45P Version 2.0

Voicemail Enhancements

45P

Revision Table:

Release	Description of Changes	Date
Initial Release		04-2009
Revised	Added Features and typo corrections	09-09-09

Conventions

The word Extension and Station may be used interchangeably.

TUI – Telephone User Interface will be abbreviated as TUI

GUI – Graphical User Interface will be abbreviated as GUI

The word "Browser" will be used to represent an Internet Browser such as Microsoft's Internet Explorer (IE)

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The word "Regular Hours" refers to the normal "Day" schedule

The word "After Hours" refers to the "Night" schedule

The word "Break" refers to "Lunch"

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Auto Attendant Greeting Synchronization

For maximum flexibility the voicemail will synchronize its day, lunch and night schedule with the telephone systems open, break and closed schedule. When the telephone system is in day mode, the day voicemail message will play, when it is in lunch mode, the lunch greeting will play, similarly if the telephone system is in night mode the night message will play. This feature is used in conjunction with "Line Greeting per CO Line" on page 35.

When the system is in day mode, no letter will appear in the bottom right side between the letters "cid" and the extension number.

```
MAY 10 WED 11:00
VMAIL N:00 S:00
         cid    10
```
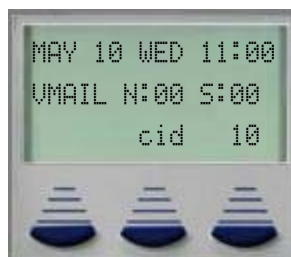
When the system is in night mode, the letter "N" will appear in the bottom right side between the letters "cid" and the extension number.

```
MAY 10 WED 11:00
VMAIL N:00 S:00
         cid N 10
```
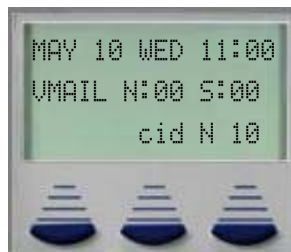
When the system is in Lunch (break) mode, the letter "L" will appear in the bottom right side between the letters "cid" and the extension number.

```
MAY 10 WED 11:00
VMAIL N:00 S:00
         cid L 10
```
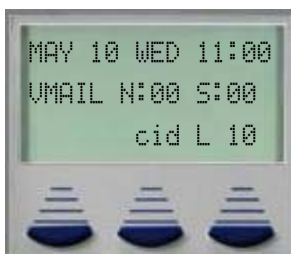
When the system is in Temporary mode, the letter "T" will appear in the bottom right side between the letters "cid" and the extension number.
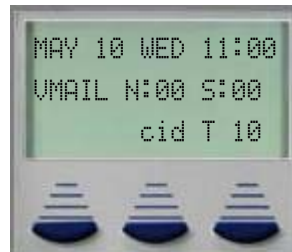
Default Operation:

Once the voicemail is installed and operational, the greeting will automatically synchronize with the telephone systems service mode. At default, the system is in day mode so the greetings will not automatically change.

Programming Interface:

The time switching schedule is programmed in the resource section in the telephone system programming (4-07), and it is used to automatically switch the system between the service modes. This requires the system to be in the "Timed" service mode.

Default "Time Switching" in the telephone system (4-07)

Day of the Week	Noon (Lunch)		Night	
	Start	End	Start	End
Monday	00:00	00:00	17:00	08:00
Tuesday	00:00	00:00	17:00	08:00
Wednesday	00:00	00:00	17:00	08:00
Thursday	00:00	00:00	17:00	08:00
Friday	00:00	00:00	17:00	08:00
Saturday	00:00	00:00	17:00	08:00
Sunday	00:00	00:00	17:00	08:00

The service mode is programmed using the attendant administration programming area - Feature # 0 and the attendant's password (default 9999).

Service Modes
Day
Lunch
Night
Time*
Temp

* - "Time" mode will automatically follow the settings in the Time switching area (4-07)

Alternatively, the attendant or alternate attendant may enter a code Feature 6 3 and the attendant's password (default 9999). The system will be taken out of "Time" mode, if applicable, and place it into either Day or Night Mode depending on its current state. The system will remain in this mode until it is placed into a different mode using this code, or until it is placed back into the "Time" service mode using the attendant administration area "F # 0".

TUI Administrator
N/A

GUI Administrator
N/A

Conditions

1. This feature is used in conjunction with the Line Greetings per CO Line.

2. Once the system is manually changed between modes, it remains in that mode until it is manually changed again or placed back into timed service mode.

3. Using Feature 63, only changes between day and night mode.

4. The attendant administration allows day, night, lunch and temporary modes.

5. The holiday mode is only accessed using the holiday schedule in the voicemail.

Auto Attendant Single Digit Dialing

The main voicemail system dialing plan, also known as the main auto attendant, programmed in departments, can now be set to single digit dialing. This will allow callers to dial a single digit and be transferred to an extension or hunt group. The digits zero (0), which is used for the operator and the digit five (5) is used for dial by name, so these two numbers cannot be used when programming single digit dialing. All other digits between 1 and 9 can be programmed for single digit dialing.

There are three programming parameters within the department settings; department number, extension/hunt group and greeting bypass (see page 30). The department number is the number that a caller will dial to be transferred to the associated extension/hunt group programmed in the Extension/Hunt Group parameter. The Greeting Bypass Option determines if the caller will be required to press the digit "2" before leaving a message for an associated hunt group. If a caller is transferred to an extension, the extension greeting bypass option determines if the caller will be required to dial the digit "2" before leaving a message.

Default Operation

At default, the department parameters are set to two digit dialing, which requires caller to dial two digits to be transferred to an extension or hunt group.

Programming Interface

This parameter can be programmed using either the TUI or the GUI

TUI Administrator

TUI – Department Programming

After entering the administration mode, the administrator will enter "1" for General Settings. Then dial "7" to enter the Department Programming and then dial "2" to add or modify a department. When entering a single digit department dial the number 1, 2, 3, 4, 6, 7, 8 or 9, followed by the # key. Then enter the extension or hunt group that the caller will be transferred to when entering the new department number. The last parameter is to enable or disable the greeting bypass feature. When enabled, the caller will not have to press "2" to leave a message for the entered department.

GUI Administrator

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side, of the main page select Company Settings.

1. In the "Dept No." enter the number to be added or modified and then press confirm.

	Dept No.	Extension/Hunt Group	Greeting Bypass Option
1	72	82	OFF
2	73	83	OFF
3	74	84	OFF
4	75	85	OFF
5	76	86	OFF
6	82	82	OFF
7	83	83	OFF
8	84	84	OFF
9	85	85	OFF
10	86	86	OFF

2. Using the drop down menu, select the extension or hunt group that callers will be transferred to when the entered "Dept No." is dialed.

3. At default, the Greeting Bypass option is turned off, thus requiring a caller to enter "2" to leave a voice message if the call goes unanswered. Select "on" to eliminate the enter "2" to leave a voice message.

4. Press the "Add/Modify" button to confirm the addition or modification of the entered "Dept No.". Each new entry will be added to the bottom of the list.

Company 1 ▾

Dept No. 1   [Confirm] [Delete]

Extension/Hunt Group 82 ▾ Greeting Bypass Option ON ▾ [Add/Modify]

	Dept No.	Extension/Hunt Group	Greeting Bypass Option
1	72	82	OFF
2	73	83	OFF
3	74	84	OFF
4	75	85	OFF
5	76	86	OFF
6	82	82	OFF
7	83	83	OFF
8	84	84	OFF
9	85	85	OFF
10	86	86	OFF
11	1	82	ON

Callers dial 1 to ring Hunt Group 82. →

Conditions

1. Single digit dialing must be programmed into the voicemail.

2. Digit Zero (0) cannot be used as a department because it is reserved for the operator.

3. Digit five (5) cannot be used as a department because it is reserved for dial by name.

Auto Attendant Transfer to a Busy Extension

The VM XFR Always (Feature #4) allows the voicemail to transfer a call to a busy extension. The extension will receive a "Muted Ring Tone" for the duration of the forward timer. If the user does not want the second call to ring their extension they dial (Feature #4) "VM XFR Idle Only", which will only transfer calls to the extension if it is idle and not busy. This feature can also be put on any of the flexible buttons.

Default Operation

Calls can be transferred to a busy extension; VM XFR Always is enabled.

Programming Interface

This feature is enabled and disabled in real time, by the extension user. From their idle telephone the user presses the feature button followed by dialing # and then 4. The display will show either VM XFR Always to allow or VM XFR Idle Only to deny busy calls from ringing their extension.

Feature # 4 – A single tone burst is heard.

TUI Administrator

N/A

GUI Administrator

N/A

Conditions

1.   This feature must be enabled or disabled from an idle telephone.

2.   Busy ring allow will now work with single line telephones

Caller ID Replaces Email Subject

The voicemail comes standard with – email delivery of a voicemail messages. This is done using Simple Message Transport Protocol (SMTP). When a mailbox has an email address defined, the voicemail will automatically generate a WAV file after each new message is received. When the email is sent to the user the subject will show the caller ID, if received. If no caller ID is received the subject will show the date and the time that the voicemail was received.

Default Operation

At default, no mailboxes are programmed with an email address. Each mailbox must be programmed individually by the administrator.

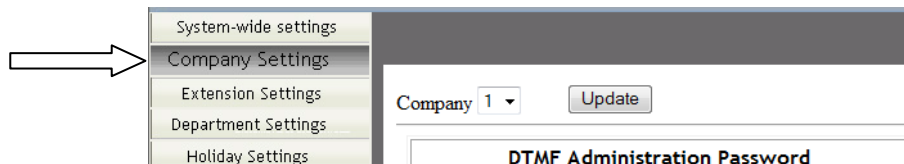## Programming Interface

This feature can only be programmed by the GUI.

TUI Administrator

This feature cannot be programmed by the TUI

GUI Administrator
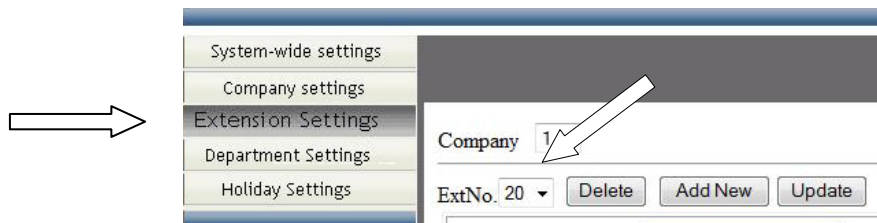
Connect to the voicemail system using Internet Explorer, and enter the password. On the left side, of the main page select Company Settings.

Confirm that the SMTP settings are set correctly. Either the "Default Mail Server", which requires much less programming, or the User Defined Mail Server may be programmed. This feature will work as long as emails are being sent successfully. For clarification of the User defined SMTP Server programming see Email – User Defined Mail Server page 25.

Email
○ Default Mail Server
◉ User Defined Mail Server

User defined SMTP Mail Server	
SMTP Mail Server Authentication	☐
Sender E-mail Address	
Sender E-mail Username	
Sender E-mail Password	
SMTP Port	25

Each user will need to have their email address entered. Once entered, the system will automatically generate a WAV File and begin the email process. Select the "Extension" tab, and using the extension dropdown arrow, verify each extension/mailbox's email address. The selected extension in the example below is extension 20.
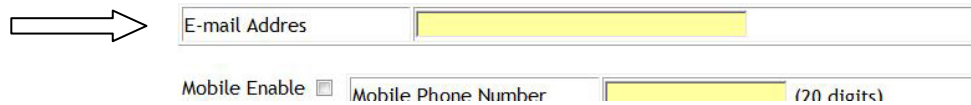
System-wide settings
Company settings
Extension Settings
Department Settings
Holiday Settings

Company 1

ExtNo. 20 ▾   Delete   Add New   Update

Caller ID Replaces Email Subject

Once the desired extension is selected, scroll down to the "Email Address" entry line.

E-mail Addres

Mobile Enable ☐ Mobile Phone Number   (20 digits)

Enter the email address of the user that will receive the email when a new message is received by the entered voice mailbox.

Conditions

1) The voicemail system must be connected, on a standard network using a router and an internal static IP Address.

2) The date and time that the voice mail was received will appear in the subject if the system does not receive caller ID.

Class of Service

The voicemail system has 5 classes of service numbered 0 through 4. Classes of service 1 through 4 have three programming parameters; Message Retention Length (in days), Maximum Message Length (in minutes) and Maximum Messages per Mailbox whereas Class of service zero (0) only has one programming parameter, Message Retention Length. The other two parameters, Maximum Message Length and Maximum Messages per Mailbox cannot be limited so these parameters depend on and will consume the total available space in system memory. Extensions that use "One Touch Record" should be assigned a Class of Service Zero (0) so that the recording is not interrupted with an "End of Recording" prompt.

Classes of Service can be used to group "like users" together. For example, Inside Sales personnel have different requirements than Outside Sales personnel.

Default Operation

At default all mailboxes are assigned to Class of Service One (1).

Programming range for each parameter

	Message Retention Length (in Days)	Maximum Message Length (in Minutes)	Maximum Messages per Mailbox
COS 1 - 4	1 – 60 days	1 – 5 minutes	5 – 50 messages
COS 0	1 – 180 days	System Message Retention Parameter	

Default settings for all 5 Classes of Service

Class of Service	Message Retention Length (in Days)	Maximum Message Length (in Minutes)	Maximum Messages per Mailbox
0	14	N/A	N/A
1	14	2	15
2	30	2	20
3	60	3	30
4	15	3	10

Programming Interface

This feature can be programmed from either the TUI or the GUI

Although all five classes of service are set up and operational, they can be further customized in the advanced TUI programming area and on the Company Settings Page of the GUI. Once the classes of service are finalized, mailboxes must be assigned to their appropriate class of service in the Extension Mailbox in the TUI and the Extension Settings in the GUI.

TUI Administrator

TUI Class of Service Administration

After entering the administration mode, the administrator will enter "2" for Advanced Functions. Then dial "4" for Class of Service.

Enter the Class of service to be modified valid entries are 0 – 4. An entry of zero (0) affects the message retention time only mailboxes with Class of Service zero (0) even though the system announces that it is for the whole system or enter Class of Service 1 – 4 and then select the programming parameter "1" for Max Retention Time, "2" for Max Message Length or "3" for Max number of messages. If modifying a Class of Service that is assigned, the changes become operational as soon as they are saved.
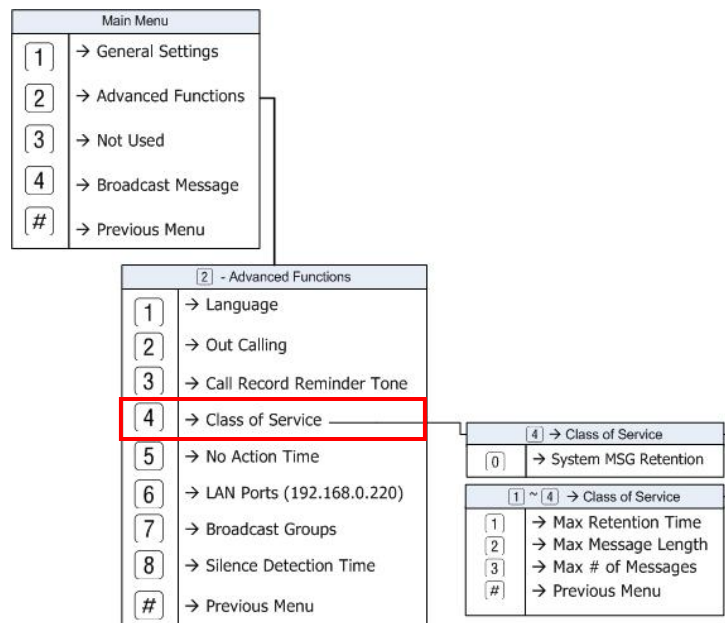
TUI Assigning a Class of Service

Once the Classes of Service are established they may be assigned to one or more extensions.

After entering the administration mode, the administrator will enter "1" for General Settings. Then dial "8" for mailbox Programming, and then enter the "Mailbox" to be programmed. Next, dial "8" to set the mailbox's Class of Service.
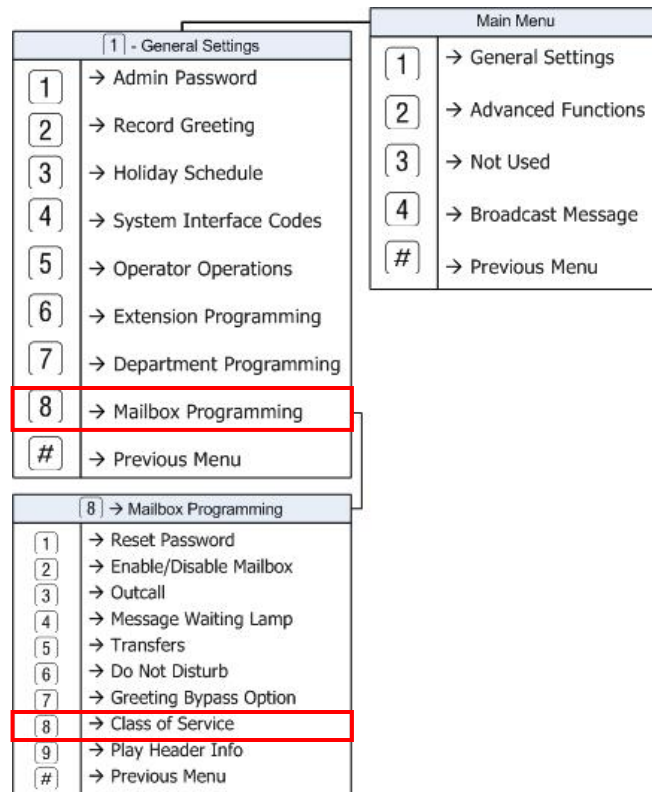
GUI Administrator

GUI Class of Service Administration

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side of the main page select Company Settings.
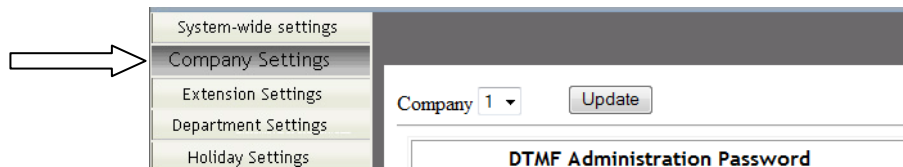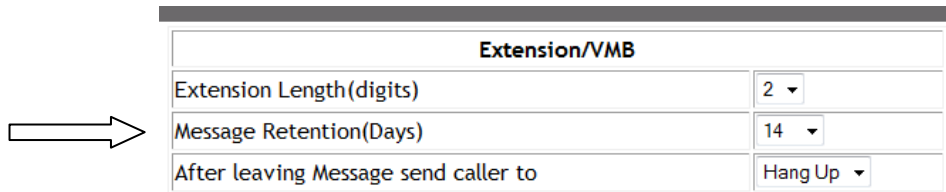
Class of service is at the top of the company page, and give you access to the parameters for Classes of Service 1 through 4. Click on the down arrow to access the VM COS: and select the Class of Service to modify. Select the parameters to be modified Message Retention, Max., Message Length, and/or Max Message No., and then press update.
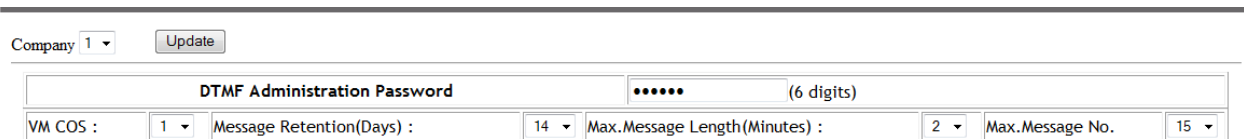
Class of Service zero (0) only has one programming parameter that can be modified, which is Message Retention. Message Length, MAX Message No., cannot be modified. Therefore, this parameter is programming in a different location.

Scroll down the company screen to locate the "Extension/VMB" programming area. Within this area locate "Message Retention (Days).   This is the programming parameter for Class of Service Zero (0).

GUI Assigning a Class of Service

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side of the main page select Extension Settings.

Use the drop down menu to select the extension to be modified.

Once on the Extension Settings page, locate the "VM COS" parameter, using the dropdown menu select the Class of Service for the entered Extension.

Conditions

1. Class of Service 1 is assigned to all extensions.

2. Class of Service zero (0) should be assigned sparingly.

Dial by Name

Each mailbox user may input the DTMF code which represents the first three letters of their first and last name. For example, John Adams would enter 5 6 4 for his first name and 2 3 2 for his last name. This will allow callers that do not know the desired users extension number to, from the auto attendant, dial the "dial by name code" (at default it is set to 5) and enter the person's first or last name.

Default Operation:

When a caller is listening to the system's main greeting they may dial "5" to enter the dial by name function. The caller may locate the user by dialing the digits that represent the parties last name if the caller prefers to use the first name they may dial "*" and enter the users first name. After pressing 5 the voicemail plays the following greeting.

> Using the letters on the telephone key pad, dial the first three (3) letters of the person's last name and then press # (pound). If the last name is less than 3 letters, enter the name and then press #. For Q press 7, for Z press 9. To search by their First Name press *

> Using the letters on the telephone key pad, dial the first three (3) letters of the person's first name and then press # (pound). If the first name is less than 3 letters, enter the name and then press #. For Q press 7, for Z press 9. To search by their Last Name press *

Programming Interface:

This feature can be programmed from either the TUI or the GUI

The dial by name feature is programmed in two different areas. The administrator can, using the TUI or the GUI, select the digit that will be dialed from the auto attendant's main greeting. At default the code is set to "5". Each user is responsible for inputting their own "name" (DTMF digits that represents the spelling of their name), which can only be done through the TUI. If the user does not program their name, it will be hidden and not available for the dial by name directory feature.

TUI Administrator

After entering the administration mode, the administrator will enter "1" for General Settings. Then dial "4" for System Interface Codes and then dial "7" to change the Dial by Name Code from the default code of "5". Skip this step to leave the dial by name code at the default value of 5.
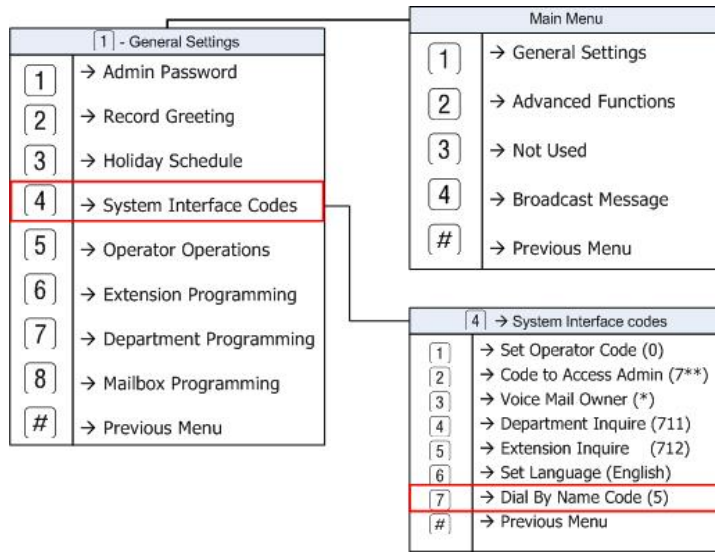

GUI Administrator

Administrator Programming

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side of the main page select Company Settings.
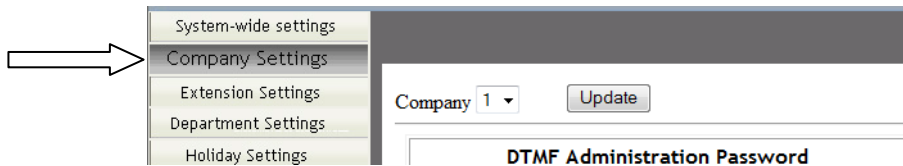
The dial by name code input is on the lower right hand side of the company settings window. Scroll down to the bottom, and look on the right hand side, for "Code to access by Name" parameter.

Skip this step if you do not want to change the default dial by name code.

TUI User

The user will press their voicemail button and enter their password to log into their mailbox. Then the user will dial "5" to record their name and setup dial by name.
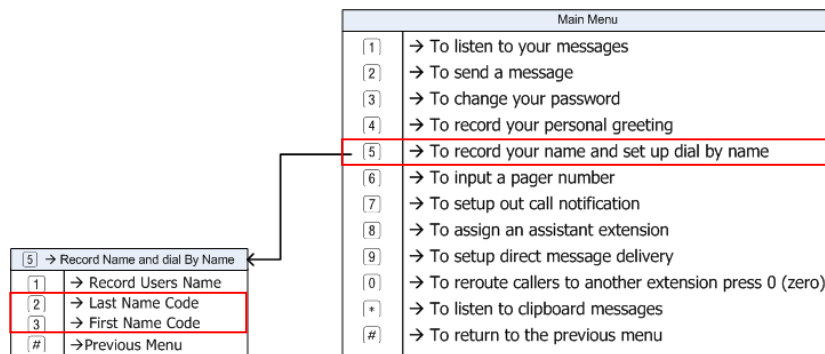
The user dials 2 and using the letters on the telephone key pad, input the first three (3) letters of your first name and then press # (pound). If your first name is less than 3 letters, enter the name and then press #. For Q press 7, for Z press 9.

The user dials 3 and using the letters on the telephone key pad, input the first three (3) letters of your first name and then press # (pound). If your first name is less than 3 letters, enter the name and then press #. For Q press 7, for Z press 9.

"Names" are entered by using a touch tone keypad.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Conditions

1. When the voicemail finds a match to the "entered name" the voicemail will play the users "Name Greeting" followed by the prompt "If this is correct Press 1, to listen to the next name press 2".

2. If no match is found, the voicemail will play the prompt "I am sorry. There are no matches for the name that you have entered."

3. If no digits are entered, the caller will be prompted to dial another extension user's name.

Email - User Defined Mail Server

The user Defined Mail Server programming area of the voicemail has been redesigned to allow more flexibility. These refinements include; User Defined SMTP Server, allows for authentication, entering the "from" email address, the user name – which is often different from the email address, and enter the email password and define the SMTP port.

Default Operation

At default the voicemail uses a predefined (default mail server), which sends email from ivrmail@ivrsystem.com. To further customize the installation, or if the Internet Service Provider (ISP) requires authentication, the voicemail can be programmed to use a "User Defined SMTP Server". Generally, businesses have one or more email addresses available so it is a good idea to create a new voicemail address such as voicemail@yourcompany.com.

Programming Interface

User Defined Mail Server can only be programmed with the GUI.

TUI Administrator

N/A

GUI Administrator

The Email settings can be found under the "Email" parameter on the "Company Settings" page. To customize the SMTP Server, select "User Defined Mail Server".

Email
○ Default Mail Server
⊙ User Defined Mail Server

User defined SMTP Mail Server

SMTP Mail Server Authentication

Sender E-mail Address

Sender E-mail Username

Sender E-mail Password

SMTP Port   25

User Defined SMTP Mail Server

This is the server that represents the "From" email address and generally resembles mail.yourcompany.com. However, you will have to check with the company's Internet Service Provider (ISP) and/or email provider to properly identify the SMTP server. A short cut to determine the "Outgoing SMTP Server", which can be found in the "Email Settings", is to look at one of the network user's Outlook settings.

Microsoft Outlook:
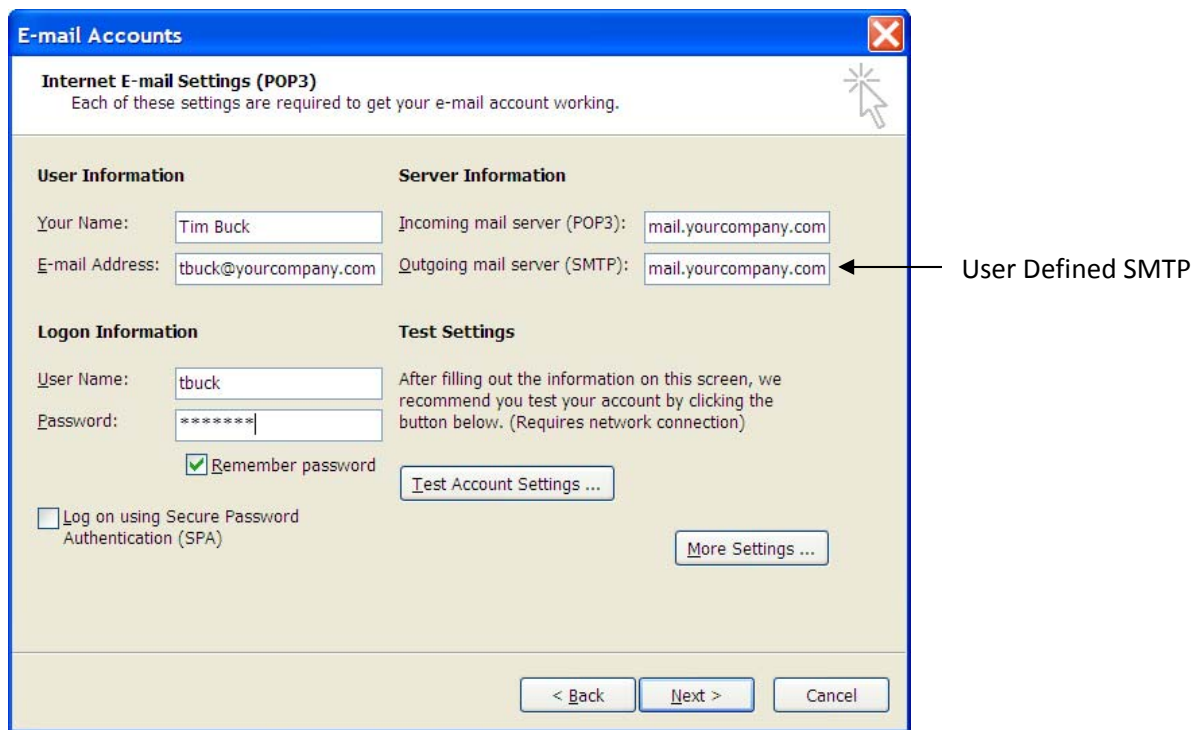
SMTP Mail Server Authentication

Some but not all Internet Service Provider (ISP) and/or Email Service Provider (ESP) require a user to authenticate before sending an SMTP Message. This information can also be found in Outlook by clicking on the "More Settings…" button, and clicking on the second tab "Outgoing Server". If the "My outgoing server (SMTP) requires authentication" is selected, then the voicemail will probably require that setting as well.

Microsoft Outlook:

Requires Authentication →
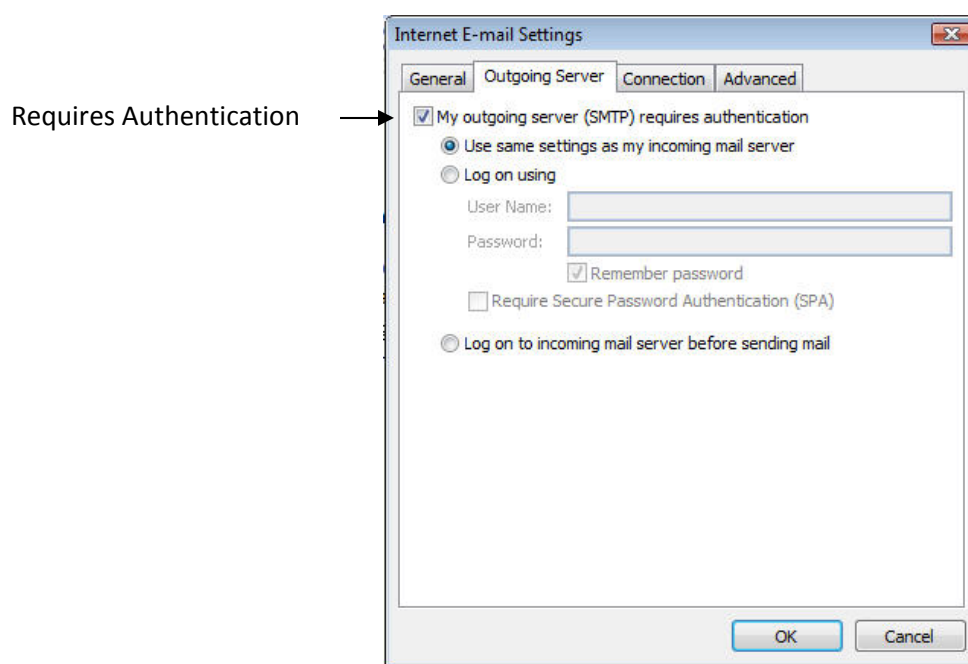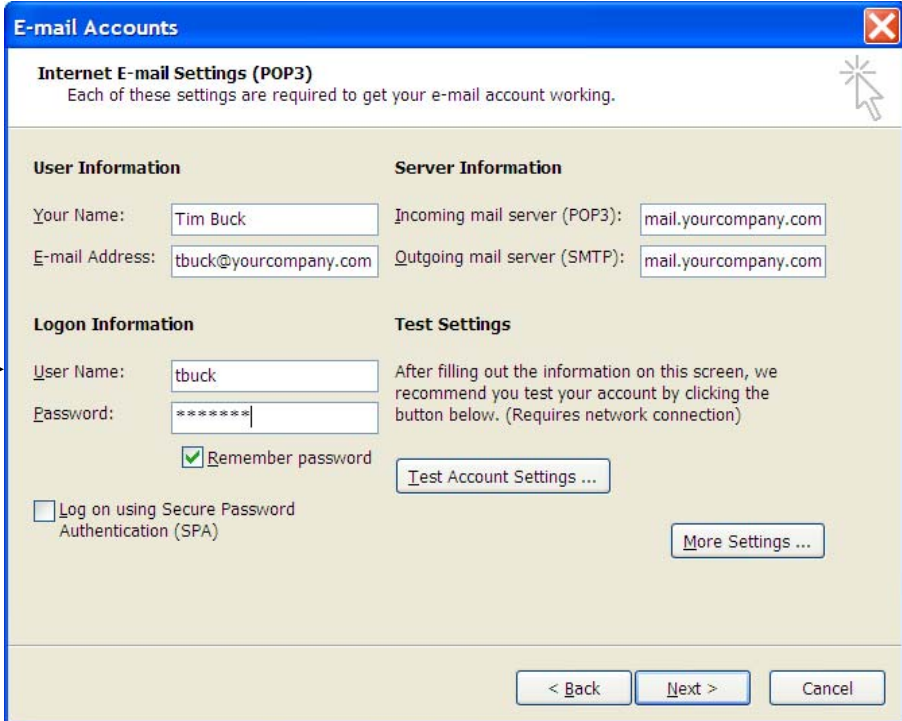
Sender Email Address

The Sender Email Address is the address of the sending account, for example – Voicemail@yourcompany.com. This is the name that will appear in the user's "Inbox" when a new message is emailed to the user.

Sender Email User name

The Sender Email User Name could be the same as the Sender Email Address or it could be just the name that appears to the left (before) the "@". For example, the user name may be "Voicemail" or it may be Voicemail@yourcompany.com. This information can be validated by reviewing the "User Name" in Outlook, on the main Email Settings window, under the "Logon Information" heading. Simply duplicate the format that is being used in the "User Name" area. "Go Daddy" for example, uses the whole email address as the login name, whereas AOL uses just the name to the left before the "@".

Microsoft Outlook:

Sender Email Password

This is the password for the sender i.e. Voicemail@yourcompany.com email account.

SMTP Port

The default SMTP Port is 25. However, for network security or specialized encryption, this port may be changed. For example "Go Daddy" uses port 3535 or port 80. This information can also be found in a user's Outlook settings.

Microsoft Outlook:
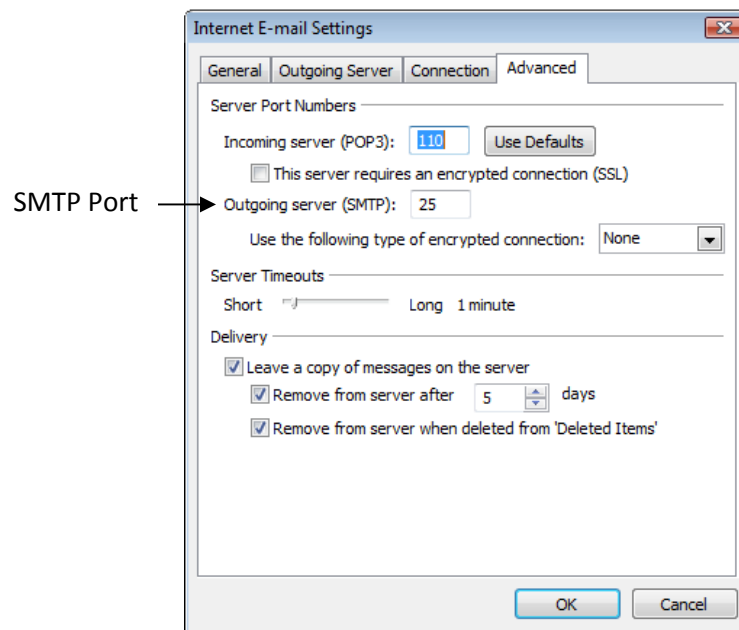
SMTP Port

Conditions

1) The SMTP port can only be changed when using the user defined email server, it cannot be changed when using the default email server.

2) Department Mailboxes 82 – 89 will not send email or activate outcall notification.

Greeting (Prompt) Bypass – "Dial 2 to leave a message"

At default, callers must dial "2" before leaving an extension users' a voicemail message. The Greeting Bypass feature eliminates the need for callers to dial 2 before leaving a voice mail message. The Greeting Bypass feature is used in conjunction with the IVR Prompt feature found in the telephone system. If the Greeting Bypass feature is enabled, the user may not define an assistant extension.

Default Operation

The voicemail system automatically plays the system prompt "That extension doesn't answer. To leave a message press 2, you may also dial another extension now or press zero for the attendant." The Greeting Bypass feature eliminates this prompt and can be programmed for any department or extension, including the attendant mailbox "0" zero.

Programming Interface

This feature can be programmed using either the TUI or the GUI.

Note: a somewhat related parameter can be found in the telephone system (1-EXT-24) IVR Prompt Y/N. The IVR prompt only works with the "Predefined No Answer Call Forwarding" all other types of call forwarding still requires the caller to enter the digit "2" to leave a message. Therefore, this feature was added to eliminate the dial "2" option for all other types of forwarding.

TUI Administrator

Administration for Individual Greeting Bypass

To enable the Greeting Bypass call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1" for General Settings. From the General Settings menu dial "8" Mailbox Programming and then enter the mailbox number to be modified. Next, dial "7" to enable or disable the Greeting Bypass feature.
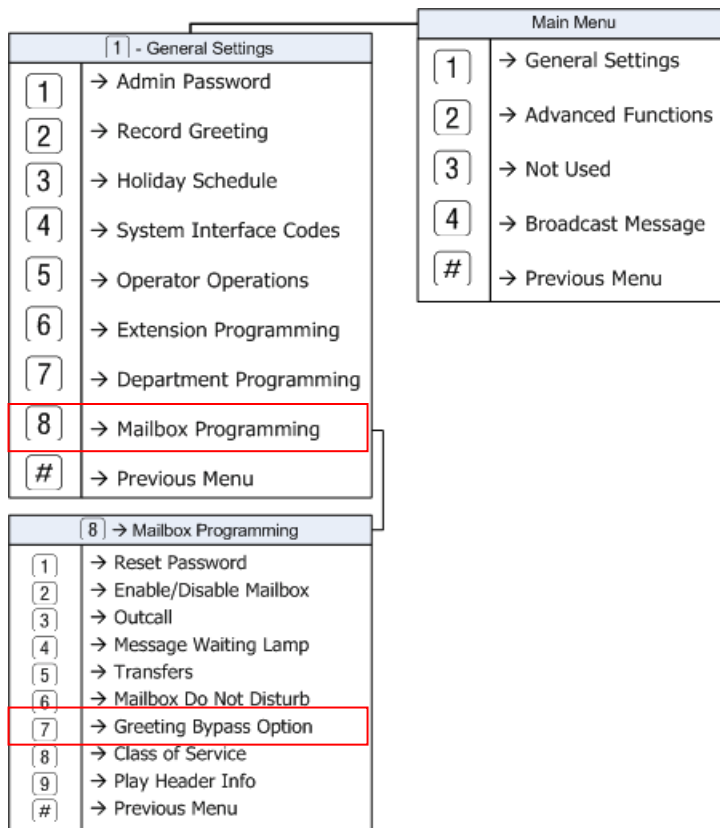
When enabled the system greeting prompt will be bypassed and the user's personal greeting will be heard. When disabled the system greeting prompt will play and only after the caller dial "2" will the user's greeting be heard.

Status	Result
Disabled	Message will play before the user's personal greeting
Enabled	Only the user's personal greeting will be heard

Administration for Operator Greeting Bypass

To enable or disable the Greeting Bypass feature for the Operator, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1 for General Settings." From the General Settings menu dial "5" for Operator Operations. Dial "4" to select the Greeting Bypass Feature for the Operator.
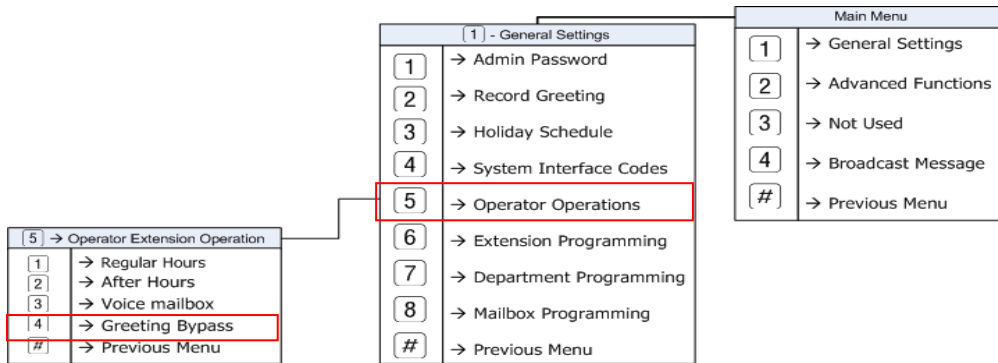
Administration for department Greeting Bypass

To enable or disable the Greeting Bypass feature for a Department, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1" for General Settings. Then dial "7" to enter the Department Programming and then dial "2" to add or modify a department. Enter the department number and then enter the extension or hunt group that the caller will be transferred to when entering the department number. The last parameter is to enable or disable the Greeting Bypass feature. When enabled, the caller will not have to press 2 to leave a message for the entered department.

Greeting (Prompt) Bypass – "Dial 2 to leave a message"
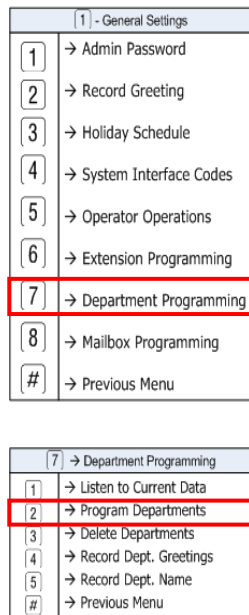
GUI Administrator

Connect to the voicemail system using Internet Explorer, and enter the password.

Administration for individual Users

On the left side of the main page select Extension Settings
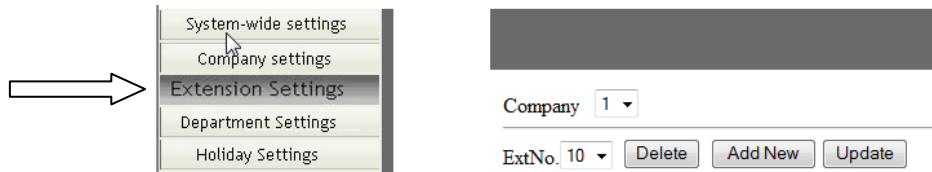
The "Greeting Bypass Feature" is found on the right hand side of the page, and is set to "off" at default. Each Extension is modified individually.
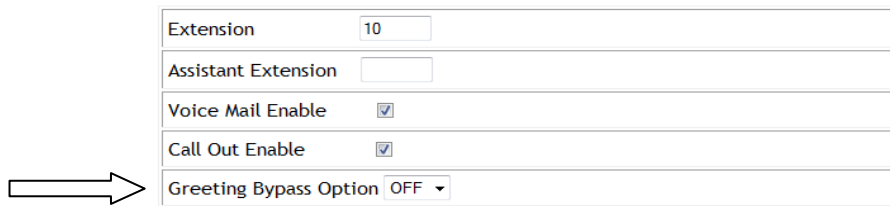
Administration for Operator Greeting Bypass

On the left side, select Company Settings
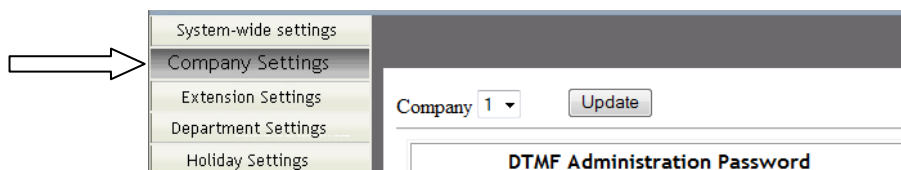
The "Greeting Bypass Feature" is found on the right hand side of the page, and is set to "off" at default.
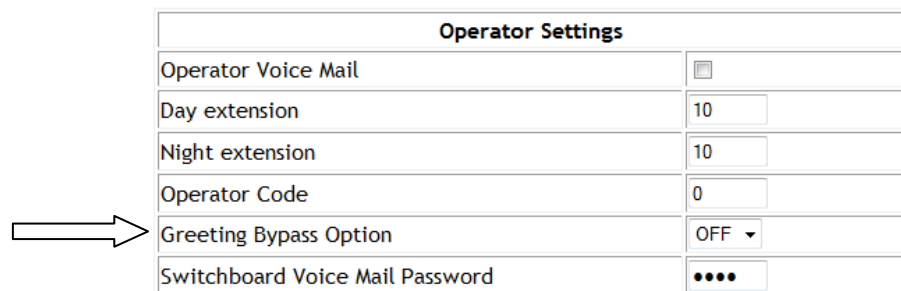
Administration for Department Greeting Bypass

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side, select Department Settings.

In the "Dept No." enter the number to be added or modified and then press confirm.
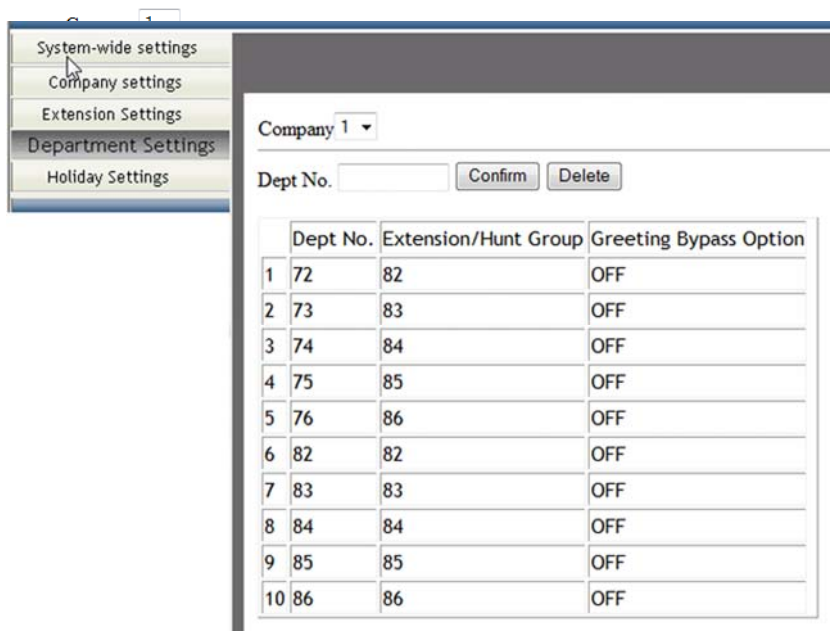
Use the dropdown menu to enable or disable the Greeting Bypass feature. At default this option is turned off, thus requiring a caller to enter "2" to leave a voice message. Select "on" to eliminate the enter "2" to leave a voice message.

Conditions

1. If the Operator Mailbox is disabled, it will not take a message and users' will not be able to access it remotely.

2. A"F660" Mailbox is not required but it is strongly recommended.

3. Assistant extension cannot be used by any extension that has the Greeting Bypass feature enabled or the IVR prompt set to "N".

4. The telephone system parameter, IVR Prompt, will only work with predefined call forwarding whereas the Greeting Bypass feature will work on all types of forwarding.

Line Greeting for Individual CO Lines

Each CO Line can be programmed to answer using the system's main greeting (0) or a specific CO Line greeting (1–9). The position of the CO line within the system determines the CO Line number value 1–9; and a corresponding numbered greeting is used to customize the greeting for one or more of the CO Lines. For example, each of the 9 CO Lines could have its own greeting or CO Lines 1, 2 and 3 can be programmed to be answered by the default greeting (0), and CO Lines 4, 5 and 6 can be programmed with a different greeting.

Each line greeting (0 – 9) has a day, lunch, night, temporary and holiday greetings. Zero (0) is the default greeting and will be played if no other line greeting is specified. The default system greeting will be played if another greeting number is specified but that greeting has not been recorded.

Default Operation:

All CO lines in the system are set to zero (0), which means that the main system greeting will be played.

Programming Interface:

This feature is programmed in the telephone system (2-CO-18, CO=Lines 1 - 9) and the TUI to rerecord the greetings by number. At Default, All CO Lines are set to greetings (0) zero.

Programming Code	CO Line Number	Greeting Number	New Greeting Number
2-01-18	1	0	
2-02-18	2	0	
2-03-18	3	0	
2-04-18	4	0	
2-05-18	5	0	
2-06-18	6	0	
2-07-18	7	0	
2-08-18	8	0	
2-09-18	9	0	

TUI Administrator

To enable the Line greeting call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1" for General Settings. From the general settings menu dial "2" to record system greetings. Dial "1" to record the English greeting, and then dial the greeting number to be recorded valid entries are 0 - 9.

② → Greeting To Record	
①	→ Main Greeting
②	→ Emergency Greeting
#	→ Previous Menu

① → Greeting to be modified	
①	→ English Greeting

① → Line Greeting Number	
⓪~⑨	→ CO Line ID "0" is the main greeting

⓪~⑨ → Line Greeting to be recorded	
①	→ Regular Hours
②	→ After Hours
③	→ Break (Lunch)
④	→ Holiday
⑤	→ Temp Greeting
⑥	→ Department
⑦	→ Extension
#	→ Previous Menu
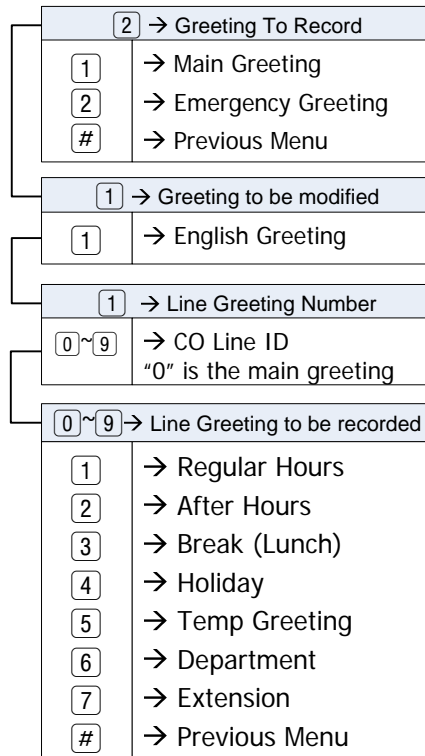
Once the greetings are recorded go to the CO Line programming in the telephone system 2-CO-18 (where CO = 1 – 9). Enter the new greeting number to be played for the entered CO Line. An Entry of 0 (Zero) will play the auto attendant main greeting.

In this example, CO Lines 1, 2, 3, 4, and 5 will play greeting 1 for the day, lunch, night, temporary and holiday greetings whereas CO Lines 6, 7, 8, and 9 will play the greeting for 2.

Programming Code	CO Line Number	Greeting Number
2-01-18	1	1
2-02-18	2	1
2-03-18	3	1
2-04-18	4	1
2-05-18	5	1
2-06-18	6	2
2-07-18	7	2
2-08-18	8	2
2-09-18	9	2

Once the CO Line is assigned a greeting number all five greetings become active. Therefore, it is important to record all five greetings (day, lunch, night, temporary and holiday) before changing the greeting number on the CO Line. At default, all CO Lines will use the greetings that are recorded in greeting number zero (0).

	Greeting Numbers									
	0	1	2	3	4	5	6	7	8	9
Day										
Lunch										
Night										
Temp										
Holiday										

GUI Administrator
N/A

Conditions

1. Each Greeting can be programmed to play on one or more CO Lines.

2. A CO Line can only be programmed to play one greeting number at a time.

3. An entry of Zero (0) plays the system's main greeting.

4. If a greeting, other than zero (0) is specified, but not recorded the system default greeting will be played to the caller.

Multiple Message Waiting (Mailbox Button) Indication per Extension

Telephone extensions are preprogrammed with a voice mail (Feature 64) button, which allows users to access their voice mailbox with the push of a single button.

Occasionally, it is necessary for users to share a physical telephone, but have individual mailboxes. Each telephone can be programmed with additional mailbox buttons. These special mailbox buttons act similar to a standard mailbox button, lighting when there are new messages as well as single button access to the specified mailbox. This feature will work as "phantom extensions", which is where a user has a mailbox, but not a physical extension.

Default Operation

At default, each telephone comes preprogrammed with a personal voicemail (feature 64) button. The Mutual Mailbox buttons are programmed using "Feature 66" plus the mailbox number. This feature must be programmed on a flexible button, and within the numbering plan 10 - 37.

Programming Interface

The programming of this feature is done, in real time, by the user or system administrator, and must be assigned to one of the flexible buttons.

Use the following programming sequence to create a mutual mailbox button for a department or an extension.

1) Press Feature and dial # 3

2) Press the key to be programmed
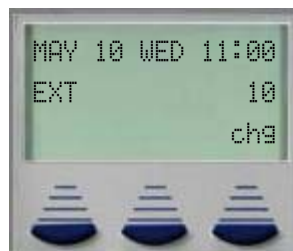
3) Press chg within 3 seconds

```
MAY 10 WED 11:00
SELECT FUNCTION
Line  ext  feat
```
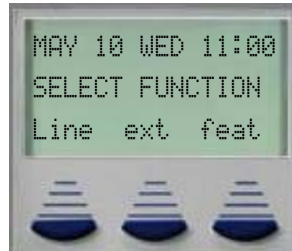
4) Press the third "soft button" under the word "feat"

```
MAY 10 WED 11:00
SELECT FUNCTION
Line  ext  feat
```
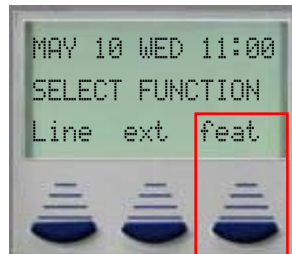
5) The FTR Code entry screen will appear.

```
MAY 10 WED 11:00
FTR CODE:
Bksp  save  chg
```
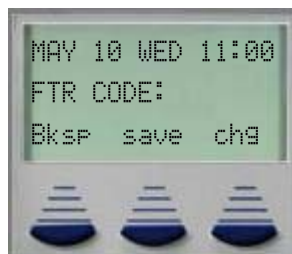
6) Press the "feature" key, an "F" will appear in the display, followed by 66 + MB
   (where MB = the mailbox or department mailbox to be used).

```
MAY 10 WED 11:00
FTR CODE:F6612
Bksp  save  chg
```
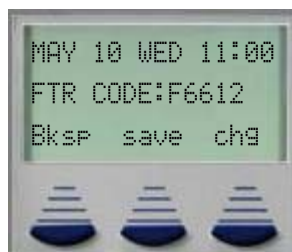
7) To complete the programming press the soft button under save, a single tone burst will be
   heard.

GUI Administrator

N/A

TUI Administrator

N/A

Conditions

1) This feature must be programmed on a button and must be within the numbering plan. i.e. 10 through 37.

2) When the message is saved or deleted, the light will extinguish on all extensions with the mailbox button programmed.

Version 2.0

No Action Timer

This timer determines the length of time between the end of the Auto Attendant greeting and a DTMF digit being entered by the caller. If no DTMF is entered, prior to the expiration of the No Action Timer, then the voicemail will execute the action, defined in the incorrect Input parameter. The time between digits dialed is still fixed at 3 seconds.

Default Operation

The default No Action Time is set at 10 seconds and can be adjusted from 2 to 30 seconds.

Programming Interface

This feature can be programmed with both the TUI and the GUI

TUI Administrator

The No Action Timer can be adjusted in the Advanced Functions area of the voicemail. Call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "2" for advanced settings. Dial "5" to select the No Action Timer, and enter the new value. The default is 10 seconds, which is announced when you enter this programming parameter.
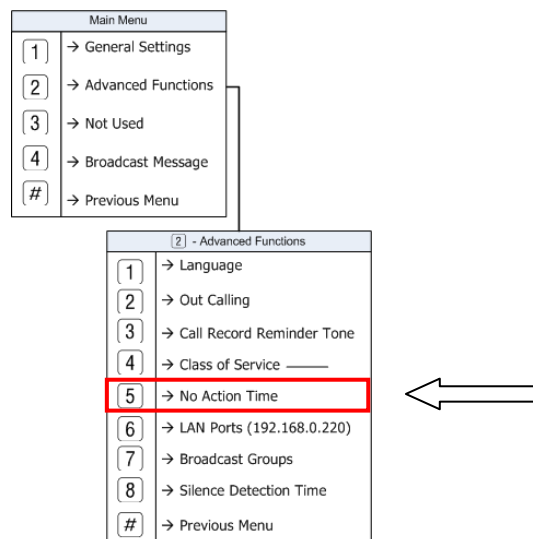
GUI Administrator

Connect to the voicemail system using Internet Explorer, and enter the password. On the left side, of the main page select Company Settings.

System-wide settings	
Company Settings	
Extension Settings	Company 1 ▼ Update
Department Settings	
Holiday Settings	DTMF Administration Password
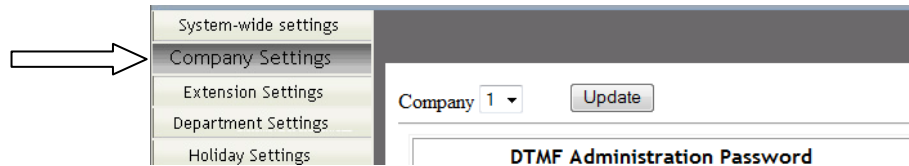
Scroll down to locate the "Time Setting" parameters and then using the drop down box, select the desired No Action Time.

Time Setting	
No Action Time(s)	10 ▼
Silence Detection Time(s)	4 ▼

Conditions

1) When the timer expires the Auto Attendant will execute the "After Max. Send Caller to" Command. At default, calls will be terminated.

Automated Attendant	
Auto Attendant Language	▼
Max. wrong input	5 ▼
After Max. send caller to	Hangup ▼
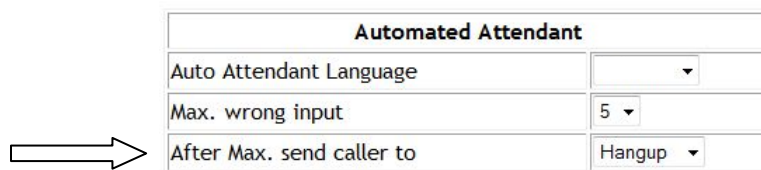
2) This only represents the time from when the voicemail answers an initially ringing call and the first key action.

3) This timer does not affect the time between dialed digits, which is a fixed 3 seconds. This timer only affects what the voicemail will do if nothing is entered by the calling party.

Outcall Notification Numbers with Notification Schedule

A mailbox can be set to notify a user's remote telephone number such as a cellular or home telephone. Each mailbox can be programmed with two (2) different telephone numbers. Once entered, these numbers will be notified twenty-four (24) hours per day or via a personal schedule.

Default Operations

At default, no outcall notification is established. The default notification operation is set to 24 hours per day, but a customized notification schedule can be programmed.

Programming Interface

This feature can be programmed with both the TUI and the GUI

TUI Administrator

Out Calling must be allowed by the system administrator in both Advanced Functions and General Settings. In Advanced Functions, the administrator allows the system, as a whole, the ability to execute outcall notification for new messages, whereas in General Settings – under Mailbox Programming, each individual mailbox can be allowed or denied the ability to be notified remotely for new messages.

TUI - Advanced Functions

To enable Out Call Notification for the whole system, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "2" for Advanced Settings. From the advanced settings menu dial "2" for Out Calling and select "1" to enable or "2" to disable. When you are done, press "#" to confirm the system's access to a CO Line group. i.e. 9 for group 1, 50 for group 2, 51 for group 3, etc. This can only be enabled or disabled using the TUI – there is no prevision to do this through the GUI.
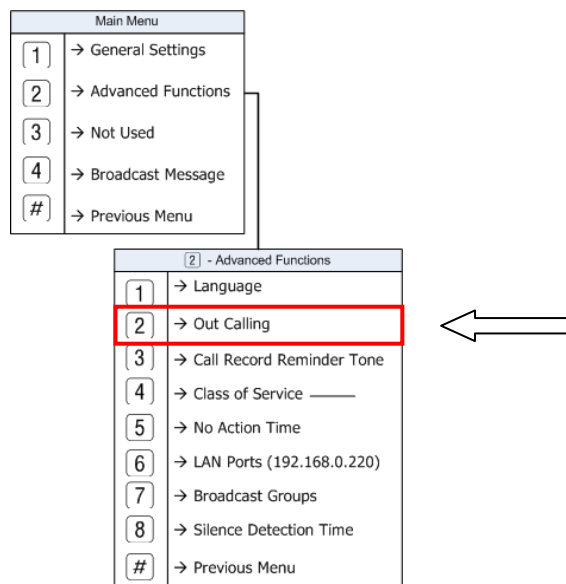
TUI - General Settings – Mailbox Settings

Occasionally, it is necessary to restrict specific users from using remote notification, so each mailbox can be allowed or denied the ability to use out calling features. Once denied, the mailbox user will not be able to be notified remotely.

To enable or disable Out Call Notification for each mailbox user, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1" for General Settings. From the General Settings menu dial "8" for Out Calling and select "1" to enable or "2" to disable.
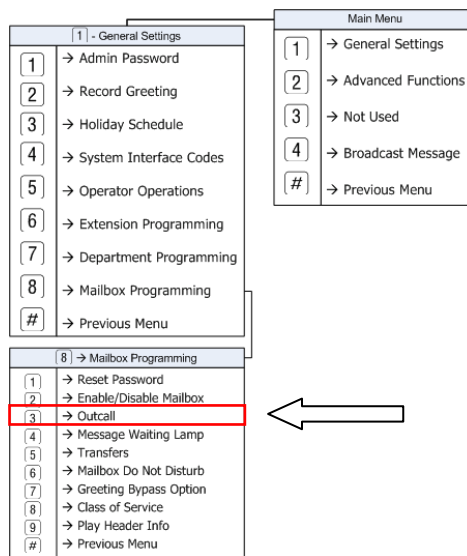
TUI – User

The user presses the voicemail button and enters their password, and then selects "7" from the mailbox's main menu to program Out Call Notification.

Outcall Notification Numbers with Notification Schedule
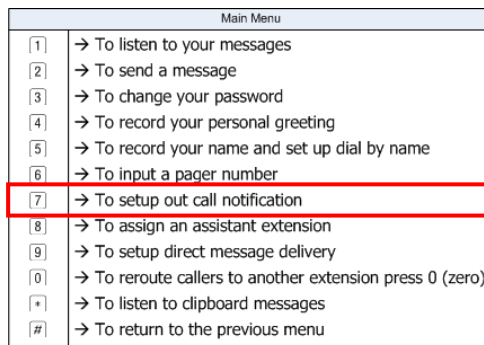
The user may define one or both of the Out Call Notification telephone numbers. These number can be the same or different. If the first called number does not enter their password and pick up the message, the system will "cascade" or "overflow" to the second telephone number. This feature is often used in a customer service scenario, when the first number may be the person on call and the second number is the boss. In addition, use the "Number of Retries" to set up how many times each number will be called before cascading. Each number can be called as few as one or as many as nine times before cascading to the second number. Calls are attempted sequentially until someone enters a valid password and listens to the new message.

```
 [7]  → Out call Notification
  [1]    → 1st out call Number
  [2]    → 2nd out call Number
  [3]    → Number of Retries
  [4]    → Notification Schedule
  [#]    → Previous Menu
       [4]  → Notification Schedule
  [1]    → 24/7
  [2]    → Notification Schedule
  [#]    →Previous Menu
```
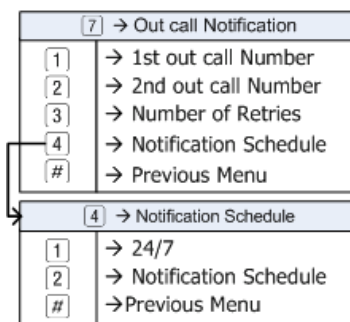
An Additional feature is the notification schedule, which allows users to choose to be notified 24 hours a day 7 days a week or establishing a Notification Schedule. The Notification schedule defines when a user will start and stop taking calls. For example, to be notified by the voicemail of a new message (Notification Schedule) between the hours of 08:00 and 9PM, the start time is 08:00 and the end time is 21:00.

GUI Administrator
Connect to the voicemail system using Internet Explorer, and enter the password. On the left side of the main page select Extension Settings.

Use the drop down menu to select the extension to be modified.

```
System-wide settings
Company settings
Extension Settings                Company   1
Department Settings
Holiday Settings             ExtNo. 20 ▾   [Delete] [Add New] [Update]
```
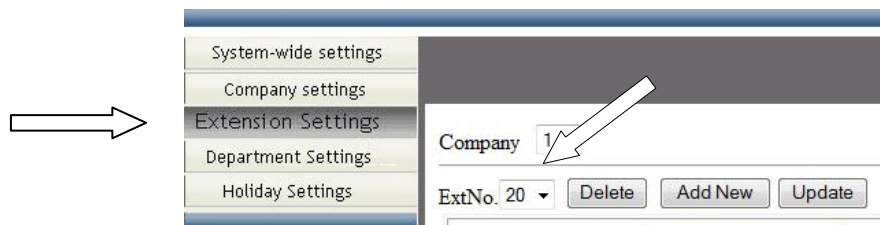
Once Out Call is enabled by the administer using the TUI, Out Call must be enabled at each extension. At the bottom of the Extension Settings Page, locate the "Out Call Notification" programming parameters.

Any Time ☐		No.of Retries	1 ▾	
ServiceTime Start 08 ▾ 00 ▾ End 18 ▾ 00 ▾				
Out Call Notication Enable ☐	Out Call Notication Number1			(20 digits)
	Out Call Notication Number2			(20 digits)
Beeper Enable ☐	Beeper Number		(20 digits)	
	Beeper/Cell Call Delay	05 ▾		
	Beeper Call Code	01 ▾		
	Digits to Display On Beeper		(20 digits)	

1. Enable "Out Call Notification" by double Clicking on the "Enable" check box.

2. Select "Any Time" for 24/7 notification, or leave it uncheck to use the "Service Time" schedule.

3. Select the number of Retries 1 – 9. Retries are done sequentially, with no delay between attempts, until someone enters a valid password and listens to the new message.

4. Service Time start – is when the notification begins for new messages.

5. Service Time End – is when the notification ends for new messages.

6. Out Call Notification – Number 1 – is the first number attempted – for the duration of the retries or until someone picks up the new voicemail message.

7. Out Call Notification – Number 2 – is the second number attempted – for the duration of the retries or until someone picks up the new voicemail message.

8. Beeper Enable – to interface with a legacy paging device, and enables the "Beeper Number", "Beeper Call Code" and the "Digits to display on Beeper". The Beeper/Cell Call Delay is used for both external notification and Beepers.

9. Beeper Number – is the 7, 10 or 11 digit beeper number used to active the legacy paging device.

10. Beeper/Cell Call Delay – This is the amount of time that the voicemail will wait after dialing the beeper or external number before considering it connected. Once connected, beeper notification moves to the next operation, cellular notification begins playing the prompt, "This is the voicemail is calling, please enter your password…"

11. Beeper Call Code – is the number that some legacy paging devices require to active a specific paging device, and is programmable between blank (nothing required) and 09.

12. Digits to display on Beeper - is the numbers that will be displayed on a legacy paging device.

Conditions

1) Out call notification is enabled by default.

2) Service time has one start and one end time, which is active every day including weekends and holidays.

3) The use of this feature may result in additional toll charges which are the sole responsibility of the company using the telephone system.

4) This feature is verified in real time, at the time of notification. Therefore, users may enter a telephone number even if outcall notification is disabled. However, before any notification takes place the voicemail verifies that the mailbox has permission to use the Out Calling feature. If this feature is not enabled no notification will take place.

5) Outcall notification is available for department mailboxes 0, 82 – 89

Remote Access to the (0) zero mailbox

The general system mailbox, zero (0), can be accessed by pressing a button programmed with a mutual mailbox button – Feature 6 6 0. In addition, the voice mailbox zero (0) can be accessed from a remote location, in either case access to these messages require a password.

Default Operation

At default the attendant mailbox is disabled and will not take a message, and can only be enable by the administrator using either the TUI or the GUI. The operator mailbox cannot be enabled by logging into that mailbox.

If the Operator mailbox is enabled it will be used to record the messages of callers that dial zero. Messages in the Operator mailbox can be accessed by any extension that has an operator mailbox button "Feature 66 + 0". In addition, the messages can be retrieved remotely from a touch tone telephone. At default the password for the operator mailbox is "0000" (zero, zero, zero, zero)

The mailbox can be accessed by dialing "*" followed by "0 #" (zero + pound) from the main menu.

Programming Interface

This feature can be programmed with both the TUI and the GUI

TUI Administrator

To enable the operator mailbox, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "1" for General Settings. From the general settings menu dial "5" for Operator Operations. Select the operator extension for day and night – at default the operator extension is set to extension 10. Press "3" to enable the operator voice mailbox.

[5] → Operator Extension Operation	
[1]	→ Regular Hours
[2]	→ After Hours
[3]	→ Voice Mailbox
[4]	→ Greeting Bypass
[#]	→ Previous Menu

GUI Administrator

Connect to the voicemail system using Internet Explorer and enter the password. On the left side of the main page select the Company Settings button. Locate the Operator Settings on the right side.

Click on the "Operator Voicemail" check box to enable the operator voicemail. Use the Day and Night extension fields to enter the extension number to be used as the operator during the Day and the Night. The operator code, at default is 0 (zero) and can be changed to any single digit number. To change the mailbox zero (0) password "switchboard Voice Mail Password" and enter any 4 digit password from 0000 to 9999.
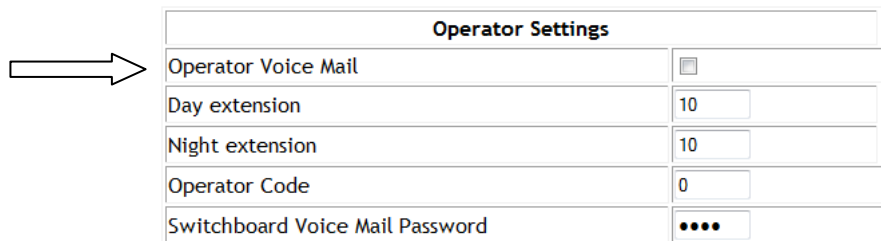
Dial Code:

When a caller dials "0" zero, they will be transferred to the entered extension.

Conditions

1. If the operator mailbox is disabled, it will not take a message.

2. If the operator mailbox is disabled, users will not be able to access it remotely.

3. A "F660" mailbox button is recommended but not required.

4. Operator code zero (0) cannot be used for Single Digit Dialing

5. Neither outcall notification nor Email delivery are available for the 0 mailbox.

Silence Timer for Message Record

When the voicemail detects a period of silence for the duration of this timer, the voicemail will ask the caller to press 1 to continue recording or the call will be terminated. If the digit 1 is received by the voicemail system, the callers' message will continue to be recorded. If no digit is received, then the voicemail will deliver the message as it is recorded and the line will be disconnected.

Default Operation

At default the timer is set to 4 seconds and adjustable from 0 to 10 in 2 second increments. Therefore, if the voicemail detects 4 seconds of silence, while recording a message, it will stop and ask for the caller to press 1 to continue recording.

Programming Interface

This feature can be programmed with both the TUI and the GUI

TUI Administrator

To adjust the Silence Timer, call into the voicemail main menu and log in as the administrator. From the main administration greeting dial "2 for Advance Settings." From the Advance Settings menu dial "8" to adjust the Silence Timer.
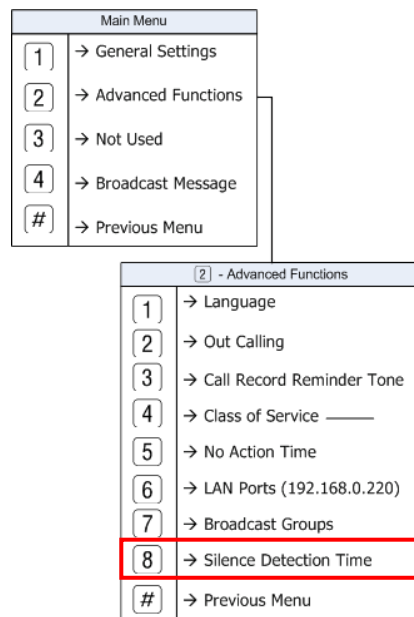
Main Menu	
1	→ General Settings
2	→ Advanced Functions
3	→ Not Used
4	→ Broadcast Message
#	→ Previous Menu

2 - Advanced Functions	
1	→ Language
2	→ Out Calling
3	→ Call Record Reminder Tone
4	→ Class of Service
5	→ No Action Time
6	→ LAN Ports (192.168.0.220)
7	→ Broadcast Groups
8	→ Silence Detection Time
#	→ Previous Menu

GUI Administrator

Connect to the voicemail system using Internet Explorer and enter the password. On the left side of the main page select the Company Settings button. Locate the Operator Operation on the right side of the company settings window.
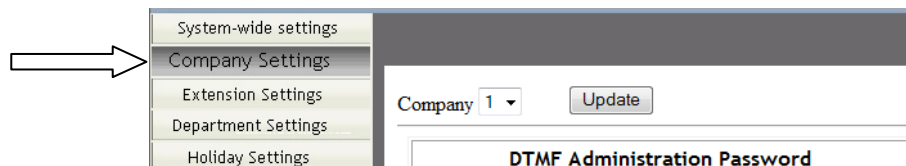
Scroll down and locate the "Silence Detection Time" within the "Time Settings" area

Conditions

1. If no digit is entered, the voicemail will assume that the caller has disconnected from the line, save the message and terminate the call.

Notes:

User Flow Chart

Press the Voicemail Button → Enter Password → Main Menu

Main Menu
- 1 → To listen to your messages
- 2 → To send a message
- 3 → To change your password
- 4 → To record your personal greeting
- 5 → To record your name and set up dial by name
- 6 → To input a pager number
- 7 → To setup out call notification
- 8 → To assign an assistant extension
- 9 → To setup direct message delivery
- 0 → To reroute callers to another extension press 0 (zero)
- * → To listen to clipboard messages
- # → To return to the previous menu

8 → Assign an Assistant Extension
- → Enter Extension Number

9 → Immediately MSG Delivery
- 1 → Enable
- 2 → Disable
- # → Previous Menu

0 → Reroute to an Extension or Group
- 1 → Confirm
- 2 → Reenter
- # → Previous Menu

1 → Listen to your messages
- 1 → New Messages
- 2 → Saved Messages
- 3 → New Broadcast Msg.
- 4 → Saved Broadcast Msg.
- # → Previous Menu

1 → Listen to your messages
- 1 → New Messages
- 2 → Saved Messages
- 3 → New Broadcast Msg.
- 4 → Saved Broadcast Msg.
- # → Previous Menu

2 → Send a Message
- → Record the message

3 → Enter New Password
- → Enter 4 digit password

4 → Record Personal Greeting
- 1 → Listen to current
- 2 → Record new Grt.
- 3 → Delete & use Default Grt.
- 4 → Listen to Temp Grt.
- 5 → Record New Temp Grt
- 6 → Delete Temp Grt
- 7 → Enable Temp Grt
- 8 → Disable Temp Grt
- # → Previous Menu

5 → Record Name and dial By Name
- 1 → Record Users Name
- 2 → Last Name Code
- 3 → First Name Code
- # → Previous Menu

7 → Out call Notification
- 1 → 1st out call Number
- 2 → 2nd out call Number
- 3 → Number of Retries
- 4 → Notification Schedule
- # → Previous Menu

4 → Notification Schedule
- 1 → 24/7
- 2 → Notification Schedule
- # → Previous Menu

6 → Pager Notification Setup
- 1 → Current Settings
- 2 → Setup Pager Settings
- 3 → Delete Pager Settings
- # → Previous Menu

Administration Flow Chart

Navigation sequence:
From an Idle Phone Dial 7 ** → During the Greeting Dial 7 ** → Enter Company ID 1 (Only Valid Entry) → Confirm Company ID Dial 1 → Enter Password Default 123456

Main Menu
- 1 → General Settings
- 2 → Advanced Functions
- 3 → Not Used
- 4 → Broadcast Message
- # → Previous Menu

1 - General Settings
- 1 → Admin Password
- 2 → Record Greeting
- 3 → Holiday Schedule
- 4 → System Interface Codes
- 5 → Operator Operations
- 6 → Extension Programming
- 7 → Department Programming
- 8 → Mailbox Programming
- # → Previous Menu

2 - Advanced Functions
- 1 → Language
- 2 → Out Calling
- 3 → Call Record Reminder Tone
- 4 → Class of Service
- 5 → No Action Time
- 6 → LAN Ports (192.168.0.220)
- 7 → Broadcast Groups
- 8 → Silence Detection Time
- # → Previous Menu

1 → Language
- 1 → Enable
- 2 → Disable
- # → Previous Menu

2 → Out Call
- 1 → Enable
- 2 → Disable
- # → Previous Menu
  (After pressing # it will confirm outcall access code (9))

3 → Reminder Tone
- 1 → Enable
- 2 → Disable
- # → Previous Menu

4 → Class of Service
- 0 → System MSG Retention

1 ~ 4 → Class of Service
- 1 → Max Retention Time
- 2 → Max Message Length
- 3 → Max # of Messages
- # → Previous Menu

6 → LAN Port Settings
- 1 → Input IP Address
- 2 → Subnet Address
- 3 → Gateway Address
- 4 → DNS Address
- # → Previous Menu

8 → Silence Detection Time
- 1 → Confirm
- 2 → Reenter
- # → Previous Menu

4 → System Interface codes
- 1 → Set Operator Code (0)
- 2 → Code to Access Admin (7**)
- 3 → Voice Mail Owner (*)
- 4 → Department Inquire (711)
- 5 → Extension Inquire (712)
- 6 → Set Language (English)
- 7 → Dial By Name Code (5)
- # → Previous Menu

8 → Mailbox Programming
- 1 → Reset Password
- 2 → Enable/Disable Mailbox
- 3 → Outcall
- 4 → Message Waiting Lamp
- 5 → Transfers
- 6 → Do Not Disturb
- 7 → Greeting Bypass Option
- 8 → Class of Service
- 9 → Play Header Info
- # → Previous Menu

7 → Department Programming
- 1 → Listen to Current Data
- 2 → Program Departments
- 3 → Delete Departments
- 4 → Record Dept. Greetings
- 5 → Record Dept. Name
- # → Previous Menu

2 → Greeting To Record
- 1 → Main Greeting
- 2 → Emergency Greeting
- # → Previous Menu

1 → Greeting to be modified
- 1 → English Greeting

1 → Line Greeting Number
- 0~9 → CO Line ID
  "0" is the main greeting

0 ~ 9 → Line Greeting to be recorded
- 1 → Regular Hours
- 2 → After Hours
- 3 → Break (Lunch)
- 4 → Holiday
- 5 → Temp Greeting
- 6 → Department
- 7 → Extension
- # → Previous Menu

3 → Holiday Schedule
- → Enter the year to review
- → Show the entered year
- 1 → Listen to Current Data
- 2 → Set Holiday Dates
- 3 → Cancel Holidays
- # → Previous Menu

5 → Operator Extension Operation
- 1 → Regular Hours
- 2 → After Hours
- 3 → Voice mailbox
- 4 → Greeting Bypass
- # → Previous Menu

Notes:

Supplemental Documentation