on the *Suite 64 HD Voicemail* system.

Example:

To move the *Suite 64 HD Voicemail* card to another slot in the KSU, a technician can use the shutdown without having to hook up their programming terminal or computer. At the **System Administrator Menu**, press **9** to reach the **Shutdown Menu**.

The System Administrator has two shutdown options:

1. To initiate a friendly shutdown, press **1**.
2. To force the system to shutdown immediately, press **2**.

A **friendly shutdown** alerts the System Administrator with *"The number of active ports is xx . Press pound to continue or star to cancel."* . If the System Administrator continues, the system prompts: *"Shutdown in progress. To get status, press one. To cancel shutdown, press star."*

An **immediate shutdown** prompts the System Administrator: *"The number of active ports is xx (number of ports currently active). The system will perform a forced shutdown. All callers currently in the system will be disconnected. To continue, press pound. To cancel, press star."* If **#** is pressed, the system prompts: *"The system is now shutting down. Goodbye."* All callers are immediately disconnected and the system shuts down.

4 System Features

Suite 64 HD Voicemail supports a rich set of built-in features. All features are included with the system, but some may require additional hardware for implementation. Any such requirements will be noted in the feature's description.

Features that are planned for a future software enhancement release are marked accordingly.

4.1 Answering Machine Emulation

Suite 64 HD Voicemail integrates with the Answering Machine Emulation feature found on the *Suite 64* key system. This allows a subscriber to press a programmed key on their telephone to "pull" a caller out of their mailbox and connect to them as if they had answered the original call.

4.2 Audio Text Response

The *Suite 64 HD Voicemail* Audio Text Response mailboxes provide callers access to "general" prerecorded data such as product information, hours of operation, directions to your location, instructional information on troubleshooting and more.

Auto Attendant

Suite 64 HD Voicemail provides Auto Attendant functionality, eliminating the need for external devices. Single and multi-level Auto Attendant menus can be programmed as needed. All calls transferred from *Suite 64 HD Voicemail* back to the *Suite 64* are blind or unsupervised transfers.

Programming Example



NOTE:

You should plan what Voice Menus and Greeting will be used in your application and record the greetings prior to implementing the application. The system always looks for Voice Menu 1 Greeting 1 first. **DO NOT** delete Voice Menu 1 Greeting 1.

There are five basic steps required to set up an automated attendant:

1. Determine the Voice Menu(s) and Greeting(s) to be used for the application.
2. Create the Voice Menu(s) and Greeting(s) in programming.
3. Record the required greeting(s) that give callers dialing instructions for this particular Voice Menu. Recording of Voice Menu greetings is done through the System Administrator Mailbox. (*Section 8*)
4. Program the Voice Menu dialing options. Do not forget to program the **Time Out** and **Invalid Key** fields for the Voice Menu.
5. Repeat for any additional Voice Menus that may exist.

Silent Record

Suite 64 HD Voicemail mail utilizes the features of the Integrated Voice Mail type found in the *Suite 64* telephone system software. The Silent Record feature can be invoked from the Voice Record feature key on a keyset. If invoked during an active call, the Silent Record feature will record the conversation as a voice mail message.

Refer to the *Suite 64 Deluxe Telephone User Guide* for complete instructions on the use of the Silent Record feature.

4.5 Group Lists

System and Personal Distribution Lists are available on the *Suite 64 HD Voicemail* system. Record a message once and send it to several people. Each user can have up to 18 personal lists in addition to the 50 system lists.

4.6 Mailbox Linking

Linking is a feature in *Suite 64 HD Voicemail* which allows messages left in one mailbox to be copied to or left in another mailbox. For example, link your mailbox to a mailbox of a colleague and *Suite 64 HD Voicemail* will copy all incoming messages into both mailboxes. Or, if you have more than one mailbox, link them together to simplify message retrieval.

4.7 Message Reminder

If your telephone does not have a lamp for message waiting, let *Suite 64 HD Voicemail* know at what extension you will be and it will call you periodically to inform you of any waiting messages.

Message Reminder is programmed as an Outcall Schedule with an Outcall Bin Type 2.

Multi-Extension Mailbox

The Multi-Extension Mailbox feature allows multiple telephones access to the same mailbox from different *Suite 64* PBX extensions. For example, the CEO of the company may have two phones: extension 201 on his/her executive desk and 211 on his/her conference table. The CEO can access one mailbox, mailbox 201 from either extension with *Suite 64 HD Voicemail*. In addition, when a message is received in mailbox 201, a voice mail message waiting indication is provided to extensions 201 and 211. The Auto Record feature is also available from both extensions.

Refer to the description above for additional information on Auto Record.

Programming Example:

Assuming that the main keyset is Keyset A with Mailbox A, and the second keyset is Keyset B with Mailbox B:

Setup Mailbox A with the following options:

The *Alt Extension* field will be the mailbox number of Mailbox B. Place the digit 1 in the *Box Option Position 3* field. Note, the digit 1 indicates to voice mail to provide message waiting control to the destination programmed in the *MWI* field of Mailbox B. This occurs simultaneously with the message waiting control for Mailbox A.

Setup Mailbox B with the following options:

Extension field will be the extension number for Keyset A. The *Alt Extension* field will be the mailbox number for Keyset A. By placing the digit 9 in the *Box Option Position 1* field, you are programming the integration digits between the *Suite 64* and *Suite 64 HD Voicemail*. Note, the digit 9 indicates to the voice mail to route calls for Mailbox B to Mailbox A.



NOTE:

When a subscriber uses the quick access feature (pressing  plus a mailbox number that is set up for Multi-Keyset Single Mailbox at voice menu 1, greeting 1) the message goes to the mailbox rather than the destination in the *Alt Extension* field. The same result is found if a subscriber records a message and sends it directly to a mailbox number that is not the desired destination.

4.9 Non-Receipt Notification

As an option to standard notification that your message has been received, *Suite 64 HD Voicemail* provides Non-Receipt Notification. Utilizing this feature, the system notifies senders of messages when messages they have sent have not yet been reviewed by the recipient. The notification of non-receipt occurs after an amount of time specified in the sender's Class of Service.

The minimum amount of time is one day.

4.10 Pager Notification

Suite 64 HD Voicemail can notify you of a waiting voice mail message at any telephone or pager you specify on-premise or off-premise, long distance, even cellular. Pager notification is programmed as an Outcall Schedule with an Outcall Bin Type 3.

4.11 Secretary Mailbox Access

This feature of *Suite 64 HD Voicemail* allows someone other than yourself access to only the envelope information of your messages. The Secretary Mailbox Access requires a separate mailbox access code that you create. The actual contents of the messages in your mailbox cannot be sent or received.

4.12 Time Sensitive Custom Greetings

Utilizing Voice Menus, you can record separate greetings for an unlimited number of tenants or departments, and specify different prompts to play at specific times of the day.

4.13 Question and Answer Mailboxes

The Question and Answer Mailboxes allow you to ask questions and receive a verbal reply from the caller. This type of mailbox is useful for taking orders, doing customer surveys, emergency service and more.

Programming Example:

1. In Mailbox Administration, set up a mailbox number with Type set to: Type 11, 12 or 13.
2. In the *Box Options* field, the first position in a Q&A type mailbox is reserved for the number of answers required to make it a valid message. Enter a value from 1 - 9 in this field. Zero or blank indicates there is no minimum number of answers. The required number of questions must be sequential, and must always starts from question 1. For example, 4 means you must answer the first 4 questions or it is not a valid answer for the group of questions. You cannot require question 2 and 5, with questions 1, 3, 4 and 6 optional. You may have more questions than the minimum number, however. Only the first 4 in our exmple would be required.
3. From the keyset, the System Administrator can record the questions in the Q&A mailbox number by entering that mailbox as a subscriber.
4. The *On Zero Goto* field is used to route the caller after all questions have been answered. For example, send it to a mailbox assigned as UCD-01 to say "Thank you, Goodbye." Or, to a voice menu to give the callers more options.

UCD Auto Attendant Overflow (Future Enhancement)

Suite 64 HD Voicemail utilizes the features of the Integrated Voice Mail type found in the *Suite 64* telephone system software. *Suite 64 HD Voicemail* can be used as an Overflow device for UCD groups.

When using *Suite 64 HD Voicemail* as an overflow for a UCD group, *Suite 64 HD Voicemail* can play a message and give the calling party menu choices while the call continues to keep its place in the UCD queue. Users can continue to hold for an available UCD member to answer their calls. Or, users may choose to dial another number at which time they will be removed from the UCD queue and routed to another extension, group, or to a voice mailbox to leave a message. This feature is very useful for allowing a caller a way out of the UCD group without hanging up and redialing. In high traffic UCD groups you may want to allow callers to leave a voice mail message on *Suite 64 HD Voicemail* and have someone call them back.

Programming Example

1. Assign the appropriate 9300 series mailbox as type 40.
2. Assign the Voice Menu number in the *Alt Extension* field of the 9300 series mailbox (i.e.: 5 for Voice Menu five).
3. Assign the digit translation in the assigned Voice Menu Greeting programming:

D - to remove the caller from the UCD queue and to transfer the caller to an extension

Q - to remove the caller from the UCD group and to route the caller to a mailbox.

C - to leave the caller in the UCD queue and to route them to another Voice menu.



NOTE:

The caller is still in the UCD queue. To remove them from the UCD queue prior to sending them to another voice menu, use option 'Q' above.

M - to route the caller to a mailbox.



NOTE:

The caller will still be in the UCD queue even when you send them to a mailbox. If a member of the UCD group answers the call, the caller will be 'pulled' from the voice mail system. To remove them from the UCD queue prior to sending them to a mailbox, use option 'Q' above.

4. Assign the *Time Out* and *Invalid Key* fields to go to Mailbox 9999. Voice Menus will hang up if they are not programmed to route a caller in the event a caller doesn't dial (Time Out) or dials a digit that is not used (Invalid Key). Right before the voice system hangs up it says to the caller "Hanging up now, Goodbye!".

For this application that particular message is not desired. By routing it to the default Mailbox 9999, the system will disconnect without confusing the caller waiting in queue.

Mailbox 9999 is set up to hang up without playing any further prompts.

4.15 UCD Overflow Announcements

Suite 64 HD Voicemail utilizes the features of the Integrated Voice Mail type found in the *Suite 64* telephone system software. *Suite 64 HD Voicemail* can be used as an Overflow device for UCD groups.

This eliminates the need for external overflow devices, such as a Digital Voice Announcer.

Programming Example:

In *Suite 64 HD Voicemail*:

1. Record the 9300 series mailbox greeting.
2. Assign the appropriate 9300 series mailbox type as UCD-01.

In the *Suite 64* system:

1. Assign the directory number for the appropriate overflow as the voice mail UCD directory number.

Intercom Paging

Suite 64 HD Voicemail offers Intercom Paging. This feature alerts a subscriber to an incoming call before the automated attendant transfers the call to the subscriber's extension. It uses the paging groups of the *Suite 64* system to actually make a page. Intercom Paging can be enabled on an as needed basis and is programmed via the terminal programming interface on a per mailbox basis.

Programming Example:

1. Make sure that the paging groups are set up properly in the *Suite 64* software.
2. Determine which Intercom Paging mailboxes are to be used and enter the paging directory number in the *Alt Extension* field. Mailbox 9400 defaults to group paging directory 200. Mailboxes 9401 through 9409 are not assigned with a particular paging directory number.
3. Determine which subscriber mailboxes will be enabled and which page group each mailbox will use.
4. For a subscriber's mailbox, enter A, or 1 - 9 (A is used with mailbox 9400) in the fifth position of the *Box Options* field. This position designates which page zone will be used. **See the *Mailbox Programming Options* field Section for more detail.**

5 Special Keys & Screens

There is a group of “hidden” screens which are not used in routine programming. These screens provide access to extended programming functions. The keystrokes needed to reach these screens and a description of their function are provided below.

The *Figure 4-1: Mailbox Administration Screen* must be displayed to access these screens.

In order to access these extended screens, press and release the **F12** key, then press and release the letter key for the desired screen:

- A** Add a range of mailboxes - see *Mailbox Administration on page 4-1* for complete details.
- S** Mailbox Status - this screen shows various fields of information concerning a particular mailbox such as message counts.
- B** Select COS - when adding/editing a mailbox, this option provides a list of the available COS selections.
- Y** Select mailbox type - when adding/editing a mailbox, this option provides a list of the available mailbox type selections.
- P** Outcall Parameters - this screen allows for adjustment of the timing parameters *Suite 64 HD Voicemail* uses when making an Outcall from the system.
- D** Digit Grabber - After pressing D, another screen opens. If you call any port while this screen is active, you will be able to see what DTMF digits are being sent back and forth on a particular port. The screen will display the port number and DTMF digits any time a port is accessed.
- R** COS - this option allows access to the Class of Service screens for viewing and/or modification of parameters.
- T** Text Search Tool - this option opens a window where you may enter a text string to search for. This function searches all mailboxes for a match to your entry. If the mailbox found is not the one you need, press **F11** then T once again to find the next occurrence of your search string. This function is very useful for finding mailbox names.
- F** Function Menu - lists the most commonly used functions listed above.

6 Mailbox Group Administration

6.1 Mailbox Group List Administration

In the *Suite 64 HD Voicemail* system, mailboxes perform the major part of subscriber and application activity. The System Administrator creates and configures these mailboxes for operation based on the needs of subscribers and the required voice processing application(s). The System Administrator also sets up mailbox group lists which are used to deliver messages to multiple subscribers.

This section instructs System Administrators on how to establish and maintain system and personal group lists.

All group list administration functions can be performed either on-line or from the System Administrator's mailbox.

6.2 Defining Group Lists

Group lists allow subscribers to send messages to multiple mailboxes using a single command.

There are two types of group lists which may be defined in the *Suite 64 HD Voicemail* system: system and personal.

System group lists may only be setup and configured by the System Administrator. Up to 50 of these system group lists can be defined, each group may contain up to 180 members.

Personal group lists can be set up by a subscriber or the System Administrator. Up to 19 of these personal group lists can be defined for each subscriber, each group may contain up to 25 members.

Each subscriber can access and modify only their own personal group lists.

To create a new System Group:

1. Enter system programming by pressing **F1** from the Status screen and entering the system password (default=1234).
2. Press 5 for Group List Management
3. In the **Group-No** field, enter the group list number (must be between 30 and 79), and press **Enter**. If the group has already been programmed, the screen will fill with the corresponding entries.
4. If this is a new group, press **Enter** to move to the **NAME** field.
5. Enter the desired group list name into the **NAME** field. This name should match the name which will need to be recorded for the group list using the System Administrator mailbox.
6. Enter the first mailbox number in the grid box field. Press **Enter** to move to the next mailbox field. Mailbox numbers can be entered in any sequence. To enter sequential mailbox numbers, press **Enter**. The system adds the next mailbox number to the list.



NOTE:

While entering the mailboxes, watch the bottom of the screen for confirmation of your entries. If the mailbox number is valid, you will see: [ICE]: 0000xxx(xxx=mailbox number entered). If the number you enter does not have a mailbox in the system, you will see: [0000xxx]: Cannot be found (xxx=mailbox number entered). Check the mailbox number and try again. If it still does not verify, you can always create the mailbox when you are done here and then add it to the group later. The system also eliminates any duplicated numbers when the record is saved.

7. When finished, press **F5** to save the group list. The system prompts: "Save Screen Information ? (Y/N)."



NOTE:

Undefined mailbox numbers are not saved. The system will prompt you as follows: Error [X Mailboxe(s) Could Not Be Found] Press **Enter** to clear the message.

8. Press **ESC** to return to the Main Menu.

Recording the Group List Name

After creating a new system group list, record the name of the list using the System Administrator mailbox. This recorded group list name plays whenever a subscriber enters the group list number as a message send destination.

Modifying a System Group List

Group list members can be added or deleted as desired. Mailbox member entries CANNOT be changed. They must be deleted and then an entry made for the new member.

To modify a System Group:

1. Enter system programming by pressing **F1** from the Status screen and entering the system password (default=1234).
2. Press 5 for Group List Management
3. In the **Group-No** field, enter the group list number (must be between 30 and 79), and press **Enter**. The screen will fill with the corresponding entries.
4. Press **Enter** to move to the **NAME** field.
5. If desired, enter a new group list name into the **NAME** field.



NOTE:

If you change the group name, remember to re-record the name for the group list using the System Administrator mailbox.

DELETIONS: To delete a mailbox member from the group permanently, press **Enter** until you are in the desired field and press **F6** to delete the entry. Asterisks will fill the field. Press **Enter** to move to the next mailbox field to be deleted. Continue as described above until all required deletions have been made.

ADDITIONS: enter the mailbox number you are adding in the next available grid box field. Press **Enter** to move to the next mailbox field if desired. Mailbox numbers can be entered in any sequence. To enter sequential mailbox numbers, press **Enter**. The system adds the next mailbox number to the list.



NOTE:

While entering the mailboxes, watch the bottom of the screen for confirmation of your entries. If the mailbox number is valid, you will see: [ICE]: 0000xxx(xxx=mailbox number entered). If the number you enter does not have a mailbox in the system, you will see: [0000xxx]: Cannot be found (xxx=mailbox number entered) . Check the mailbox number and try again. If it still does not verify, you can always create the mailbox when you are done here and then add it to the group later. The system also eliminates any duplicated numbers when the record is saved.



NOTE:

Undefined mailbox numbers are not saved. The system will prompt you as follows: Error [X Mailbox(es) Could Not Be Found] Press **Enter** to clear the message. Press **ESC** to return to the Main Menu. The system also eliminates any duplicated numbers when the record is saved.

6. When finished, press **F5** to save the group list. The system prompts: "Save Screen Information ? (Y/N)." Press Y to save your changes.

Deleting a System Group List

To delete an entire System Group:

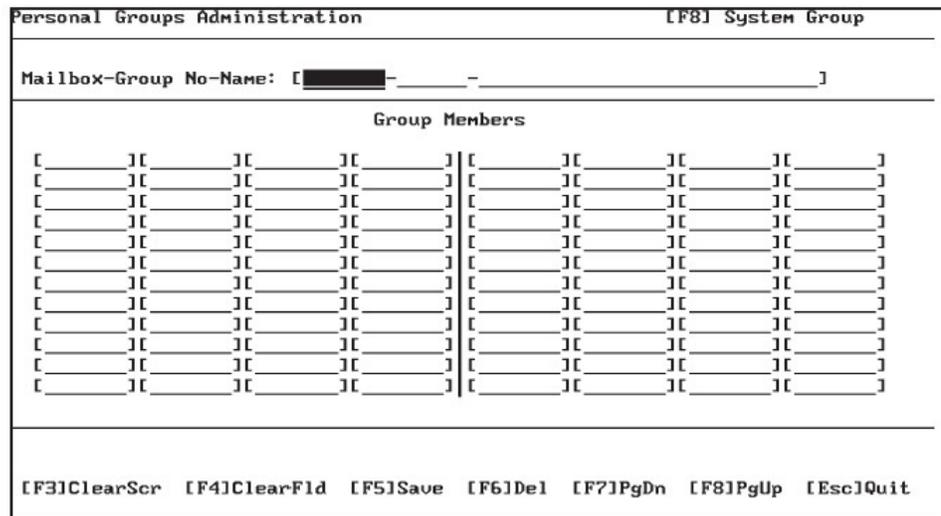
1. Enter system programming by pressing **F1** from the *Main Status Screen* and entering the system password (default=1234).
2. Press **5** for *Group List Management*.
3. In the *Group-No* field, enter the group list number (must be between 30 and 79), and press **Enter**. The screen will fill with the corresponding entries.
4. Verify that this is the group you wish to delete. If it is correct, press **F6**.
5. The system will prompt you to verify the deletion: "Erase This Group ...? (Y/N)"
6. Press Y to delete the group or N to cancel the operation
7. Press **ESC** to return to the *Main Status Screen*.

Personal Group Lists

Personal group lists are created by subscribers using their mailboxes, or by the System Administrator with the system programming terminal. Each subscriber can define up to 19 personal group lists with the group list numbers ranging from 11 to 29. Each list can hold up to 25 mailbox numbers. The mailbox COS defines the maximum number of personal group lists and mailbox numbers per list. A personal group list is only used by the subscriber whose mailbox is associated with the list.

When sending a message to a group list, the system immediately informs the subscriber that the message has been sent, even though the system may not have completed the process yet. This allows the subscriber to perform other functions while the group message is being sent.

Figure 6-2 **Personal Groups Administration Screen**



Creating a Personal Group List

To create a new Personal Group:

1. Enter system programming by pressing **[F1]** from the *Main Status Screen* and entering the system password (default=1234).
2. Press **[5]** for *Group List Management*.
3. Press **[F7]** for *Personal Groups*.

4. In the *Mailbox* field, enter the mailbox number you are working with
5. In the *Group-No* field, enter the group list number (must be between 11 and 29), and press **Enter** . If the group has already been programmed, the screen will fill with the corresponding entries.
6. If this is a new group, press **Enter**  to move to the *NAME* field.
7. Enter the desired group list name into the *NAME* field. This name should match the name which will need to be recorded for the group list.
8. Enter the first mailbox number in the grid box field. Press **Enter**  to move to the next mailbox field. Mailbox numbers can be entered in any sequence. To enter sequential mailbox numbers, press **Enter** . The system adds the next mailbox number to the list.



NOTE:

While entering the mailboxes, watch the bottom of the screen for confirmation of your entries. If the mailbox number is valid, you will see: [ICE]: 0000xxx(xxx=mailbox number entered). If the number you enter does not have a mailbox in the system, you will see: [0000xxx]: Cannot be found (xxx=mailbox number entered) . Check the mailbox number and try again. If it still does not verify, you can always create the mailbox when you are done here and then add it to the group later. The system also eliminates any duplicated numbers when the record is saved.

9. When finished, press **F5** to save the group list. The system prompts: "Save Screen Information ? (Y/N)." Answer Y to save your changes.



NOTE:

*Undefined mailbox numbers are not saved. The system will prompt you as follows: Error [X Mailboxe(s) Could Not Be Found] Press **Enter**  to clear the message.*

10. Press **ESC** to return to the *Main Status Screen*.

Recording the Personal Group List Name

After creating a new personal group list, record the name of the list using the System Administrator mailbox. This recorded group list name plays whenever a subscriber enters the group list number as a message send destination.

Modifying a Personal Group List

Group list members can be added or deleted as desired. Mailbox member entries CANNOT be changed. They must be deleted and then an entry made for the new member.

To modify a Personal Group:

1. Enter system programming by pressing **F1** from the Status screen and entering the system password (default=0000).
2. Press **5** for *Group List Management*.
3. Press **F7** for *Personal Groups*.
4. In the *Mailbox* field, enter the mailbox number you are working with
5. In the *Group-No* field, enter the group list number (must be between 11 and 29), and press **Enter**. The screen will fill with the corresponding entries.
6. Press **Enter** to move to the *NAME* field.
7. If desired, enter a new group list name into the *NAME* field.



NOTE:

If you change the group name, remember to re-record the name for the group list using the System Administrator mailbox.

DELETIONS: press **Enter** until you reach the first mailbox number to be deleted. To delete a mailbox member from the group permanently, press **Enter** until you are in the desired field and press **F6** to delete the entry. Asterisks will fill the field. Press **Enter** to move to the next mailbox field to be deleted. Continue as described above until all required deletions have been made.

ADDITIONS: enter the mailbox number you are adding in the next available grid box field. Press **Enter** to move to the next mailbox field if desired. Mailbox numbers can be entered in any sequence. To enter sequential mailbox numbers, press **Enter**. The system adds the next mailbox number to the list.

 **NOTE:**

While entering the mailboxes, watch the bottom of the screen for confirmation of your entries. If the mailbox number is valid, you will see: [ICE]: 0000xxx(xxx=mailbox number entered). If the number you enter does not have a mailbox in the system, you will see: [0000xxx]: Cannot be found (xxx=mailbox number entered). Check the mailbox number and try again. If it still does not verify, you can always create the mailbox when you are done here and then add it to the group later. The system also eliminates any duplicated numbers when the record is saved.

8. When finished, press **F5** to save the group list. The system prompts: "Save Screen Information ? (Y/N)."

 **NOTE:**

Undefined mailbox numbers are not saved. The system will prompt you as follows: Error [X Mailboxe(s) Could Not Be Found] Press **Enter** to clear the message.

9. Press **ESC** to return to the *Main Status Screen*.

Deleting a Personal Group List

To delete an entire Personal Group:

1. Enter system programming by pressing **F1** from the *Main Status Screen* and entering the system password (default=1234).
2. Press **5** for *Group List Management*.
3. In the *Group-No* field, enter the group list number (must be between 11 and 29), and press **Enter**. The screen will fill with the corresponding entries.
4. Verify that this is the group you wish to delete. If it is correct, press **F6**.
5. The system will prompt you to verify the deletion: "Erase This Group ...?" (Y/N)
6. Press **Y** to delete the group or **N** to cancel the operation.
7. Press **ESC** to return to the *Main Status Screen*.

7 System Reports

7.1 General Information

Simplicity has the ability to generate a number of management reports. Several of these reports are designed to help the system administrator analyze and monitor subscriber usage of the system.

This helps the administrator keep the system operating at peak efficiency as well as provide information or planning future expansion needs. *The Suite 64 HD Voicemail* retains these statistics for one month on its hard drive. After that, they will be automatically erased. System reports may be viewed on the computer screen, sent to a local printer via the parallel port or stored on a floppy disk.

Figure 7-1 Sample Report Screen

MAILBOX#	EXT#	SUBSCRIBER NAME	DEPT	COS	CREATED	USED	TMSG	NMSG	SMSG
0500	-			100	/ /		0	0	0
0555	-			700	/ /	1	0	0	0
0900	-			100	/ /		0	0	0
0901	-			100	/ /		0	0	0
0902	-			100	/ /		0	0	0
0903	-			100	/ /		0	0	0
0904	-			100	/ /		0	0	0
0905	-			100	09/99/11		0	0	0
0906	-			100	09/99/11		0	0	0

Detailed Reports

For some reports, *Suite 64 HD Voicemail* can create a detailed report as well as the standard report.

Before printing, Simplicity displays a Yes/No Option for a detailed report. Either a "Y" for Yes or "N" for No is entered at this point. An example of this option would be the System Group List Reports that lists only extension numbers found in a particular group if "N" is entered. Or, the report lists subscriber names and extension numbers if "Y" is entered.

Once the report information is complete, the system prompts that the report is completed and any key can be pressed to continue. Press the **Enter** key.

A sample of the report display screen is shown on the previous page. In the **Output** field enter one of the following choices:

F	this option asks for a file name for the specific report that is being saved to a hard drive or floppy drive. Enter the destination drive letter, directory and file name in the <i>Data</i> field. i.e. C:\DIRECTORY.TXT or A:\DIRECTORY.TXT
S	this option displays the report on the display screen
P	this option allows you to send the report to a local printer. The printer should be an IBM-compatible printer using a Centronics parallel port connection. Connect the printer cable to the system parallel port located on the front of the Simplicity card..

If the report you have requested consists of multiple pages you can navigate through the report on-screen by using the following keystrokes:

N	Input page # - the system will display the page number that you enter
P	Print the report. Press F1 to print all pages. Press F2 to print a range of pages.
H	Displays the first page of the report
E	Displays the last page of the report
U	Displays the previous page of the report
D	Displays the page of the report

7.3 Mailbox Directory Report

This report provides the system administrator with several types of information:

- A list of all mailboxes on the system.
- A capsule view of a mailbox's attributes.
- An easy way to determine the COS of the mailboxes.
- Information on how frequently a mailbox is used.

Individual Field descriptions are:

Mailbox #	The mailbox number.
Ext #	The extension number associated with the mailbox.
Subscriber Name	The subscriber's name, up to 26 characters, associated with the mailbox.
Dept	The department number, up to four digits, associated with the mailbox.
COS	The class of service, 001 - 999, associated with the mailbox.
Created	The date that the mailbox was created.
Used	The total number of times that the mailbox has been used by the subscriber.
TMSG	The total number of messages that have been processed by the mailbox since its creation.
NMSG	The total number of NEW messages that are currently being held in the mailbox.
SMSG	The total number of SAVED messages that are currently being held in the mailbox.

Mailbox Directory Uninitialized Report

This report provides the system administrator with a list of mailboxes that still have default passwords.

These mailboxes may be susceptible to unauthorized use or “hacking.” Once these mailboxes are identified, the System Administrator may wish to delete them to minimize any security issues.

Individual Field descriptions are:

Mailbox #	The mailbox number.
Subscriber Name	The subscriber’s name, up to 26 characters, associated with the mailbox.
Dept	The department number, up to four digits, associated with the mailbox.
Created	The date this mailbox was opened in the system (month/day/year).

7.5 Mailbox Summary Report

This report provides the system administrator with the following types of information:

- A list of all active mailboxes in the system.
- Usage statistics which may be used for bill-back purposes.
- Indications of possible security violations (for example, a large number of invalid password Accesses may indicate that a hacker is attempting to gain access to the mailbox).
- Information on how frequently a mailbox is used.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
Mailbox #	The mailbox number.
Subscriber Name	The subscriber's name, up to 26 characters, associated with the mailbox.
# Bad Accs	The number of bad password attempts up to 999.
Conn	The total amount of connect time in hours and minutes.
# Conn	The total number of mailbox connects up to 9999.
# Msgs	The total number of messages currently in the mailbox up to 999.
Last	The last time (month/day) that the mailbox was accessed using a valid password.

Mailbox Daily Detail Summary Report

This report provides the system administrator with:

- Incoming usage statistics for billing purposes
- Information on how frequently a mailbox is used
- Information about the type of callers to the mailbox

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
CMP-BOX	The mailbox number. If there is data under this column without a mailbox number the information displayed is for calls that entered the system without entering a mailbox.
Call	The number of the call, in sequence, made to the given mailbox (One indicates the first, two indicates the second, etc.).
LST Call	The LAST date that a call was received by the mailbox(month, year, date).
Call Duration	The total amount of connect time per call in hours, minutes and seconds.
Run Total	The total number of calls to ALL mailboxes up to 999999. Also indicated is the total connect time for ALLmailboxes in hours, minutes and seconds.

7.7 Mailbox Daily Detail Report

This report provides the system administrator with:

- Incoming usage statistics for billing purposes.
- Information on how frequently a mailbox is used.
- Information about the type of callers to the mailbox and information on daily totals.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
CMP – BOX	The mailbox number. If there is data under this column without a mailbox number the information displayed is for calls that entered the system without entering a mailbox.
Call	The number of the call, in sequence, made to the given mailbox(one indicates the first, two indicates the second, etc.).
Date	The date that calls were received by the mailbox (month/day/year).
WD	The day of the week in which the call was made to the given mailbox. (one indicates Sunday, two - Monday . . . seven - Saturday).
Time	The time the call was made to the mailbox in hours, minutes and seconds.
Call Duration	The amount of connect time per call in hours, minutes and seconds
Port	The <i>Suite 64 HD Voicemail</i> port that was accessed (1 - 24).
User	The type of caller to access the mailbox: 00 - non-subscriber, 80 - subscriber.
Run Total	The total number of calls to ALLmailboxes up to 999999. Also indicated is the total connect time for ALLmailboxes in hours, minutes and seconds.

Mailbox Report by Box

This report provides the system administrator with:

- Incoming usage statistics for billing purposes.
- Information on how frequently a mailbox is used.
- Information about the type of callers to the mailbox and information on daily totals.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
CMP – BOX	The mailbox number. If there is data under this column without a mailbox number the information displayed is for calls that entered the system without entering a mailbox.
Call	The number of the call, in sequence, made to the given mailbox.(One indicates the first, two indicates the second, etc.).
Date	The date that calls were received by the mailbox (month/day/year).
WD	The day of the week in which the call was made to the given mailbox. (one indicates Sunday, two - Monday . . . seven - Saturday).
Time	The time the call was made to the mailbox in hours, minutes and seconds.
Call Duration	The amount of connect time per call in hours, minutes and seconds.
Port	The Simplicity port that was accessed (one - 8).
User	The type of caller to access the mailbox: 00 - non-subscriber, 80 - subscriber.

7.9 Survey Mailboxes

This report provides the system administrator with answers to survey questions by listing the number of time each answer choice was selected and an indication of which choices are being selected the most often in a given Voice Menu application.

Individual Field descriptions are:

Date	The date this report was viewed or printed out. This report shows cumulative statistics for up to 30 days before automatically clearing. The report may be manually cleared to begin a new survey period.
Range	The mailbox range that this report covers. The information displayed is the seven digit mailbox number and then the one-digit menu number.
TAD:xxxxxxx[x]	The mailbox to which the information applies. The information displayed is the three-character Company code, the seven-digit mailbox number and then the one-digit menu number.
Name	The name of the mailbox as determined from the <i>Comments</i> field of the Voice Menu programming screen.
Digits	The field under the Name lists the digits available on the keypad and the number of times each digit was pressed.
Total	The total number of callers that responded to the question.Port Usage

The Port Statistics By Port Report provides the system administrator with information on the amount of time each port is busy. This information can be used to help determine if additional ports are necessary for the current volume of traffic on the system. It also provides information on whether subscribers or non-subscribers are responsible for the majority of traffic on the system, and which type of calls are occurring more often, outgoing or incoming.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
Port	The Simplicity port to which the statistics apply. Only the ports for which the customer is configured will actually be displayed, i.e. a four-port system will only display four ports on the system.
# Subs	The number of times subscribers have accessed the port up to 99999.
# Non Subs	The number of times non-subscribers have accessed the port up to 99999.
# Out	The number of outcall attempts (successful or not) made from this port up
Total #	The total number of accesses for this port. This is the sum of both the subscriber and non-subscriber call out attempts.
% Busy	The percentage of time the port was busy.
# XFR	Number of transfers to an extension, attendant or group.
Min in	The amount of inbound connect time in minutes up to 9999.
Min out	The amount of outbound connect time in minutes up to 9999.
Total min	The total of both inbound and outbound connect time in minutes up to 99999.

7.11 System Port Statistics

The System Port Statistics Report provides the system administrator with a “snapshot” of the number of times each of the categories described below were accessed on the Simplicity system.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
# Subs	The number of times subscribers have accessed the port up to 99999.
# Non Subs	The number of times non-subscribers have accessed the port up to 99999.
# Outgoing	The number of outcall attempts (successful or not) made from this port up to 99999.
# Total Conn	The total number of accesses for all ports up to 9999999. This is the sum of both the subscriber and non-subscriber call out attempts.
# Inbound Min	The amount of inbound connect time in minutes up to 99999.
# Outbound Min	The amount of outbound connect time in minutes up to 99999.
# Total Min	The total of both inbound and outbound connect time in minutes up to 99999.
# XFRS	Number of transfers to an extension, attendant or group.
# Times All Busy	The number of times all ports were busy up to 99999.
% Busy	The percentage of time all ports were busy.
Avg. All Busy	This number is determined by dividing TIME ALLBUSY by # TIMES ALLBUSY.
Time All Busy	The total amount of time that all ports were busy up to 99999 minutes.
Avg. Conn Min	The average connect time for all ports up to 99 minutes and 59 seconds. This number is determined by dividing TOTALCONN by # TOTALCONN.

Hourly Port Statistics Report

The Hourly Port Statistics Report provides the System Administrator with an indication of the times during the day that peak usage are occurring and a “snapshot” of usage patterns of the *Suite 64 HD Voicemail* system.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
Hours	The hour for which the information applies in this report.
#CONN	The total amount of connects for all ports during the hour up to 99999.
#CONN MIN	The total amount of time the ports were in use for the hour up to 9999 minutes.
Ports Busy	The number of times all the ports were busy during the given hour up to 9999.
Time Busy	The total amount of time all ports were busy up to 9999 minutes.

7.13 Outcalling Detailed Report

The Outcalling Detailed Report provides the System Administrator with a breakdown of outcall activities:

- Information of who is using the outcall capabilities and to what destinations.
- Information of what mailboxes are having high unsuccessful attempt rates.

This information may indicate attempted abuses of the system; and also provide proof that outcall contact was made by Simplicity.

Individual Field descriptions are:

From/To	The period that the report covers. The default is daily, but any period can be requested: weekly, biweekly or monthly. The maximum period is the previous 30 days.
Date	The date (month/day) that the outcall was made.
Time	The time in hours/minutes that the outcall was made.
Port	The port used to initiate the outcall.
Number Dialed	The telephone number that was outcalled up to 20 digits.
Mailbox	The mailbox number, up to seven-digits, that initiated the outcall.
Type	The type of outcall: one indicates an external number; two indicates an internal extension number and three indicates a beeper number.
Duration	The duration of the outcall in minutes and seconds up to 99 minutes and 59 seconds.
S/U	S indicates the outcall was successful, U indicates the outcall was unsuccessful. An outcall is considered successful once the correct password is entered. A fax transmission is considered successful once carrier tone is received.
Display Report	This screen displays a report previously saved. <input type="text" value="Enter"/> the name of the desired file in the field followed by the "F" File command in the <i>Output</i> field.

When choosing System Group List Report or Personal Group List Report, Simplicity prompts whether to do a detailed report that offers subscriber extension numbers and names or a normal report that lists subscriber extension numbers in that group list.

System Group List

The System Group List Report that is displayed when “N” is pressed provides system administrators a list all the system groups, making administration of system groups a less time-consuming activity. Plus, it provides a hard-copy list for distribution to system subscribers.

Individual Field descriptions are:

Group #	The system group number. The name of the group is shown also.
Members	The list of members (mailboxes) that are part of this group.
Expanded System Group List	The Expanded System Group List provides System Administrators with listings for all the system groups making administration of system groups a less time-consuming activity. Plus, it provides a hard-copy list for distribution to the system subscribers.
Group #	The system group number. The name of the group is shown also.
Members	The list of members (mailboxes) that are part of this group.
Name	The name associated with each member mailbox as entered in <i>Owner Name</i> field of the Mailbox Administration programming screen.

Personal Group List Report

The Personal Group List Report that is displayed when “N” is pressed provides system administrators a list of all the personal groups created for a particular subscriber’s mailbox, making administration of personal groups a less time-consuming activity. Plus, it provides a hard-copy list for distribution to system subscribers.

Individual Field descriptions are:

Mailbox #	The mailbox number.
Group #	The personal group number
Members	The list of members (mailboxes) that are part of this group.
Expanded Personal Group List Report	The Expanded Personal Group List provides System Administrators with listings for all the system groups making administration of system groups a less time-consuming activity. Plus, it provides a hard-copy list for distribution to the system subscribers.
Mailbox #	The mailbox number.
Group #	The personal group.
Members	The list of members (mailboxes) that are part of this group.
Name	The name associated with each member mailbox as entered in the Voice Menu programming screen.

The Digit Grabber is a utility that displays the DTMF digits received by voice mail or digits that *Simplicity* dials. After selecting Digit Grabber, enter *D* in the *Output* field and press **Enter** .

The digit information will be displayed real-time on the current screen at the same location the port is shown on the Main Status Menu. The port number and the latest digits received or sent for that port are displayed. To exit the Digit Grabber, press **ESC**, which will return you to the previous screen.

The characters that can be displayed in the Digit Grabber include:

T - for tone dialing

L - for link dialing

The DTMF digits 0, 1-9, #, and *

& - for a hookflash

Sample 1: [24]: T14402001

This shows that port 24 has gone off-hook, is dialing TouchTone® and the digits dialed are 14402001, instructing the *Suite 64* to turn off the MWI lamp on station 2001.

Sample 2: [01]: 203

This shows that port 01 is off-hook and the incoming caller has dialed 203 to reach extension 203.

8 *AMIS Networking for the Simplicity Card*

8.1 General Information

The networking of voice mail systems allows messages to be exchanged between compatible voice processing systems in different (remote) locations with only minor effect on *Suite 64 HD Voicemail* Voice Processing Systems users. These voice processing systems are networked in compliance with the analog version of the Audio Message Interchange Specification (AMIS). AMIS establishes a communications protocol that allows voice messages to be transferred, over standard telephone lines, between voice processing systems that support similar functions but use different hardware or technology. Any AMIS-compatible voice mail system should be able to send and receive messages from another AMIS-compatible voice mail system anywhere in the world, as long as the standard-defined rules are followed. AMIS provides defined formats for:

- Identifying message originators and recipients.
- Addressing messages.
- Sending, receiving, and replying to messages.

Control signals are passed between AMIS locations, in-band, using DTMF tones. The actual message contents are transmitted in analog form over the voice connection once established.

System Administrators set up a network of AMIS compatible voice processing systems by defining, at each network node location, the necessary communication parameters and subscriber directory contents. The System Administrator also monitors message traffic throughout the network and modifies operating parameters to improve network performance.



NOTE:

The following section assumes that the technician is familiar with editing system text files.

8.2 Activating the AMIS Feature

The AMIS networking option is enabled on a *Suite 64 HD Voicemail* system by adding a switch to the command line that starts the Simplicity software. The switch to be added is: /SX:A. To add this switch, open the file TAD.BAT in the editor. Change the line that reads:

VPX15 /RPT /SW:UW to VPX15 /RPT /SW:UW /SX:A

and save the modified file. Type TAD and press  to restart the system.



NOTE:

The next section assumes that the system is on-line and able to receive calls. The procedures included in this section apply to the reprogramming of an existing system.

8.3 Before You Begin

All nodes in the network interface with each other using a common protocol specified by the AMIS standards. Setup of the network nodes will define information specific to each network node along with general information needed to establish inter-node connections. Before a voice mail network node can be successfully established, it must be fully planned. Completion of the network planning process will result in definition of the following items:

- A listing of all network nodes planned and their operating parameters
- Conventions for managing of network nodes
- Subscriber information used to populate the network master directory
- Personnel responsible for administering each network node

As part of the planning effort, it is recommended that the System Administrators from all network nodes discuss the setup of the network and note any network node peculiarities. A network coordinator should be chosen who will be responsible for maintaining proper operation of the network.

Network node parameters that are established should be entered into the Networking data sheet. Copy this data sheet, as necessary, and record the appropriate information. Completed data sheets need to be distributed to all network node administrators for data entry and retained as part of the network historical record. For further information on network node definition, refer to the following section, *Defining Network Nodes*.

Defining Network Nodes

Each network node in the network is associated with a separate voice processing system. Information regarding the configuration of all network nodes is maintained by each *Suite 64 HD Voicemail* system, or other compatible voice processing system, that is part of the voice mail network. Configuration data resident in each voice processing system establishes details that permit the transfer of voice mail between nodes in the most efficient manner. Again, information used to define network nodes and their operation is entered on the Networking data sheet. Copy this data sheet, as necessary, and record the appropriate information. Remember, a data sheet must be completed for each network node.

Each field on the Networking data sheet is described below:

Company Code - The three-character company code that matches the ***Company Code*** field in the Company Screen. This field defines the storage location accessed for all voice mail data activity involving the AMIS network nodes. The company code is normally set to TAD.

Network Node Digits - The number of digits that a valid network node number contains in the network. (Note that a 1- digit node number permits 9 systems in the network and a 2-digit node number permits up to 99 systems.)

Node Number - The number assigned to each network within the network. This number is the dialing prefix number used by subscribers to access another node in the network. Node numbers can be between one and three digits in length. When selecting node numbers, refer to the mailbox numbering plans established for each network node. To avoid confusion, try to prevent dialing conflicts between nodes and internal extensions.

Example of a Dialing Conflict

Range of mailboxes on local node: 6000 to 6999

Range of mailboxes on remote node: 000 to 999

In this example, the node number of the remote network node should not be set to 6. If this network node were set to 6, users could be confused when trying to determine whether 6123 referred to extension 6123 on the local *Suite 64 HD Voicemail* system, or extension 123 on network node 6.

Network Enable In/Out - These fields allow incoming and/or outgoing message traffic for the network node being defined to be either allowed or restricted. A **Y** in this field will enable incoming/outgoing message traffic. An **N** in this field will disable incoming/outgoing message traffic.

Class of Service - A three digit code that references a predefined set of outdial parameters used to control operation of the voice message system. Different classes of service are applied to different types of subscriber mailboxes to control their access to various system features. In network node applications, the class of service set for the local *Suite 64 HD Voicemail* system is applied to all message traffic for the local network node. This class of service is used to access a set of outdial parameters that determines how the local *Suite 64 HD Voicemail* system reacts when it is unable to complete a call to a remote network node.

Node Name - A descriptive name for a network node that appears when viewing the screens. (This is an informational field only).

Networking Type - This field is not used at this time.

Node Active - This enables or disables voice mail access for incoming and outgoing calls for the network node being defined.

Dialed Telephone Number - The actual telephone number dialed to access the network node being defined. This is the entire number sequence that must be dialed to reach the node, including any required outside line access digits, such as 9 .

Type - The type of telephone call. Valid entries are '1' for an external call, '2' for an internal call, or '3' for a digital pager or beeper.

System ID Number - A unique AMIS system ID number for each network node that is established. This field can be up to 14 digits in length, based on the complete phone number for the network node. The network node ID number must contain specific information. It must contain a country code (up to four digits, followed by a #) plus a 10 digit telephone number (followed by a #) dialed when in that country. For example, a network ID number of 1#203#5551212# would indicate the following information:

1 = Country code for United States (plus required number)

203 = Area code for Connecticut (plus required phone number)

555-1212 = Phone number as dialed locally (plus required number)

System Administrator Name - The individual responsible for managing a node. This person is the point of contact for any networking problems related to a node.

System Administrator Phone - Telephone number used to reach the System Administrator in the event of problems related to a network node.

System Administrator Mailbox - Voice mailbox number where messages for the System Administrator can be left to update network node administration information, or notify the administrator of any problems that exist with the network.

Loopback Test Mailbox - A test mailbox, located at each network node, where messages can be sent to test network communications. All messages sent to the loop test mailbox are immediately queued for return to the sender.

Box Length - The number of digits in a valid mailbox number for the network node being defined.

Valid Box Range - The valid range of mailbox numbers for a network node.

Full Duplex - [This field is not used at this time.]

Priority User Delivery Schedule - Sets the delivery schedule for users with a priority class of service. Delivery times and frequency of retries are defined for both urgent and non-urgent messages sent by this type of user.

Normal User Delivery Schedule - Sets the delivery schedule for users with a non-priority (i.e.; normal) class of service. Delivery times and frequency of retries are defined for both urgent and non-urgent messages sent by this type of user.

Accessing Programming Features

For your convenience, procedures for accessing the *Suite 64 HD Voicemail* system on-line (On-Line Programming Menu) and off-line (Main Menu) programming features are given in the following subparagraphs.

Accessing the On-Line Programming Menu

The On-Line programming Menu allows the system to be programmed while it is on-line and subscribers are sending and receiving messages.

- a. From the Run Dialogue screen, press to access the On-Line programming Menu.

The screen prompts: "**Enter Password .. [_____]**"

This password is the same as the password used by the System Administrator mailbox. The System Administrator has the option to change the password. The default password is 0000 (four zeros).

- b. Type in the correct password and press **Enter** . The screen displays the first page of the the On-Line Programming Menus.
- c. When finished using the On-Line Programming Menus press **ESC** two times to return to the Run Dialog screen.

Taking the System Off-Line

CAUTION!

Improper shutdown will result in corrupted message files, lost messages and the possible loss of configuration data.



NOTE:

Make sure all subscribers are notified prior to taking the system offline. The system is unable to answer incoming calls when it is off-line, so make sure to provide an answering point for incoming calls until the Suite 64 HD Voicemail system is restarted.

The Suite 64 HD Voicemail system can be programmed when it is off-line, but subscribers should be notified ahead of time. To take the system off-line:

- a. From the Run Dialogue screen, press **F1** to access the On-Line programming Menu.

The screen prompts: *"Enter Password .. [_____]"*

This password is the same as the password used by the System Administrator mailbox. The System Administrator has the option to change the password. The default password is 0000 (four zeros).

- b. Type in the password and press **Enter** . The screen displays the first page of the the On- Line Programming Menus.
- c. Press **7** - *System Shutdown*. The screen prompts: *"Terminate Program?"*.
- d. Press **F1** - Continue to begin a "friendly" shutdown. All ports that are not currently active will be temporarily disabled to prevent them from answering incoming calls. Active ports will continue processing until their calls are complete and then they are disabled.

The message: *"Shutdown Active .. Please Wait .."* will be displayed at the bottom of the screen until all busy ports become idle. Once all ports go idle, the system will shut down and come to the DOS prompt.

Optional Method

To force the system off-line immediately, press **F10** - Immediate instead of **F1** - Continue. All calls in progress will be immediately terminated (hung up), regardless of their current status.

Placing the System On-Line

If the system has been taken off-line, place it back on-line to begin the voice processing application: Type **TAD** and press the **Enter** key.

8.4

Network Nodes and Parameters



NOTE:

It is not always necessary to fill out every field that appears on a screen. Example procedures cover only those fields containing required data.

Several screens are used by the System Administrator to set up a *Suite 64 HD Voicemail* system for network communications. The process of configuring a network node for network operation can be broken down into the following tasks:

- Defining new classes of service
- Setting up the local *Suite 64 HD Voicemail* System
- Establishing network nodes
- Recording verbal prompts for remote network nodes.

Using the Networking data sheets as a reference guide, these tasks are performed by following the steps outlined in the following subparagraphs.

Defining New Classes Of Service

New classes of service are set up using the Class of Service Screen and the Outdial Parameters Screen. It is only necessary to perform this step if none of the existing classes of service support the desired parameters for network access. If a new class of service is needed to support the required level of networking function, create it by performing the procedures described in *Section 7- Class of Service Administration*.

For illustration purposes, we will use COS 400 as the AMIS Class of Service.

New users that require AMIS capability will always receive COS 400. Users that are being upgraded to AMIS capability will also be programmed to use COS 400.

Setting Up the Local Suite 64 HD Voicemail System

The Company Parameters Screen is used to set up the local *Suite 64 HD Voicemail* system for network node operation. The majority of the fields on this screen were setup when the *Suite 64 HD Voicemail* system was configured for local operation, as described in Section 500, *Initial Setup*.

The Company Parameters Screen provides the following Networking fields:

Network Node - the network node number of the local *Suite 64 HD Voicemail* system.

Network Node Digits - The number of digits that a valid network node number contains. (Note that a 1-digit node number permits 9 systems in the network and a 2-digit node number permits up to 99 systems.)

Network Enable In - A 'Y' in this field enables network messages to come in to the local network node and an 'N' disable network messages from coming in to the local network node.

Network Enable Out - A 'Y' in this field enables network messages to be sent out from the local network node and an 'N' disables network messages from being sent out from the local network node.



NOTE:

A class of service must be defined before it can be entered into the Site Parameters screen.

C.O.S. - A three-digit code that references a predefined set of parameters used to determine the outdial parameters applied to all outgoing network messages. Outdial parameter information is programmed using the Outdial Parameters Screen. (F11)-P from the Mailbox Administration screen)

Programming Steps

Based on information defined by the Networking Data sheet for this system, modify the system parameters to support network operation by performing the steps below:

- a. From page one of the Main Menu, press **1** for 'Site Administration'. The **Site Administration Screen** appears.
- b. The **Company Code** field at the top of the screen shows 'TAD' as the three-character company code. This field matches the Company field in the Company Setup Screen. Make sure that the company code listed on the screen and the Networking data sheet match. If these codes do not match, there is a problem with the data definitions established for the network. Contact the network coordinator named during network set up for assistance in resolving this conflict. (The *Suite 64 HD Voicemail* is set by default to TAD, so this should not be an issue)

- c. Enter information into the networking fields using the Networking Data sheet as a guide. When finished entering data, press **F5** then Y to save the record.
- d. Press **ESC** - The screen returns to the Main Menu.

Establishing Network Nodes

Network nodes are established using the Network Node Setup Screen. This screen must be completed for each network node in the network, including the local node.

The *Network Node Setup Screen* provides the following fields:

Company - The three-character company code that defines the storage location of voice mail data.

Node Number - The number of the network node being established.

Node Name - The name of the network node being established for use in reports.

Networking Type - [This field is not used at this time.]

Node Active - A 'Y' in this field enables voice mail access for the network node being established, and an 'N' disables voice mail access.

Dialed Telephone Number - The actual phone number dialed to access the network node being established.

Type - The type of telephone call. Valid entries are '1' for an external call, '2' for an internal call (i.e. - the network node can be reached by dialing an internal extension number), or '3' for a digital pager or beeper (feature choice 3 is not used at this time).

System ID Number - The unique 14-digit network node ID number for the network node being established. This ID number must contain specific information. It must contain a country code (up to four digits, followed by a #) plus a 10-digit telephone number (followed by a #) dialed when in that country.

System Admin Name - The name of the individual responsible for managing the network node being established.

System Admin Phone/Box - The telephone number and/or mailbox number used to reach the System Administrator for the network node being established.

Ext - The telephone extension used to contact the System Administrator of the network node being established.

Loopback Test Mailbox - A test mailbox, located at each network node, where messages can be sent to test network communications.

Box Length - The number of digits in a valid mailbox number for the network node being established.

Mailbox Range - The range of mailbox numbers (from / to) for the network node being established.

Full Duplex - This field is not used at this time.

Non-Priority Message - The delivery schedules for Non-Priority Messages sent by NORMAL USERS (user type 0) and PRIORITY USERS (user type 1) are defined in the From, To and Delay areas of these fields. This field value was defined in the AMIS **Network User Type** field on the Class of Service Screen. Refer to *section 7 - Class of Service Administration*.

From/To fields - The times that the local *Suite 64 HD Voicemail* system will attempt to transmit each type of queued messages to the network node being established. Times must be entered in 24-hour format.

Delay - The number of seconds that the local *Suite 64 HD Voicemail* system will wait before again attempting to send a message to the network node being established after a failed attempt. The default is three attempts. (Note that this setting overrides the setting defined in the **Delay Between Attempts** field on the Outdial Parameters Screen).

Priority Message - The delivery schedules for Priority Messages sent by NORMAL USERS and PRIORITY USERS are defined in the From, To and Delay areas of these fields. (Note that the normal or priority message type was previously defined on the COS Screen).

Programming Steps

Based on the information defined in the Networking Data sheet, a network node is established by performing the steps below:

- a. From the **Main Status Menu**, press 8 for “**Network.**” The **Network Node Administration** screen will be displayed.
- b. Enter the required information into the **Network Node Setup** fields using the Networking Data sheet as a guide. When finished entering the data, press **F5** then Y to save the record.
- c. Press **ESC** to return to the **Main Status Menu**. Press **ESC** again to return to the Status Screen

Recording Verbal Prompts For Remote Network Nodes

When subscribers attempt to send messages to remote network nodes, they receive a verbal confirmation of the network node name selected. The System Administrator is required to generate this verbal recording of a name for each network node available on the network.

8.5

Network Master Mailbox Directory

The network master mailbox directory is set up by the System Administrator and contains a complete listing of all subscribers in the network, the network node in which they are located, and their mailbox number. This information is used to route messages and to support the dial by name feature for remote network nodes. If provided, voice greeting for remote subscribers will be attached to the information contained in the network master directory.

Creating and Updating the Network Master Mailbox Directory



NOTE:

This procedure must not be performed for subscribers located on the local Suite 64 HD Voicemail system. Local subscribers are not referenced using the network, and therefore, must not be included in the network master mailbox directory for the local Suite 64 HD Voicemail system.

Subscriber information for each network node can be distributed through copies of the Mailbox Directory Report. Refer to *Section 12- System Reports; Mailbox Directory Report* for additional information.

Mailbox information for subscribers on remote nodes is created and updated using the *Network Mailbox Directory Screen*. At each *Suite 64 HD Voicemail* system location, this screen must be completed with information for each remote subscriber on the network. This information will also be used with Loopback Testing Mailboxes.

The Network Mailbox Directory Screen provides the following fields:

Cmp - The three character company code that defines the storage location of voice mail data. The **Cmp** field code is usually set to TAD.

Network Node - The network node number for the location of a remote subscriber.

Mailbox - The mailbox number of this subscriber on the remote node.

Name - The Last and First names of this subscriber.

Name Spell - This field, used to support '*Dial By Name*' is automatically calculated and filled in by the program.



NOTE:

If you are using the Loopback Test Mailbox, information must be entered in this screen.

Based on information defined by the Network Subscriber Data sheet all network subscriber information is created or updated by performing the following steps:

From the *Network Node Administration Screen*, press **F7** to get to the *Network Mailbox Administration Screen*. The *Network Mailbox Administration Screen* appears.

- a. In the *Network Node Number* field, enter the network node number for the location of a Remote Subscriber.
- b. Continue entering the rest of the Remote Subscriber's information into the proper fields on the screen.
- c. When finished entering data, press **F5** then Y to save the record. The screen will blank.
- d. Continue entering any other Remote Subscribers as required, saving each record.
- d. After entering all Remote Subscribers, press **ESC** to return to the Network Node Administration screen.
- e. Press **ESC** again to return to the Main Menu.
- f. Press **ESC** again to return to the *Main Status Screen*.

Recording Greetings For Remote Subscribers

When sending messages to subscribers at remote network nodes, a verbal confirmation of the subscriber's name is provided when the mailbox is selected. These verbal confirmations are also provided to aid in destination mailbox selection when using the 'Dial by Name' feature. The System Administrator is required to generate these verbal name confirmations for all subscribers at remote network nodes. For further information on recording subscriber names refer to *Section 8- System Administrator Mailboxes*.

8.6 Network Monitoring

The status of messages queued for network transmittal, within the local *Suite 64 HD Voicemail* system, can be checked using the Network Message Delivery Queue Screen.

The Network Message Delivery Queue Screen provides the following fields:

Job Status - Displays the status of the message currently being displayed.

Field codes are:

- ! New job. No attempt was made to send this message since it was queued.
- P An attempt was made to send this message, but it is still in the queue ready to be resent.
- S Message was successfully sent.
- U Message send was unsuccessful.

Company - The three digit alphanumeric string that defines the storage location of all voice mail data. This value is defaulted to TAD and should not be changed.

Network Node - The network node number of the destination network node for this message.

Msg Type - Single character code indicating whether the current message is priority (?) or non-priority (X).

Queue Date-Time - Date and time that this message was originally placed in the queue.

Destination Mailbox - Remote network node mailbox number to which this message was sent.

Message Name/Flags - Information used by the local *Suite 64 HD Voicemail* system to process this message. The contents of these fields should never be changed manually. This data may be requested by Technical Support if they are assisting you in troubleshooting an AMIS delivery problem.

Originator Mailbox - The local mailbox number from which this message was sent.

Transmit Date-Time - Date and time of the latest attempt that was made by the system to send this message.

Transmission Result - Results of the latest attempt to send this message. The two digit code returned indicates that either the attempt was successful (00) or encountered an error - the codes are listed on-screen under the RESULT heading.

Programming Steps

The *Network Message Delivery Queue Screen* is accessed by performing the following steps:

- a. From the *Main Menu*, press 8 for *Network*. The *Network Node Administration Screen* will be displayed.
- b. From the *Network Node Administration Screen*, press **F7** to get to the *Network Mailbox Administration Screen*. The *Network Mailbox Administration Screen* appears.
- c. From the *Network Mailbox Administration Screen*, press **F7** to get to the *Network Message Delivery Queue Screen*.
- d. Scroll through the message status screens using the **F9** (previous) and **F10** (next) keys.
- e. When finished viewing the desired message status screens, press **ESC** to return to the *Network Mailbox Administration Screen*.
- f. Press **ESC** to return to the *Network Node Administration Screen*.
- g. Press **ESC** again to return to the *Main Status Screen*.

8.7 AMIS Job Reports

The AMIS Job Report screen is designed to help the System Administrator analyze the operation of the *Suite 64 HD Voicemail* system network nodes, and monitor the status and result of each network node call.

The AMIS Job Report screen is accessed using the system monitor and keyboard. Data for the reports is stored in specialized log files on the hard drive and compiled when a report is requested.

The AMIS job report screen provides the following information:

- Date*..... The date the network node call was placed.
- Time*..... The time the network node call was placed.
- Number Dialed* The telephone number of the network node being called.
- Cmp* The three character company code.
- Node* The network node that is being called.
- Sent To* The network node destination mailbox that is being called.
- Sent From* The local mailbox from which the call is being placed.
- Status*..... The status of the call being placed.
- Result* The result code pertaining to the call being placed. Result codes are:

- 00 Successful
- 20 Message Too Long
- 30 Mailbox Does Not Exist
- 40 Mailbox Not Accepting Messages
- 50 Mailbox Full of Messages
- 60 Destination System Disk is Full
- 70 DestinationSystem is not accepting messages

Access the AMIS Job Report screen by performing the step below:

From page one of the On-Line Programming Menu, press P for 'AMIS Networking - Setup', then 5 for 'Network Transmission Report'.

At the top of the Network Transmission Report screen is the prompt: "File [RPT\REPORT1.DSP_____] Opr[] S:Screen P:Print C:Com F:Fil".



NOTE:

The C:Com option is not used at this time.

Viewing A Report On Screen

To view a report on the screen, follow these steps:

- a. **Tab** to the Opr [] field, and press S to display the report on screen. Use the left and **→** keys to scroll across the report. Use the **PgUp**, **PgDn**, **Home** and **End** to scroll through the report.
- b. Press **ESC** to return to the Network Transmission Report Screen.
- c. Press **ESC** to exit the Network Transmission Report Screen and return to the Functions Menu.
- d. Press **ESC** to return to the On-Line Programming Menu.

Printing A Report

Before you try to print a report, make sure the printer connected to the *Suite 64 HD Voicemail* system is turned on, the paper is set to the top of form, and the printer is "On-Line".

To print the report, follow these steps:

- a. **Tab** to the Opr [] field, and press P to print the report. The screen prompts: "*Set the printer...Ready to print...? (Y/N).*"
- b. Press Y to print the report.
- c. After the report has been printed, press **ESC** to return to the *Network Transmission Report Screen*.
- d. Press **ESC** to exit the *Network Transmission Report Screen* and return to the Functions Menu.
- e. Press **ESC** to return to the *On-Line Programming Menu*.

Saving A Report

To save a report to floppy disk, press F. The screen prompts: "**Enter file Name**)>[_____]." Place a floppy disk in the disk drive.

- a. Enter a file name that is meaningful to you and indicates the contents of the file. The file name must specify the floppy disk drive (A:) In addition, the file name must consist of up to 8 characters (letters or numbers), a period(.) and an extension that can be up to 3 characters (letters or numbers). Example: "**A:MBOX0195.RPT**" for the *January, 1995 mailbox report*.



NOTE:

*The floppy disk must be an MS-DOS compatible, formatted, 3 1/2, high-density or double-density diskette. You can use any standard DOS valid file name. You can use any characters except spaces and the following characters: *?,:[] +=\ / ; | < >. You cannot use a period except to separate the file name from the extension.*

- b. After entering the file name, press **Enter** . The report will be saved to the floppy disk.
- c. The screen then prompts: "**1 file(s) copied/moved. Hit any key**".
- d. Press any key. The message "**Process Done**" appears.
- e. Press any key to return to the *Network Transmission Report Screen*.
- f. Press **ESC** to exit the *Network Transmission Report Screen* and return to the *Functions Menu*.
- g. Press **ESC** to return to the *On-Line Programming Menu*.

8.8

Testing The Network and Training Users

Test the *Suite 64 HD Voicemail* network after the network nodes have been established by creating a Loopback Test Mailbox for each node on the network.

Testing

- a. Create a Loopback Test Mailbox for each the *Suite 64 HD Voicemail* system on the network.
- b. Call the Loopback Test Mailbox from another network node and leave a message.

- c. If the call was successful, there will be a message in your mailbox stating that your message to network node XX, mailbox number XXXX was received. The specific time the message was received will also be announced.
- d. If the call was unsuccessful, there will be a message in your mailbox indicating one of the following reasons:
 - Message is too long
 - Mailbox does not exist
 - Mailbox not accepting messages
 - Mailbox full of messages
- e. Finally, repeat the test in the event of an unsuccessful call.

Training Users

To send a message to a subscriber on a remote network node, first dial **0** and specify the remote network node before entering the destination mailbox. The System Administrator should supply subscribers with network node numbers. Dial by Name is also available for remote network node subscribers.

Subscribers should be aware that the time/date stamp used for envelope information on network node messages identifies when a message was delivered to a destination mailbox, and not the time it was originally sent.

Messages that are copied to subscribers on remote network nodes appear as original messages, not as copies. Messages must be sent to one network mailbox at a time: networked mailboxes can not be included in group list.

Senders know when a message is delivered to a remote network node via the notification of delivery option. If a message is rejected for any reason, (i.e., the recipient's mailbox is full or the incoming message itself was too long), the system automatically notifies the sender via the notification of non-delivery option.

Subscribers cannot use the "confidential" delivery option for messages to subscribers on remote network nodes, and depending upon the schedule set up by the System Administrator, delivery times for "priority" network node messages may be different from other messages. These messages are not identified to the recipient as "priority."

When a remote network node message is sent with a specified delivery time, be aware that this time refers to when the message is placed in the delivery queue. The maximum number of messages that is sent to a remote network node is nine. Therefore, if a large number of messages are queued to a node, it may take several calls before all are delivered.

Subscribers should be aware that the maximum message length for each message sent over the network is **eight minutes**.

9 *Remote Modem Programming*

There may be occasions where it will be desirable or necessary to call into a *Suite 64 HD Voicemail* system from a remote location. This is easily accomplished by attaching an external modem to the programming port. This modem needs to be programmed in a specific fashion to operate properly with the *Suite 64 Suite 64 HD Voicemail* card.

The sections herein will outline the requirements for remote modem access.

9.1

Required Equipment

The following list is the minimum equipment you will need to do remote programming on the *Suite 64 Voicemail* card:

- A Hayes-compatible external modem with the extended AT modem command set (almost all new modems will have this)
- A null modem cable with a 9-pin male connectors. If necessary, a 9-pin gender changer can be used.

Some modem cables have different connectors. The final cable has to plug into the modem, go through the gender changer and then into the *Suite 64 HD Voicemail* card. Use the particular connectors are required for your particular cable arrangement.

The modem that is to be used for programming REQUIRES a very specific set of instructions to be sent to and stored in the modem. If these commands are not programmed, the modem will answer but you WILL NOT be able to see the *Suite 64 HD Voicemail* system screens.

You will need to connect the modem to a regular PC to program the modem. Any standard communications package will be able to perform the programming. Once the programming has been completed, the modem will have these special commands stored as the default configuration.

The modem will then only be able to be used with the *Suite 64 HD Voicemail* system unless it is reset to the original factory settings.

Follow the instructions below to set up your modem:

1. Connect the modem to the PC you will be using for the setup procedure and power it on start your communications program, making sure to use the correct port assignment (COM1: COM2: , etc.)
2. Type AT and press **Enter** to verify the connection is working to the modem. You should receive "OK" back as the response on the screen. If the modem does not respond, check your modem documentation and recheck all connections.
3. Once you can get the OK response, continue with the next section.

Programming the Special Modem Commands

Follow these instructions to program the required modem commands:

1. Type **AT&F0** and press  - the modem should respond "OK"
2. Type the following string of characters very carefully and then press : **ATE0Q1&C0&D0S0=1&K0+MS:11,0,9600,9600,0,0&W0** (they are all zeros, not the letter O)
3. The cursor will now jump to the beginning of the current line - the rest of the commands you enter and the modem responses to them will not be displayed on the screen. This is normal.
4. Type **AT&W0** and press  - this stores the special initialization string you entered into the modem as Profile 0
5. Type **AT&Y0** and press  - this tells the modem to load Profile 0 and the special initialization string every time the modem is powered on. The special modem programming is now complete.



NOTE:

A generic string to use as a base to set up other manufacturer's modems is:
ATE0Q1S0=1&C0&D0S0=1N0S37=9&W0

Command String Settings Legend

- &F0..... recalls the factory default settings.
- E0disables echoing of the commands to the screen
- Q1.....disables result codes to be issued to the screen
- &C0.....forces DCD signal to be on at all times
- &D0DTR signal is ignored
- S0=1sets the auto answer to answer after one ring.
- N0.....requires speed of the connection that is specified by the S37 register.
- S37=9sets the baud rate to 9600.
- &W0.....saves settings in user profile 0.
- &Y0.....selects user profile 0 as default profile.

Restoring the Modem to Factory Default Settings Section

If for some reason it becomes necessary to return the modem to its original factory default settings, follow these steps:

1. Connect the modem to the PC you will be using for the setup procedure and power it on.
2. Start your communications program, making sure to use the correct port assignment (COM1: COM2: , etc.)
3. Type **AT&F0** and press **Enter** (you will not see anything as you type yet). You should see an "OK" response on the screen and now your typed commands will show in the following steps.
4. Type **AT&W0** and press **Enter** - this stores the factory default setting back into the modem as Profile 0
5. Type **AT&Y0** and press **Enter** - this tells the modem to load Profile 0 and the factory settings every time the modem is powered on.

The modem has now been reset to "out-of-the-box" condition.

Using the Modem

Cable Connection Procedures

Attach the modem through the PC programming port, using the terminal cable (customer-supplied). There is a specific sequence to follow when attaching or detaching these cable(s). This sequence **MUST** be followed to ensure proper operation of the programming interface.

To connect to the PC terminal:

If the cable is currently connected to the modem and you now want to attach the PC terminal, do the following **IN ORDER**:

1. Disconnect the card cable from the null modem/gender changer combo cable.
2. Turn the modem power switch to OFF - all lights should go out.
3. Plug the card cable into the PC terminal's serial port.
4. Activate your terminal software and program as required.

To connect to the modem:

If the cable is currently connected to the PC terminal and you now want to attach the modem, do the following IN ORDER:

1. From the main status screen, press **F2** to activate the system screen saver, then:
2. Disconnect the card cable from the PC terminal.
3. Turn the modem power switch to ON - the power, ER, and CD lights should come on.
4. Connect the female end of the card cable to the 9-pin male-to-male gender changer 5. which should already be attached to the modem cable.
5. If not already connected, connect the male nine-pin connector of the modem cable to the female nine-pin connector on the rear of the modem.
6. Activate your terminal software and program as required.

Hook up the modem access line:

Connect a CO line or an analog extension from the PBX to the modem's input/line jack and power on the modem. It is recommended to always connect a CO trunk where possible for two reasons:

1. You will usually connect at a higher speed, which makes the remote screens run faster
2. If the Simplicity system is not running, you will not be able to access the modem by transferring through the Automated Attendant

Once the modem has been successfully installed, you may now call the telephone number for the modem and connect to the *Suite 64 HD Voicemail* system. After the handshake and connection, press the **F12** key to load the *Simplicity* screens. If the screen does not refresh, press the **Space** bar and then the **F12** key again. All programming functions are available for your use. System programming keys are exactly the same as if you were using a local terminal.

Connection Problems

The modem will not connect to *Suite 64 HD Voicemail* properly if there is any screen activity such as data entry or the moving logo line of the main status screen before the modem connects to the programming port. Make sure that no one is programming in the system and that the system screen saver has been activated before calling into the system. An on-site person can do this by pressing the **F2** key at the main status screen. If you are inadvertently disconnected from the remote site, you will not be able to re-connect for a minimum of five minutes, which is the time it takes for the system screen saver to re-activate. Once the screen saver goes into action, re-connection will then be possible. If you have someone on-site, it is not necessary to wait - just activate the screen saver as noted above.



NOTE:

*It is always advisable to always press the **F2** key before hanging up the connection. This will prevent a wait period if you need to call right back into the system for any reason. Modem power notes*

If the AC power to the modem is interrupted or if the modem is turned off while it is attached to Simplicity, you may have trouble logging in again. While this is a rare occurrence, if it happens you may have to reset the *Suite 64 HD Voicemail* card.

To help prevent this from occurring we strongly recommend that the modem power transformer be connected to the same UPS-protected power outlet that the phone system is connected to.

10 PC Terminal Setup

Suite 64 HD Voicemail use a PC or laptop and terminal software to access the programming interface. Procomm Plus for DOS or Procomm Plus for Windows for the PC is recommended. The software will require certain specific parameter settings and function key mapping. The sections below will outline the required changes. Since different versions of the software may have these parameters in different areas, we will list the changes that need to be made in your spec will tell you the general area where the changes need to be made.



NOTE:

*It is recommend that you install a separate copy of Procomm in its own subdirectory, since some of the parameter changes may affect how the program interacts with other systems you may program. Make sure to set Transmit Pacing = 0 under **Alt** -S - General Options or the Functions Keys may not operate properly.*

PROCOMM FOR WINDOWS VERSION 4.7 UP

Terminal setup (Direct Connect)

Terminal type	TVI 950
Speed.	9600
Parity	None
Word length	8
Stop bit	1
Terminal update	FAST
Break length.	350ms (350 1/10ths of a second)
Terminal scroll method.	NORMAL
Enquiry type	OFF
Terminal size	25 Rows / 80 Columns
XON/XOFF flow control	OFF
Hardware flow control	OFF

FUNCTION KEY MAPPING

Most versions of Procomm Plus have only the first four function(F) keys mapped to terminal functions. Since Simplicity uses all 12 Function keys, you may need to map the keys from **F5** to **F12** manually. Each F key has four states that can be programmed. You only need to program the NORMAL state. These settings are found under the Setup option, Terminal Setup, Keyboard files.

The complete set of correct key mappings is below:

F1	^A^M
F2	^AA^M
F3	^AB^M
F4	^AC^M
F5	^AD^M
F6	^AE^M
F7	^AF^M
F8	^AG^M
F9	^AH^M
F10	^AI^M
F11	^AJ^M
F12	^AK^M

Once you have made these changes, save them and exit to the terminal screen. Press the **F11** key and the screen should refresh. If the system has been idle for five minutes or more the screen saver has activated. Press the **Space** bar and then the **F11** key to view the screens and begin programming.

11 Backup & Restore Procedures

11.1 Overview

The *Suite 64 HD Voicemail* system is shipped with several available methods by which Backup and Restore operations can be managed. Batch files are pre-installed in the C:\UTILS directory to handle the loading of drivers for these devices.

The Backup procedure stores a copy of the Customer's configuration data and mailbox directory structure including all recorded greetings, names and messages in the system when the Backup is done.

The Restore procedure allows you to restore a previously saved set of Customer files to an existing system. This allows quick recoveries in the event of a system failure.

It is also now possible to maintain a library of "clean" Customer configuration files.

11.2 Supported Hardware

Current hardware systems that have been tested and approved are listed below:

- Iomega ZIP External drive
- Iomega JAZ. External drive
- Backpack CD-R. External drive
- Imation SuperDisk 120 External drive

The use of external tape drives is not recommended or supported at this time due to speed and accessibility limitations.

Backup Procedures

The backup procedure for each type of device is illustrated below. Once the backup procedure for a given device has begun, the software will prompt the user for any required input. All the procedures have built-in error control logic in case a parameter is entered incorrectly. After the Backup is complete turn off the system power, disconnect the Backup device, and then re-start the *Suite 64 HD Voicemail* system.

Iomega Zip or Jazz Drive

External Drive Unit

Step 1 - exit the Simplicity system to DOS:

1. Press **F1** at the Status screen and enter the system password (default is 1234).
2. Press **8** for System Shutdown.
3. Press either **F8** or **F10** as desired.

Step 2 - activate the device:

1. Connect the ZIP/JAZ drive cable to the 25 pin parallel port connector located on the front of the card.
2. Connect the power cord to the ZIP/JAZ drive - the power light should come on.
3. Insert the desired ZIP/JAZ disk into the drive.
4. Type CD \IOMEGA and press the e key.
5. Type GUEST and press the e key.
6. The GUEST program will assign a drive letter to use. i.e. E:
7. Make note of the drive letter assigned to the device.

Step 3 - enter the backup job parameters

1. Type CD \UTILS and press the e key
2. Type the required Backup command as follows, then press the **Enter** key:

USAGE: IOM-BACK [drive] [directory] (i.e. IOM-BACK E smithco) where:

[directory] is the directory name where to store the data, up to eight characters in length. DO NOT include a backslash or drive letter as part of the directory name.

[drive] this is the drive letter assigned to the storage unit when the GUEST program is run. DO NOT include any characters other than the actual drive letter. i.e. E not E:

The Backup procedure will now start and run to completion without any further user input. Backup time will vary depending on the number of messages in the system.

11.5 Backpack CD-R

External Drive

Step 1 - exit the Simplicity system to DOS:

1. Press ! at the Status screen and enter the system password (default is 1234).
2. Press **8** for System Shutdown.
3. Press either ! or) as desired.

Step 2 - activate the device:

1. Connect the CD-R drive cable to the 25 pin parallel port connector located on the front of the card
2. Connect the power cord to the CD-R drive - the power light should come on.
3. Insert the desired CD-R disk into the drive.
4. Type CD \BPPD and press the e key.
5. Type LOADCD and press the e key.
6. The CD-R driver program will assign a drive letter to use. i.e. E:

7. Make note of the drive letter assigned to the device.

Step 3 - enter the backup job parameters;

1. Type CD \UTILS and press the e key.
2. Type the required Backup command as follows, then press the **Enter** key:

USAGE:

BP-BACK [drive] [directory] (i.e. BP-BACK E smithco) where: [directory] is the directory name where to store the data, up to eight characters in length. DO NOT include a backslash or drive letter as part of the directory name. [drive] this is the drive letter assigned to the storage unit when the GUEST program is run. DO NOT include any characters other than the actual drive letter. i.e. E not E:

The Backup procedure will now start and run to completion without any further user input. Backup time will vary depending on the number of messages in the system.

11.6 Imation Superdisk LS-120

External Drive

Step 1 - Exit the Simplicity system to DOS:

1. Press **F1** at the Status screen and enter the system password (default is 1234).
2. Press 8 for System Shutdown.
3. Press either **F1** or **F10** as desired

Step 2 -Activate the device:

1. Connect the SuperDisk drive cable to the 25 pin parallel port connector located on the front of the card.
2. Connect the power cord to the SuperDisk drive - the power light should come on.
3. Insert the desired SuperDisk disk into the drive.
4. Type CD \IMATION and press the e key.

5. Type LS and press the e key.
6. The driver program will assign a drive letter to use. i.e. E:
7. Make note of the drive letter assigned to the device

Step 3 - Enter the backup job parameters:

1. Type CD \UTILS and press the e key.
2. Type the required Backup command as follows, then press the e key:

Usage:

IMA-BACK [drive] [directory] (i.e. IMA-BACK E smithco) where: [directory] is directory name of where to store the data, up to eight characters in length. DO NOT include a backslash or drive letter as part of the directory name. [drive] this is the drive letter assigned to the storage unit when the GUEST program is run. DO NOT include any characters than the actual drive letter. i.e. E not E:

The Backup procedure will now start and run to completion without any further user input. Backup time will vary depending on the number of messages in the system.

12 *Special Applications*

12.1 Single-Digit Menus In Your Personal Mailbox

There may be some mailbox users that desire to have a group of “One-Touch” options in their mailbox greeting to further direct callers. This is done using special bin entries for that particular mailbox. You may assign up to 9 single-digit destinations for any mailbox. The bin numbers are **91 through 99**. No schedule programming is required for this feature to work.

For example, Mailbox User 203 want to have options available to:

1. Transfer to their secretary at extension 217.
2. Transfer to a department menu - Voice Menu 6 via a *Suite 64* library number 6206.
3. Transfer to their mobile phone - a *Suite 64* library number 6200.

To accomplish this, all you need to do is program the following bin numbers:

Mailbox	Bin	Type	Phone Number
0000203	91	1	217,
0000203	92	1	6206,
0000203	93	1	6200,



NOTE:

Library 6206 would be programmed to go the voice mail and send the digits for a mailbox that has been programmed as a Type 40 going to Voice Menu 6. Library 6200 would need to access outside dial tone and call the phone number programmed into the library. Trunk-Trunk conferencing also needs to be enabled in the Suite 64 PBX.

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