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PROGRAMMING SECTION

PART 1. INTRODUCTION TO PROGRAMMING

1.1 PROGRAMMING OVERVIEW

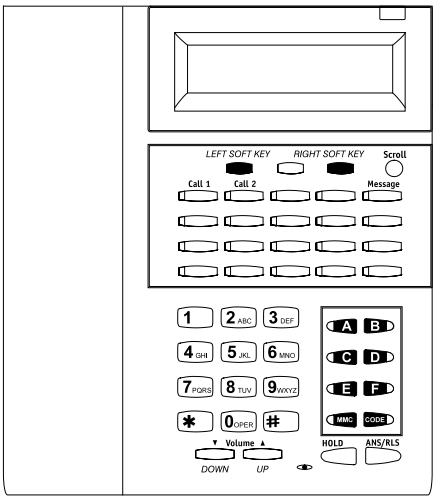
The OfficeServ 7200-S system arrives from the factory with default data. Connect it to trunks, stations and power, turn the system on and it is fully operational. The only thing left to do is customize the data to fit the customer's needs. This is called programming the system.

MMC stands for Man Machine Code and each program is assigned a different three digit code. These MMC codes are used to view, create or change customer data. Programming is simply deciding what needs to be done and knowing which MMC is used to do it. For example, use MMC 601 to create a station group. System speed dial numbers are entered in MMC 705 and soft keys are assigned to individual keysets using MMC 722.

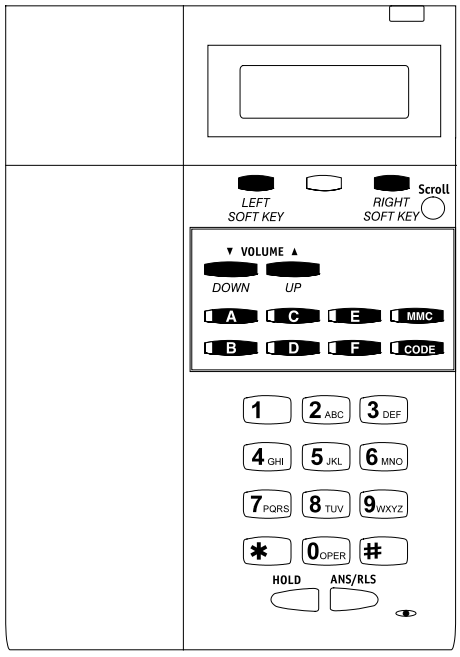
System programming may be done from any two line display keyset. The first thing you must do is open system programming. As a security measure, a passcode must be known to do this.

• iDCS KEYSETS

This diagram illustrates the keys on **a iDCS 28 BUTTON and a iDCS 18 BUTTON keyset** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.

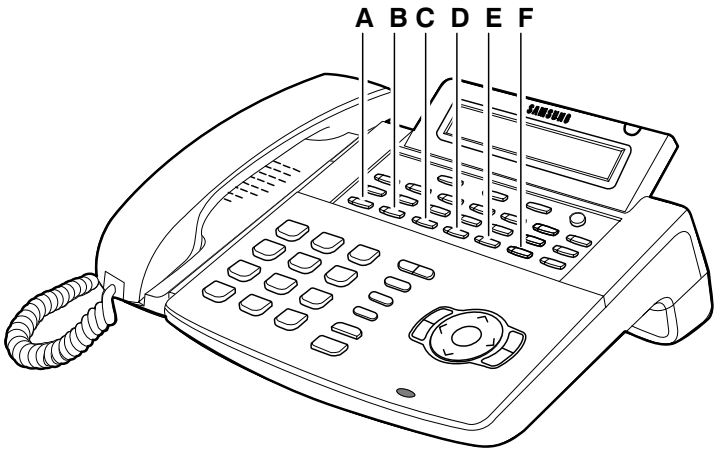


This diagram illustrates the keys on a **iDCS 8 BUTTON keyset** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.



• ITP-5121D KEYSETS and DS 5000 Series KEYSETS

This diagram illustrates the keys on **ITP 5121-D, DS 5021D, DS 5014D and DS 5007S keysets** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.



• SMT-i Series Keysets

SMT-i3105

SMT-i5210

SMT-i5220

SMT-i5230

SMT-i5243

1.2 PROGRAMMING LEVELS

There are three levels of programming: SYSTEM, CUSTOMER and STATION. System and customer levels are under passcode protection while station programming does not require a passcode.

To prevent conflicting data from being entered, only one person at a time can enter programming with the technician or customer passcode. While programming is in progress, normal system operation is not affected. For your convenience, the system displays [xxx IN PGM MODE] when another keyset is in the program mode.

A. System level

This level is entered via MMC 800 and requires the technician level passcode. It allows access to all system programs, station programs and maintenance programs.

B. Customer level

This level is entered via MMC 200 and requires the customer passcode. It allows access to station programs and system programs allowed by the technician in MMC 802. When using the customer passcode to access station programs, data for all stations can be viewed or changed.
NOTE: When the system is programmed for multiple tenant use, each tenant has an individual customer passcode enabled in MMC 201. The access for tenant passcode is limited to only certain MMCs. See MMC 201 for more details.

After opening programming with the customer passcode, you must press TRSF to exit. Now press TRSF and the MMC number you wish to access.

C. Station level

All keysets can access station programs 102–199 without using a passcode. Each user can only change station data for his/her own keyset.

When the LCD 24B keyset is in programming, the display shows instructions, prompts and choices. Existing data is always displayed before it can be changed. The keystroke sequence for each MMC is detailed in the following pages.

Before you begin entering customer data, follow this important reminder.

D. Remote Programming

The OfficeServ 7200-S also provides a proprietary application called Installation Tool (IS Tool). This application can be loaded onto any high performance PC (that meets the minimum requirements) and it is used only to program the telephone system from anywhere in the world, provided there is a LAN/WAN or modem connection.

This permits technicians to program the phone system, modify the customer database or download (save) the entire customer database to a file. This file can be saved as a back up and can be uploaded when required to restore the database. The IS Tool can also be used to view the customer database offline, and to send new loads of software upgrades to the MMC+ of a live system.

1.3 SYSTEM MEMORY MANAGEMENT

In **previous** OfficeServ Systems such as the OfficeServ 100, 500, and 7200, SRAM memory stored the active system database and smart media was where the database was saved on a more permanent basis. The SRAM was battery-backed on the processor card by a super-capacitor with a battery backup switch which could clear the memory and default the system.

The OfficeServ 7200-S has 4 types of memory:

1) **NAND FLASH (128MB):** Holds information such as Call Logs, Alarms, UCD call stats, program logs traffic reports and system database backup. NAND Flash is non-volatile is will not erase until memory clear procedure is performed.

2) **SDRAM (128MB):** This is where active system Database resides. During IS Tool or KMMC programming, the data being programmed is written to SDRAM.

   SDRAM IS CLEARED WHEN SYSTEM BOOTS. During system boot up, the latest NAND FLASH contents are reloaded into SDRAM.

3) **SD (1G):** When you use MMC 815 and save the Database to SD, it copies the active Database from SDRAM and saves it to SD Card. This way the most up-to-date database is saved to SD Card.

   WHAT THIS MEANS TO YOU?
   From the information described above, you can see that if you made a programming change in KMMC and pressed the right soft key to save, the change is made immediately to SDRAM and the change takes effect immediately. Likewise, if you make a programming change using IS Tool and click the SAVE button, the change is effective immediately and is saved to SDRAM active system database.

1.4 DEFAULTING THE SYSTEM

You can default the system by pressing and holding the RST (reset) switch for 7 to 10 seconds during live system operation or during boot up sequence. This will clear the NAND flash memory and return system to default. You can also default the OS 7200-S by going to MMC 811 MEMORY CLEAR (however MMC 830 IP address information will be retained).

IMPORTANT REMINDER

When first installing the system, always press and hold the reset switch for 7 to 10 seconds during bootup to reset and clear memory. This will ensure that you begin with clean default data. After powering up the system, wait 3 minutes before pressing the reset switch.

Now begin entering customer data.

PART 2. OFFICESERV 7000 SERIES COMMON PROGRAMMING

The MMC list is now common to all OfficeServ 7000 Series system.

Click here to go to the MMC list.

NOTE: When ordering a printed copy from Fedex Office please order the OfficeServ 7200-S Technical Manual and the "OfficeServ 7000 Series Common Programming" manual for a complete list of all MMCs.

PART 3. VOICEMAIL AND AUTOMATED ATTENDANT PROGRAMMING ARCHITECTURE

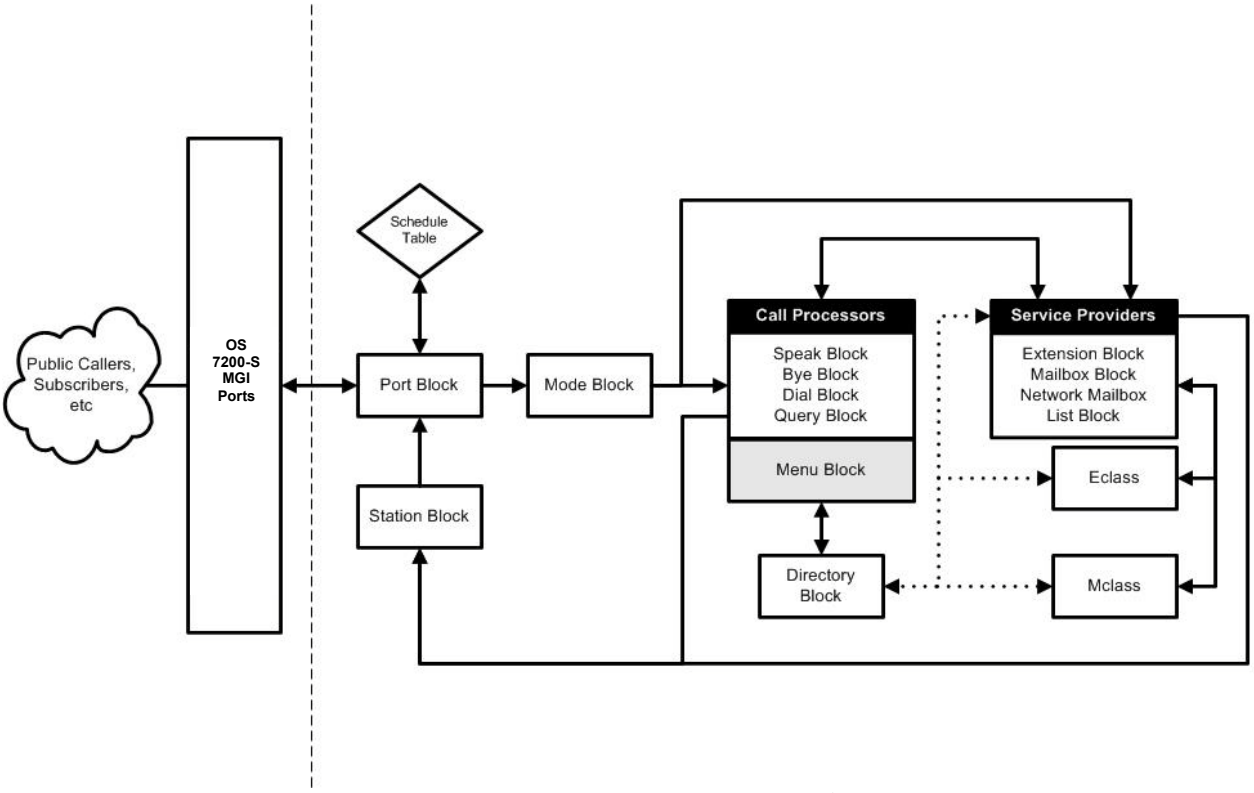
3.1 OVERVIEW

The OfficeServ 7200-S voicemail and automated attendant application, much like the in-skin Samsung voicemail product (SVMi), is radically different than most other voicemail systems. This is due to the high level of flexibility and control the technician is given for setting up applications. As such a technician who is unfamiliar with the Samsung voicemail products may find some of the terminology and thought processes to be totally foreign. The purpose of this section of the manual is to simplify the learning process and equip the technician with the tools necessary to set up and maintain the system.

The major difference with the Samsung solution is that the voicemail and automated attendant functions are simply components of a larger call processing server. As such the two are very tightly integrated, often blurring the distinction between them. The programming section of this manual delineates which functions are primarily automated attendant related and which are voicemail related, but it is important to remember that there is no hard line separating the two.

Programming in the system is based off of programming objects called blocks. In all there are 15 types of blocks, each with a very specific purpose. For example, a Mailbox block's purpose is to store a message and initiate message notifications. Blocks can also be "tied" together, allowing a blending of functionality. For example a Menu block can pass a caller to a Directory block allowing a user to search for a subscriber. The following diagram shows the basic control architecture of the system and how the various blocks interact. Blocks are discussed in depth later in the manual.

OfficeServ 7200-S Call Processor Architecture



Extension and Mailbox blocks are another major departure from typical voicemail systems. The Samsung solution treats the subscriber's phone and voicemail box as two separate objects. The Extension block is used to control the subscriber's call processing, and is responsible for answering the caller, providing single digit options, and call rerouting functions. The Mailbox block is responsible for recording and storing messages, and for initiating message delivery. In a typical call flow a caller will ring the subscriber's phone, forward to the voicemail system, be answered by the Extension block, and then be forwarded to the Mailbox block to leave a message. The Mailbox block then lights the subscriber's message waiting lamp and updates the display to show a new message.

Because of the tight integration with the voicemail the automated attendant gains some very useful features. It has access to all subscribers so it can easily provide directories, single digit dialing, group message distribution, and question and answer sessions. Since the automated attendant and voicemail systems are really one application all of these features can be programmed seamlessly and run much faster than traditional systems where the voicemail and automated attendant are separate entities.

The system supports up to 256 voicemail subscribers, meaning that the total number if mailbox, list, and network mailbox combined is capped at 256. The media card will allow storage of approximately 52 hours of voicemail message storage space.

PART 4. AUTOMATED ATTENDANT PROGRAMMING OVERVIEW

4.1 PROGRAMMING OVERVIEW

The OfficeServ 7200-S Automated Attendant program arrives from the factory loaded with many common applications pre-programmed. This includes the creation of several default menus to greet callers and allow them to dial an operator, a known extension number, or access a company directory. The only thing left for the technician to do is record system prompts and set up customized applications. This is called programming the Automated Attendant.

The Automated Attendant is embedded into the system Main Processor, or MP. Although it is tightly integrated to the phone system it is a separate application, and as such is programmed through a separate interface. Note that some Automated Attendant applications may require that Man Machine Code (MMC) programming changes be made in the phone system.

The Automated Attendant programming interface is a web based tool that is specifically coded to use the Internet Explorer 6.x web browser. As a security measure, the web application is user account based, meaning that users must log in with a username and password in order to access programming.

Programming can be accessed by opening the Internet Explorer 6.x browser and entering the following address: https://165.213.176.100

Note that the web server does require a secure connection and as such the address begins with https, not http. For port forwarding scenarios this is important because HTTP connections are formed on port 80, but secure HTTP connections are formed on port 443.
Also note that the IP address specified will depend on the IP address given to the main processor (MP) card in MMC 830.

Due to the highly integrated nature of the Automated Attendant and Voicemail applications the web application is used to program both seamlessly as one application, similar to the in-skin Samsung voicemail (SVMi) cards used in other OfficeServ systems.

In addition to the web programming tool, the system also includes a Telephone User Interface (TUI) that can be accessed via any DTMF capable telephone. The TUI interface is used to record or edit spoken system prompts or change the current Operating Mode.

4.2 PROGRAMMING LEVELS

In order to log in to the web programming interface, users must enter a login ID and password. These user accounts are created by the Site Administrator and are used to manage access to the application. There are four levels of administration: Site Administrator (0), System Administrator (1), Application Administrator (2), and Subscriber Administrator (3).

4.2.1 Site Administrator

This is the main administrator level for the system. Only the default OfficeServ 7200-S account, "admin", may have this user level. It can be neither assigned to any other account, nor can it be revoked from the "admin" account. The Site Administrator has full access to every feature and function in the web programming interface.

4.2.2 System Administrator

This is the highest level of administration that can be assigned to a user account. A System Administrator has full access to all Automated Attendant programming. The sole difference between this level and the Site Administrator is that a System Administrator cannot create or modify user accounts.

4.2.3 Application Administrator

This level of administration is assigned to users who have a good understanding of Automated Attendant programming practices. It has access to almost all features in the Automated Attendant. The only screen an Application Administrator cannot access is the System Parameters screen.

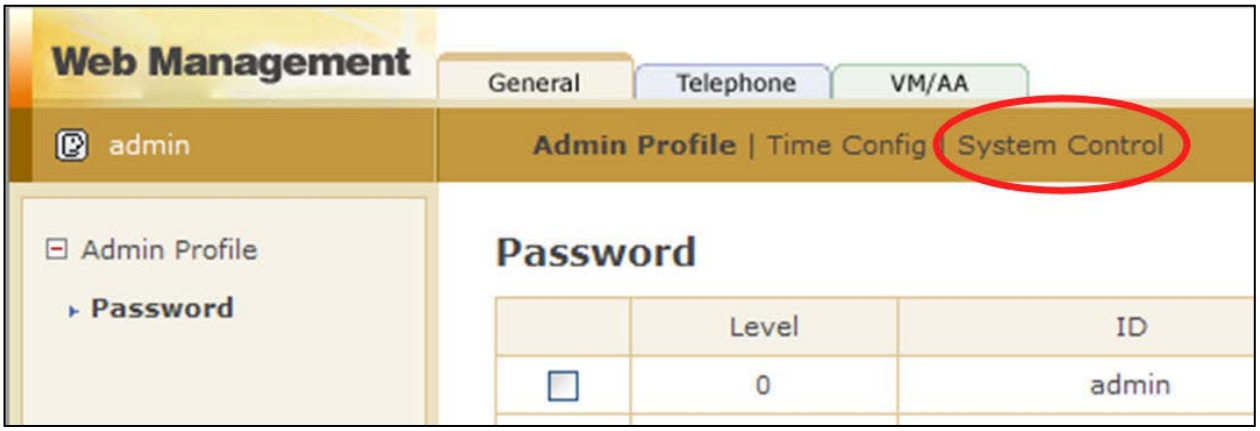
4.2.4 Subscriber Administrator

The Subscriber Administrator level deals primarily with the Voicemail and has no access to Automated Attendant programming.

4.3 DATABASE MANAGEMENT

The programming data for the Automated Attendant is stored locally on the 256 MB media card located in the main processor (MP) Media Card slot. This card stores the application itself, as well as the web interface, operating system, and customized database.

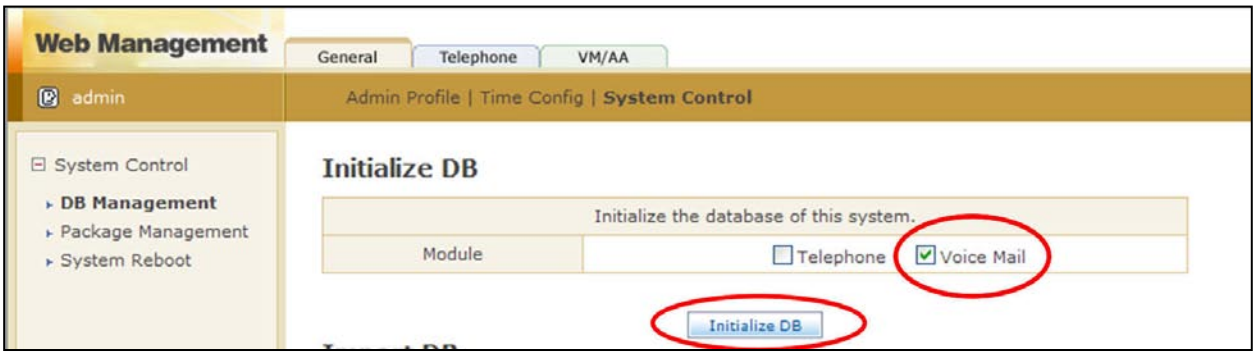
The web interface includes a facility that allows a Site, System, or Application administrator to backup or restore data. During the backup process a compressed archive (.TGZ) file will be generated that can be downloaded to the administrator's PC.



4.4 DEFAULTING THE AUTOMATED ATTENDANT

The Automated Attendant cannot be defaulted by turning off the main processor (MP) card's memory switch. The only way to default the Automated Attendant is through the web interface, and it can only be done through the Site Administrator account.

To default the Automated Attendant log in to the Site Administrator account. This will load the web interface to the General tab. Click the menu item called System Control.



Check the box that says "Voice Mail" and then click "Initialize DB". Click "OK" to confirm.

Note that the system will be rebooted when "OK" is clicked. Also note that due to the level of integration between the Voicemail and the Automated Attendant initializing the Automated Attendant will also default the Voicemail, and visa versa.

4.5 PROGRAM LIST IN ORDER OF APPEARANCE

4.6 PROGRAM LIST IN ALPHABETICAL ORDER

PART 5. AUTOMATED ATTENDANT PROGRAMMING PROCEDURES

5.1 ACCESSING TUI PROGRAMMING

To access the telephone user administration programming interface the technician must call in to the main system greeting. This will typically be the Day Main Menu. If the "enter your password" prompt is played when dialing the automated attendant, escape to the main menu by pressing "*"

While listening to the menu prompting, press "#" followed by 3 zeros. Note that if the "Maximum Caller Entry Digits" field of the MENU BLOCK has been changed, the number of zeros entered must correspond. For example, if "Maximum Caller Entry Digits" is set to 6, it will require that "#" and 6 zeros be entered.

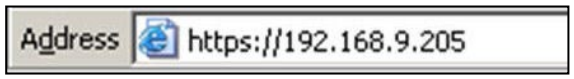
This will request access to the administration interface. When successful, an "enter your password" prompt will be played. This password is the "System Admin" password set on the SYSTEM PARAMETERS screen. The default is "0000". Once administration has been accessed, the system will play all of the available options.

To record or edit system prompts press 1 and follow the spoken instructions.

To change the current Operating Mode press 3 and follow the spoken instructions. Any available MODE BLOCK may be selected. This will override the SCHEDULE TABLE entirely until reset.

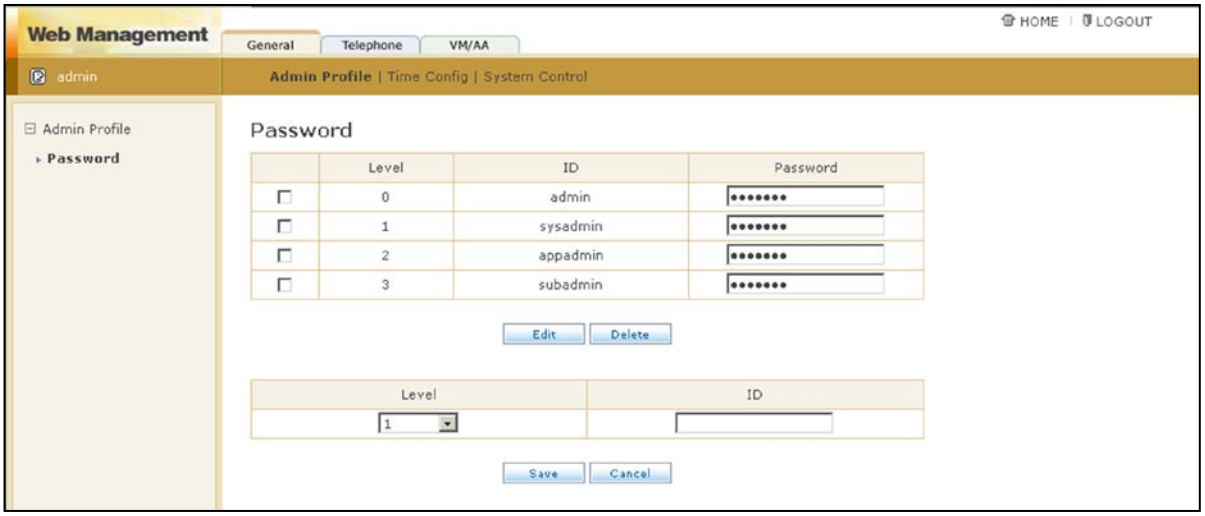
5.2 ACCESSING WEB PROGRAMMING

To access Automated Attendant programming, open Internet Explorer 6.x and in the address bar enter the prefix "https://" followed by the IP address assigned to the OfficeServ 7200-S main processor (MP) in MMC 830. This will only work if the PC running Internet Explorer 6.x is on the same LAN as the OfficeServ 7200-S.

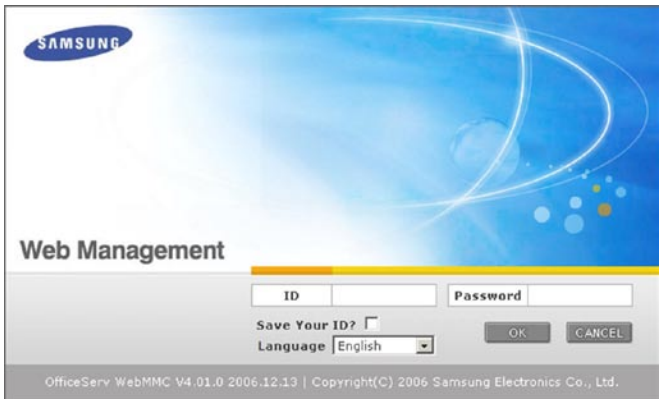


Because the connection is secure a warning will be displayed stating that there is no valid certificate.

This warning is displayed because the site certificate is not present. Simply click Yes to bypass the screen and load the login page.

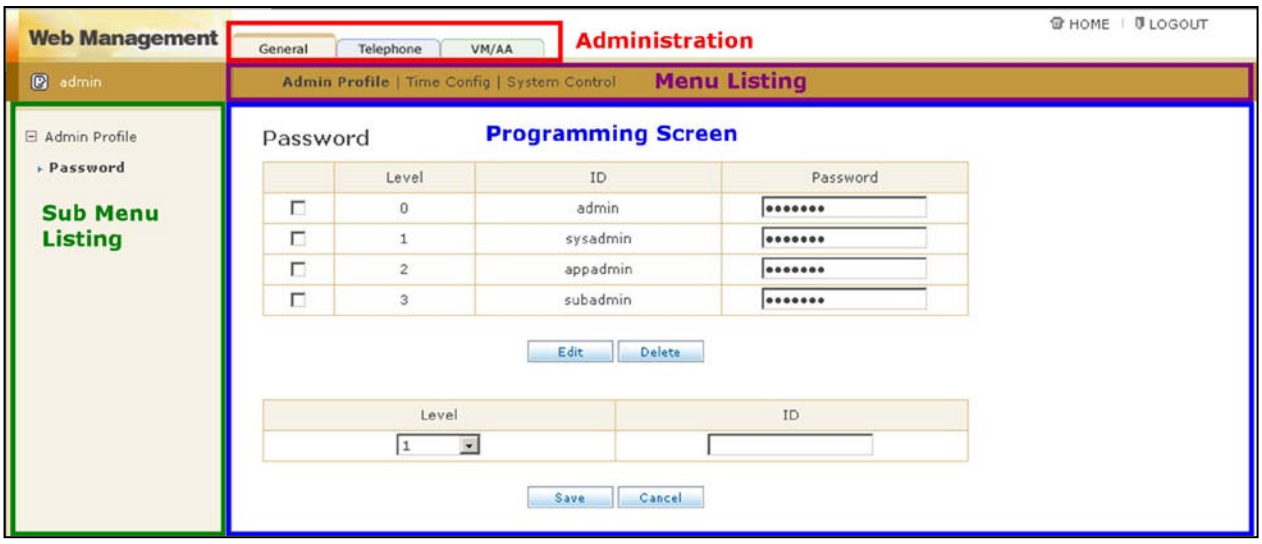


Access to the web interface is controlled by user accounts. The default user account is the Site Administrator. The username for this account is "admin" and the password is "samsung".



After logging in with the Site Administrator account it is possible to change this password. Alternate user accounts can also be created. To create a new user account choose an administration level (1 through 3, explained in Part 3.2 of this manual) and set a username (ID). The default password for new accounts is "samsung". To change a password for any account check the box to the left of that username, modify the Password field, and then click Edit.

The web interface is broken down into several pieces as shown below:



5.2.1 Administration Section

This area is used to switch between the various programming interface tabs. General is accessible only for the Site Administrator account and is used to manage administration accounts as well as system database management. VM/AA is used to program the Voicemail and Automated Attendant programs.

NOTE: The Telephone tab is NOT for use in the USA and is known to cause data corruption!

5.2.2 Menu Listing

This area displays the menu options for the selected programming interface.

5.2.3 Sub Menu Listing

This area lists all screens available for the selected menu option.

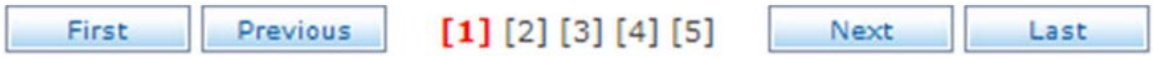
5.2.4 Programming Screen

The programming screen contains the actual data for the selected menu option or submenu selection.

5.3 PROGRAMMING SCREEN ELEMENTS

Though each programming screen is unique, there are certain common interface elements to be aware of.

5.3.1 Page Navigation Buttons



The page navigation buttons are used in the event that there is too much data to fit into one screen. The numeric list in the center defines the group of pages that is currently being viewed. Simply click one of the numbers to navigate to that page. The First button will jump directly to the first group of pages, namely page 1 through page 5. The Previous button will jump to the group of pages immediately preceding the current group. The Next button will jump to the group of pages immediately succeeding the current group. The Last button will jump directly to the last group of pages.

5.3.2 Block Search

The block search feature is used to quickly find a specific block by name or number when there are many pages of blocks available. The Menu block, for example, may have many pages. The block search allows a user to search for a specific Menu without having to manually look through all of those pages. Simply enter the name of the block and click Search. Certain types of blocks, such as Extension and Mailbox blocks, can also be searched by number instead.

5.3.3 Block List

☐	No.	Label Name
☐	1	Day Main
☐	2	Direct Station
☐	3	Direct Trunk
☐	4	Forward Station
☐	5	Forward Trunk
☐	6	Holiday Main
☐	7	Night Main
☐	8	Record Call
	9	TEMPLATE MNU
☐	10	Transfer to MBX

The block list is used to display all available blocks and also allow users to edit or remove blocks. To edit a block, simply click the Label Name. The checkboxes on the left are used for deleting one or more blocks.

5.3.4 Block Creation and Removal

The block creation and removal buttons are used to create new blocks or delete existing blocks. To delete a block or blocks check the box next to the appropriate blocks and then click Delete. To create a new block simply click Add.

5.3.5 Block Navigation

Sometimes it may be necessary to edit many of the same block type. For instance, after adding a new Mode block it may be necessary to update all Menu blocks to reflect some new setting. The block navigation buttons exist to eliminate the need for a user to constantly reload the block listing to move to another block. Instead the user can use the block navigation keys to directly load the previous block in the block list by clicking Prev, or to move to the next block on the block list by clicking Next.

5.3.6 Block Editing

The block editing buttons are used to perform a variety of actions. The Close button will cancel any changes and exit to the block list. Reload will refresh the current page. Save & Exit will save any changes to the page and exit to the block list. Save will save changes to the block and remain viewing the current page. Copy allows the user to copy the current block to a new block of a different name. Refer will display a list of all other blocks in the system that have pointers set to reference the current block. For example, every Menu block has a pointer that goes to the Bye block. So by selecting Refer in the Bye block, a list of all Menu blocks would be displayed.

Status Screen

DESCRIPTION:

The Status Screen is the default screen that is loaded when logging into the automated attendant. It is a read-only screen, displaying various real time statistics about the system.

MAIN SCREEN:

Status Screen

Port	Mode	Active Block	Status
1	Day	Day	Idle
2	Day	Day	Idle
3	Day	Day	Idle
4	Day	Day	Idle

Reporting	11/04/06~11/23/06 5:30PM

Call To-Date	903	Number of Subscribers	84
Average Calls per Week	329	Total Message Count	0
Directory Accesses	0	Avg Messages/Mailbox	0.0
Times All Ports Busy	0	Disk Space Available	64:23

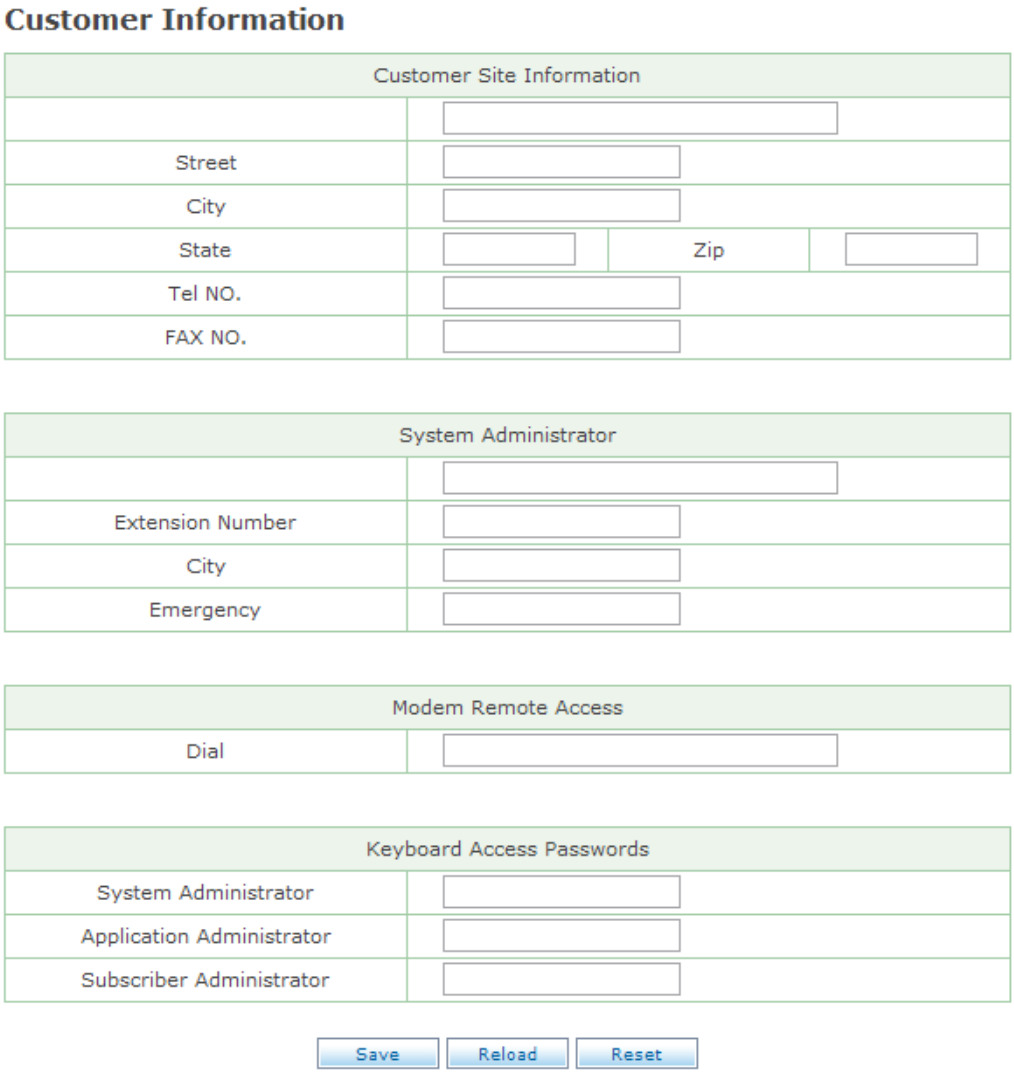
Field Name	Description
Port	The voicemail port number for the port.
Mode	The current scheduled mode of operation of the port.
Active Block	The current program block, if any, being processed by the port. (Day Main Menu, etc.)
Status	The current call status of each port. (Processing, Idle, etc.)
Reporting	The period of time the system has been recording statistics.
Call To-Date	The total number of calls processed by the system.
Average Calls Per Week	The average number of calls made to the voicemail per week.
Directory Accesses	Number of times the system directory has been consulted.
Times All Ports Busy	Total number of times all voicemail ports have been busy.
Number of Subscribers	Total number of voicemail boxes in the system.
Total Message Count	Total number of voicemail messages in the system.
Avg Messages/Mailbox	The average number of messages per mailbox.
Disk Space Available	The approximate amount of recording time left.

Site Information Customer Data

DESCRIPTION:

The Customer Data screen is used for storing data about the particular customer site. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

CUSTOMER INFORMATION SCREEN:



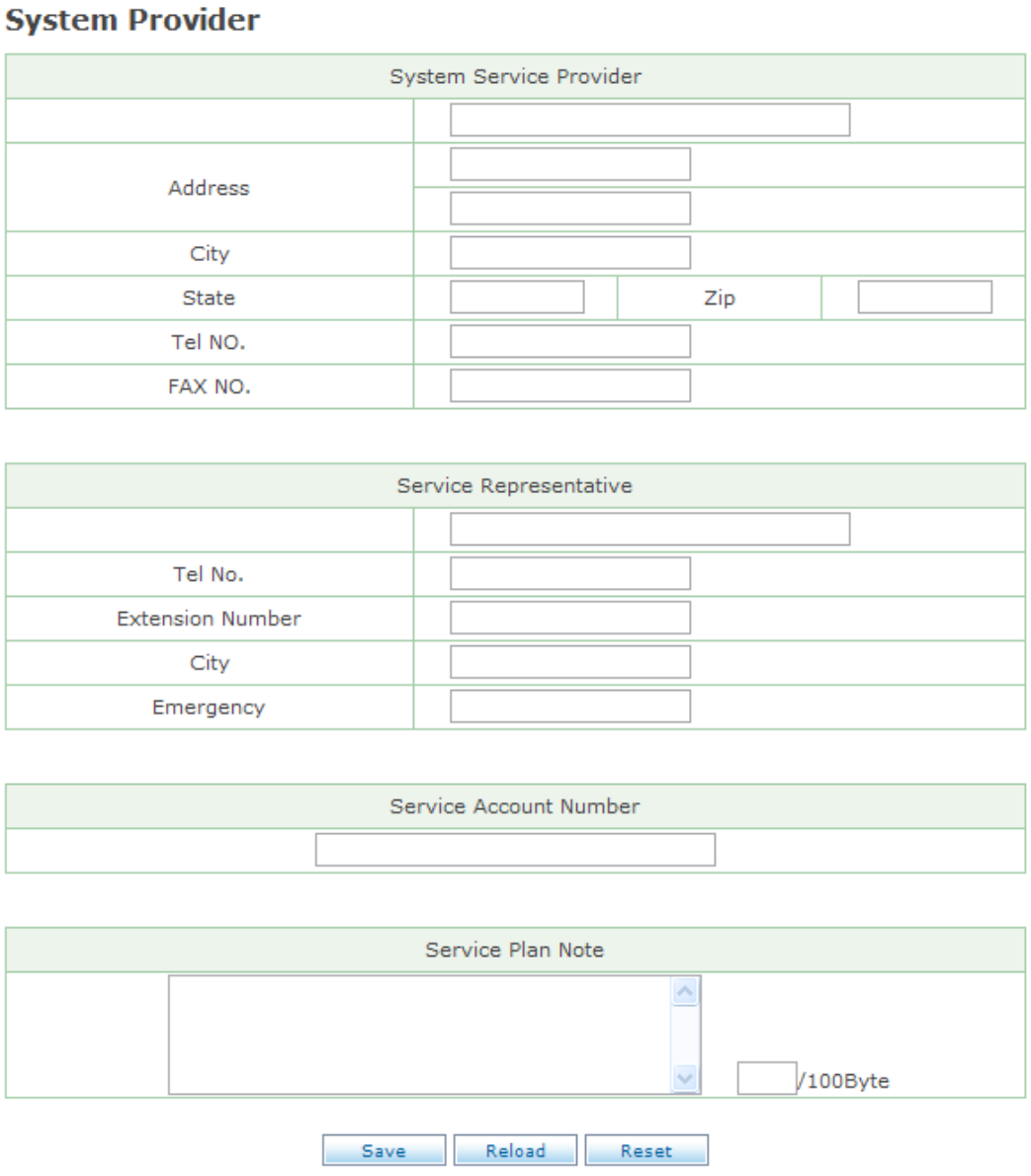
Field Name	Description
Customer Site Info.	The name of the customer site.
Street	The street address for the customer site.
City	The city the installation is located in.
State	The state the installation is located in.
Zip	The zip code the installation is located in.
Tel NO.	The main contact phone number for the site.
Fax NO.	The main fax number for the site.
System Administrator	The name of the site administrator.
Extension Number	The extension number of the site administrator.
City	The city the site administrator is located in.
Emergency	The emergency contact number for the site administrator
Dial	Phone number to dial for remote access to the system.
System Administrator	The password to log in to technician level administration.
Application Administrator	The password to log in to application level administration.
Subscriber Administrator	The password to log in to subscriber level administration.

Site Information System Provider

DESCRIPTION:

The System Provider screen is used for storing data about the site's installation company. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

SYSTEM PROVIDER SCREEN:



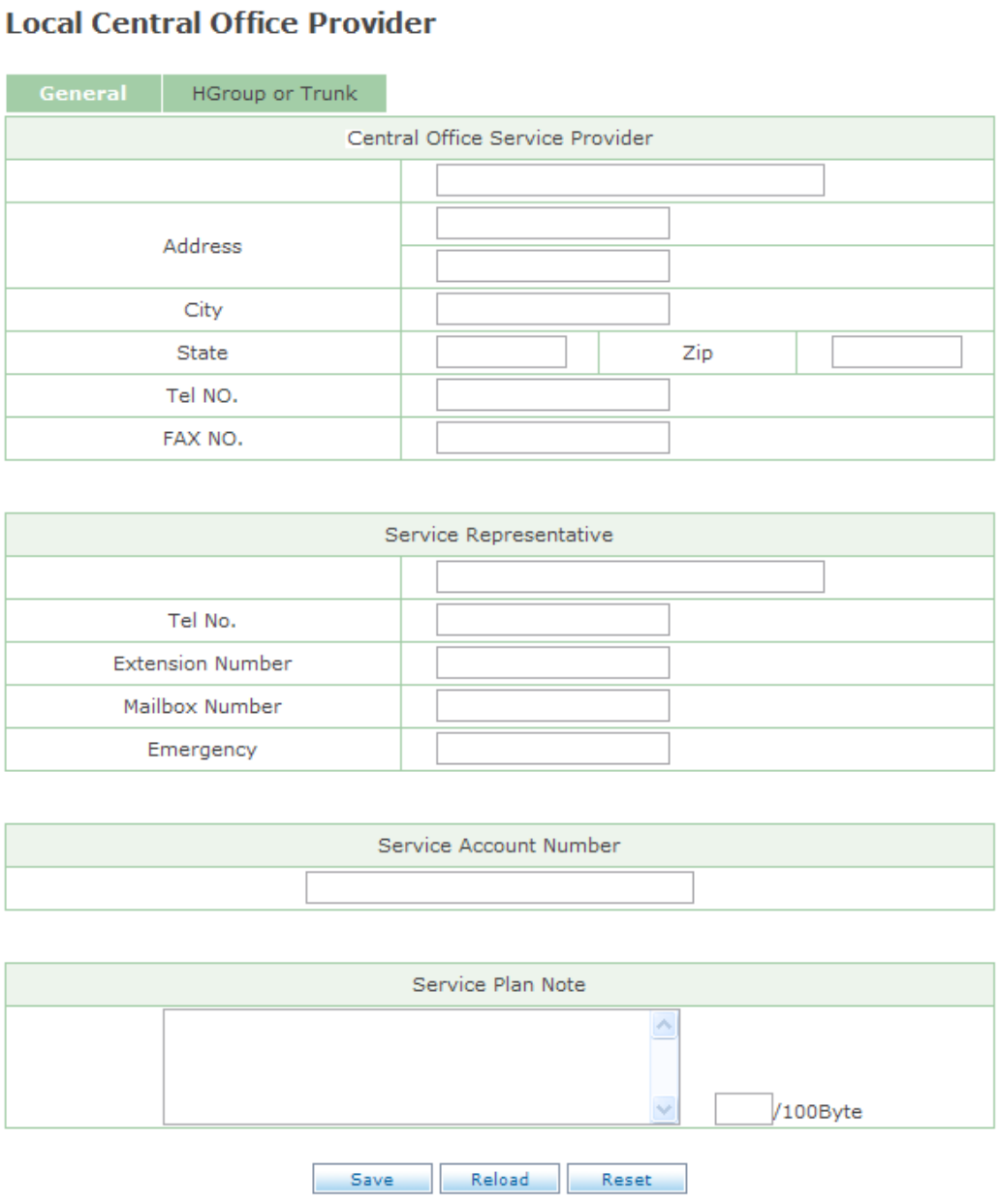
Field Name	Description
System Service Provider	The name of the system provider.
Address	The street address for the system provider.
City	The city the system provider is located in.
State	The state the system provider is located in.
Zip	The zip code the system provider is located in.
Tel NO.	The main contact phone number for the system provider.
Fax NO.	The main fax number for the system provider.
Service Representative	The name of the service representative.
Tel No.	The phone number of the service representative.
Extension Number	The extension number of the service representative.
City	The city the service representative is located in.
Emergency	The emergency contact number for the service representative
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

Site Information Local CO Provider

DESCRIPTION:

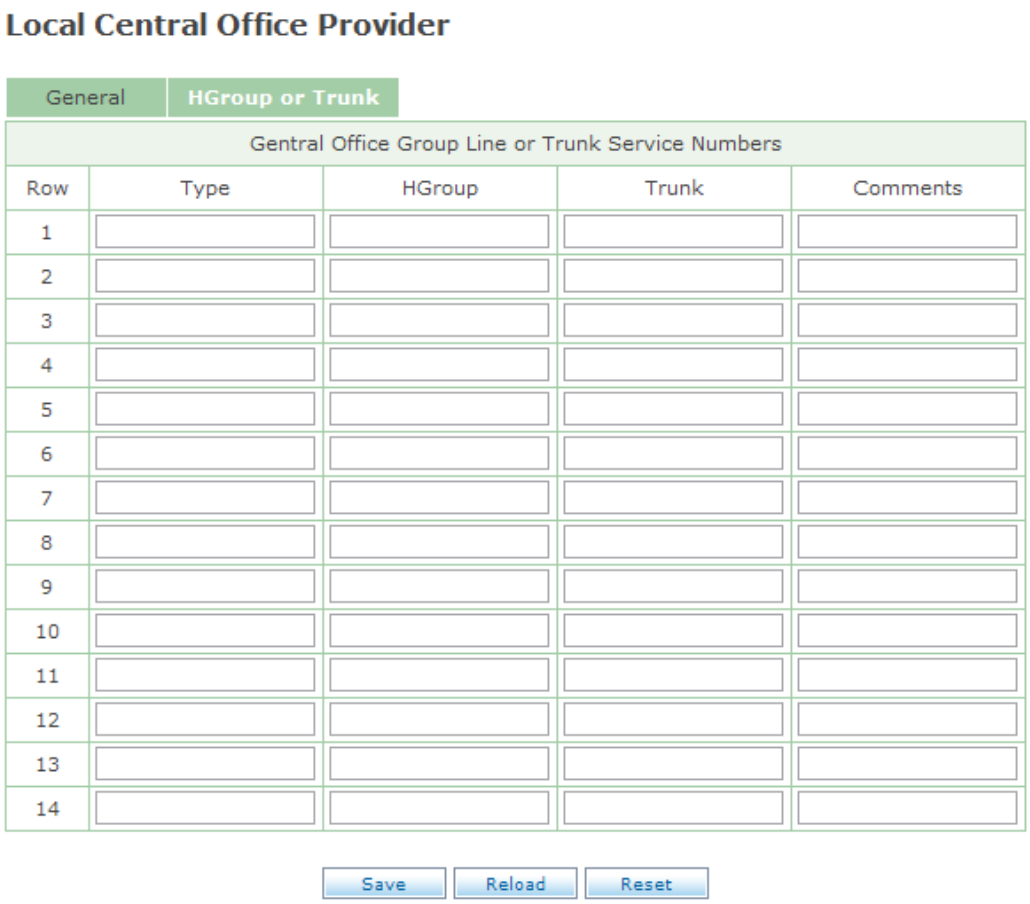
The Local CO Provider screen is used for storing data about the site's phone service provider. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

HGROUP OR TRUNK SCREEN:



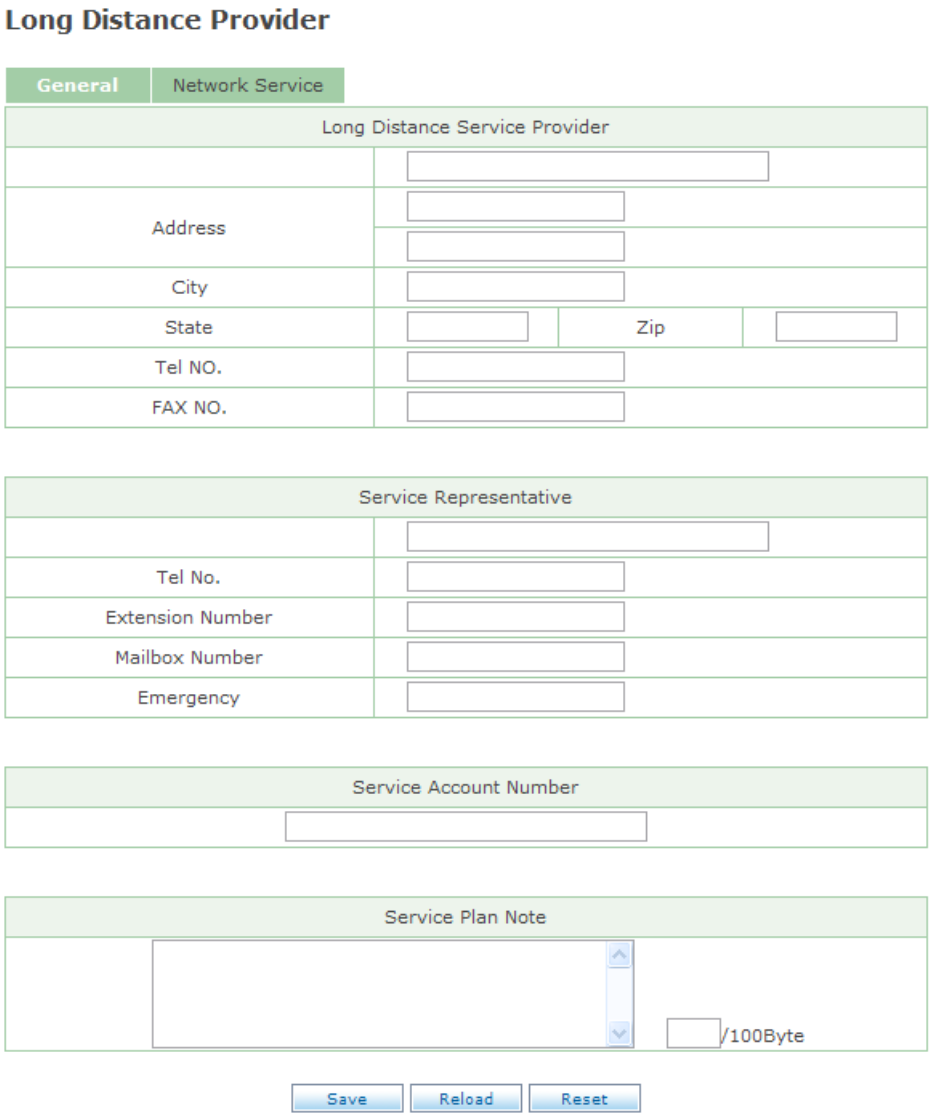
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
HGroup	The trunk group lead telephone number.
Trunk	The number of trunks in this group.
Comments	Additional reference notes.

Site Information LD Provider

DESCRIPTION:

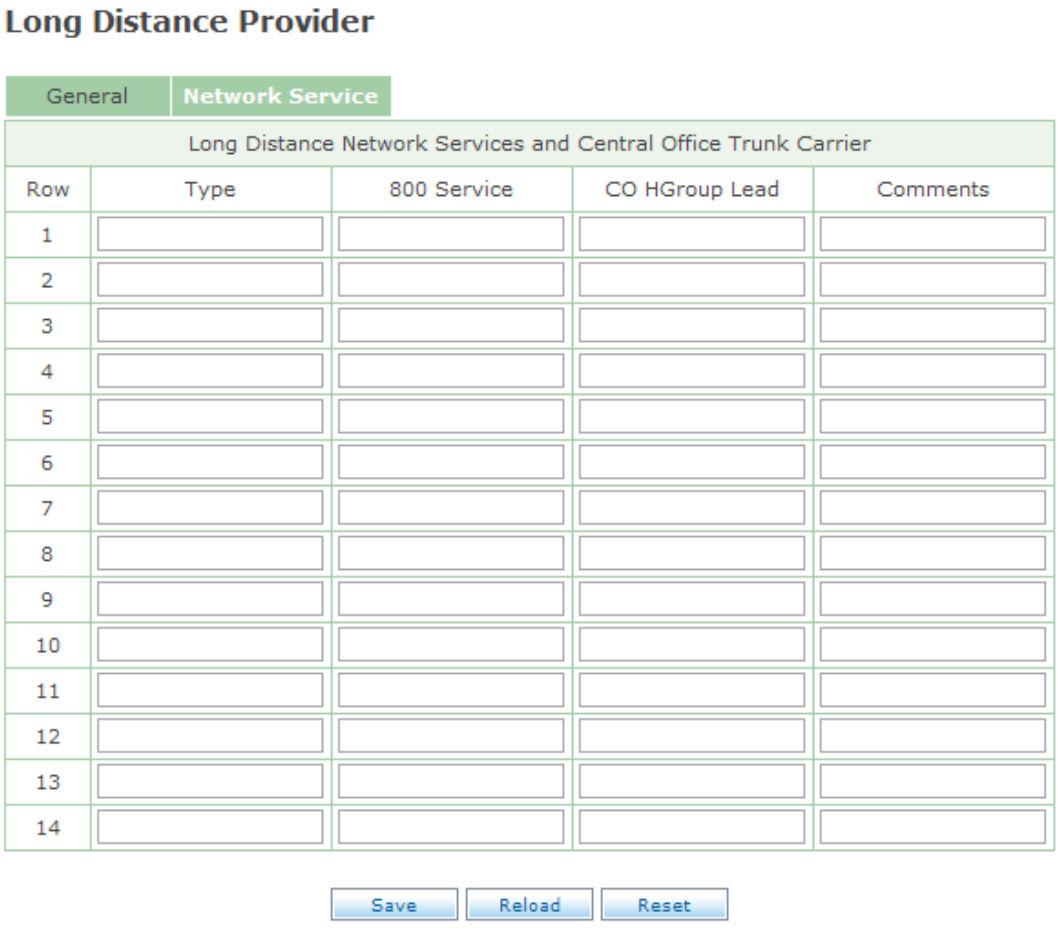
The Long Distance Provider screen is used for storing data about the site's long distance phone service provider. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

NETWORK SERVICE SCREEN:



Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
800 Service	The long distance number for this trunk group.
CO HGroup Lead	The trunk group lead telephone number.
Comments	Additional reference notes.

View System Report By Application

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Application screen breaks down calls according to the application accessed and how the call was handled.

BY APPLICATION SCREEN:

By Application

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	Minutes	%Connected Callers	Application Call Distribution	
0	0	0.0	Subscribers	0.0%
0	0	0.0	Answered	0.0%
0	0	0.0	Message	0.0%
0	0	0.0	Page	0.0%
4352	49	7.5	Another	7.5%
768	9	1.3	Abandon	1.3%
0	0	0.0	Operator	0.0%
57609	0	99.9	Voicemail	99.9%
0	0	0.0	Audiotext	0.0%
0	0	0.0	FaxAppl	0.0%
1	0	0.0	Abandon	0.0%
56707	0	98.4	IntraAppl	98.4%
57610	0	100%	Total	Percent Total Calls

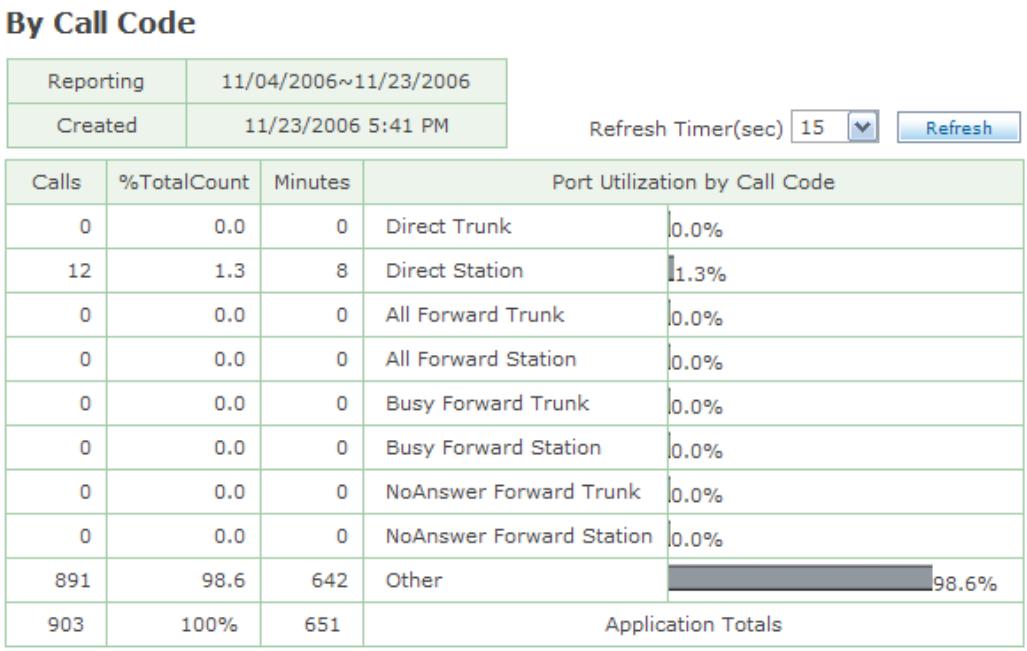
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this application.
Minutes	Total call time for this application.
%Connected Callers	Percentage of calls handled by this application.
Application Call Distribution	Percentage of total calls made to this application.

View System Report By Call Code

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Call Code screen breaks down calls according to the call code type.

BY CALL CODE SCREEN:



By Call Code

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	Direct Trunk	0.0%
12	1.3	8	Direct Station	1.3%
0	0.0	0	All Forward Trunk	0.0%
0	0.0	0	All Forward Station	0.0%
0	0.0	0	Busy Forward Trunk	0.0%
0	0.0	0	Busy Forward Station	0.0%
0	0.0	0	NoAnswer Forward Trunk	0.0%
0	0.0	0	NoAnswer Forward Station	0.0%
891	98.6	642	Other	98.6%
903	100%	651	Application Totals	

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this call code.
%TotalCount	Percentage of total calls that were of this call code.
Minutes	Total time of all calls of this call code.
Port Utilization By Call Code	The call code type being detailed.

View System Report By Hour

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Hour screen breaks down calls by the hour they were made.

6A-6P SCREEN:

By Hour

6A-6P | 6P-6A

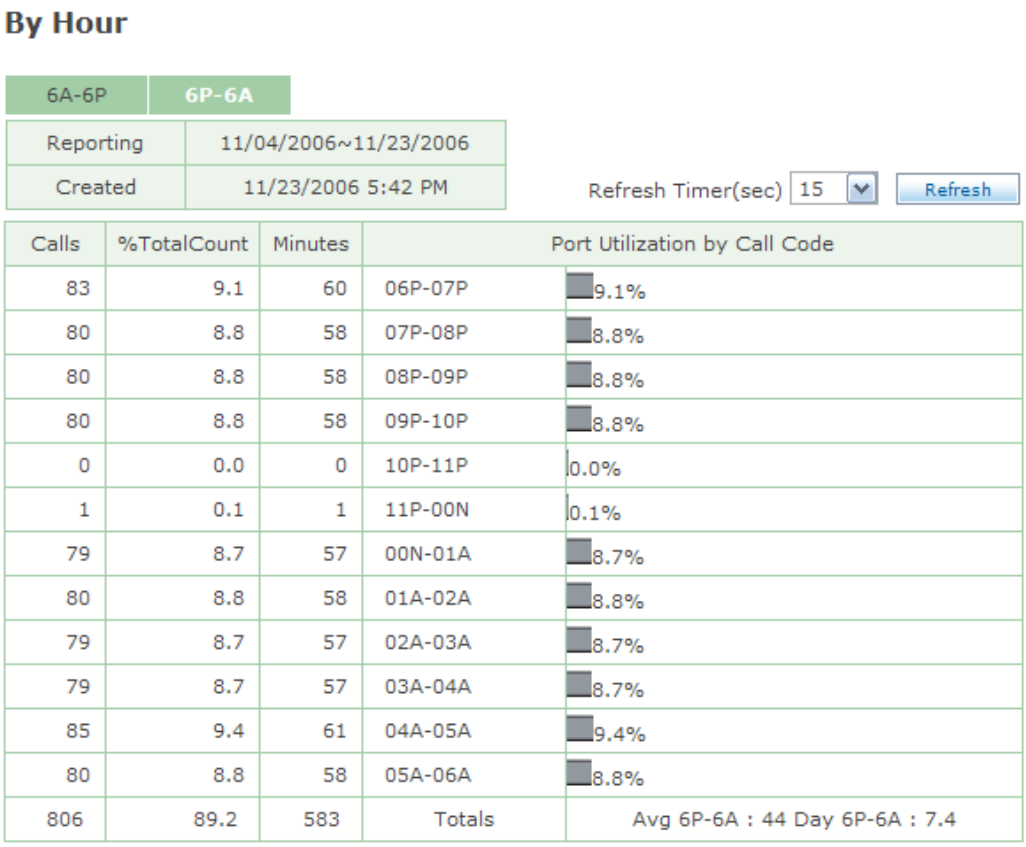
Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	06A-07A	0.0%
1	0.1	1	07A-08A	0.1%
0	0.0	0	08A-09A	0.0%
8	0.8	6	09A-10A	0.8%
4	0.4	3	10A-11A	0.4%
1	0.1	1	11A-12N	0.1%
0	0.0	0	12N-01P	0.0%
1	0.1	1	01P-02P	0.1%
0	0.0	0	02P-03P	0.0%
2	0.2	1	03P-04P	0.2%
0	0.0	0	04P-05P	0.0%
80	8.8	58	05P-06P	8.8%
97	10.7	71	Totals	Avg 6A-6P : 5 Day 6A-6P : 0.7

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

6P-6A SCREEN:



By Hour

6A-6P | 6P-6A

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
83	9.1	60	06P-07P	9.1%
80	8.8	58	07P-08P	8.8%
80	8.8	58	08P-09P	8.8%
80	8.8	58	09P-10P	8.8%
0	0.0	0	10P-11P	0.0%
1	0.1	1	11P-00N	0.1%
79	8.7	57	00N-01A	8.7%
80	8.8	58	01A-02A	8.8%
79	8.7	57	02A-03A	8.7%
79	8.7	57	03A-04A	8.7%
85	9.4	61	04A-05A	9.4%
80	8.8	58	05A-06A	8.8%
806	89.2	583	Totals	Avg 6P-6A : 44 Day 6P-6A : 7.4

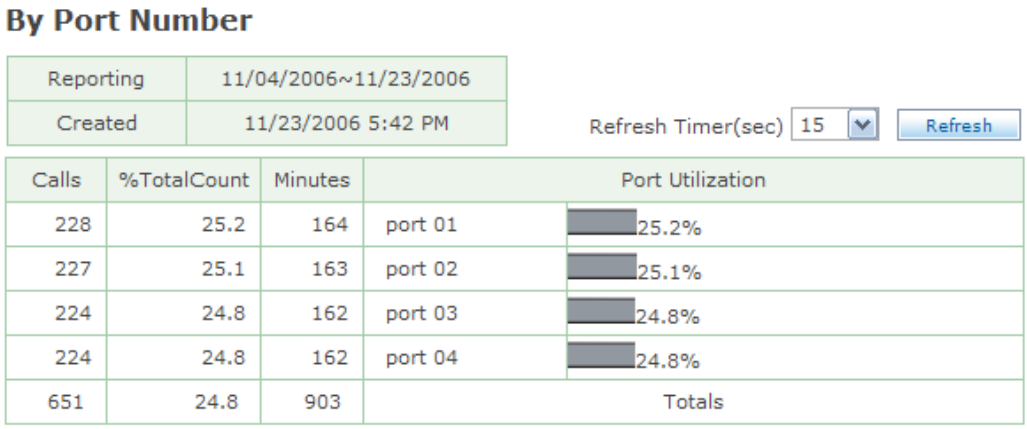
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

View System Report By Port Number

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Port Number screen breaks down calls by the port number they were handled by.

BY PORT NUMBER SCREEN:



By Port Number

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
228	25.2	164	port 01	25.2%
227	25.1	163	port 02	25.1%
224	24.8	162	port 03	24.8%
224	24.8	162	port 04	24.8%
651	24.8	903	Totals	

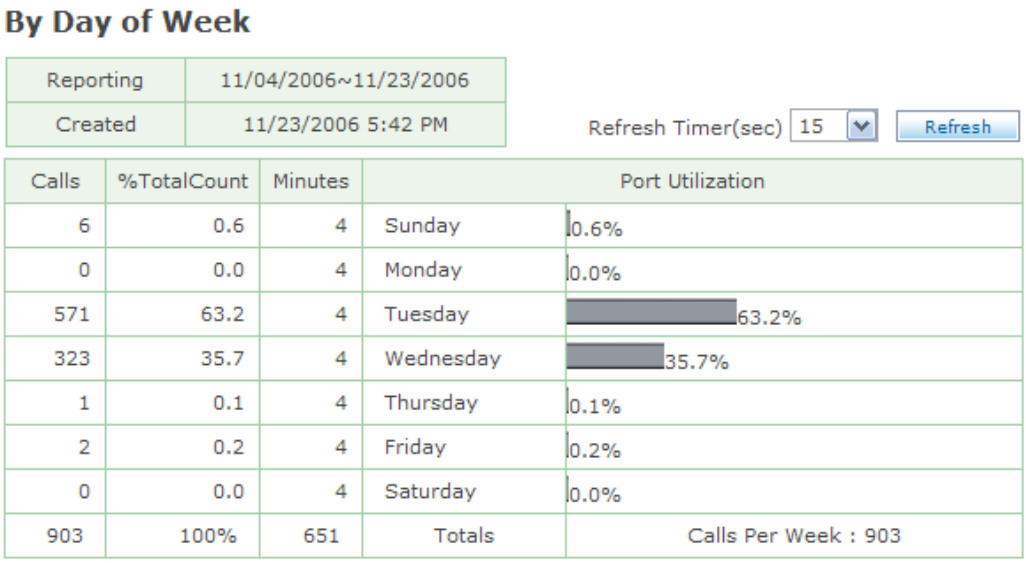
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls to this port.
%TotalCount	Percentage of total calls made to this port.
Minutes	Total time of all calls to this port.
Port Utilization	The port number being detailed.

View System Report By Day of Week

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Day of Week screen breaks down calls by the day of the week they were made on.

BY DAY OF WEEK SCREEN:



By Day of Week

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
6	0.6	4	Sunday	0.6%
0	0.0	4	Monday	0.0%
571	63.2	4	Tuesday	63.2%
323	35.7	4	Wednesday	35.7%
1	0.1	4	Thursday	0.1%
2	0.2	4	Friday	0.2%
0	0.0	4	Saturday	0.0%
903	100%	651	Totals	Calls Per Week : 903

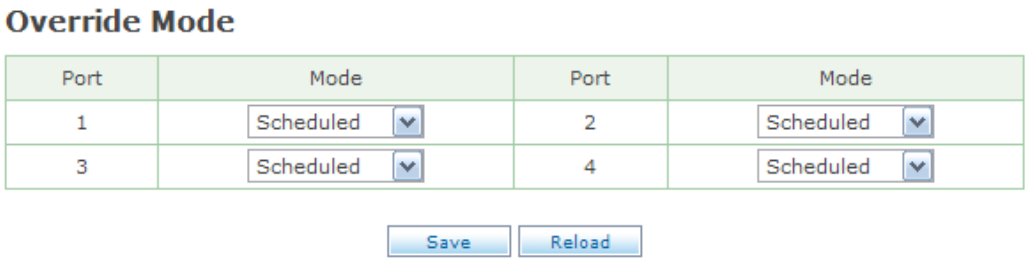
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this day.
%TotalCount	Percentage of total calls made on this day.
Minutes	Total time of all calls on this day.
Port Utilization	The week day being detailed.

Override Mode

DESCRIPTION:

The Override Mode screen is used to manually set the mode of operation for a particular automated attendant port or group of automated attendant ports.

OVERRIDE MODE SCREEN:



Field Name	Description	Valid Entry	Default Data
Port	Voicemail port being detailed.		
Mode	Operating Mode to be used.	Any Mode Block, or "Scheduled" which causes the port to follow the default schedule table.	Scheduled

RELATED ITEMS:

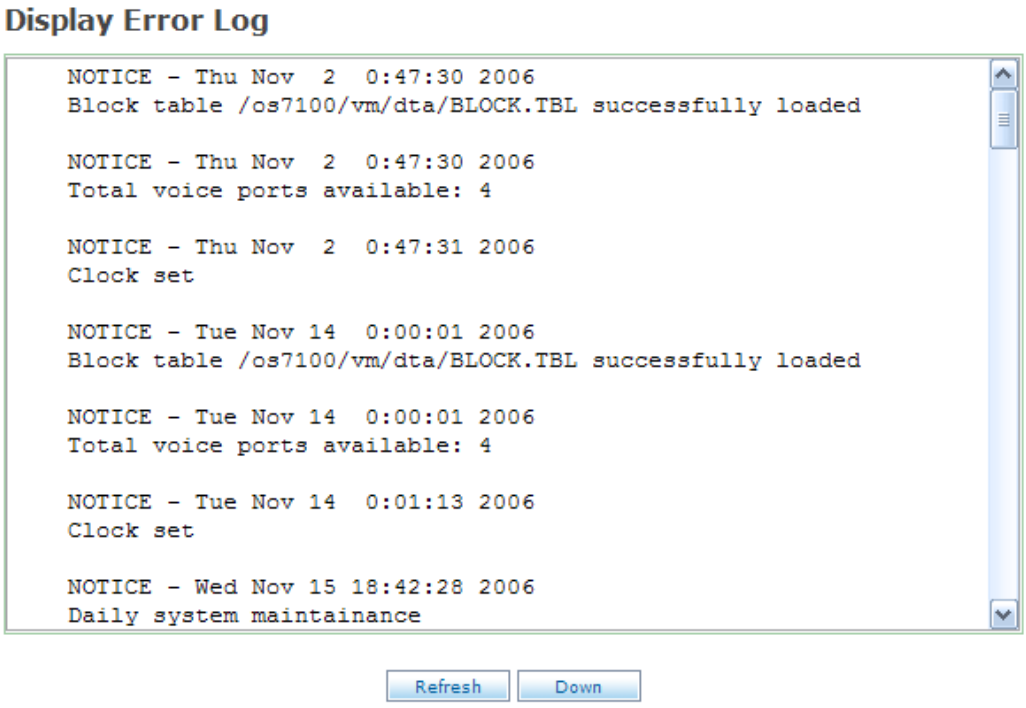
MODE BLOCK
SCHEDULE TABLE

Operating Utilities Display Error Log

DESCRIPTION:

The OfficeServ 7200-S provides several logs that can be useful for both debugging and application development. The Display Error Log screen shows error and warning information for the voicemail and automated attendant systems. Events are logged in an easily readable form, displaying the error type and time and date information on one line and the actual error listing on the next. The Error Log can be downloaded by clicking the Down button.

DISPLAY ERROR LOG SCREEN:

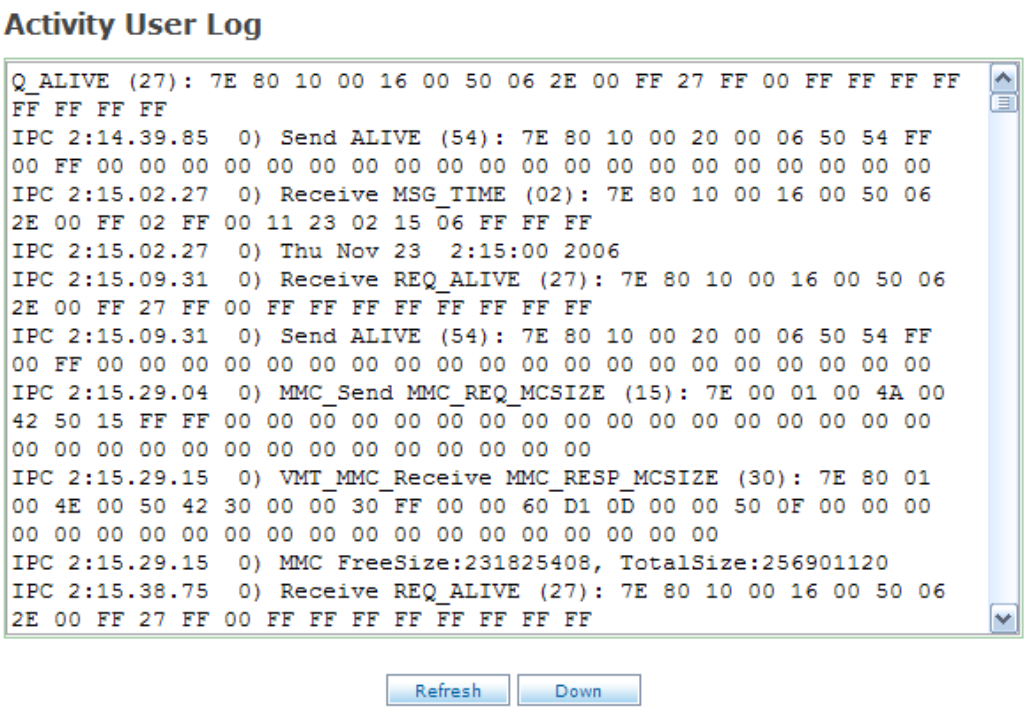


Operating Utilities Activity Log

DESCRIPTION:

The OfficeServ 7200-S provides several logs that can be useful for both debugging and application development. The Activity User Log screen shows all activity in the voicemail and automated attendant systems. Due to the extreme technical nature of the Activity Log records, this log is mainly aimed at advanced users. The Activity Log can be downloaded by clicking the Down button.

ACTIVITY USER LOG SCREEN:

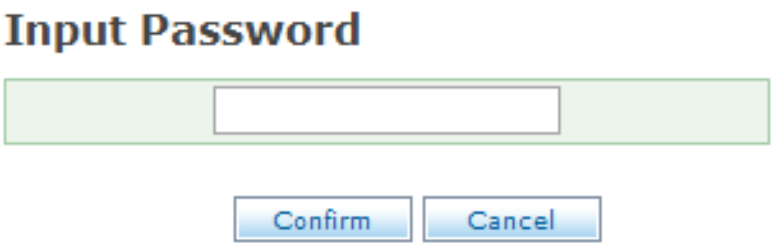


Operating Utilities Shutdown VM

DESCRIPTION:

The Shutdown VM screen, as the name implies, is used to exit the voicemail and automated attendant application. This is an important step when shutting down the OfficeServ 7200-S. Failure to exit the system properly can lead to lost or corrupted messages or programming. To prevent accidental exit, the administrator password must be entered in order to shut down the system.

SHUTDOWN VM SCREEN:



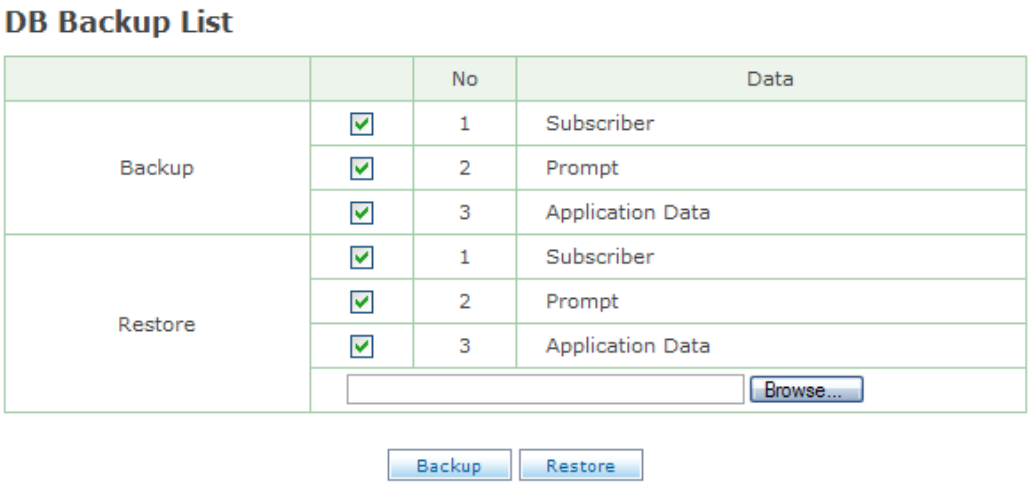
RELATED ITEMS: SYSTEM PARAMETERS

Operating Utilities DB Backup

DESCRIPTION:

The OfficeServ 7200-S provides the ability to backup and restore voicemail and automated attendant programming via the DB Backup List screen. Users can choose to backup or restore mailboxes, prompts, programming data, or any combination of the three. Backups are stored to a standard .tar archive file.

DB BACKUP LIST SCREEN:

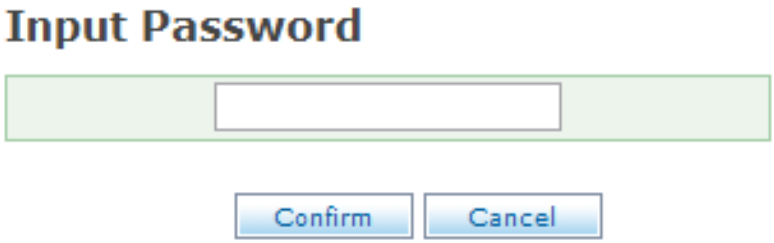


Operating Utilities Clear Report Count

DESCRIPTION:

Certain types of programming objects in the OfficeServ 7200-S voicemail and automated attendant systems provide call activity reports detailing call volumes for various activities. The Clear Report Count screen is used to reset all of these counters system wide to 0.

CLEAR REPORT COUNT SCREEN:



RELATED ITEMS:

MENU BLOCK
QUERY BLOCK

Voice Studio

DESCRIPTION:

The Voice Studio is used to record custom system prompts for the OfficeServ 7200-S voicemail and automated attendant systems. The Voice Studio also allows text descriptions (scripts) to be set for each prompt to ease in professional recording scenarios.

SELECTION SCREEN:

The main Voice Studio screen is separated into 4 main sections:

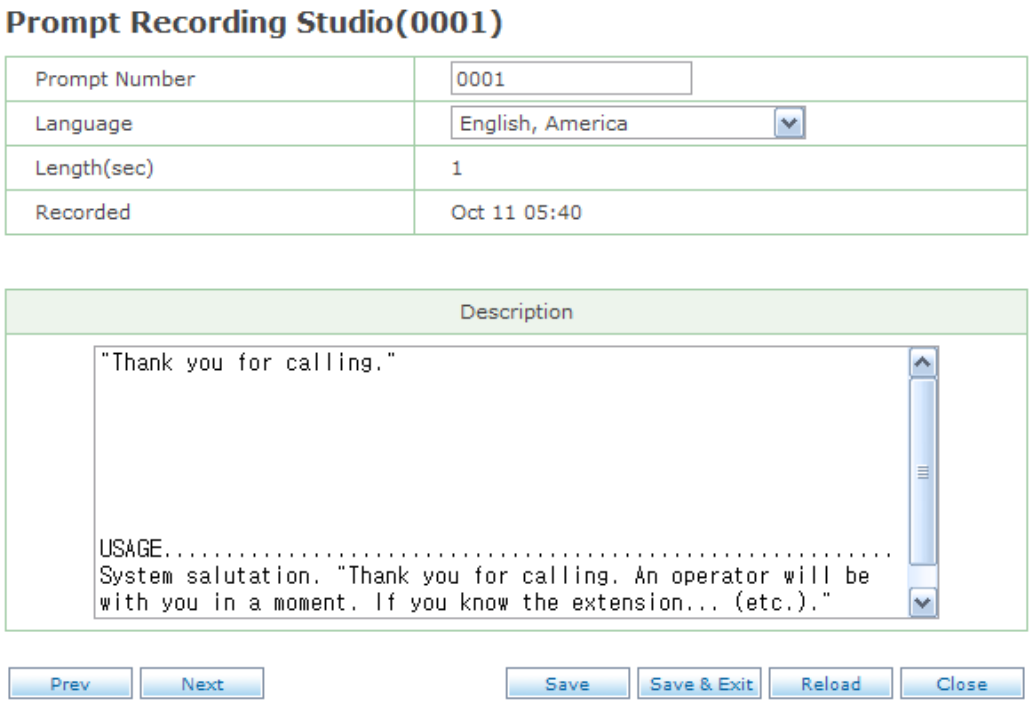
The Language Selection box in the upper left used to determine which prompt language listings to display.

Next to that are the prompt Search Options. Prompts can be searched for by prompt number or description (script).

In the upper right corner is the Recording Device selection. This is the phone that will be used to record prompts. Enter the phone number and click Call to start the recording session.

Below these options is the Prompt List. The prompt list displays prompt number, description (script), and recording length. To edit a prompt from this region simply click the prompt number to open the recording screen.

PROMPT RECORDING STUDIO SCREEN:



Field Name	Description
Prompt Number	The prompt number assigned to this recording.
Language	The language set this recording belongs to.
Length(sec)	The length, in seconds, of the current recording.
Recorded	The date this prompt was recorded on.
Description	Text description for the prompt. This area is commonly used to enter the script for the recording.

System Parameters

DESCRIPTION:

The System Wide Parameters screen is used to set options that affect the overall functionality of the voicemail and automated attendant systems. It includes items such as system administrator passwords, system language options, and voice codec adjustments.

GENERAL SCREEN:

System Parameters

General | Management | Language | E-mail Gateway

General Information	
Version Display	The VM Release 1.0 V109: Nov 13, 2006 10:00.00
Startup	11/14/06 0:00.01
Mac Address	00 00 F0 22 FD EA
Voice Ports Installed	4
Maximum Subscribers	120
Maximum E-mail Gateway Subscribers	5
Total Run Time	176.8
Run Time Remaining	No Limit
Default Volume Level	Quietest

System Timers	
Daily Maintenance	04:00
Session Timeout	1800

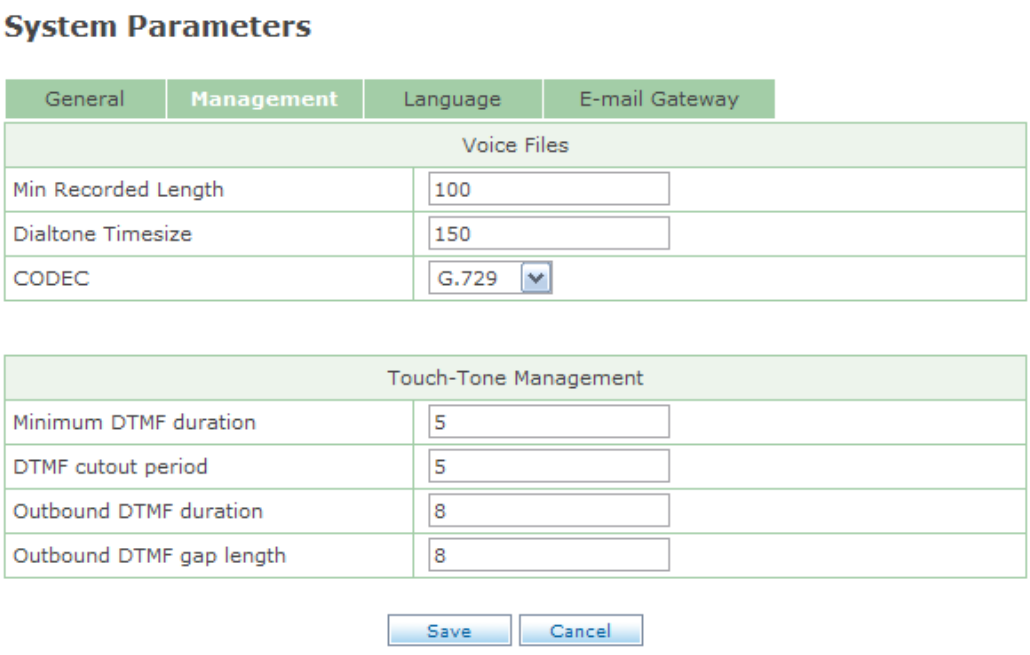
Reboot at Maintenance	
Daily	No
Weekly	No
Weekly on every	Monday
Monthly	Yes
Monthly on day number	1

System Password	
Subscriber Default Password	0000
Subscriber PSWD Min Length	0
System Admin	0000

Save Cancel

Field Name	Description
Version Display	The software version of the VM/AA systems
Startup	The date/time of the last bootup
Mac Address	MAC address for the MP network interface
Voice Ports Installed	The number of VM/AA ports in the system
Maximum Subscribers	Max number of mailboxes that can be created.
Maximum E-Mail Gateway Subscribers	Max number of users who can have e-mail gateway functionality enabled.
Total Run Time	Total disk space on the system
Run Time Remaining	Maximum disk space that can be used
Default Volume Level	Volume adjustment for the VM/AA ports
Daily Maintenance	The time to run daily system maintenance
Session Timeout	The amount of time before the current web session will be invalidated
Daily	Choose whether or not to reboot daily at maintenance
Weekly	Choose whether or not to reboot weekly at maintenance
Weekly on every	Choose which day of the week to reboot on
Monthly	Choose whether or not to reboot monthly at maintenance
Monthly on day number	Choose which day of the month to reboot on
Subscriber Default Password	Set the default mailbox password
Subscriber PSWD Min Length	Minimum length of mailbox passwords
System Admin	Telephone interface administration password

MANAGEMENT SCREEN:



Field Name	Description
Min Recorded Length	Minimum time, in milliseconds, of a prompt, greeting, or voicemail message recording
Dialtone Timesize	Determines the amount of dial tone to allow at the end of a voicemail message
CODEC	Set the voice CODEC to be used by the system
Minimum DTMF duration	Set the smallest interval that can be considered a valid DTMF digit
DTMF cutout period	Time, in milliseconds, to pause playback if DTMF is detected
Outbound DTMF duration	Sets the duration of DTMF digits sent by the system
Outbound DTMF gap length	Set the time between outbound DTMF digits

LANGUAGE SCREEN:

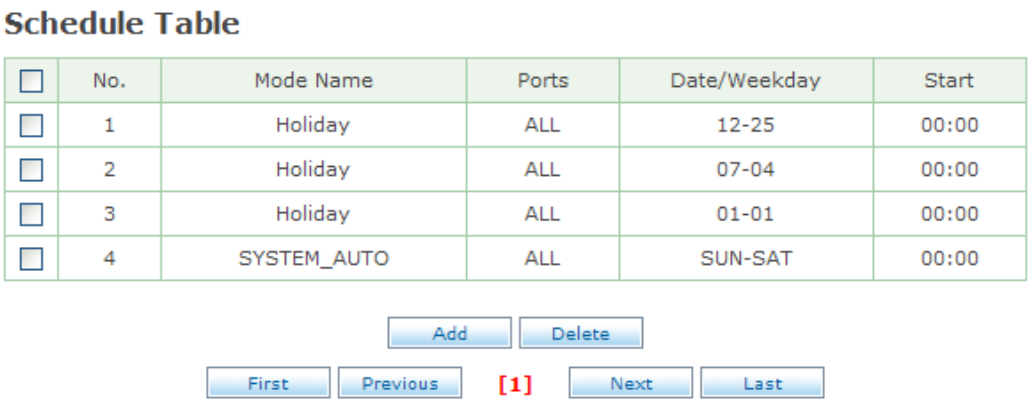
Field Name	Description
Language	Language being detailed
Locale	Regional dialect of the detailed language
Language Code	The "short code" for this language. Used for directory naming.
Key Code	The single digit value corresponding to this language
Default Language	Sets the default system language
Select First Language	Select the primary prompt language for the system
Select Second Language	Select the secondary prompt language for the system

Schedule Table

DESCRIPTION:

The OfficeServ 7200-S automated attendant system works by a series of scheduled operating modes. The Schedule Table screen is used to view, edit, add, or delete scheduled items.

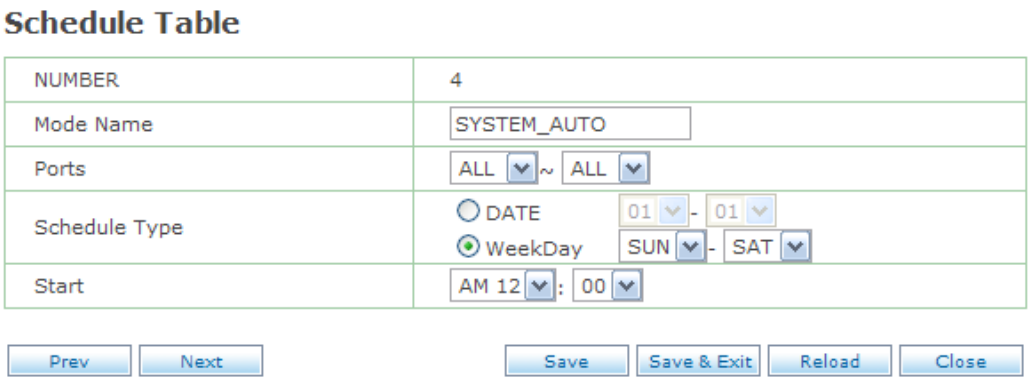
SELECTION SCREEN:



To edit a schedule item click the Mode Name.

NOTE: Do not remove the SYSTEM_AUTO item or the system will not function properly.

SCHEDULE TABLE SCREEN:



Field Name	Description
NUMBER	The item number for this schedule item
Mode Name	The name for this schedule item
Ports	Choose which port or ports will follow this schedule item
Schedule Type	Choose whether this item occurs on certain days of the month or days of the week
Start	Set the start time for this schedule item

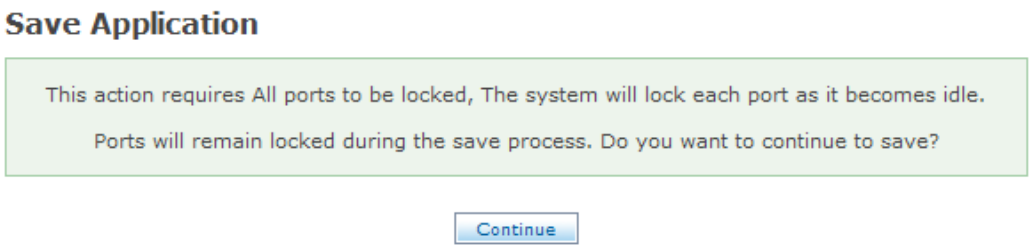
RELATED ITEMS: MODE BLOCK

Save Application

DESCRIPTION:

The Save Application screen is used to store any recent changes made to the automated attendant or voicemail programming. By default all changes are stored to disk at daily maintenance time, but the Save Application screen allows changes to be manually saved instantly.

SAVE APPLICATION SCREEN:

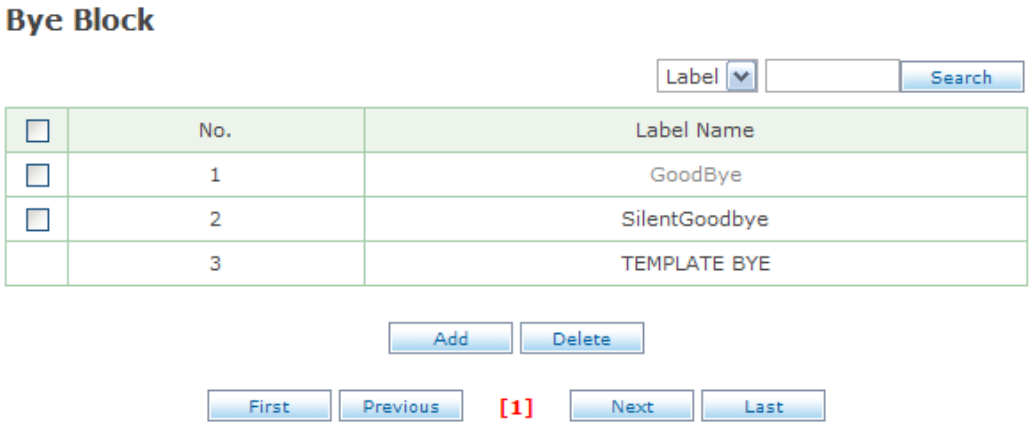


Open Block Table Bye

DESCRIPTION:

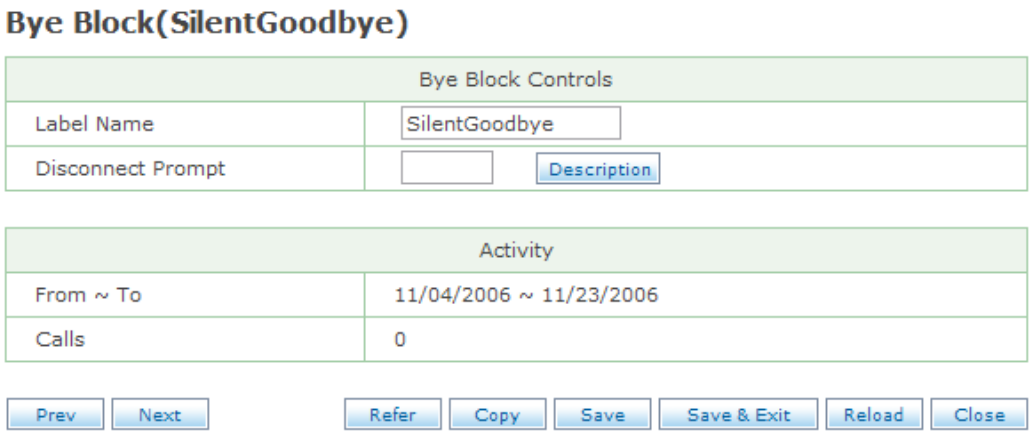
The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Bye block is used to speak an optional goodbye prompt then disconnect the caller and free the port.

SELECTION SCREEN:



To edit a block click the Label Name.

BYE BLOCK SCREEN:



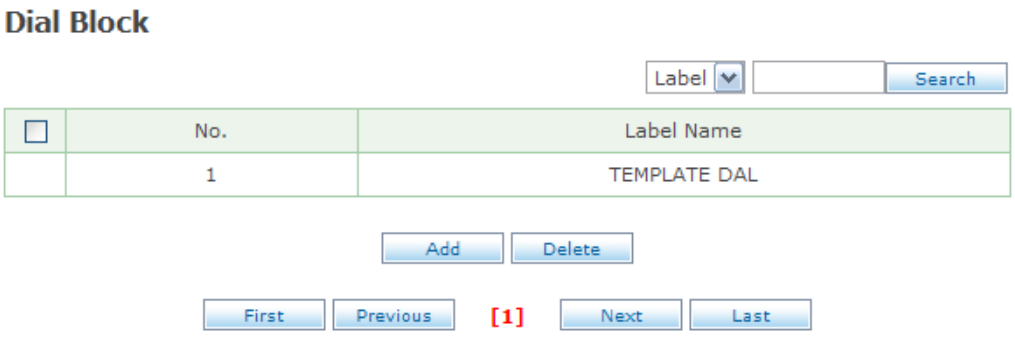
Field Name	Description
Label Name	The name of this BYE block
Disconnect Prompt	The prompt number to speak before disconnecting the call
From ~ To	Start and end dates for the activity report
Calls	The number of calls that accessed this block over the activity report period

Open Block Table Dial

DESCRIPTION:

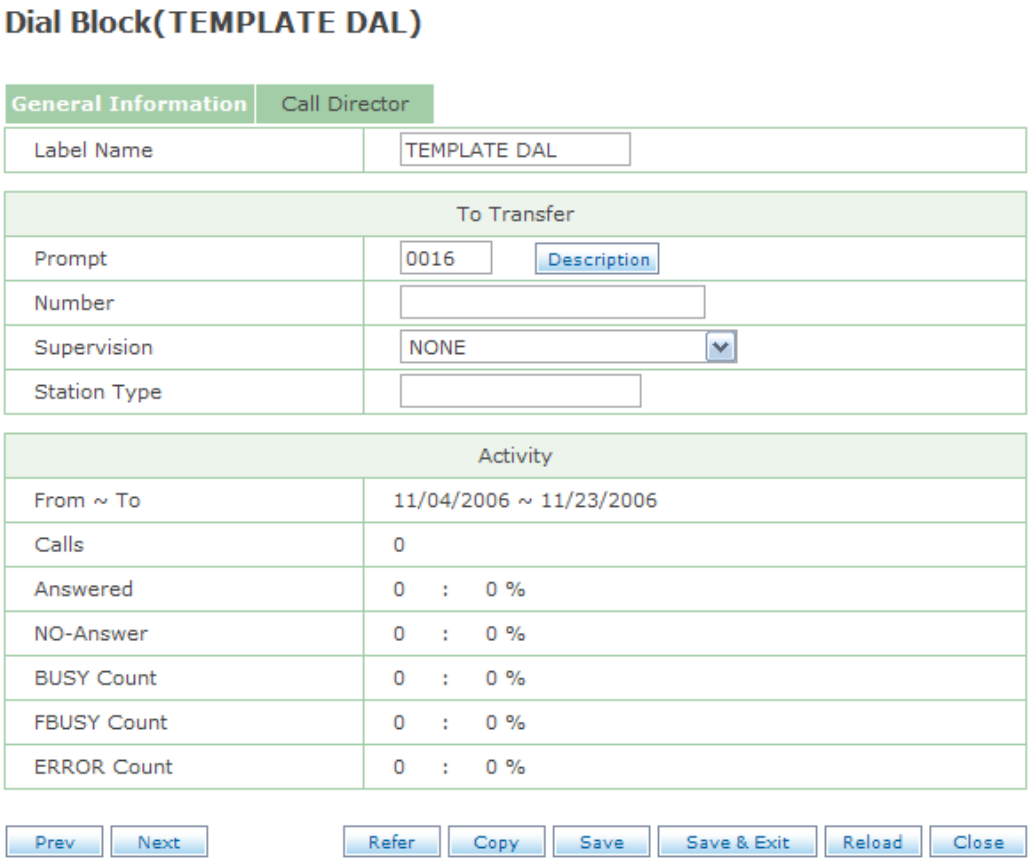
The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Dial block is used to dial a number and then either release the call or branch to another programming block. The most common use for the Dial block is to transfer callers to an external destination, such as a cell phone or an 800 number. However, the Dial block can also be used in more advanced applications such as delayed paging or enabling DISA functionality.

SELECTION SCREEN:



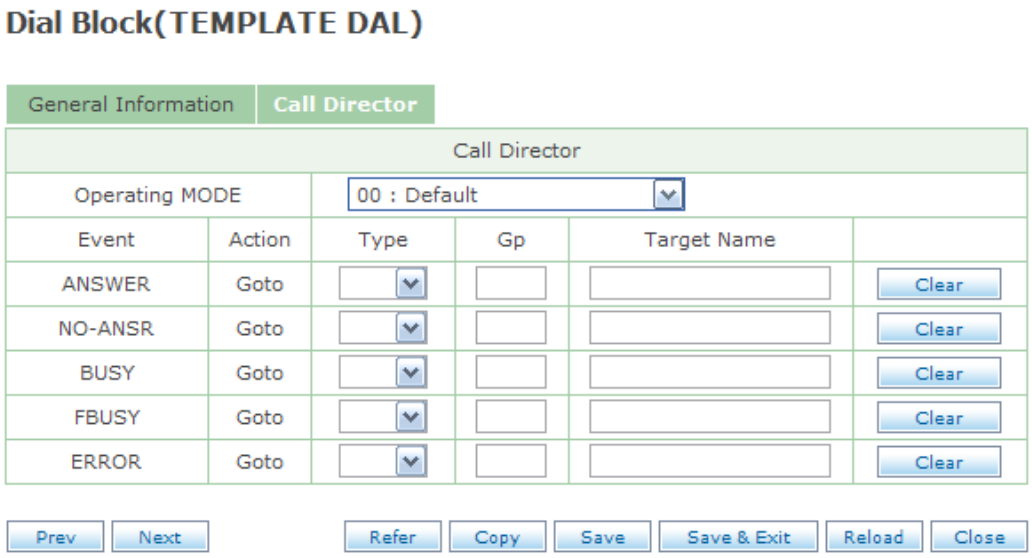
To edit a block click the Label Name.

GENERAL INFORMATION SCREEN:



Field Name	Description
Label Name	The name for this DIAL block
Prompt	The prompt to speak before performing the dial action
Number	The number to dial
Supervision	Supervision level for the call (NONE | PARTIAL | FULL)
Station Type	The Station block to use for the dialing operation
From ~ To	Start and end dates for the activity report
Calls	The number of calls made by this block over the activity report period
Answered	The number of calls made that were answered
NO-Answer	The number of calls made that were not answered
BUSY Count	The number of calls that resulted in a busy signal
FBUSY Count	The number of calls that received a fast busy
ERROR Count	The number of calls that encountered an unspecified error condition

CALL DIRECTOR SCREEN:



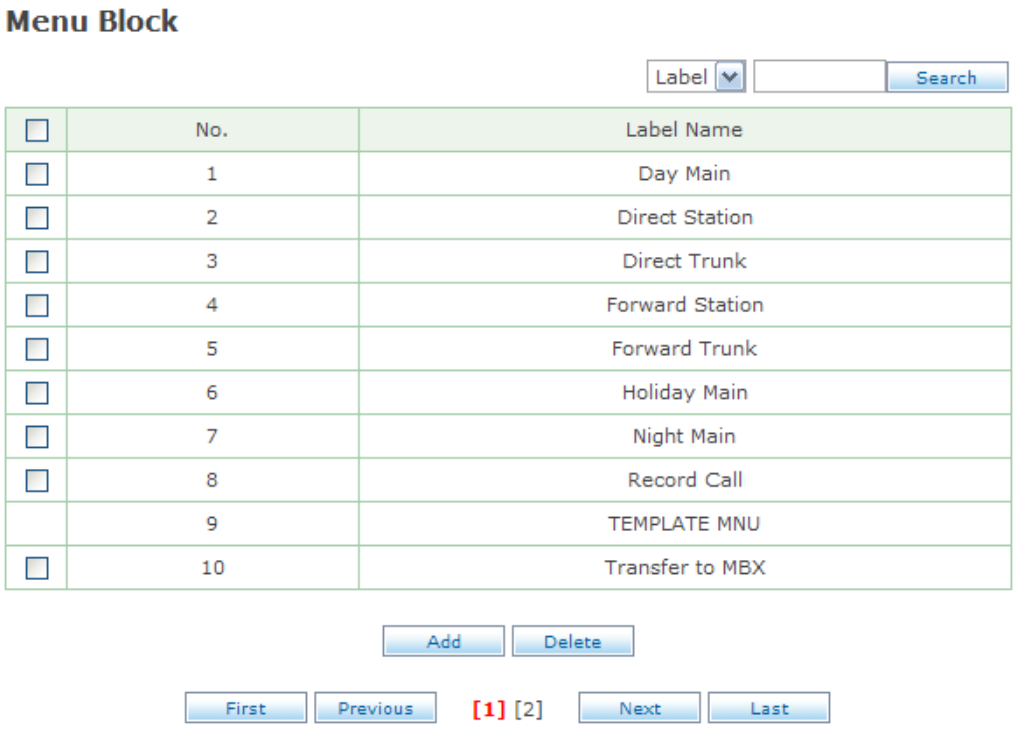
Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

Open Block Table Menu

DESCRIPTION:

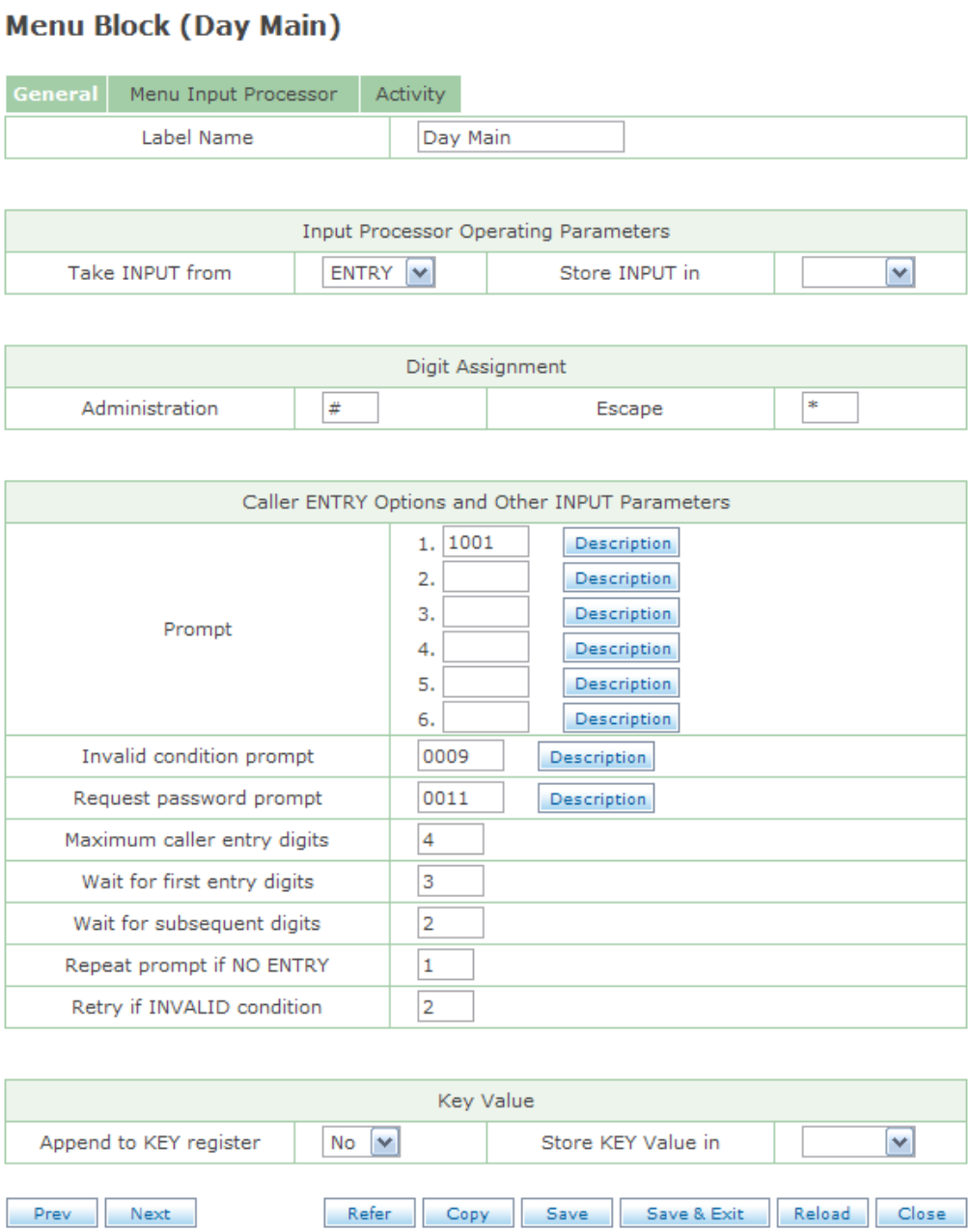
The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Menu block is the most commonly used and powerful blocks. The Menu block is responsible for routing calls, and can do so based on a variety of criteria such as Caller ID, caller entry digits, or DID digits.

SELECTION SCREEN:



To edit a block click the Label Name.

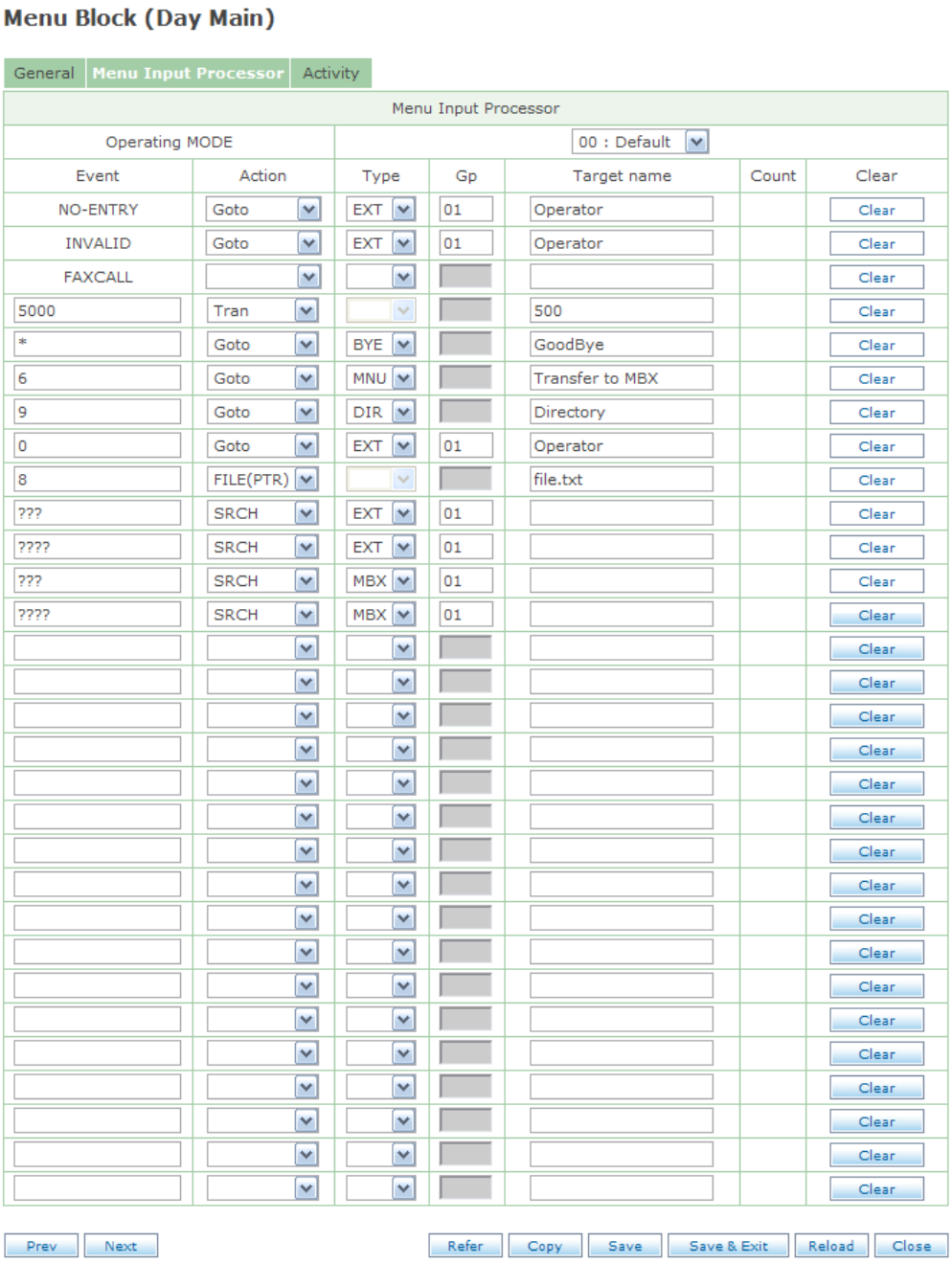
GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Menu block
Take INPUT from	Determines what Menu routing will be based on
Store INPUT in	The input value can optionally be stored in a key for use in later menus. With this method the input value is not validated.
Administration	The digit to press to log in as a subscriber
Escape	The digit to press to return to the previous block

Field Name	Description
Prompt	Enter up to 6 prompts that will be spoken in sequence. These prompts will be played to the caller when the Menu first begins processing the call. They are typically used to speak company greetings and available menu options.
Invalid condition prompt	The prompt to play if the caller makes an invalid selection
Request password prompt	The prompt to play if the Administration digit is entered
Maximum caller entry digits	The number of digits to wait for from the caller. This field only applies if 'Take INPUT from' is set to ENTRY
Wait for first entry digits	The amount of time to wait for the first digit of the caller's selection to be entered
Wait for subsequent digits	The amount of time to wait between digits
Repeat prompt if NO ENTRY	The number of times to repeat the Menu prompts if no entry is made
Retry if INVALID condition	The number of retries allowed if the caller makes an invalid selection
Append to KEY register	If using the validated entry storage (below), this option decides whether to append or replace the existing key. Appending to the existing key is useful in scenarios where multiple Menu blocks are chained together.
Store KEY value in	The input value can optionally be stored in a key for use in later menus. With this method the input value is validated, meaning that it is only stored if a matching menu entry exists for the input value.

MENU INPUT PROCESSOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

Field Name	Description
Count	The number if times this menu option was selected

ACTIVITY SCREEN:

Field Name	Description
From ~ To	Start and end dates for the activity report
Abandoned	The number of callers who disconnected without making a Menu selection
Admin count	The number of callers who pressed the administration digit
Total count	The total number of calls processed by this Menu

Open Block Table Mode

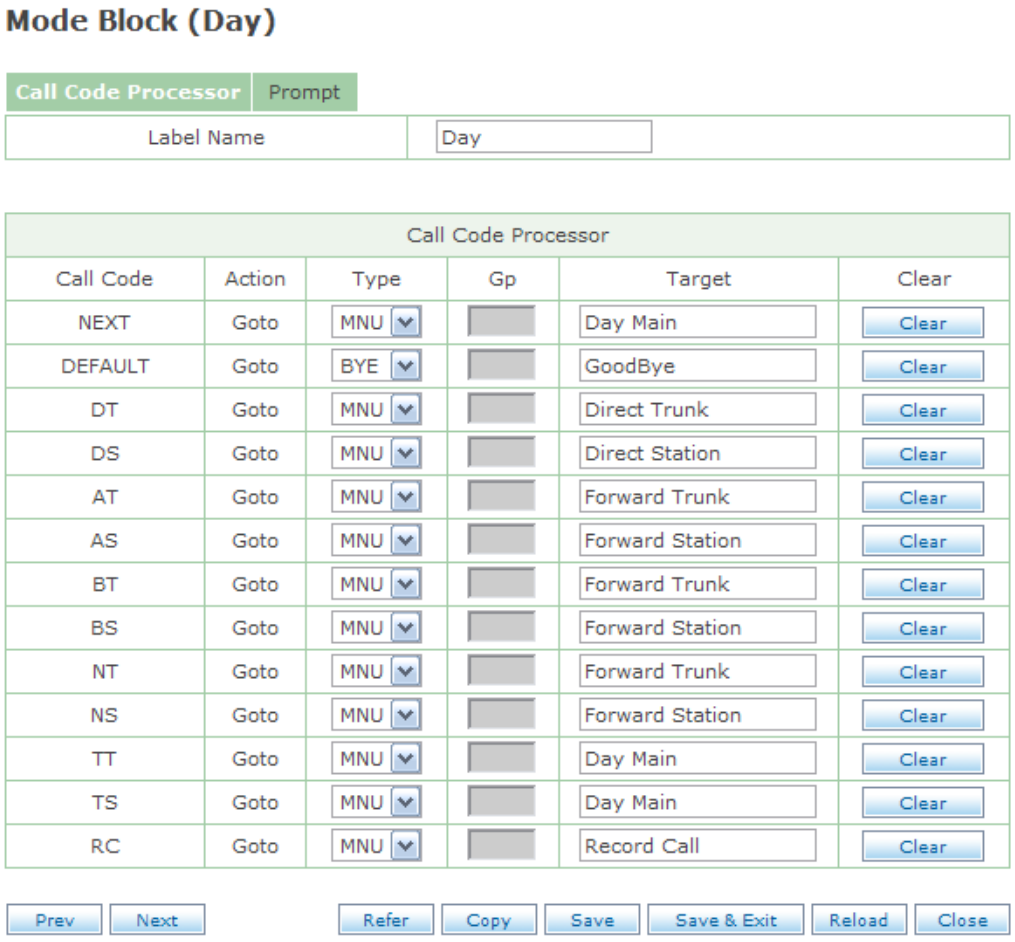
DESCRIPTION:

The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Mode block is used to route calls to the proper Menu block based on the call code assigned to the call by the OfficeServ 7200-S.

SELECTION SCREEN:

To edit a block click the Label Name.

CALL CODE PROCESSOR SCREEN:



Field Name	Description
Label Name	The name of this Mode block
Call Code	The call code pointer being detailed
Action	The action to take for this call code
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

PROMPT SCREEN:

Field Name	Description
Salutation Prompts	This is a series of prompts that will be spoken sequentially from first to sixth. These prompts are typically used to provide a company greeting specific to this scheduled operating mode. And DTMF entered during these prompts will be stored in the KEY register for use in the subsequent Menu block.

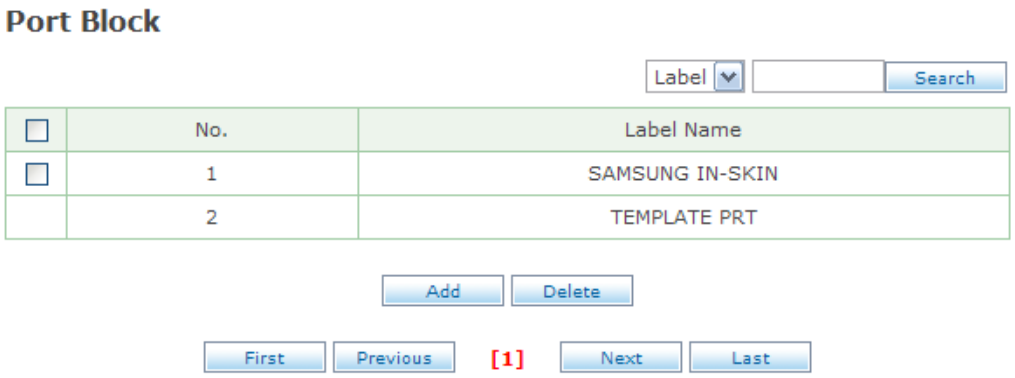
RELATED ITEMS: MENU BLOCK

Open Block Table Port

DESCRIPTION:

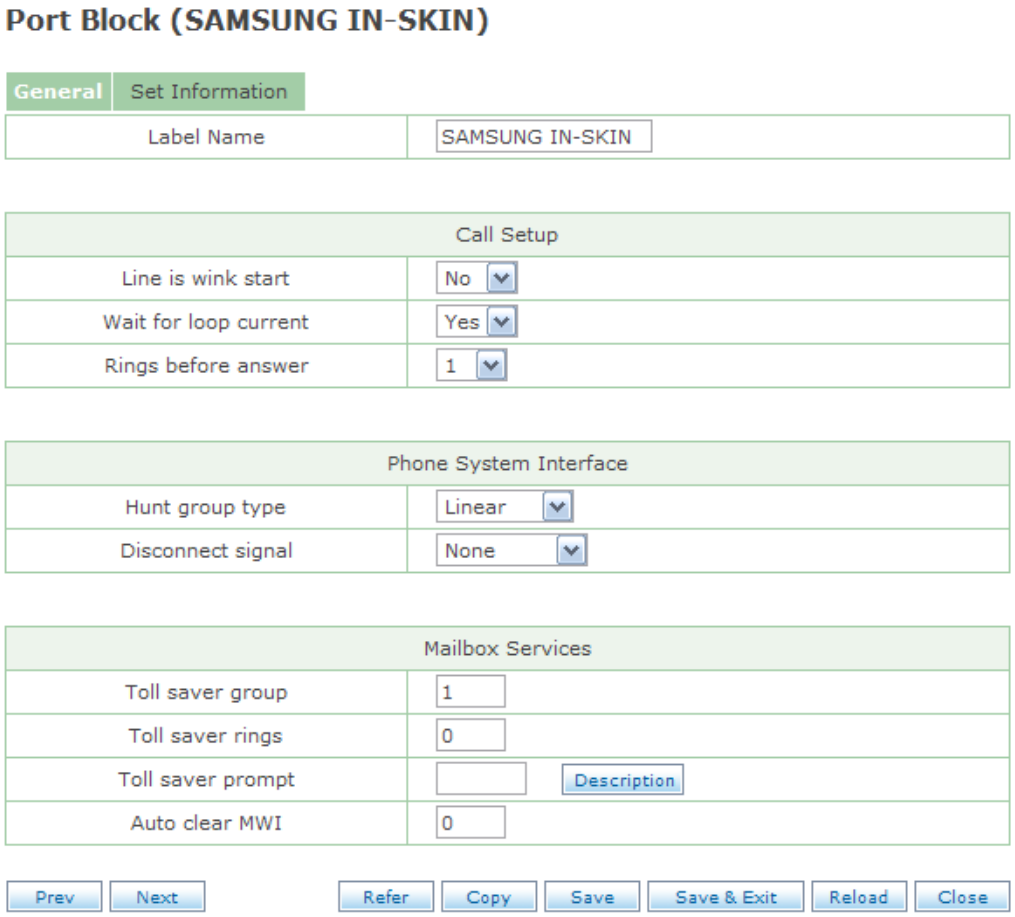
The OfficeServ 7200-S automated attendant and voicemail are programmed with a series of programming object called blocks. The Port block represents a model of the physical automated attendant / voicemail port. It controls aspects such as system signaling and call setup settings. Most settings in the Port block have been defaulted for the OfficeServ 7200-S to operate properly and should not be adjusted. Such fields are denoted with a description of (DO NOT ADJUST). Changing these fields will result in improper operation of the automated attendant and voicemail systems.

SELECTION SCREEN:



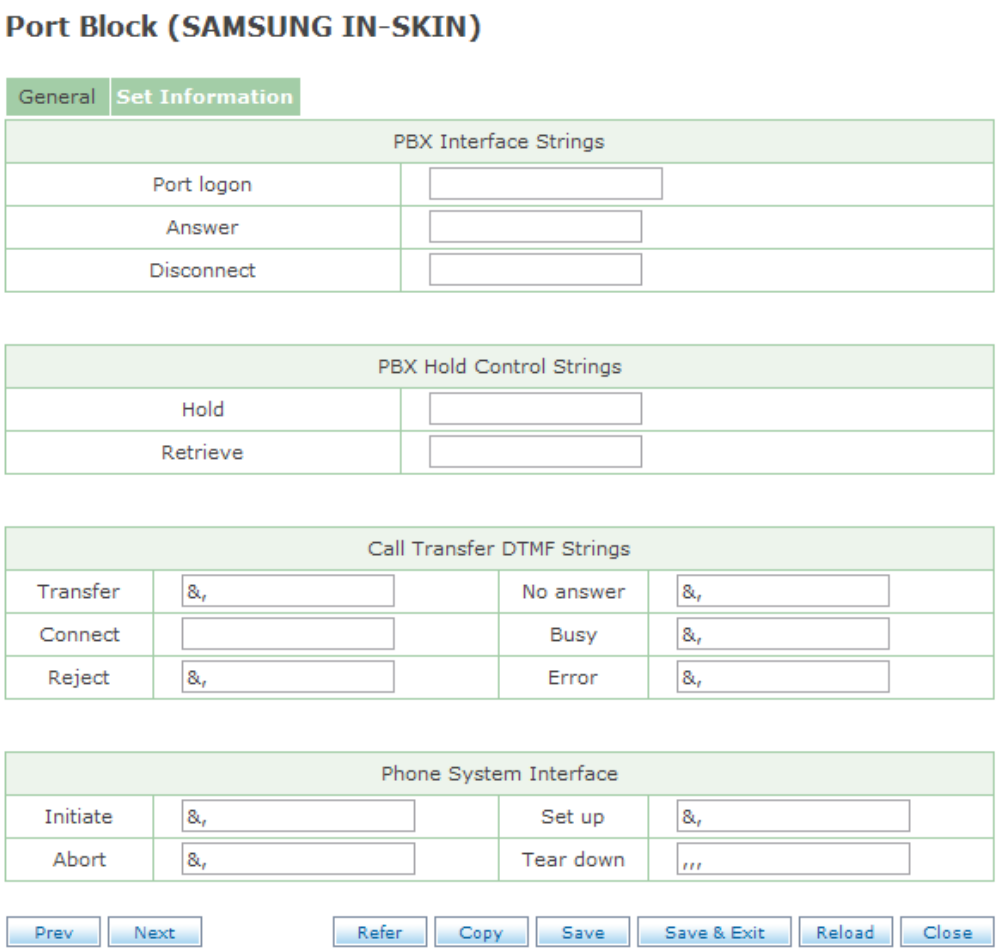
To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Port block
Line is wink start	(DO NOT ADJUST)
Wait for loop current	(DO NOT ADJUST)
Rings before answer	(DO NOT ADJUST)
Hunt group type	This should match the ring type setting in MMC 601. If MMC 601 is set to Sequential, this setting should be 'Linear'. If MMC 601 is set to Distributed, this setting should be 'Rotating'
Disconnect signal	This setting is mainly provided to overcome issues with CO disconnect signaling. In some cases, the CO does not send the OfficeServ 7200-S a proper disconnect signal, which can result in the subscriber getting messages with dial tone or error tone at the end. This field allows the system to look for a different type of disconnect signal, such as dial tone or fast busy.
Toll saver group	(DO NOT ADJUST)
Toll saver rings	(DO NOT ADJUST)
Toll saver prompt	(DO NOT ADJUST)
Auto clear MWI	(DO NOT ADJUST)

SET INFORMATION SCREEN:



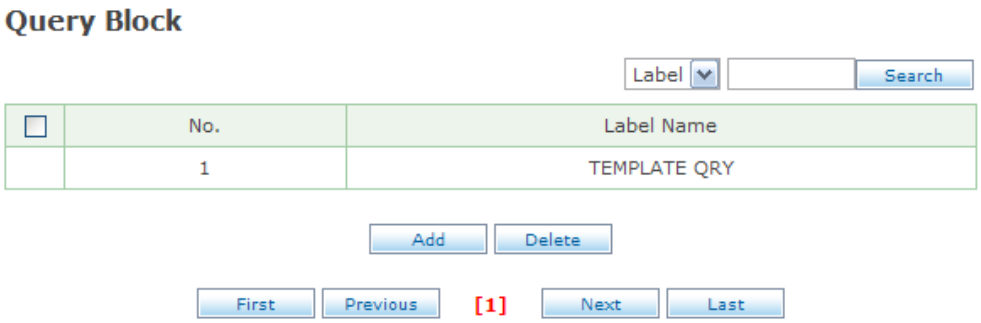
Field Name	Description
Port logon	(DO NOT ADJUST)
Answer	(DO NOT ADJUST)
Disconnect	(DO NOT ADJUST)
Hold	(DO NOT ADJUST)
Retrieve	(DO NOT ADJUST)
Transfer	(DO NOT ADJUST)
Connect	(DO NOT ADJUST)
Reject	(DO NOT ADJUST)
No answer	(DO NOT ADJUST)
Busy	(DO NOT ADJUST)
Error	(DO NOT ADJUST)
Initiate	(DO NOT ADJUST)
Abort	(DO NOT ADJUST)
Set up	(DO NOT ADJUST)
Tear down	(DO NOT ADJUST)

Open Block Table Query

DESCRIPTION:

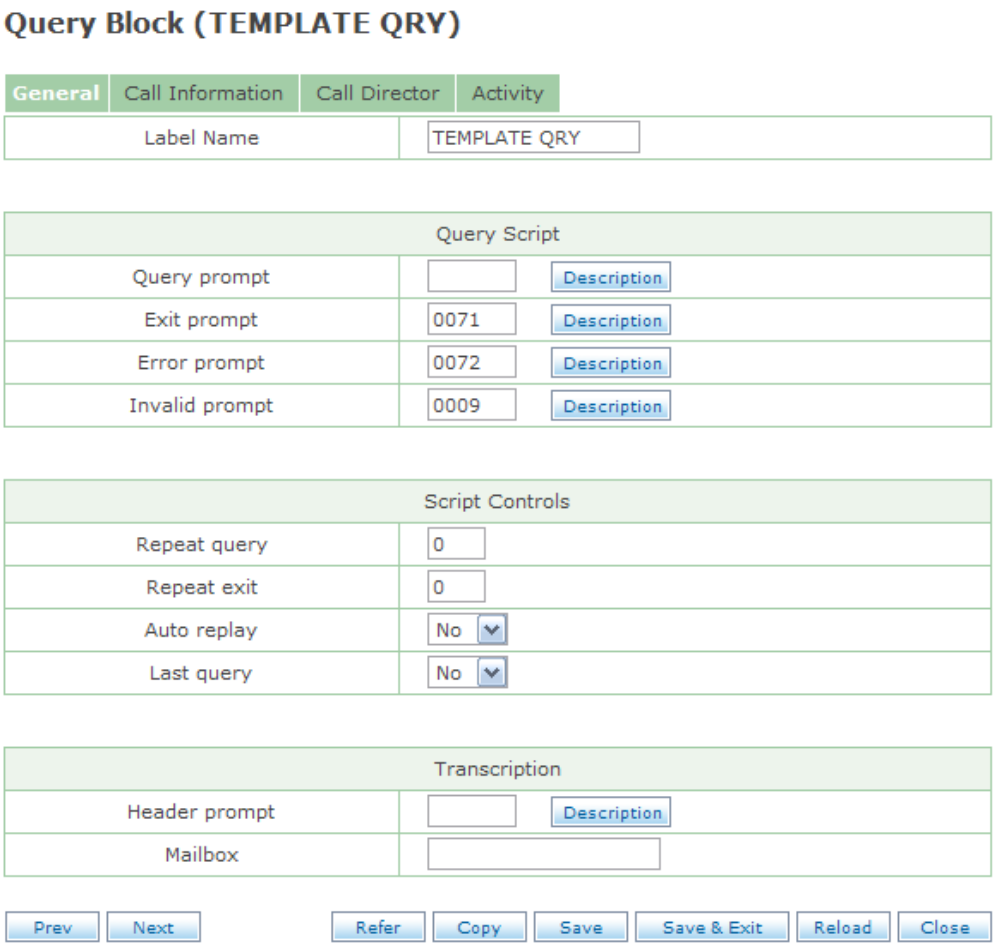
The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Query block is a specialized block designed to take voice or DTMF input from the user and store it in a message that is then sent to a voicemail box. Multiple query blocks can be chained together to aggregate multiple questions into one message. This type of setup is commonly used for service call centers and survey centers.

SELECTION SCREEN:



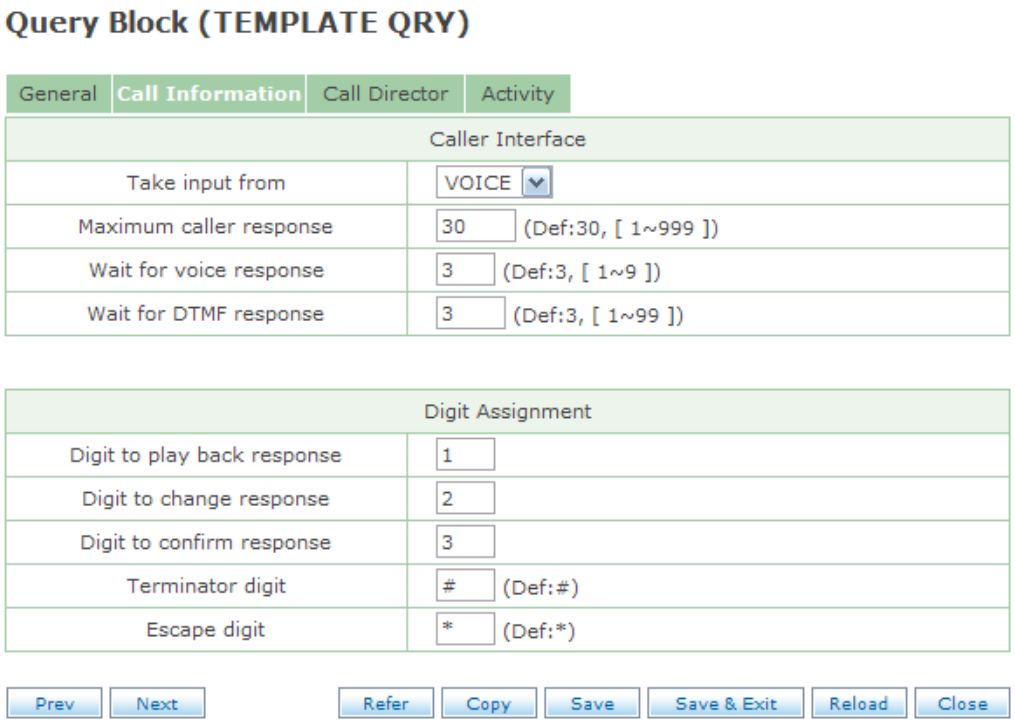
To edit a block click the Label Name.

GENERAL SCREEN:



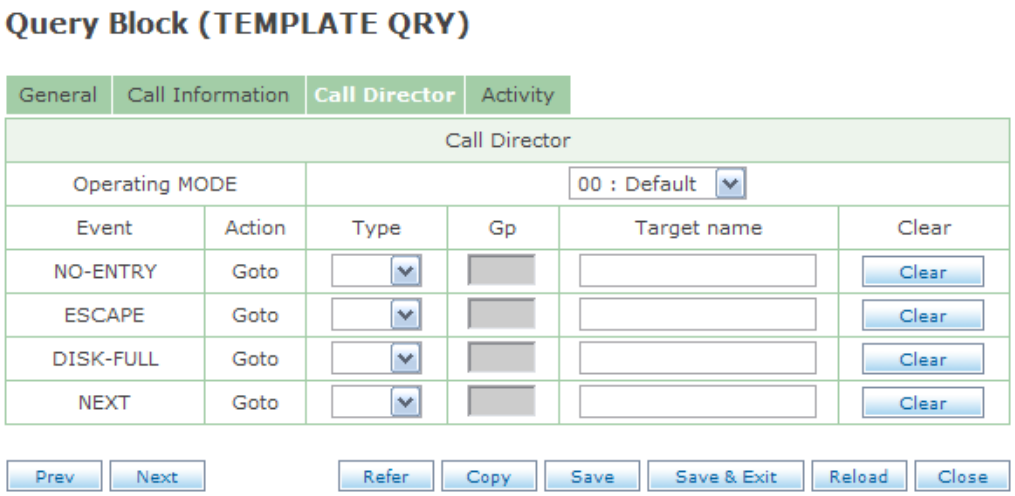
Field Name	Description
Label Name	The name of this Query block
Query prompt	The prompt holding the actual question to ask the caller
Exit prompt	The prompt to speak to the caller before exiting this Query
Error prompt	The prompt to speak in the event of an error taking input from the caller
Invalid prompt	The prompt to speak if the caller makes an invalid entry
Repeat query	The number of times to repeat the question if the caller does not answer
Repeat exit	The number of times to repeat the exit prompt if the caller does not confirm the exit
Auto replay	Automatically repeats the caller's input back to the caller for verification
Last query	Determines if this Query is the last in the series. If set to 'No' the input from subsequent Queries will be appended to this message
Header prompt	The prompt to play to the subscriber before playing the customer's answer. This is used to assist the subscriber in keeping track of which Query each answer relates to
Mailbox	The subscriber mailbox to send the resulting Query message to

CALL INFORMATION SCREEN:



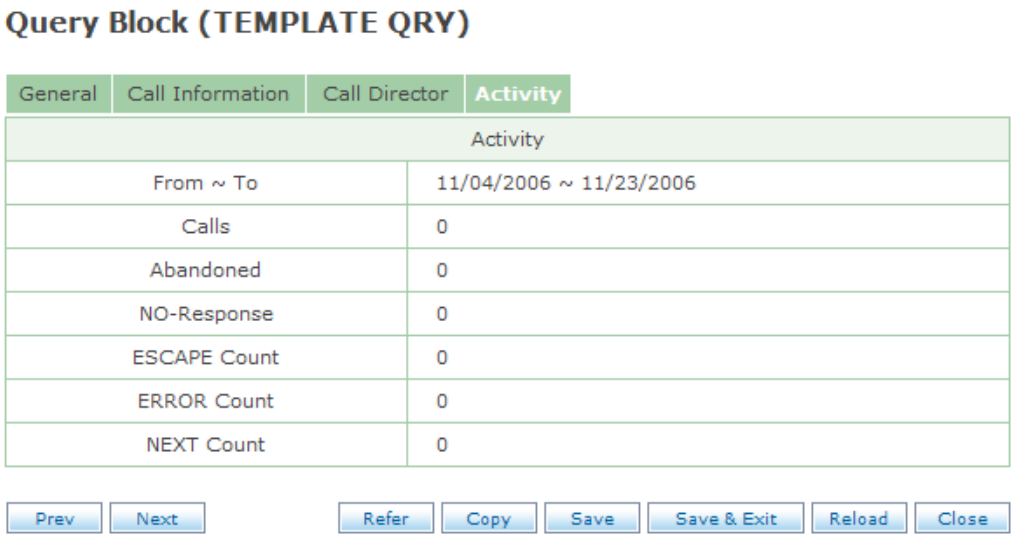
Field Name	Description
Take input from	The type of input to look for. In most cases this will be VOICE or DTMF
Maximum caller response	The maximum length of the voice response the caller can leave
Wait for voice response	The time to wait for the caller to begin speaking when using VOICE input
Wait for DTMF response	The time to wait for the caller to begin entering digits when using DTMF input
Digit to play back response	The digit for the caller to press to have their response played back to them
Digit to change response	The digit for the caller to press to re-record their answer
Digit to confirm response	The digit for the caller to press to confirm their answer
Terminator digit	The digit for the caller to press to signal the end of their DTMF input
Escape digit	The digit the caller presses to exit the Query and go to the block defined by the ESCAPE pointer on the Call Director screen

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
From ~ To	Start and end dates for the activity report
Calls	The total number of calls processed by this Query
Abandoned	The number of callers who disconnected

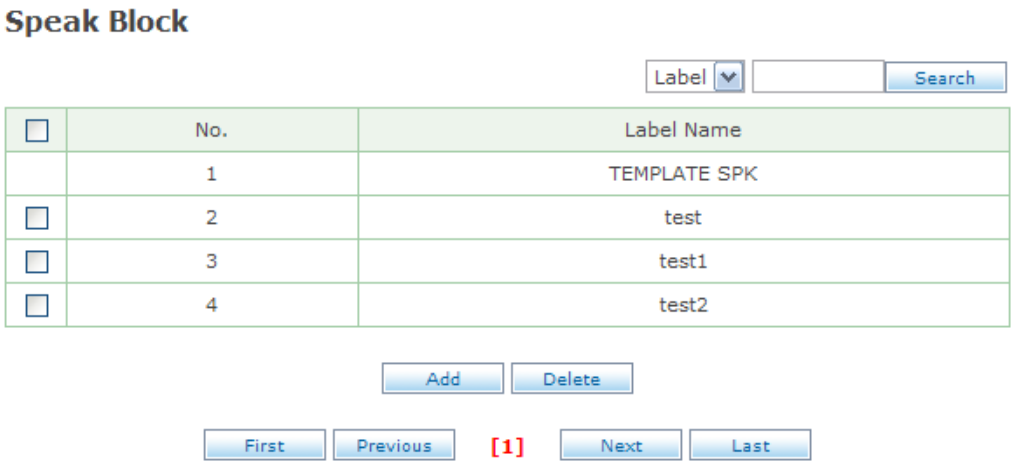
Field Name	Description
NO-Response	The number of callers who did not answer the Query
ESCAPE Count	The number of callers who pressed the Escape digit
ERROR Count	The number of calls that experienced an error
NEXT Count	The number of calls that successfully went on to the block designated by the NEXT pointer on the Call Director screen

Open Block Table Speak

DESCRIPTION:

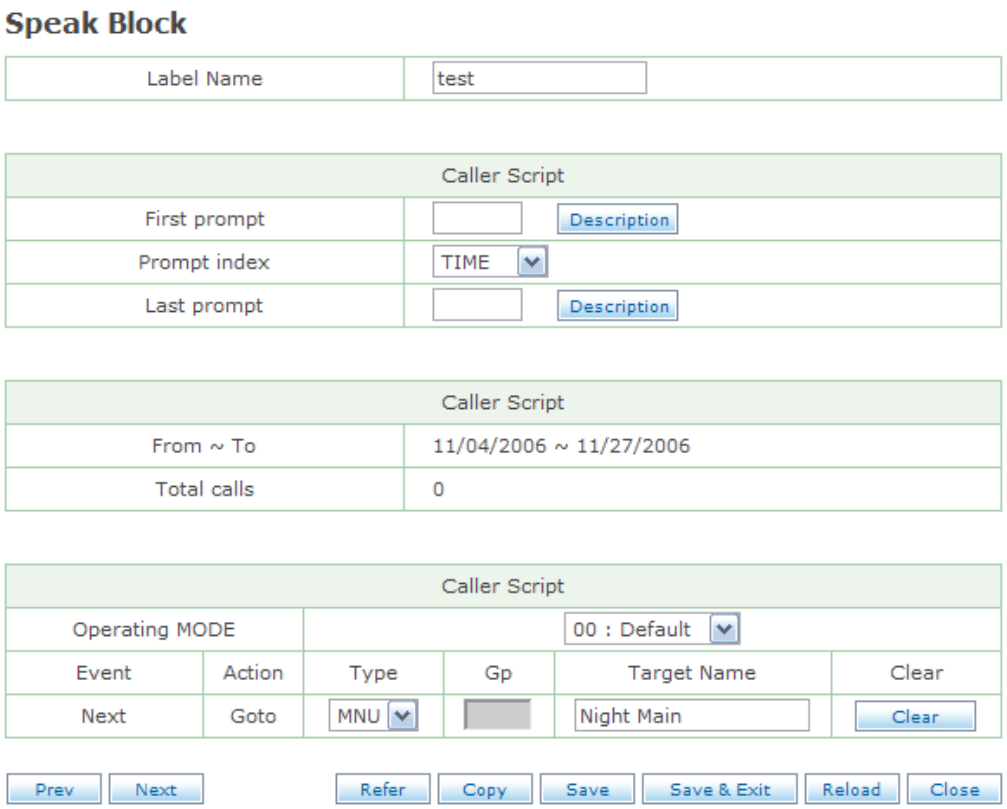
The OfficeServ 7200-S automated attendant is programmed with a series of programming object called blocks. The Speak block is used to speak a prompt to a caller and then route them to another block. Speak blocks are typically used to make standard announcements, such as directions or operating hours.

SELECTION SCREEN:



To edit a block click the Label Name.

SPEAK BLOCK SCREEN:



Field Name	Description
Label Name	The name of this Speak block
First prompt	The first prompt to speak to the caller
Prompt index	Optionally speak the information stored in any one of the available memory registers, such as time or caller ID
Last prompt	The final prompt to speak to the caller before advancing to the block defined by the NEXT pointer
From ~ To	Start and end dates for the activity report
Total calls	The total number of calls processed by this Speak block
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

Open Block Table Station

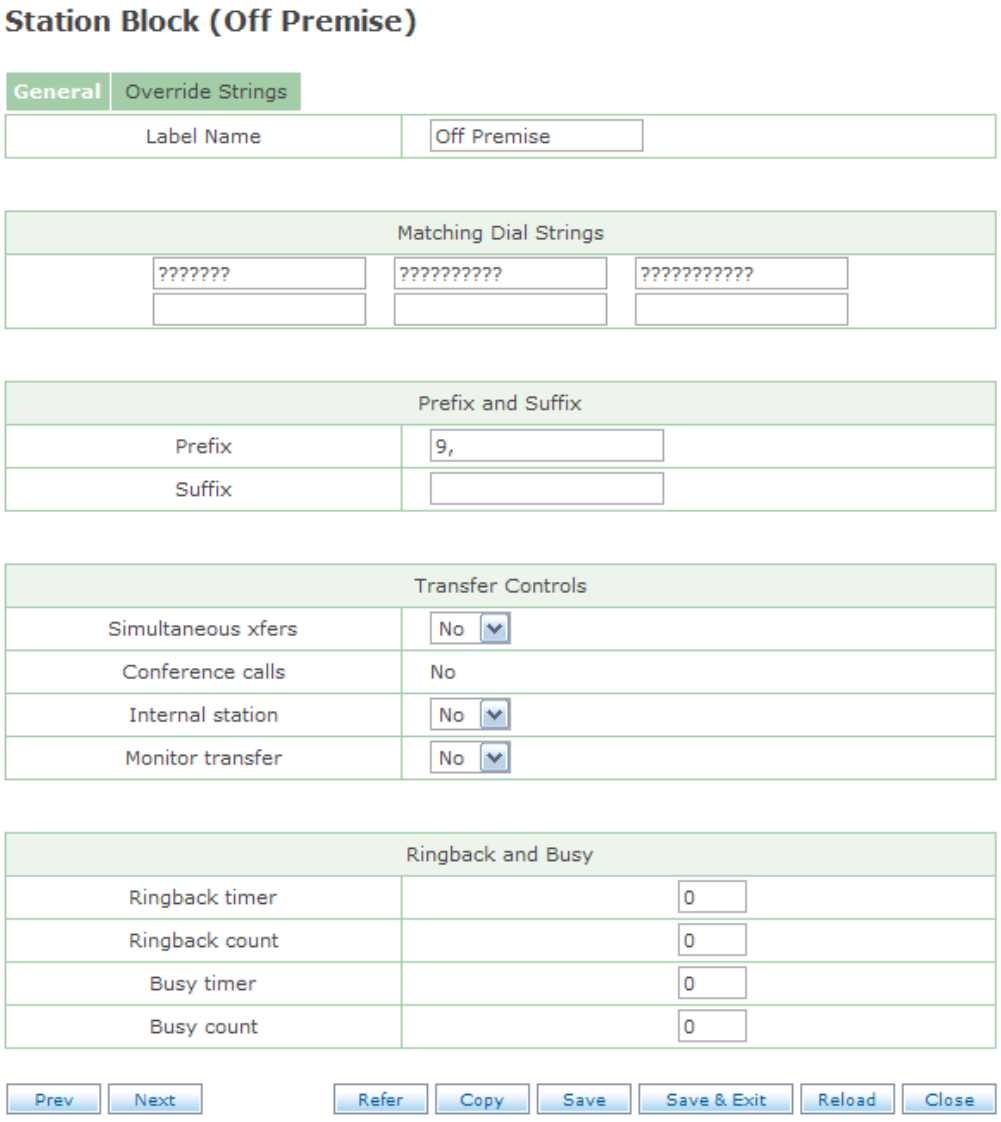
DESCRIPTION:

The OfficeServ 7200-S automated attendant systems are programmed with a series of programming object called blocks. The Station block is used by both systems to control outbound dialing. It is basically a combination of LCR and toll restriction.

SELECTION SCREEN:

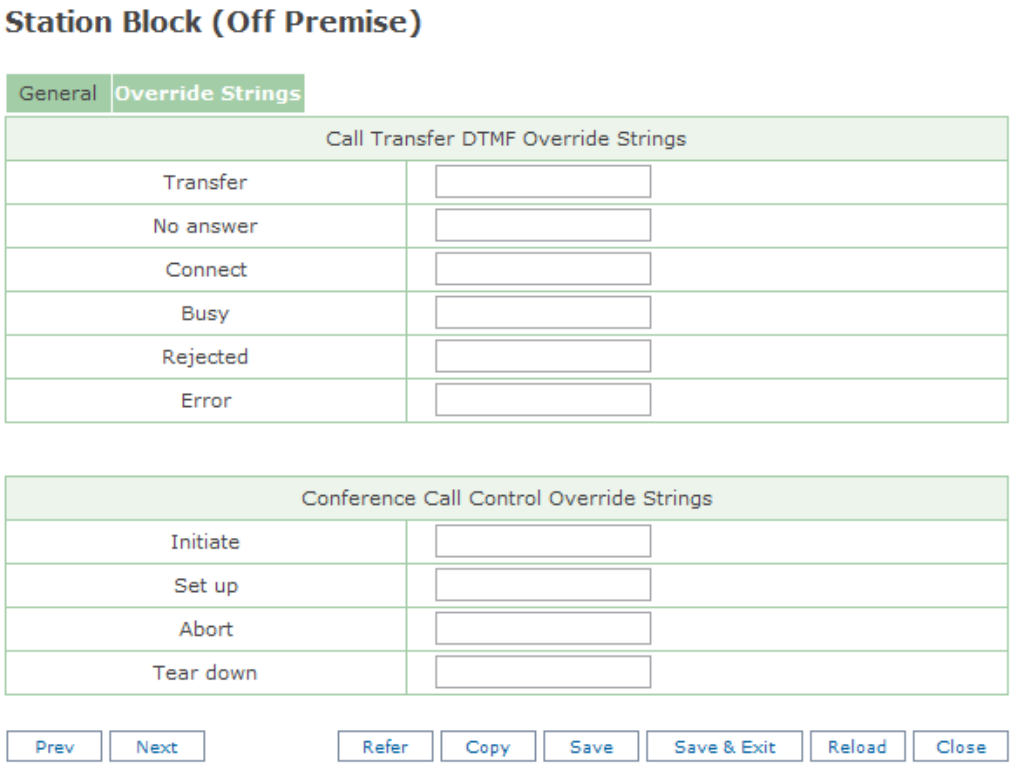
To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Station block
Matching Dial Strings	Enter up to six dial masks this Station can dial to. This field can contain specific numbers or the wildcard character '?'
Prefix	The DTMF digits to dial before dialing the actual phone number
Suffix	The DTMF digits to dial after the actual phone number (such as a termination digit when dialing a pager)
Simultaneous xfers	Allow multiple calls to be transferred by this Station at the same time
Conference calls	(DO NOT ADJUST)
Internal station	(DO NOT ADJUST)
Monitor transfer	(DO NOT ADJUST)
Ringback timer	Defines the length in seconds of a ringback cycle
Ringback count	The number of ringback cycles before assuming no answer
Busy timer	Defines the length in seconds of a busy cycle
Busy count	The number of busy cycles before assuming busy

OVERRIDE STRINGS SCREEN:



Field Name	Description
Transfer	The string to dial to place a caller on hold and get dial tone
No answer	The string to dial to abort a call transfer when a no answer condition is detected
Connect	The string to dial to complete a transfer
Busy	The string to dial to abort a call transfer when a busy condition is detected
Rejected	The string to dial to abort a call transfer when the call is rejected
Error	The string to dial to abort a call transfer when and error is detected
Initiate	The string to dial to initiate a conference call
Set up	The string to dial to establish the conference once the second party has answered
Abort	The string to dial to abort the conference if the second party does not answer
Tear down	The string to dial to terminate the conference once it has been established

PART 6. VOICEMAIL PROGRAMMING OVERVIEW

6.1 PROGRAMMING OVERVIEW

The OfficeServ 7200-S Voicemail program arrives from the factory loaded with many common features pre-programmed, and will dynamically create subscriber mailboxes upon initial boot-up of the system. The only thing left for the technician to do is add or delete mailboxes as necessary, set up any customized features, and instruct users how to record voicemail greetings. This is called programming the Voicemail. Further instructions for educating users on voicemail features can be found in the Samsung Voicemail User Guide.

The Voicemail is embedded into the system Main Processor, or MP. Although it is tightly integrated to the phone system it is a separate application, and as such is programmed through a separate interface. Note that some Voicemail features may require that Man Machine Code (MMC) programming changes be made in the phone system.

The Voicemail programming interface is a web based tool that is specifically coded to use the Internet Explorer 6.x web browser. As a security measure, the web application is user account based, meaning that users must log in with a username and password in order to access programming.

Programming can be accessed by opening the Internet Explorer 6.x browser and entering the following address: https://165.213.176.100

Note that the web server does require a secure connection and as such the address begins with https, not http. For port forwarding scenarios this is important because HTTP connections are formed on port 80, but secure HTTP connections are formed on port 443.

Also note that the IP address specified will depend on the IP address given to the main processor (MP) card in MMC 830.

Due to the highly integrated nature of the Automated Attendant and Voicemail applications the web application is used to program both seamlessly as one application, similar to the in-skin Samsung voicemail (SVMi) cards used in other OfficeServ systems.

In addition to the web programming tool, the system also includes a Telephone User Interface (TUI) that can be accessed via any DTMF capable telephone. The TUI interface is used to create, delete, or edit voicemail subscribers.

6.2 PROGRAMMING LEVELS

In order to log in to the web programming interface, users must enter a login ID and password. These user accounts are created by the Site Administrator and are used to manage access to the application. There are four levels of administration: Site Administrator (0), System Administrator (1), Application Administrator (2), and Subscriber Administrator (3).

6.2.1 Site Administrator

This is the main administrator level for the system. Only the default OfficeServ 7200-S account, "admin", may have this user level. It can be neither assigned to any other account, nor can it be revoked from the "admin" account. The Site Administrator has full access to every feature and function in the web programming interface.

6.2.2 System Administrator

This is the highest level of administration that can be assigned to a user account. A System Administrator has full access to all Automated Attendant programming. The sole difference between this level and the Site Administrator is that a System Administrator cannot create or modify user accounts.

6.2.3 Application Administrator

This level of administration is assigned to users who have a good understanding of Voicemail programming practices. It has access to almost all features in the Voicemail. The only screen an Application Administrator cannot access is the System Parameters screen.

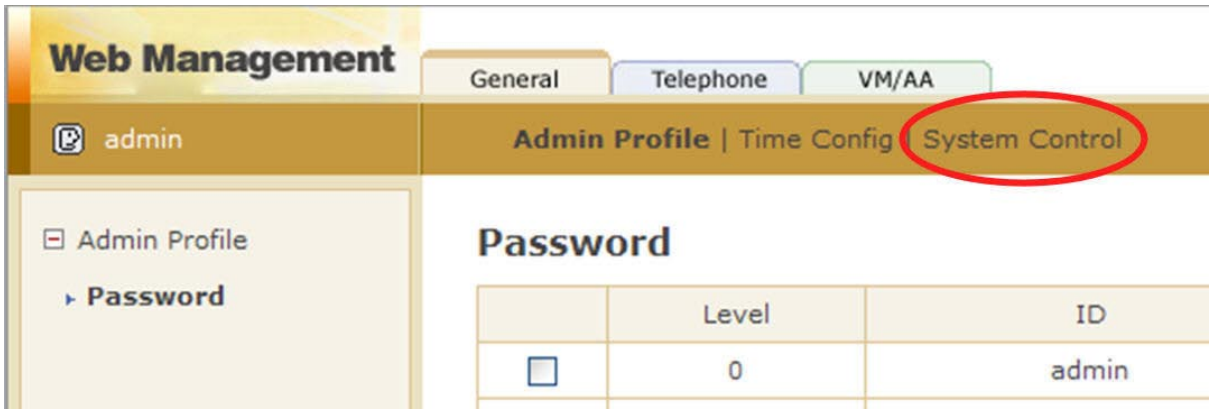
6.2.4 Subscriber Administrator

This is the lowest level of administration, and is typically assigned to staff such as personnel managers who are responsible for setting up or removing subscriber privileges. A Subscriber Administrator is only allowed to view system reports and add or delete voicemail subscribers.

6.3 DATABASE MANAGEMENT

The programming data for the Voicemail is stored locally on the media card located in the main processor (MP) Media Card slot. This card stores the application itself, as well as the web interface, operating system, and customized database.

The web interface includes a facility that allows a Site, System, or Application administrator to backup or restore data. During the backup process a compressed archive (.TGZ) file will be generated that can be downloaded to the administrator's PC.

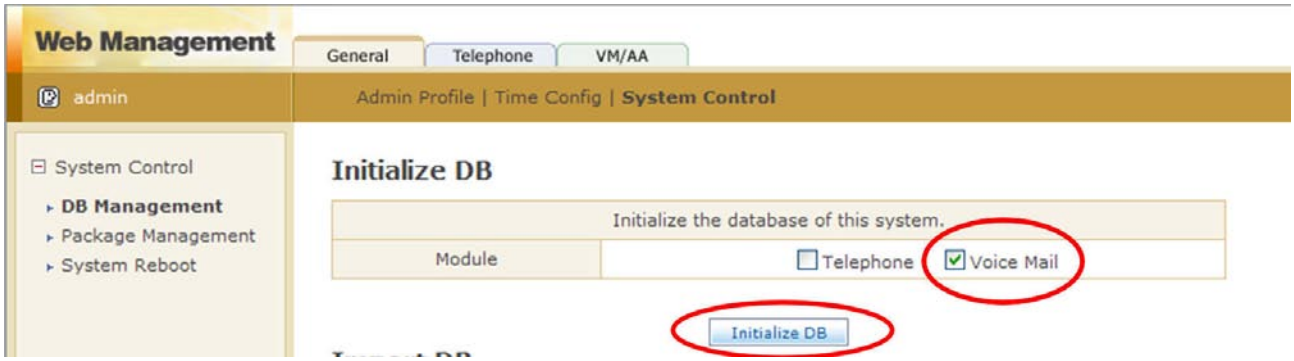


Note that Voicemail messages cannot be backed up, only subscriber and programming data.

6.4 DEFAULTING THE VOICEMAIL

The Voicemail cannot be defaulted by turning off the main processor (MP) card's memory switch. The only way to default the Voicemail is through the web interface, and it can only be done through the Site Administrator account.

To default the Voicemail log in to the Site Administrator account. This will load the web interface to the General tab. Click the menu item called System Control.



Check the box that says "Voice Mail" and then click "Initialize DB". Click "OK" to confirm.

Note that the system will be rebooted when "OK" is clicked. Also note that due to the level of integration between the Voicemail and the Automated Attendant initializing the Automated Attendant will also default the Voicemail, and visa versa.

6.5 PROGRAM LIST IN ORDER OF APPEARANCE

6.6 PROGRAM LIST IN ALPHABETICAL ORDER

PART 7. VOICEMAIL PROGRAMMING PROCEDURES

7.1 ACCESSING TUI PROGRAMMING

To access the telephone user administration programming interface the technician must call in to the main system greeting. This will typically be the Day Main Menu. If the "enter your password" prompt is played when dialing the voicemail, escape to the main menu by pressing "*"

While listening to the menu prompting, press "#" followed by 3 zeros. Note that if the "Maximum Caller Entry Digits" field of the MENU BLOCK has been changed, the number of zeros entered must correspond. For example, if "Maximum Caller Entry Digits" is set to 6, it will require that "#" and 6 zeros be entered.

This will request access to the administration interface. When successful, an "enter your password" prompt will be played. This password is the "System Admin" password set on the SYSTEM PARAMETERS screen. The default is "0000". Once administration has been accessed, the system will play all of the available options.

To access Subscriber administration press 2 and follow the spoken instructions to create, delete, or edit voicemail subscribers.

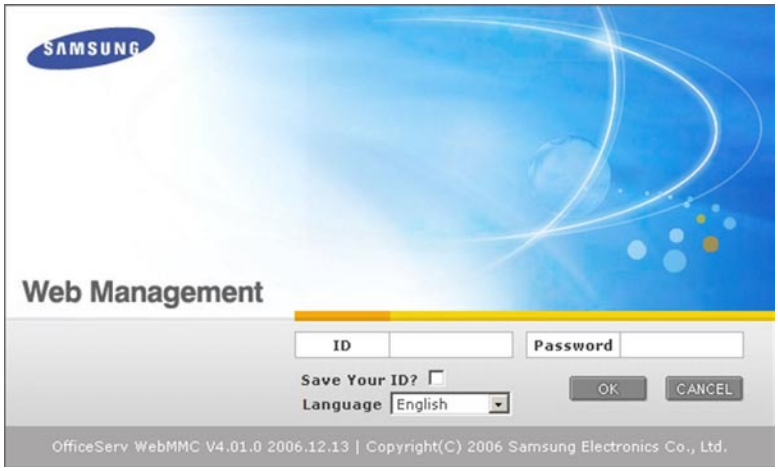
7.2 ACCESSING WEB PROGRAMMING

To access Voicemail programming, open Internet Explorer 6.x and in the address bar enter the prefix "https://" followed by the IP address assigned to the OfficeServ 7200-S main processor (MP) in MMC 830. This will only work if the PC running Internet Explorer 6.x is on the same LAN as the OfficeServ 7200-S.

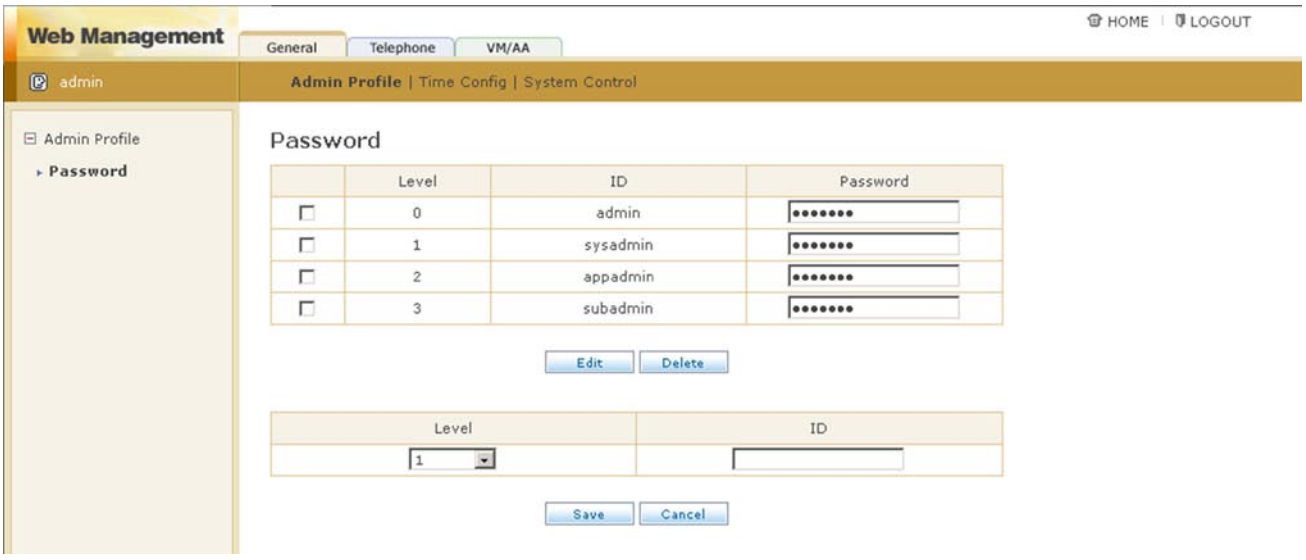
Because the connection is secure a warning will be displayed stating that there is no valid certificate.

This warning is displayed because the site certificate is not present. Simply click Yes to bypass the screen and load the login page.

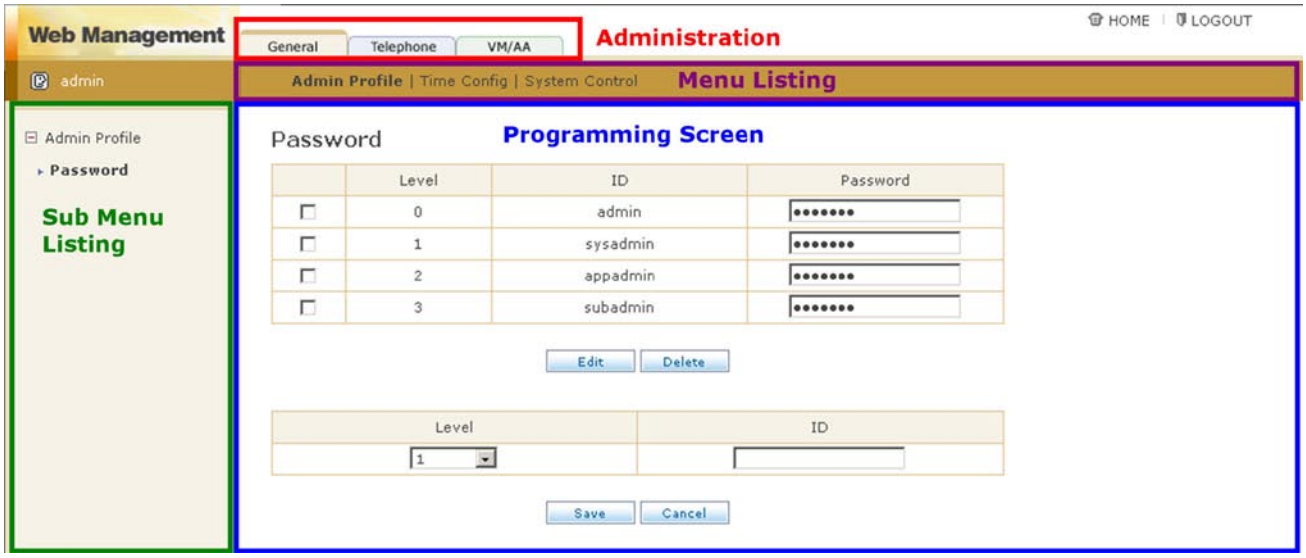
Access to the web interface is controlled by user accounts. The default user account is the Site Administrator. The username for this account is "admin" and the password is "samsung".



After logging in with the Site Administrator account it is possible to change this password. Alternate user accounts can also be created. To create a new user account choose an administration level (1 through 3, explained in Part 3.2 of this manual) and set a username (ID). The default password for new accounts is "samsung". To change a password for any account check the box to the left of that username, modify the Password field, and then click Edit.



The web interface is broken down into several pieces as shown below:



7.2.1 Administration Section

This area is used to switch between the various programming interface tabs. General is accessible only for the Site Administrator account and is used to manage administration accounts as well as system database management. VM/AA is used to program the Voicemail and Automated Attendant programs.

NOTE: The Telephone tab is NOT for use in the USA under any circumstances.

7.2.2 Menu Listing

This area displays the menu options for the selected programming interface.

7.2.3 Sub Menu Listing

This area lists all screens available for the selected menu option.

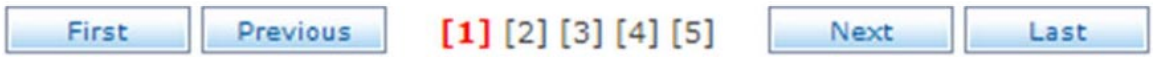
7.2.4 Programming Screen

The programming screen contains the actual data for the selected menu option or submenu selection.

7.3 PROGRAMMING SCREEN ELEMENTS

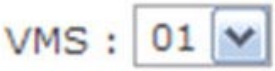
Though each programming screen is unique, there are certain common interface elements to be aware of.

7.3.1 Page Navigation Buttons



The page navigation buttons are used in the event that there is too much data to fit into one screen. The numeric list in the center defines the group of pages that is currently being viewed. Simply click one of the numbers to navigate to that page. The First button will jump directly to the first group of pages, namely page 1 through page 5. The Previous button will jump to the group of pages immediately preceding the current group. The Next button will jump to the group of pages immediately succeeding the current group. The Last button will jump directly to the last group of pages.

7.3.2 Voicemail Tenant Group Selection



The voicemail system can be programmed to support multiple tenants for advanced applications. Each tenant in the voicemail is notated by a numeric group number, referred to as the VMS number. The VMS group selection box is used to determine which tenant's block should be viewed for the selected block type.

7.3.3 Block Search

The block search feature is used to quickly find a specific block by name or number when there are many pages of blocks available. The Menu block, for example, may have many pages. The block search allows a user to search for a specific Menu without having to manually look through all of those pages. Simply enter the name of the block and click Search. Certain types of blocks, such as Extension and Mailbox blocks, can also be searched by number instead.

7.3.4 Block List

☐	No.	Label Name
☐	1	Day Main
☐	2	Direct Station
☐	3	Direct Trunk
☐	4	Forward Station
☐	5	Forward Trunk
☐	6	Holiday Main
☐	7	Night Main
☐	8	Record Call
	9	TEMPLATE MNU
☐	10	Transfer to MBX

The block list is used to display all available blocks and also allow users to edit or remove blocks. To edit a block, simply click the Label Name. The checkboxes on the left are used for deleting one or more blocks.

7.3.5 Block Creation and Removal

The block creation and removal buttons are used to create new blocks or delete existing blocks. To delete a block or blocks check the box next to the appropriate blocks and then click Delete. To create a new block simply click Add.

7.3.6 Block Navigation

Sometimes it may be necessary to edit many of the same block type. For instance, after adding a new Mode block it may be necessary to update all Menu blocks to reflect some new setting. The block navigation buttons exist to eliminate the need for a user to constantly reload the block listing to move to another block. Instead the user can use the block navigation keys to directly load the previous block in the block list by clicking Prev, or to move to the next block on the block list by clicking Next.

7.3.7 Block Editing

The block editing buttons are used to perform a variety of actions. The Close button will cancel any changes and exit to the block list. Reload will refresh the current page. Save & Exit will save any changes to the page and exit to the block list. Save will save changes to the block and remain viewing the current page. Copy allows the user to copy the current block to a new block of a different name. Refer will display a list of all other blocks in the system that have pointers set to reference the current block. For example, every Menu block has a pointer that goes to the Bye block. So by selecting Refer in the Bye block, a list of all Menu blocks would be displayed.

Status Screen

DESCRIPTION:

The Status Screen is the default screen that is loaded when logging into the voicemail. It is a read-only screen, displaying various real time statistics about the voicemail.

MAIN SCREEN:

Status Screen

Port	Mode	Active Block	Status
1	Day	Day	Idle
2	Day	Day	Idle
3	Day	Day	Idle
4	Day	Day	Idle

Reporting	11/04/06~11/23/06 5:30PM

Call To-Date	903	Number of Subscribers	84
Average Calls per Week	329	Total Message Count	0
Directory Accesses	0	Avg Messages/Mailbox	0.0
Times All Ports Busy	0	Disk Space Available	64:23

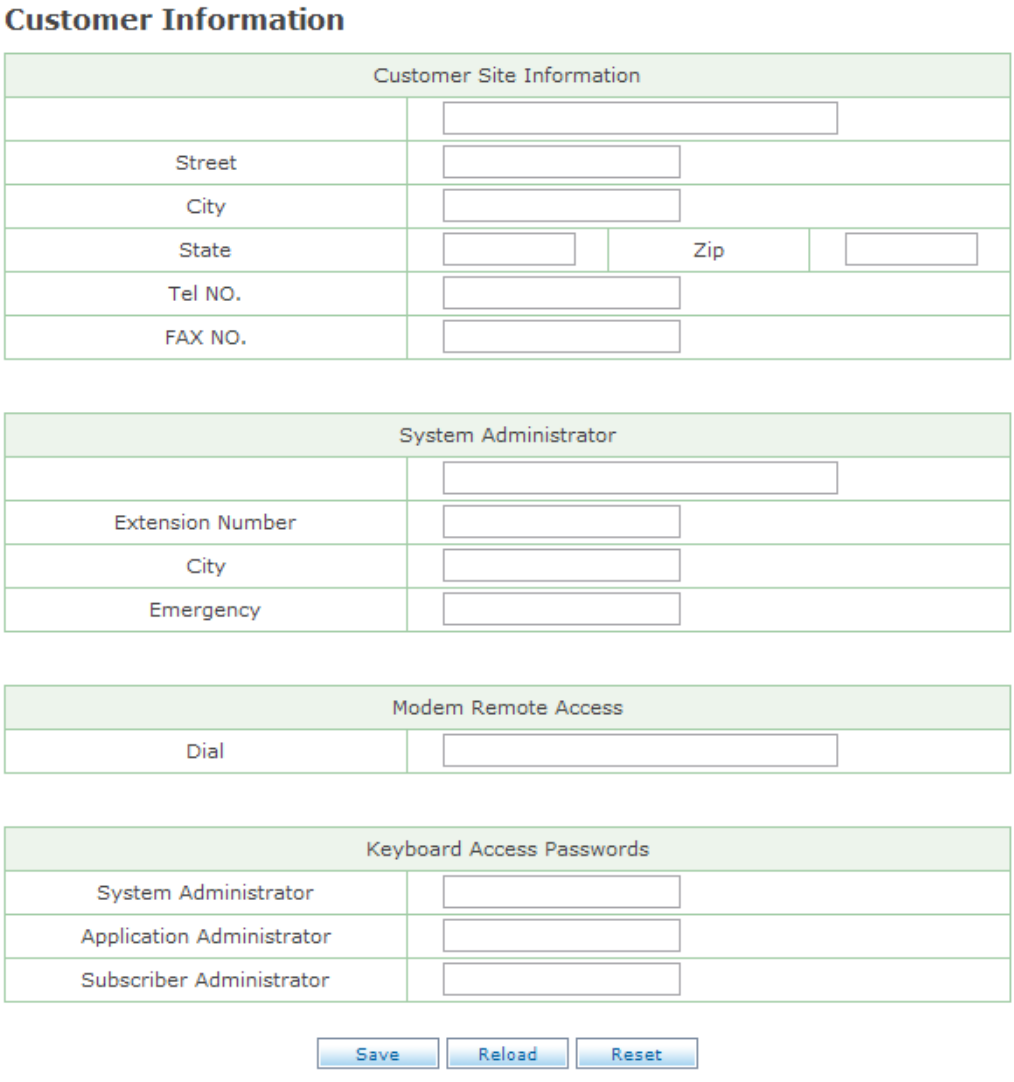
Field Name	Description
Port	The voicemail port number for the port.
Mode	The current scheduled mode of operation of the port.
Active Block	The current program block, if any, being processed by the port. (Day Main Menu, etc.)
Status	The current call status of each port. (Processing, Idle, etc.)
Reporting	The period of time the system has been recording statistics.
Call To-Date	The total number of calls processed by the system.
Average Calls Per Week	The average number of calls made to the voicemail per week.
Directory Accesses	Number of times the system directory has been consulted.
Times All Ports Busy	Total number of times all voicemail ports have been busy.
Number of Subscribers	Total number of voicemail boxes in the system.
Total Message Count	Total number of voicemail messages in the system.
Avg Messages/Mailbox	The average number of messages per mailbox.
Disk Space Available	The approximate amount of recording time left.

Site Information Customer Data

DESCRIPTION:

The Customer Data screen is used for storing data about the particular customer site. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

CUSTOMER INFORMATION SCREEN:



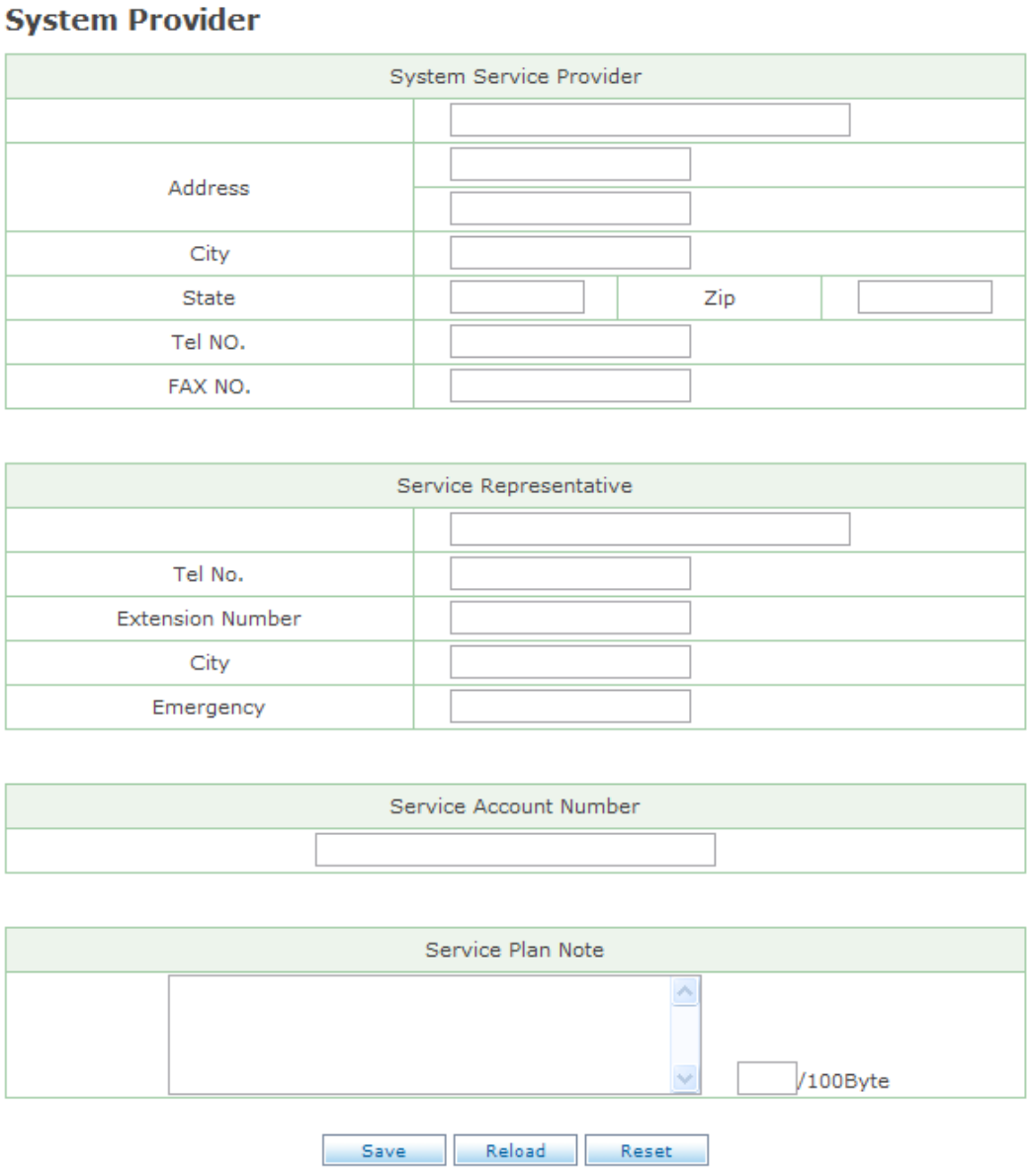
Field Name	Description
Customer Site Info.	The name of the customer site.
Street	The street address for the customer site.
City	The city the installation is located in.
State	The state the installation is located in.
Zip	The zip code the installation is located in.
Tel NO.	The main contact phone number for the site.
Fax NO.	The main fax number for the site.
System Administrator	The name of the site administrator.
Extension Number	The extension number of the site administrator.
City	The city the site administrator is located in.
Emergency	The emergency contact number for the site administrator
Dial	Phone number to dial for remote access to the system.
System Administrator	The password to log in to technician level administration.
Application Administrator	The password to log in to application level administration.
Subscriber Administrator	The password to log in to subscriber level administration.

Site Information System Provider

DESCRIPTION:

The System Provider screen is used for storing data about the site's installation company. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

SYSTEM PROVIDER SCREEN:



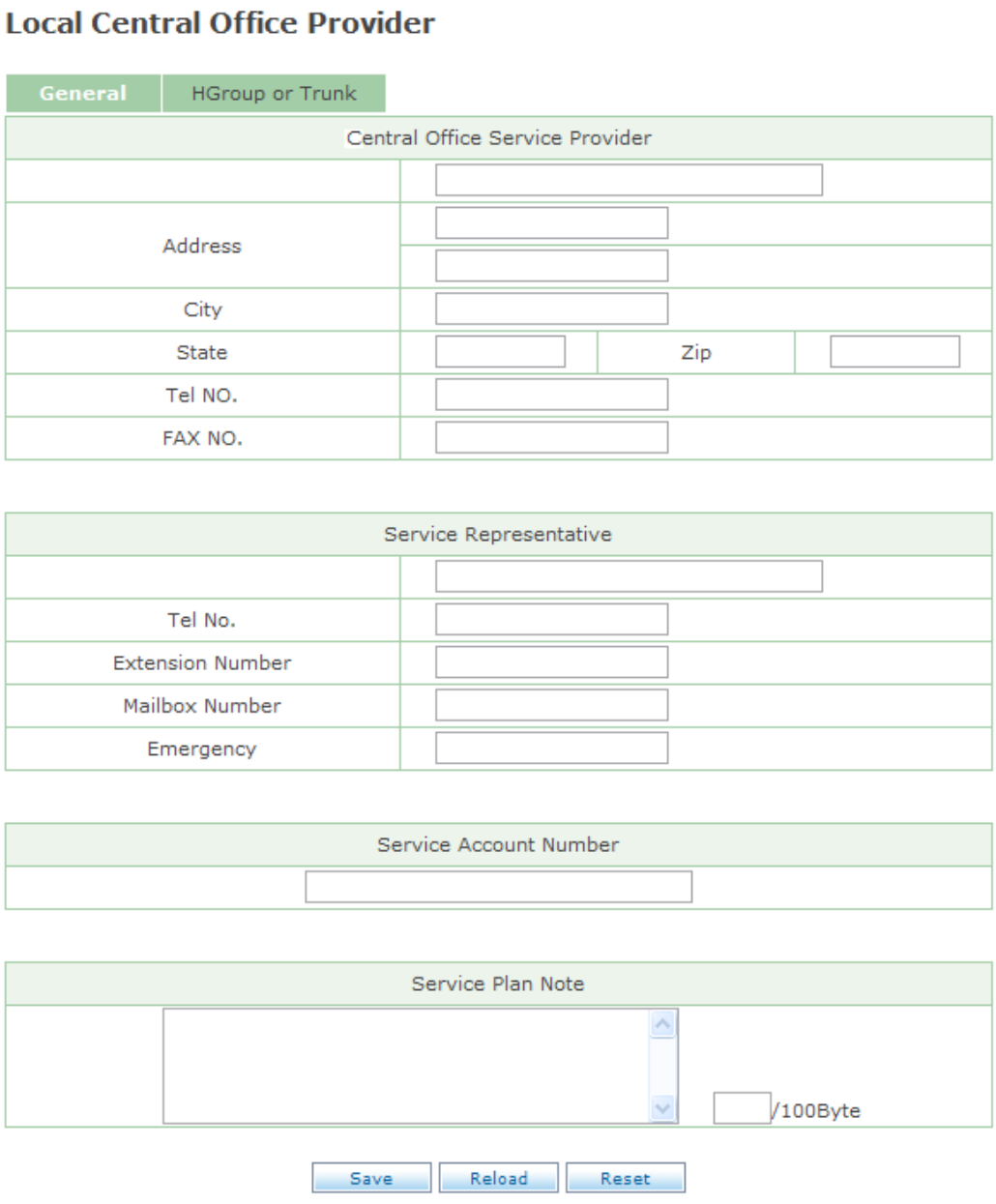
Field Name	Description
System Service Provider	The name of the system provider.
Address	The street address for the system provider.
City	The city the system provider is located in.
State	The state the system provider is located in.
Zip	The zip code the system provider is located in.
Tel NO.	The main contact phone number for the system provider.
Fax NO.	The main fax number for the system provider.
Service Representative	The name of the service representative.
Tel No.	The phone number of the service representative.
Extension Number	The extension number of the service representative.
City	The city the service representative is located in.
Emergency	The emergency contact number for the service representative
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

Site Information Local CO Provider

DESCRIPTION:

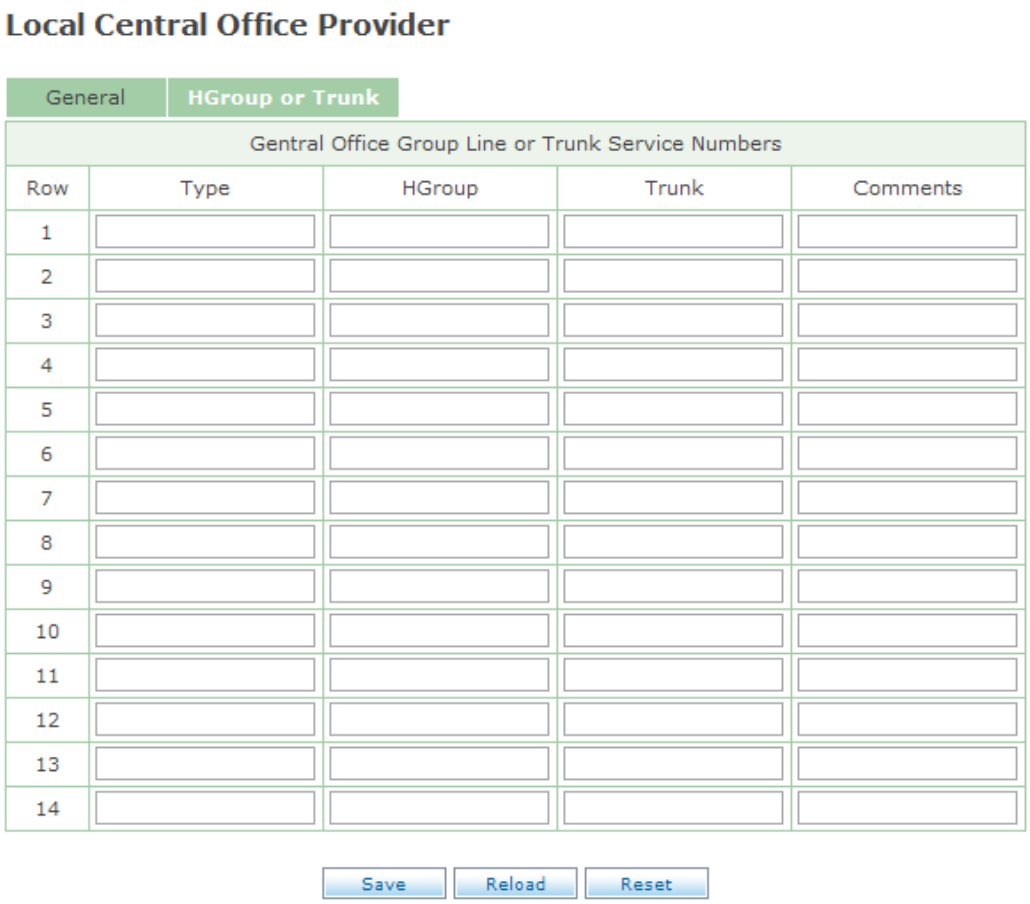
The Local CO Provider screen is used for storing data about the site's phone service provider. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

HGROUP OR TRUNK SCREEN:



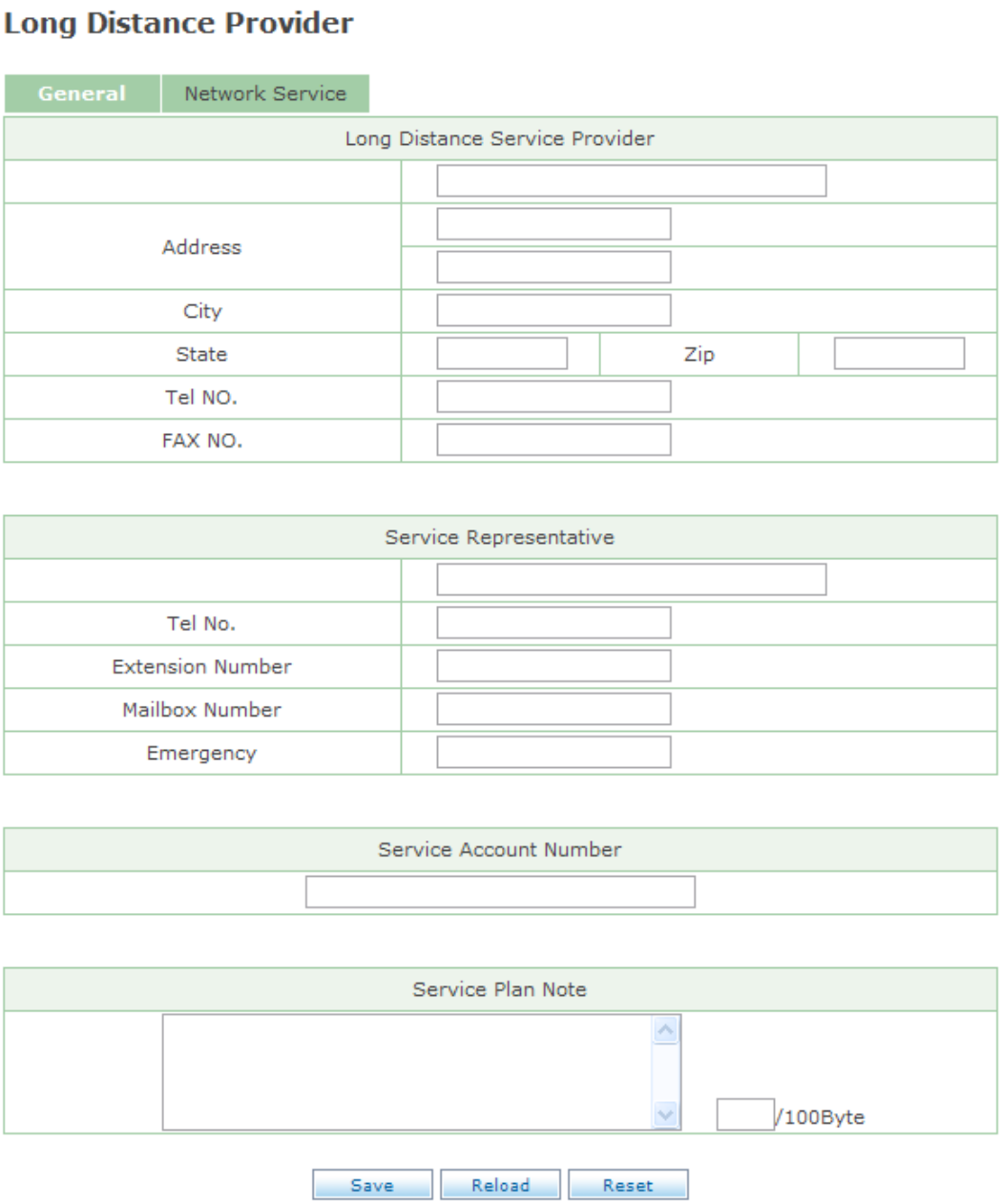
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
HGroup	The trunk group lead telephone number.
Trunk	The number of trunks in this group.
Comments	Additional reference notes.

Site Information LD Provider

DESCRIPTION:

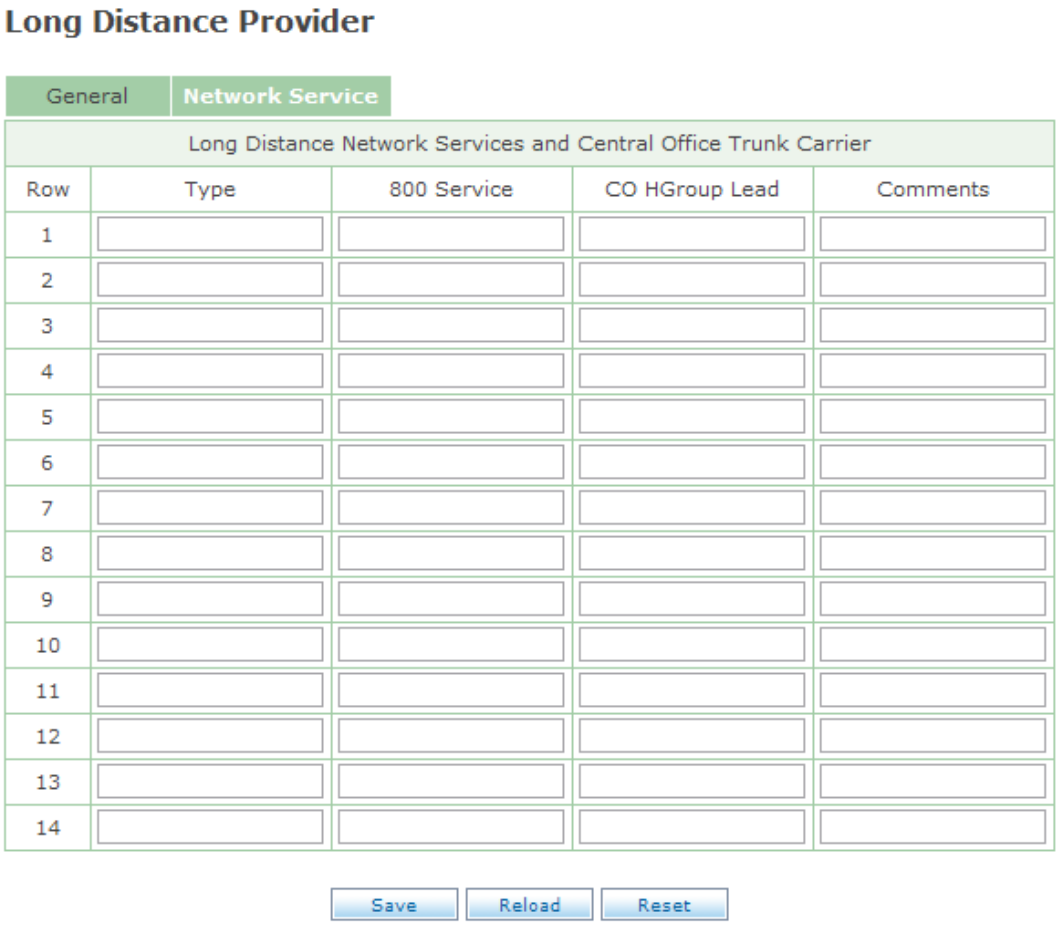
The Long Distance Provider screen is used for storing data about the site's long distance phone service provider. It is not used by the OfficeServ 7200-S, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

NETWORK SERVICE SCREEN:



Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
800 Service	The long distance number for this trunk group.
CO HGroup Lead	The trunk group lead telephone number.
Comments	Additional reference notes.

View System Report By Application

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Application screen breaks down calls according to the application accessed and how the call was handled.

BY APPLICATION SCREEN:

By Application

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	Minutes	%Connected Callers	Application Call Distribution	
0	0	0.0	Subscribers	0.0%
0	0	0.0	Answered	0.0%
0	0	0.0	Message	0.0%
0	0	0.0	Page	0.0%
4352	49	7.5	Another	7.5%
768	9	1.3	Abandon	1.3%
0	0	0.0	Operator	0.0%
57609	0	99.9	Voicemail	99.9%
0	0	0.0	Audiotext	0.0%
0	0	0.0	FaxAppl	0.0%
1	0	0.0	Abandon	0.0%
56707	0	98.4	IntraAppl	98.4%
57610	0	100%	Total	Percent Total Calls

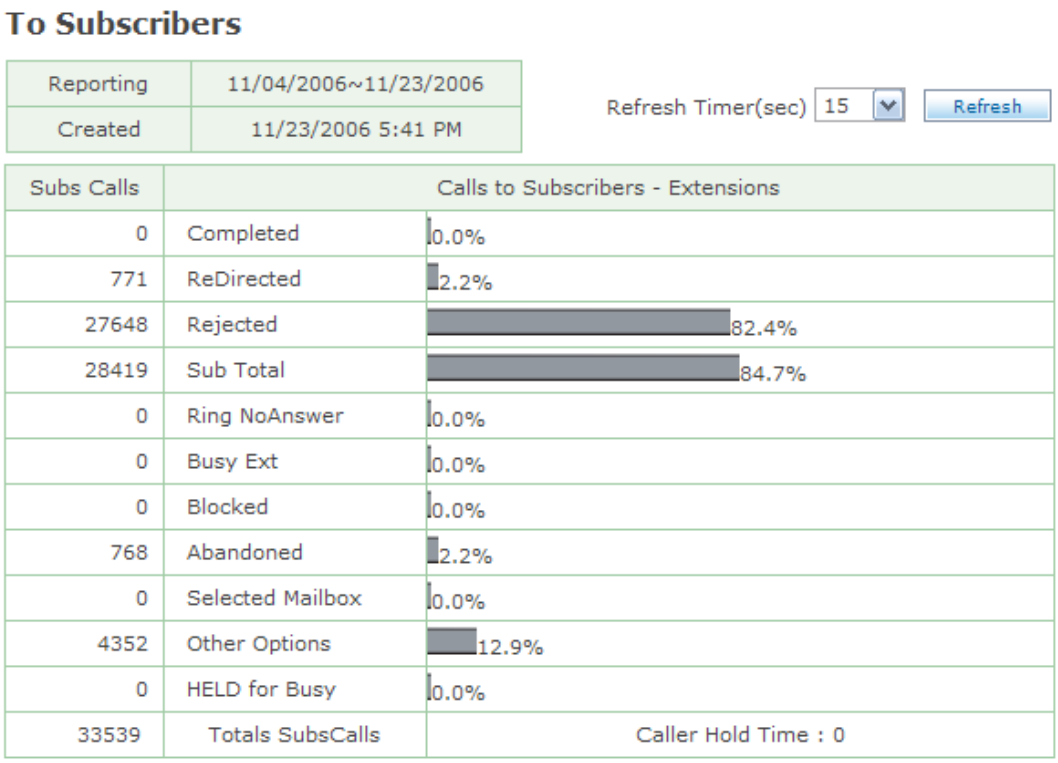
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this application.
Minutes	Total call time for this application.
%Connected Callers	Percentage of calls handled by this application.
Application Call Distribution	Percentage of total calls made to this application.

View System Report To Subscribers

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Calls To Subscribers screen breaks down calls made to subscribers according to how the call was handled.

TO SUBSCRIBERS SCREEN:



To Subscribers

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Subs Calls	Calls to Subscribers - Extensions	
0	Completed	0.0%
771	ReDirected	2.2%
27648	Rejected	82.4%
28419	Sub Total	84.7%
0	Ring NoAnswer	0.0%
0	Busy Ext	0.0%
0	Blocked	0.0%
768	Abandoned	2.2%
0	Selected Mailbox	0.0%
4352	Other Options	12.9%
0	HELD for Busy	0.0%
33539	Totals SubsCalls	Caller Hold Time : 0

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Subs Calls	Number of calls made to subscribers' extensions
Calls to Subscribers - Extensions	Breakdown of calls by how they were handled.
Caller Hold Time	Total time callers were on hold.

View System Report Messaging Activity

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Messaging Activity screen breaks down voicemail message counts and times.

MESSAGE ACTIVITY SCREEN:

Message Activity

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Activity	Public		Subscriber		Totals
Mailbox Access Count	57600	99.9	9	0.0	57609
Messages Received From	2816	91.6	257	8.3	3073
Messages Sent From Mbxs			3409		3409
No Messages Sent	54784				54784
Current Message Count	0	0.0	0	0.0	0
New Messages	0	0.0	0	0.0	0
Saved Messages	0	0.0	0	0.0	0
Average Messages/Mailbox	0.0	0.0	0.0	0.0	0.0
Total Connect Minutes	75749	240.0	0	1692.8	0
Disk Space Available : 4.4 MegaBytes					

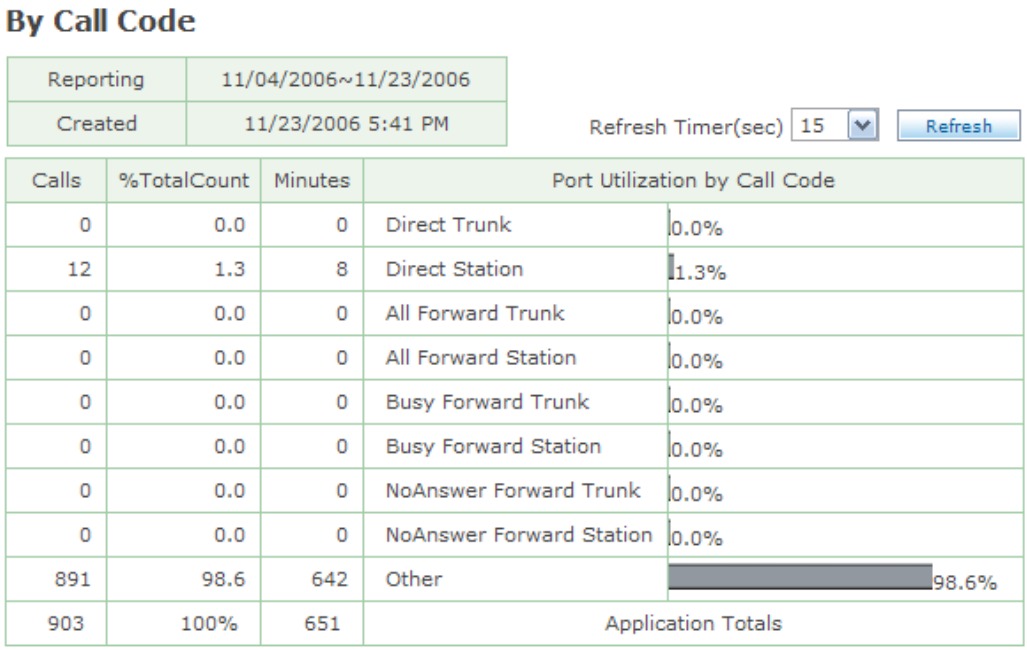
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Activity	The type of message activity being detailed.
Public	Number of callers (1st column) and percentage of total callers (2nd column) that were public callers.
Subscriber	Number of callers (1st column) and percentage of total callers (2nd column) that were subscribers.
Totals	Total callers that accessed the particular activity.
Disk Space Available	Total raw disk space available for recording messages.

View System Report By Call Code

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Call Code screen breaks down calls according to the call code type.

BY CALL CODE SCREEN:



By Call Code

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	Direct Trunk	0.0%
12	1.3	8	Direct Station	1.3%
0	0.0	0	All Forward Trunk	0.0%
0	0.0	0	All Forward Station	0.0%
0	0.0	0	Busy Forward Trunk	0.0%
0	0.0	0	Busy Forward Station	0.0%
0	0.0	0	NoAnswer Forward Trunk	0.0%
0	0.0	0	NoAnswer Forward Station	0.0%
891	98.6	642	Other	98.6%
903	100%	651	Application Totals	

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this call code.
%TotalCount	Percentage of total calls that were of this call code.
Minutes	Total time of all calls of this call code.
Port Utilization By Call Code	The call code type being detailed.

View System Report By Hour

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Hour screen breaks down calls by the hour they were made.

6A-6P SCREEN:

By Hour

6A-6P | 6P-6A

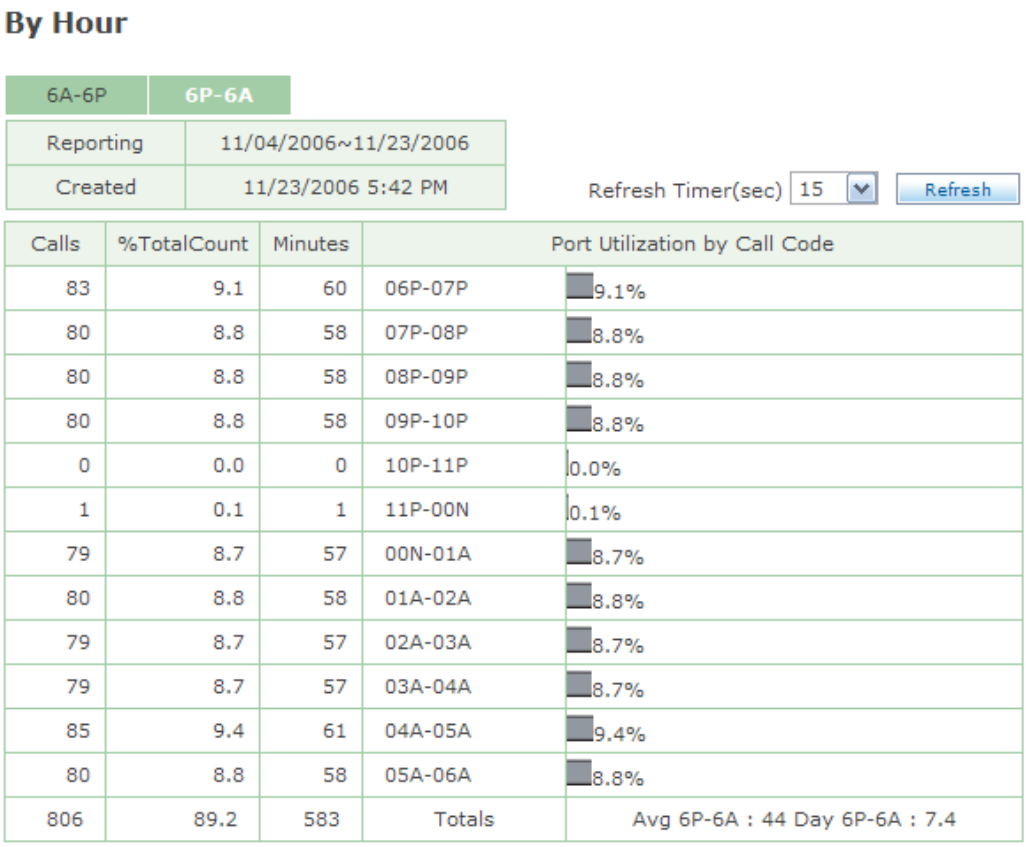
Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	06A-07A	0.0%
1	0.1	1	07A-08A	0.1%
0	0.0	0	08A-09A	0.0%
8	0.8	6	09A-10A	0.8%
4	0.4	3	10A-11A	0.4%
1	0.1	1	11A-12N	0.1%
0	0.0	0	12N-01P	0.0%
1	0.1	1	01P-02P	0.1%
0	0.0	0	02P-03P	0.0%
2	0.2	1	03P-04P	0.2%
0	0.0	0	04P-05P	0.0%
80	8.8	58	05P-06P	8.8%
97	10.7	71	Totals	Avg 6A-6P : 5 Day 6A-6P : 0.7

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

6P-6A SCREEN:



By Hour

6A-6P | 6P-6A

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
83	9.1	60	06P-07P	9.1%
80	8.8	58	07P-08P	8.8%
80	8.8	58	08P-09P	8.8%
80	8.8	58	09P-10P	8.8%
0	0.0	0	10P-11P	0.0%
1	0.1	1	11P-00N	0.1%
79	8.7	57	00N-01A	8.7%
80	8.8	58	01A-02A	8.8%
79	8.7	57	02A-03A	8.7%
79	8.7	57	03A-04A	8.7%
85	9.4	61	04A-05A	9.4%
80	8.8	58	05A-06A	8.8%
806	89.2	583	Totals	Avg 6P-6A : 44 Day 6P-6A : 7.4

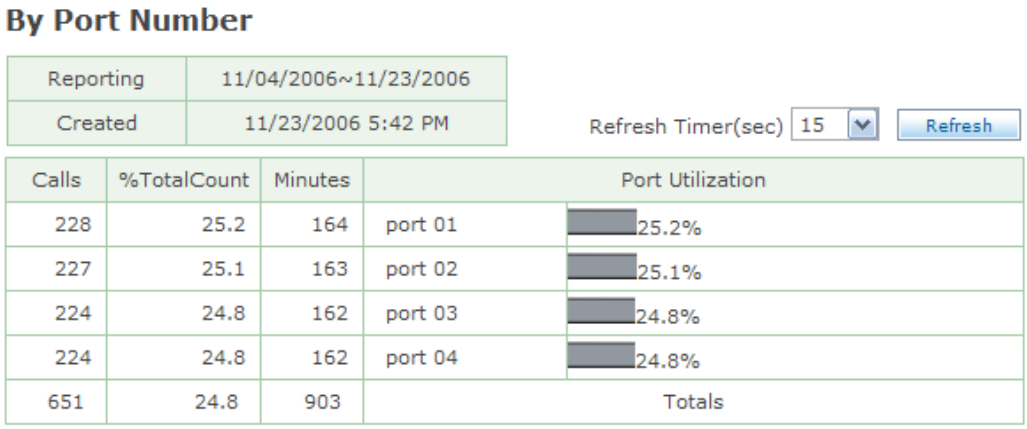
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

View System Report By Port Number

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Port Number screen breaks down calls by the port number they were handled by.

BY PORT NUMBER SCREEN:



By Port Number

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
228	25.2	164	port 01	25.2%
227	25.1	163	port 02	25.1%
224	24.8	162	port 03	24.8%
224	24.8	162	port 04	24.8%
651	24.8	903	Totals	

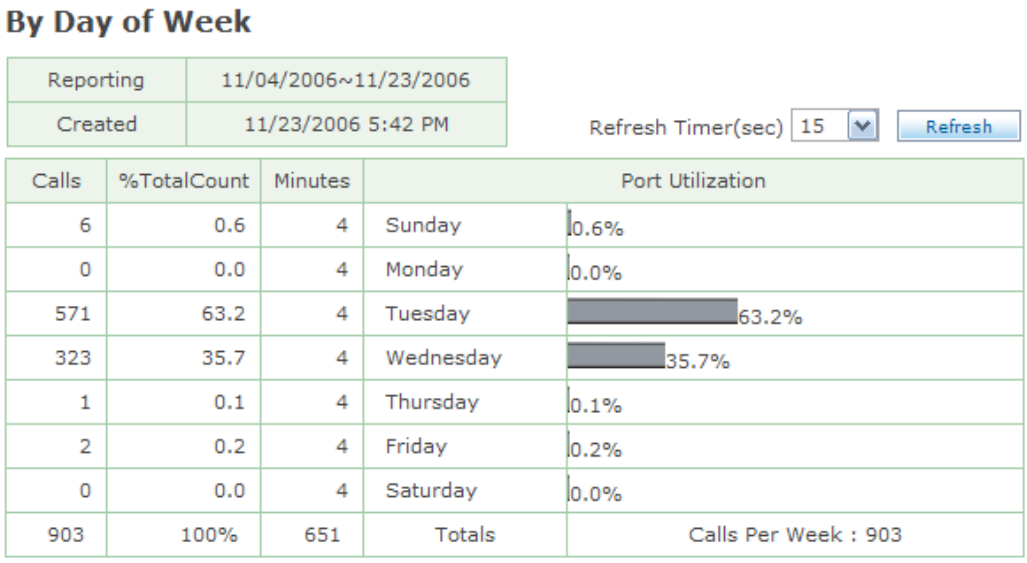
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls to this port.
%TotalCount	Percentage of total calls made to this port.
Minutes	Total time of all calls to this port.
Port Utilization	The port number being detailed.

View System Report By Day of Week

DESCRIPTION:

The OfficeServ 7200-S provides several reports to track automated attendant and voicemail call statistics. The Statistics By Day of Week screen breaks down calls by the day of the week they were made on.

BY DAY OF WEEK SCREEN:



By Day of Week

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
6	0.6	4	Sunday	0.6%
0	0.0	4	Monday	0.0%
571	63.2	4	Tuesday	63.2%
323	35.7	4	Wednesday	35.7%
1	0.1	4	Thursday	0.1%
2	0.2	4	Friday	0.2%
0	0.0	4	Saturday	0.0%
903	100%	651	Totals	Calls Per Week : 903

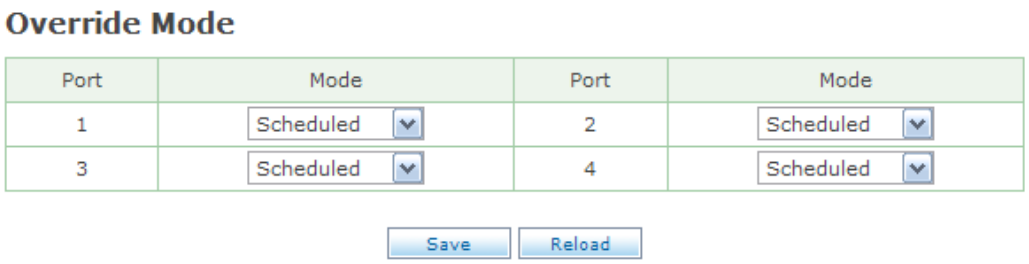
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this day.
%TotalCount	Percentage of total calls made on this day.
Minutes	Total time of all calls on this day.
Port Utilization	The week day being detailed.

Override Mode

DESCRIPTION:

The Override Mode screen is used to manually set the mode of operation for a particular voicemail port or group of voicemail ports.

OVERRIDE MODE SCREEN:



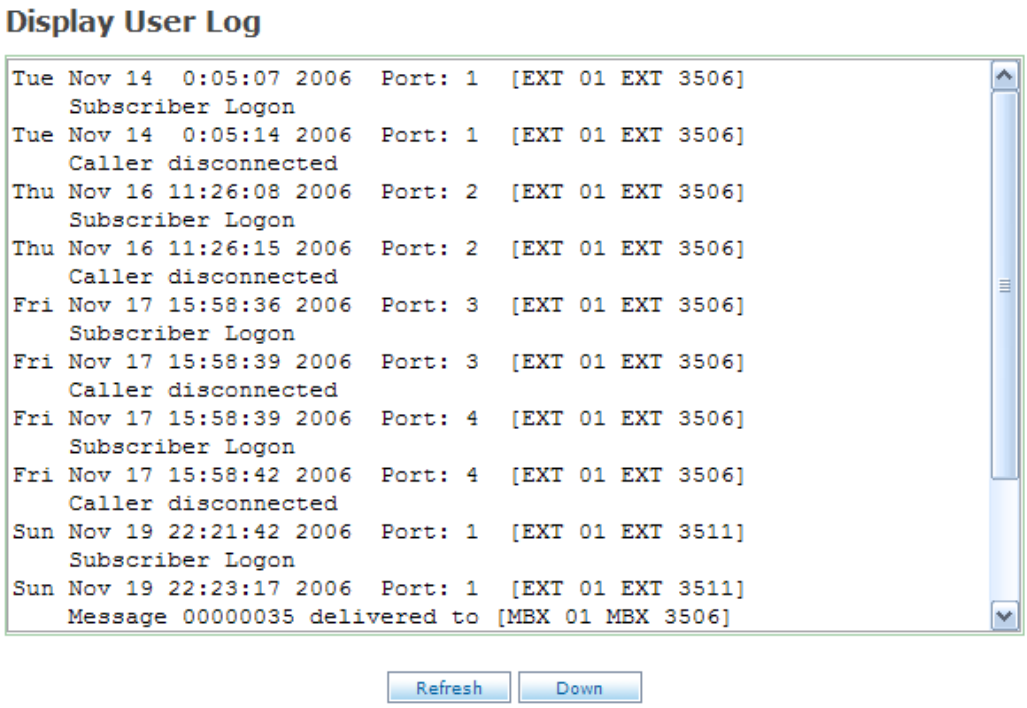
Field Name	Description	Valid Entry	Default Data
Port	Voicemail port being detailed.		
Mode	Operating Mode to be used.	Any Mode Block, or "Scheduled" which causes the port to follow the default schedule table.	Scheduled

Operating Utilities Display User Log

DESCRIPTION:

The OfficeServ 7200-S provides several logs that can be useful for both debugging and application development. The Display User Log screen shows subscriber events such as logons, messaging activities, and greeting modifications. Events are logged in an easily readable form, displaying time and date, port used, and subscriber name information on one line and activity information on the next. The User Log can be downloaded by clicking the Down button.

DISPLAY USER LOG SCREEN:

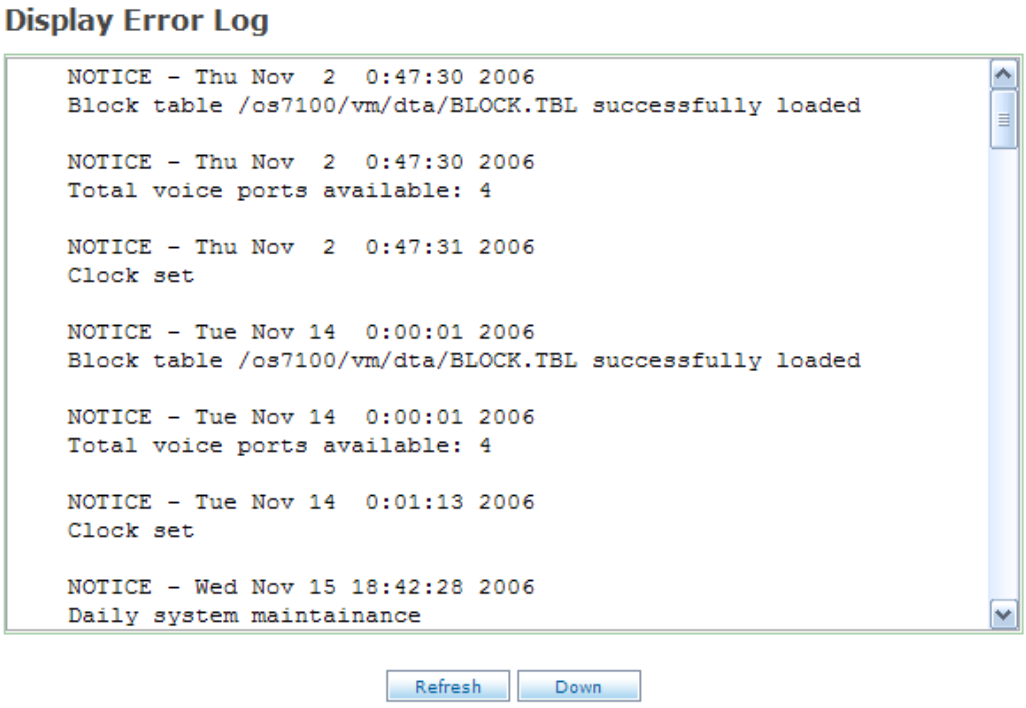


Operating Utilities Display Error Log

DESCRIPTION:

The OfficeServ 7200-S provides several logs that can be useful for both debugging and application development. The Display Error Log screen shows error and warning information for the voicemail and automated attendant systems. Events are logged in an easily readable form, displaying the error type and time and date information on one line and the actual error listing on the next. The Error Log can be downloaded by clicking the Down button.

DISPLAY ERROR LOG SCREEN:

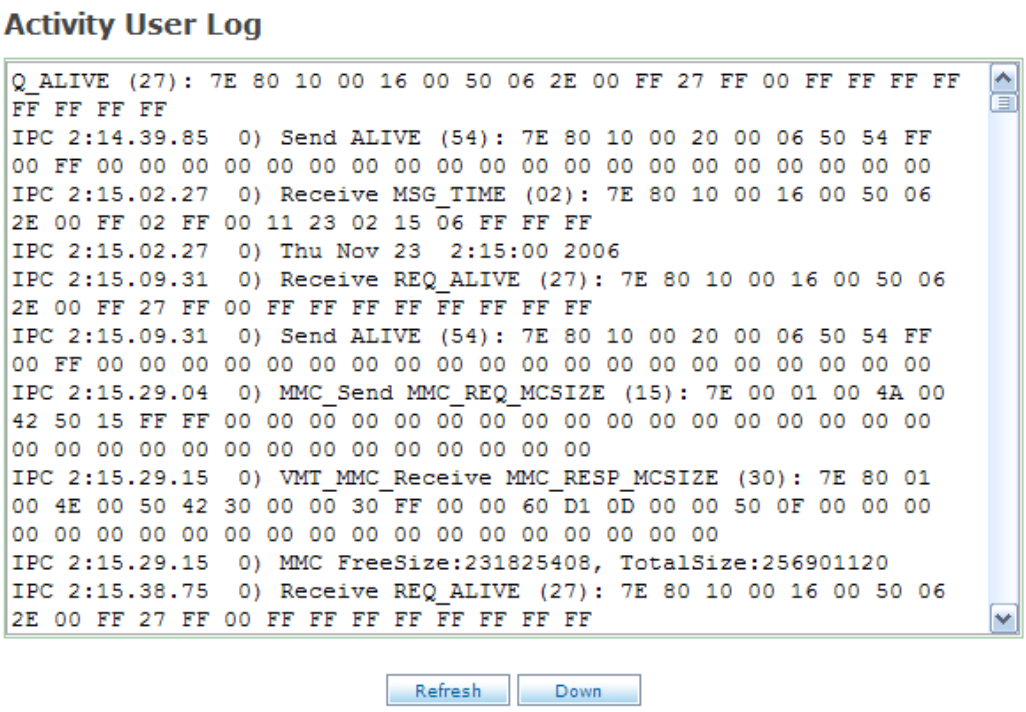


Operating Utilities Activity Log

DESCRIPTION:

The OfficeServ 7200-S provides several logs that can be useful for both debugging and application development. The Activity User Log screen shows all activity in the voicemail and automated attendant systems. Due to the extreme technical nature of the Activity Log records, this log is mainly aimed at advanced users. The Activity Log can be downloaded by clicking the Down button.

ACTIVITY USER LOG SCREEN:

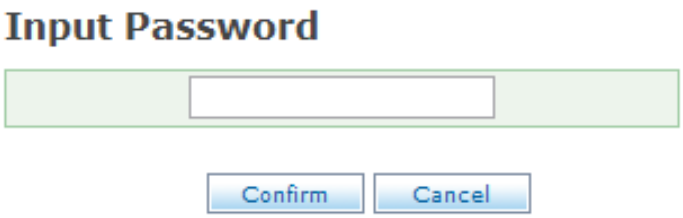


Operating Utilities Shutdown VM

DESCRIPTION:

The Shutdown VM screen, as the name implies, is used to exit the voicemail and automated attendant application. This is an important step when shutting down the OfficeServ 7200-S. Failure to exit the system properly can lead to lost or corrupted messages or programming. To prevent accidental exit, the administrator password must be entered in order to shut down the system.

SHUTDOWN VM SCREEN:



RELATED ITEMS:

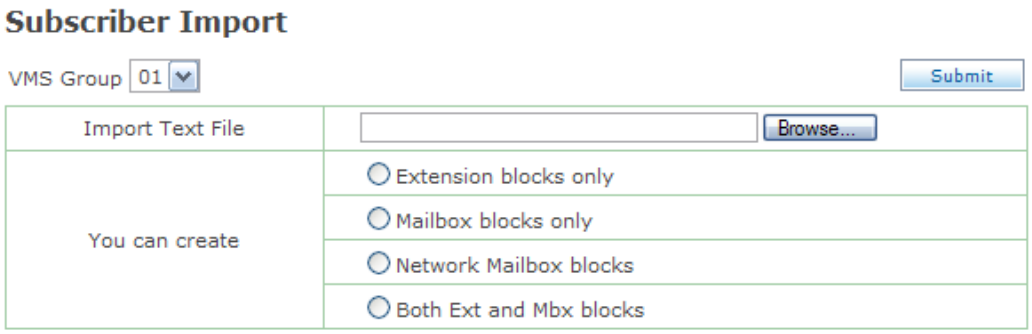
SYSTEM PARAMETERS

Operating Utilities Subscriber Import

DESCRIPTION:

The Subscriber Import screen allows the technician to easily create large numbers of subscriber mailboxes. In the case of network installations the technician can export the subscriber list from each node and import it to the OfficeServ 7200-S as Network Mailboxes.

SUBSCRIBER IMPORT SCREEN:



Field Name	Description
VMS Group	Choose the voicemail tenant group to import to
Import Text File	Choose the name of the file to import from
You can create	Choose the types of blocks to create

RELATED ITEMS:

SUBSCRIBER LIST

EXTENSION BLOCK

MAILBOX BLOCK

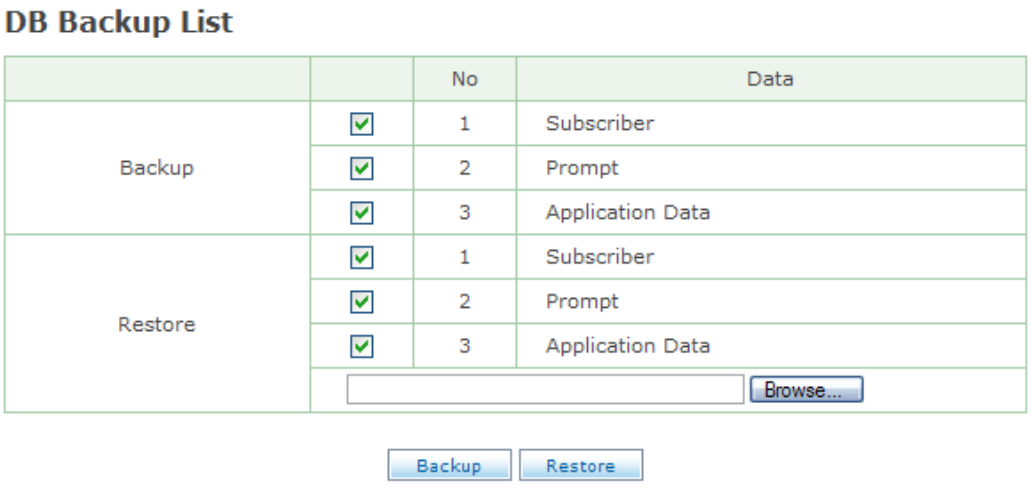
NETWORK MAILBOX BLOCK

Operating Utilities DB Backup

DESCRIPTION:

The OfficeServ 7200-S provides the ability to backup and restore voicemail and automated attendant programming via the DB Backup List screen. Users can choose to backup or restore mailboxes, prompts, programming data, or any combination of the three. Backups are stored to a standard .tar archive file.

DB BACKUP LIST SCREEN:

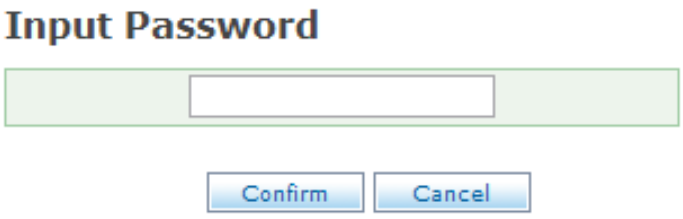


Operating Utilities Clear Report Count

DESCRIPTION:

Certain types of programming objects in the OfficeServ 7200-S voicemail and automated attendant systems provide call activity reports detailing call volumes for various activities. The Clear Report Count screen is used to reset all of these counters system wide to 0.

CLEAR REPORT COUNT SCREEN:



RELATED ITEMS:

EXTENSION BLOCK

MAILBOX BLOCK

NETWORK MAILBOX BLOCK

Voice Studio

DESCRIPTION:

The Voice Studio is used to record custom system prompts for the OfficeServ 7200-S voicemail and automated attendant systems. The Voice Studio also allows text descriptions (scripts) to be set for each prompt to ease in professional recording scenarios.

SELECTION SCREEN:

The main Voice Studio screen is separated into 4 main sections:

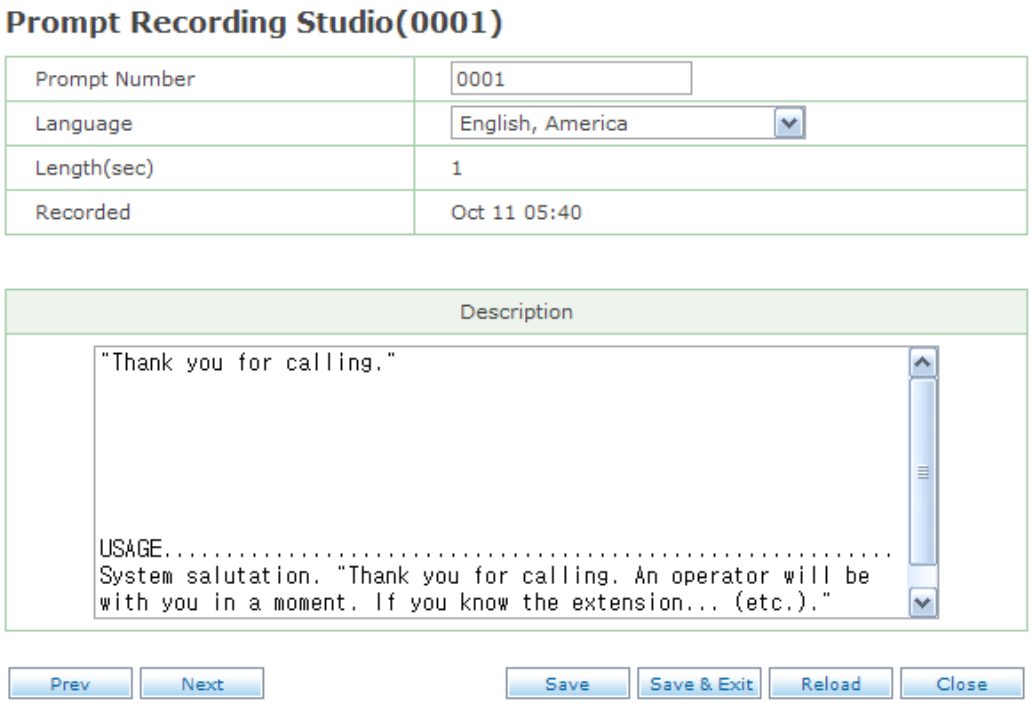
The Language Selection box in the upper left used to determine which prompt language listings to display.

Next to that are the prompt Search Options. Prompts can be searched for by prompt number or description (script).

In the upper right corner is the Recording Device selection. This is the phone that will be used to record prompts. Enter the phone number and click Call to start the recording session.

Below these options is the Prompt List. The prompt list displays prompt number, description (script), and recording length. To edit a prompt from this region simply click the prompt number to open the recording screen.

PROMPT RECORDING STUDIO SCREEN:



Field Name	Description
Prompt Number	The prompt number assigned to this recording.
Language	The language set this recording belongs to.
Length(sec)	The length, in seconds, of the current recording.
Recorded	The date this prompt was recorded on.
Description	Text description for the prompt. This area is commonly used to enter the script for the recording.

System Parameters

DESCRIPTION:

The System Wide Parameters screen is used to set options that affect the overall functionality of the voicemail and automated attendant systems. It includes items such as system administrator passwords, system language options, and voice codec adjustments.

GENERAL SCREEN:

System Parameters

General | Management | Language | E-mail Gateway

General Information	
Version Display	The VM Release 1.0 V109: Nov 13, 2006 10:00.00
Startup	11/14/06 0:00.01
Mac Address	00 00 F0 22 FD EA
Voice Ports Installed	4
Maximum Subscribers	120
Maximum E-mail Gateway Subscribers	5
Total Run Time	176.8
Run Time Remaining	No Limit
Default Volume Level	Quietest

System Timers	
Daily Maintenance	04:00
Session Timeout	1800

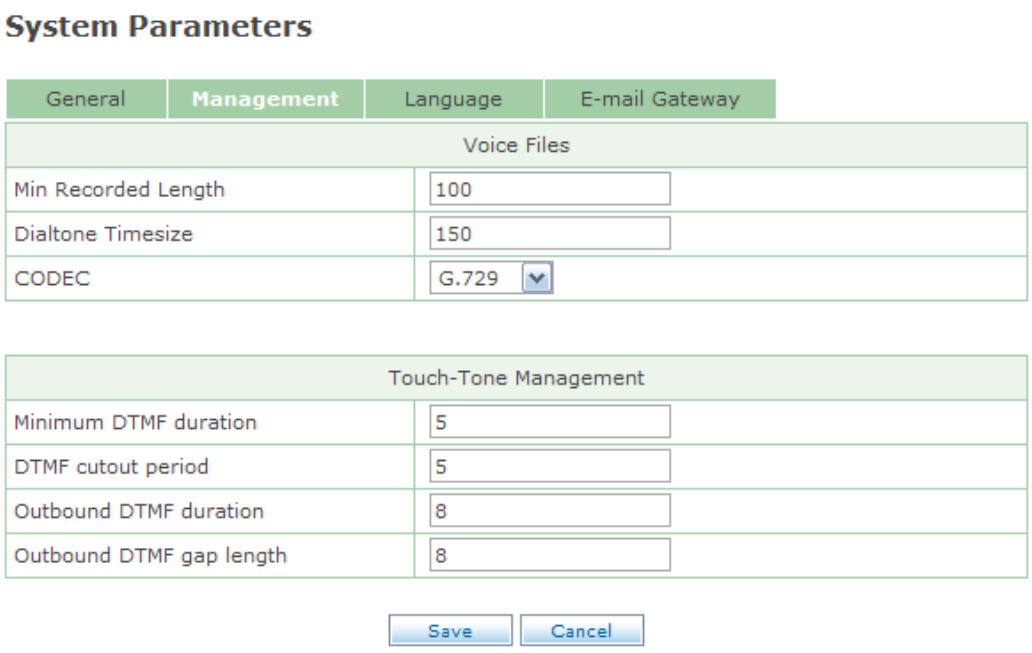
Reboot at Maintenance	
Daily	No
Weekly	No
Weekly on every	Monday
Monthly	Yes
Monthly on day number	1

System Password	
Subscriber Default Password	0000
Subscriber PSWD Min Length	0
System Admin	0000

Save Cancel

Field Name	Description
Version Display	The software version of the VM/AA systems
Startup	The date/time of the last bootup
Mac Address	MAC address for the MP network interface
Voice Ports Installed	The number of VM/AA ports in the system
Maximum Subscribers	Max number of mailboxes that can be created.
Maximum E-Mail Gateway Subscribers	Max number of users who can have e-mail gateway functionality enabled.
Total Run Time	Total disk space on the system
Run Time Remaining	Maximum disk space that can be used
Default Volume Level	Volume adjustment for the VM/AA ports
Daily Maintenance	The time to run daily system maintenance
Session Timeout	The amount of time before the current web session will be invalidated
Daily	Choose whether or not to reboot daily at maintenance
Weekly	Choose whether or not to reboot weekly at maintenance
Weekly on every	Choose which day of the week to reboot on
Monthly	Choose whether or not to reboot monthly at maintenance
Monthly on day number	Choose which day of the month to reboot on
Subscriber Default Password	Set the default mailbox password
Subscriber PSWD Min Length	Minimum length of mailbox passwords
System Admin	Telephone interface administration password

MANAGEMENT SCREEN:

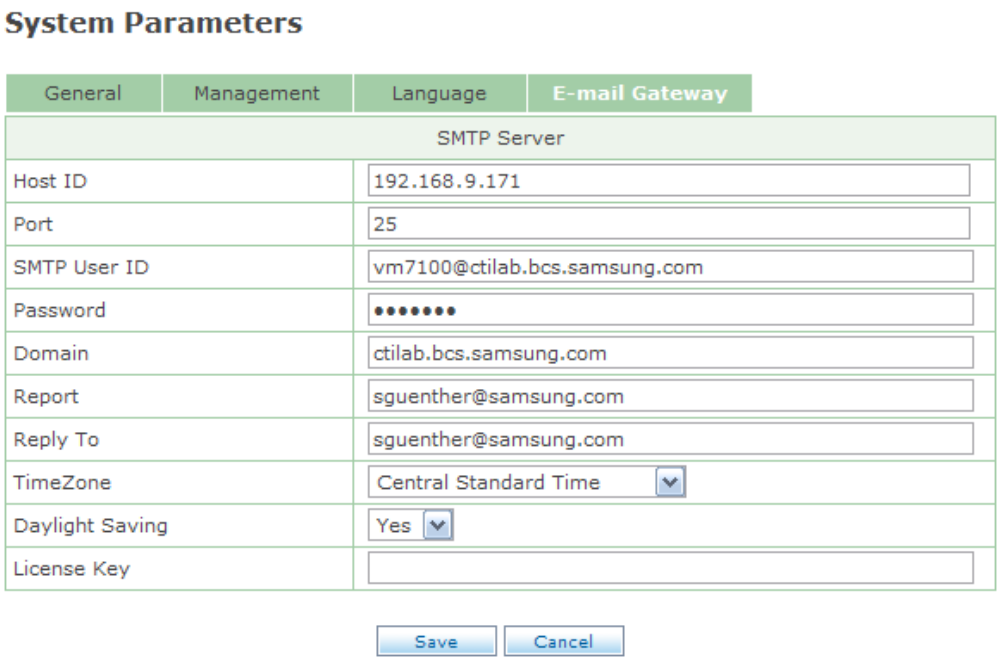


Field Name	Description
Min Recorded Length	Minimum time, in milliseconds, of a prompt, greeting, or voicemail message recording
Dialtone Timesize	Determines the amount of dial tone to allow at the end of a voicemail message
CODEC	Set the voice CODEC to be used by the system
Minimum DTMF duration	Set the smallest interval that can be considered a valid DTMF digit
DTMF cutout period	Time, in milliseconds, to pause playback if DTMF is detected
Outbound DTMF duration	Sets the duration of DTMF digits sent by the system
Outbound DTMF gap length	Set the time between outbound DTMF digits

LANGUAGE SCREEN:

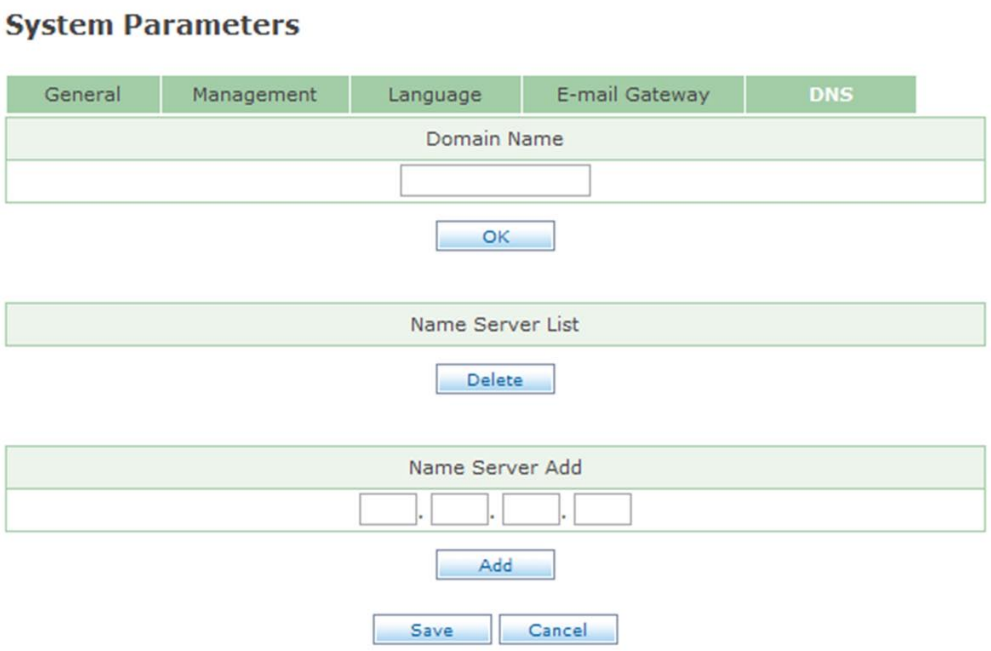
Field Name	Description
Language	Language being detailed
Locale	Regional dialect of the detailed language
Language Code	The "short code" for this language. Used for directory naming.
Key Code	The single digit value corresponding to this language
Default Language	Sets the default system language
Select First Language	Select the primary prompt language for the system
Select Second Language	Select the secondary prompt language for the system

E-MAIL GATEWAY SCREEN:



Field Name	Description
Host ID	The IP address or DNS name of the SMTP server to use for error messages
Port	Port to send SMTP data streams to
SMTP User ID	Login ID to use for logging in to the SMTP server
Password	Password to match the above login ID
Domain	The domain name of this SMTP server
Report	Email address to send error messages to
Reply To	Email address to use when replying to error messages
TimeZone	The current time zone the system is installed in
Daylight Savings	Determine if daylight savings time is in effect
License Key	The license key for the email gateway feature

DNS SCREEN:



Field Name	Description
Domain Name	The domain name to use for the OfficeServ 7200-S
Name Server List	The list of name servers to use (read only)
Name Server Add	Enter the IP address of a name server to use and click Add

Subscriber List

DESCRIPTION:

The Subscriber List screen provides a quick way to view all voicemail subscribers' names, extensions, and mailboxes as well as EClass and MClass assignments for each subscriber. The system can accommodate up to 256 subscriber mailboxes.

SUBSCRIBER LIST SCREEN:

Field Name	Description
VMS Group	Choose which tenant group to view subscribers for
Name	The name of this subscriber
Ext	The extension number for this subscriber
Mbx	The mailbox number for this subscriber
EClass	The EClass assigned to this extension
MClass	The MClass assigned to this mailbox

RELATED ITEMS:

EXTENSION BLOCK

MAILBOX BLOCK

ECLASS BLOCK

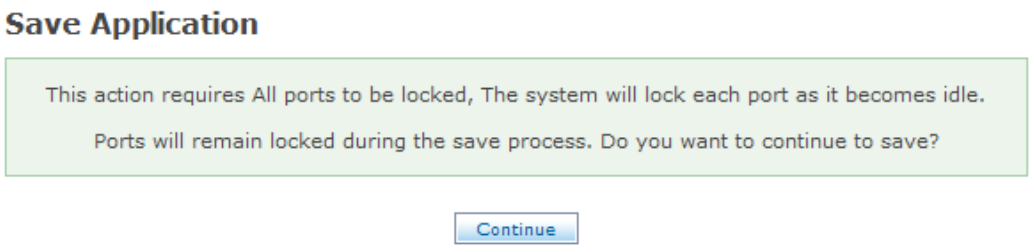
MCLASS BLOCK

Save Application

DESCRIPTION:

The Save Application screen is used to store any recent changes made to the automated attendant or voicemail programming. By default all changes are stored to disk at daily maintenance time, but the Save Application screen allows changes to be manually saved instantly.

SAVE APPLICATION SCREEN:

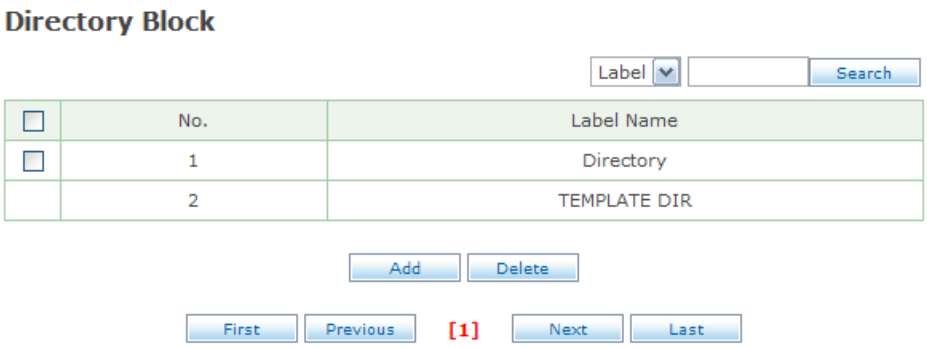


Open Block Table Directory

DESCRIPTION:

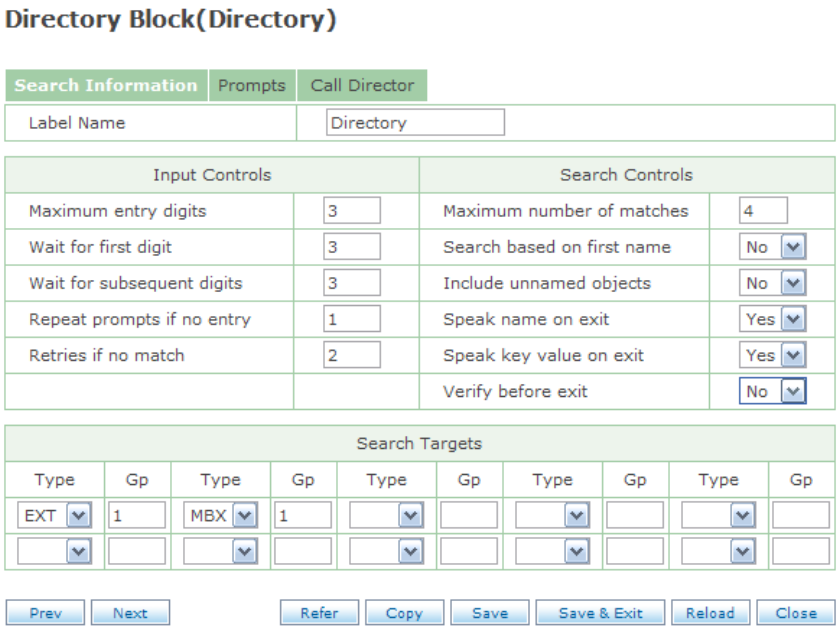
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The Directory block is used to route callers to a subscriber through a name search. Directories can be configured to search by first or last name. By default subscribers will not appear in the directory until they have recorded a name for their Extension block and entered a directory name.

SELECTION SCREEN:



To edit a block click the Label Name.

SEARCH INFORMATION SCREEN:



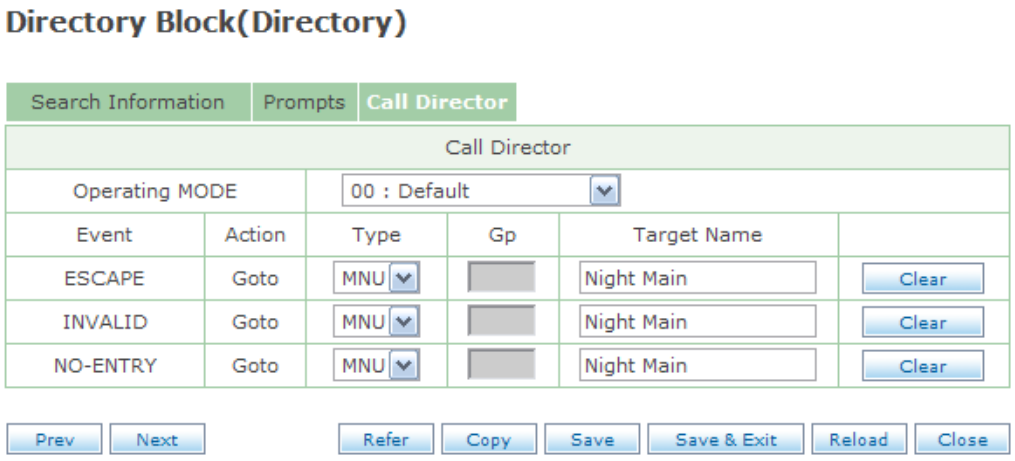
Field Name	Description
Label Name	The name of this DIRECTORY block
Maximum entry digits	The maximum number of letters to search for
Wait for first digit	Number of seconds to wait for the caller to enter a digit
Wait for subsequent digits	Number of seconds to wait between digits
Repeat prompts if no entry	Number of times to ask the caller to make an entry
Retries if no match	Number of times to allow the caller to reattempt a search
Maximum number of matches	The maximum number of subscriber matches to return
Search based on first name	Set whether the search is based on first or last name
Include unnamed objects	Include subscribers that do not have a recorded name
Speak name on exit	Allow the caller to hear the name of the subscriber
Speak key value on exit	Playback the subscriber phone number to the caller
Verify before exit	Allow the caller to verify the match before transferring
Search Targets Type	Block type to include in the search (extension or mailbox)
Search Targets Gp	The tenant group for the chosen block type

PROMPTS SCREEN:

Field Name	Description
Enter name	The prompt used to ask the caller to enter a name
Target name prefix	The prompt to play before the subscriber's name
No matches found	The prompt to play when no matching subscribers are found
Invalid entry	The prompt to play when the caller enters an invalid digit
Press '9' for more names	The prompt used to alert the caller to more names
Press'0' for a new name	The prompt used to let the caller know they can search again

Field Name	Description
Press '*' to exit	The prompt to let the caller know how to escape the directory
Press one	The prompt to tell the caller to press one
Press two	The prompt to tell the caller to press two
Press three	The prompt to tell the caller to press three
Press four	The prompt to tell the caller to press four
Press five	The prompt to tell the caller to press five
Press six	The prompt to tell the caller to press six
Press seven	The prompt to tell the caller to press seven
Press eight	The prompt to tell the caller to press eight
Accessed	The number of callers to access this directory
Target Found	The number of times a matching subscriber was found
Escape	The number of callers who pressed * to exit the directory
No response	The number of callers who did not enter a search
Disconnect	The number of callers who hung up while in the directory
None Found	The number of times a search returned no matches

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

RELATED ITEMS:

EXTENSION BLOCK

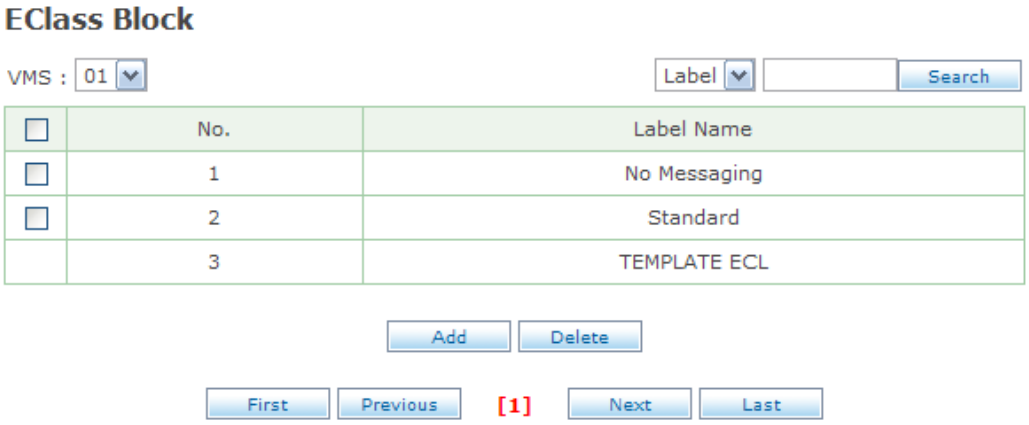
MAILBOX BLOCK

Open Block Table EClass

DESCRIPTION:

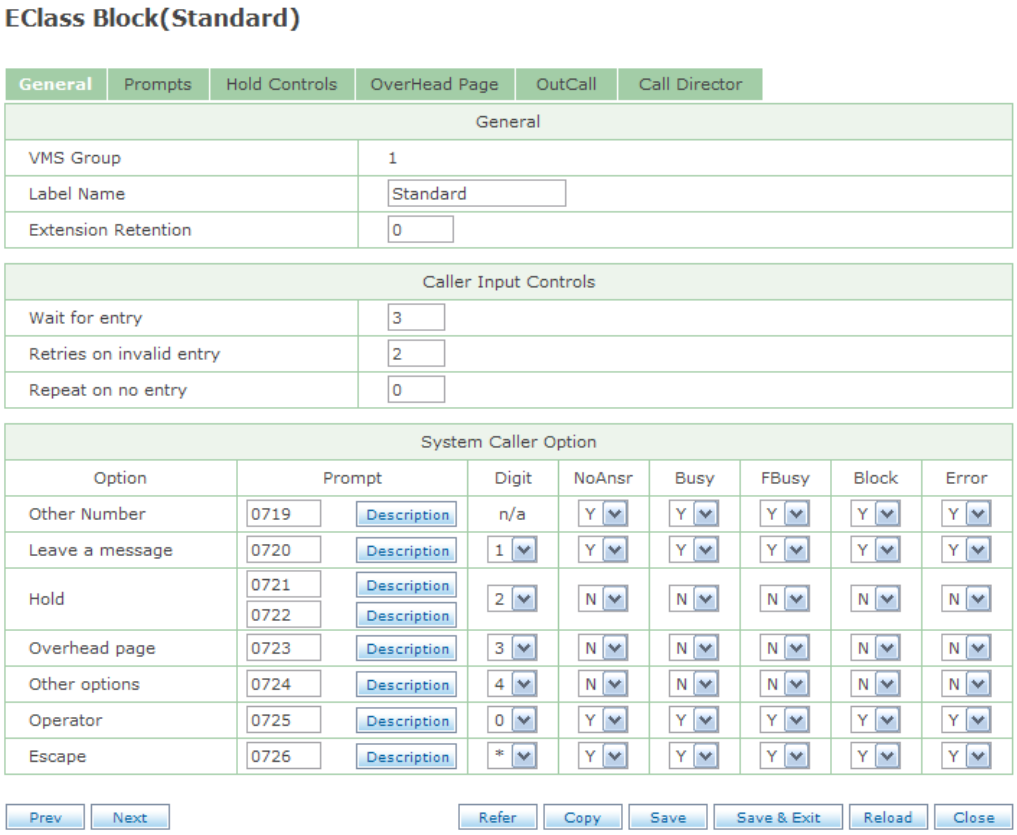
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The EClass block is used to govern properties and behaviors for groups of Extension blocks. EClass settings can be overridden by individual Extension blocks.

SELECTION SCREEN:

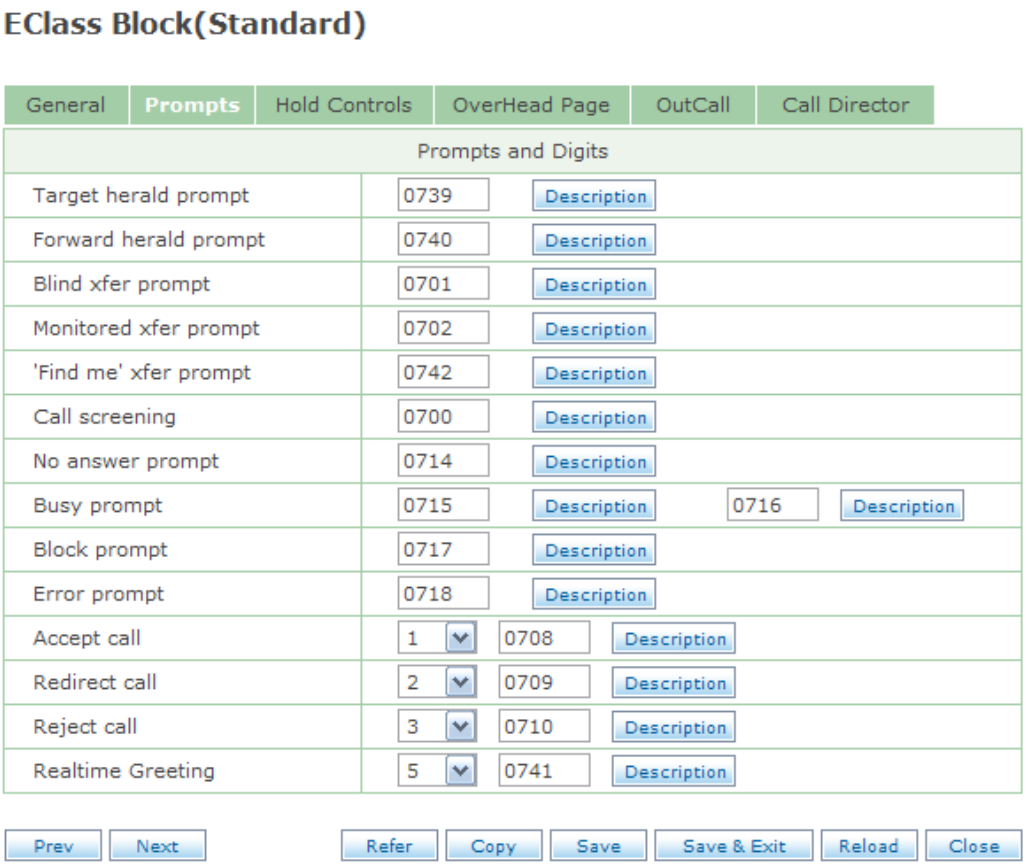


To edit a block click the Label Name.

GENERAL SCREEN:



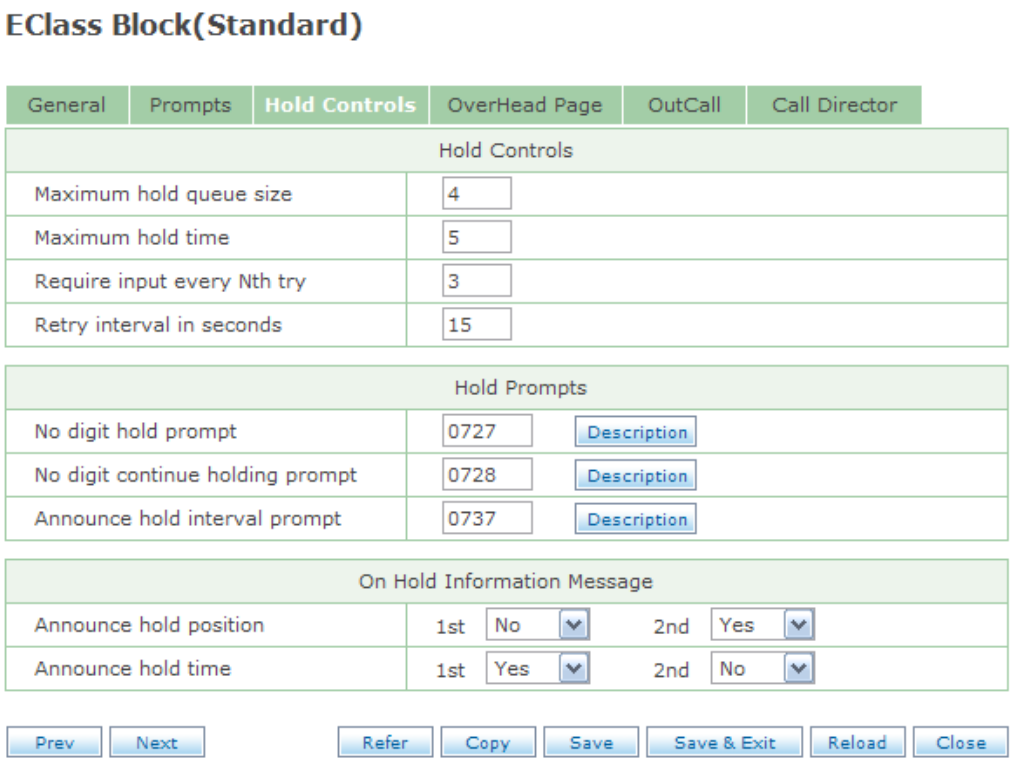
Field Name	Description
VMC Group	The tenant group this EClass block belongs to
Label Name	The label name for this ECLASS block
Extension Retention	The number of days an Extension block with this EClass can exist before being deleted. Enter 0 to disable.
Wait for entry	Number of seconds to wait for the caller to make a selection
Retries on invalid entry	Number of times to let the caller make an invalid selection
Repeat on no entry	Number of time to repeat the greeting if no entry is made
Other Number	Allow the caller to dial another subscriber
Leave a message	Allow the caller to leave a voicemail message
Hold	Allow the caller to hold for a subscriber
Overhead page	Allow the caller to hold while the user is paged
Other options	Allow the caller to route to other options
Operator	Allow the caller to dial the operator
Escape	Allow the caller to escape to a previous block
Prompt	The prompt to use to alert the caller that this option is available
Digit	The single digit option to use for this option
NoAnsr	Allow this option for callers who reach the No Answer greeting
Busy	Allow this option for callers who reach the Busy greeting
FBusy	Allow this option for callers who reach the Fast Busy greeting
Block	Allow this option for callers who reach the Blocked greeting
Error	Allow this option for callers who reach the Error greeting



PROMPTS SCREEN:

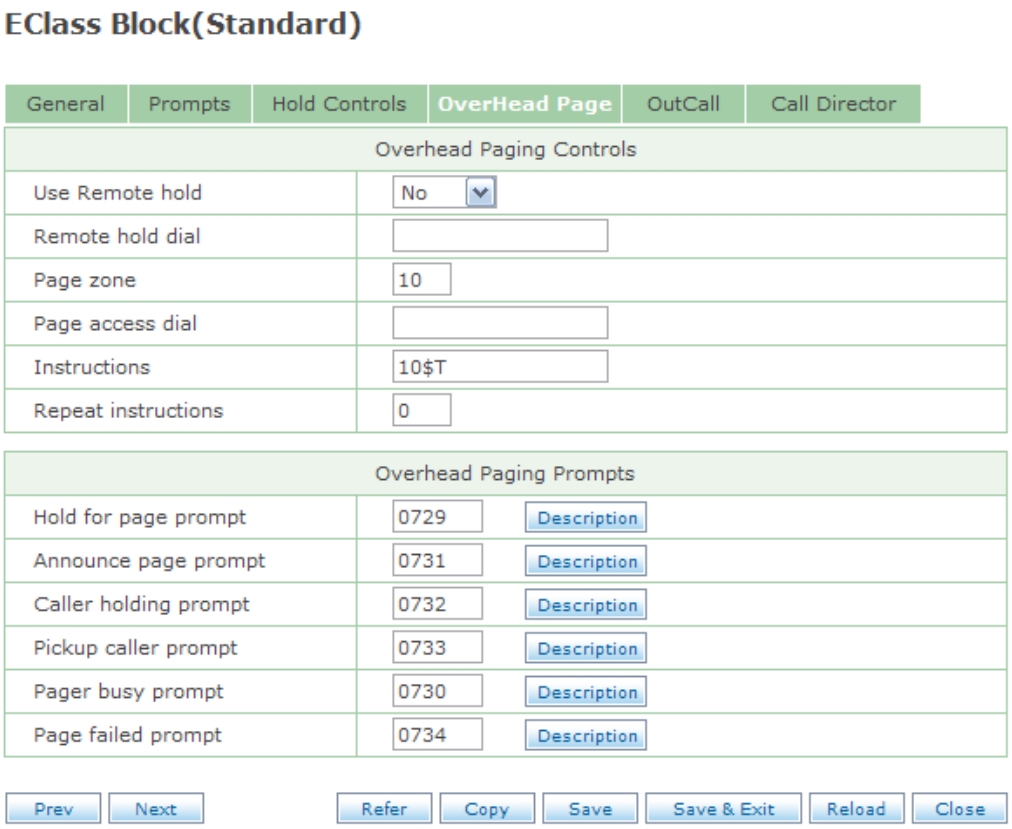
Field Name	Description
Target herald prompt	Prompt played before the called subscriber's name
Forward herald prompt	Prompt to let a caller know they are being forwarded
Blind xfer prompt	Prompt to let a caller know they are being blindly transferred
Monitored xfer prompt	Prompt to let a caller know they are being transferred
'Find me' xfer prompt	Prompt to let a caller know they are being transferred to a stored number
Call screening	Prompt to ask a caller to record their name
No answer prompt	Prompt to let a caller know the subscriber did not answer
Busy prompt	Prompt to let a caller know the subscriber was busy, the second field is to alert that the subscriber is still busy while the caller is on hold
Block prompt	Prompt to let a caller know that the subscriber is not accepting calls
Error prompt	Prompt to let a caller know there was an error attempting to transfer
Accept call	Prompt and single digit option to allow the subscriber to accept a screened call
Redirect call	Prompt and single digit option to allow the subscriber to redirect a screened caller to another number
Reject call	Prompt and single digit option to allow the subscriber to reject a screened call
Realtime Greeting	Prompt and single digit option to allow the subscriber to record a brief message to be played to a screened caller

HOLD CONTROLS SCREEN:



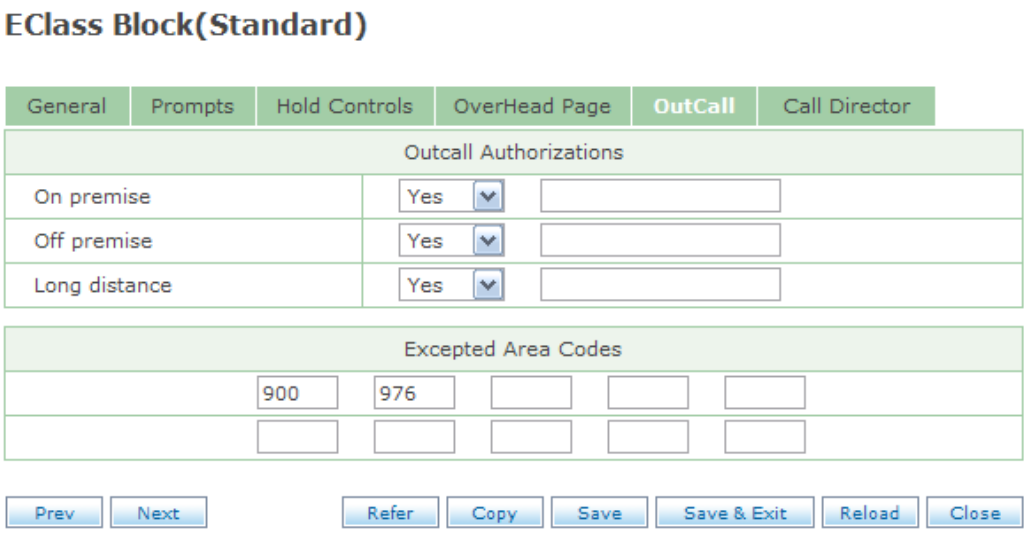
Field Name	Description
Maximum hold queue size	Maximum number of callers who can hold for the subscriber
Maximum hold time	Maximum amount of time caller can hold before being redirected to leave a message
Require input every nth try	Set how many attempts to make before requiring the user to press a key
Retry interval in seconds	Set the amount of seconds between attempts
No digit hold prompt	Prompt to let the caller know they can hold without pressing a key
No digit continue holding prompt	Prompt to let a caller know they can continue to hold without pressing a key
Announce hold interval prompt	Prompt to let the caller know they will be placed on hold
Announce hold position	Set whether or not the caller will hear their place in queue on the first attempt and / or subsequent attempts
Announce hold time	Set whether or not the caller will hear their estimated time in queue on the first attempt and / or subsequent attempts

OVERHEAD PAGE SCREEN:



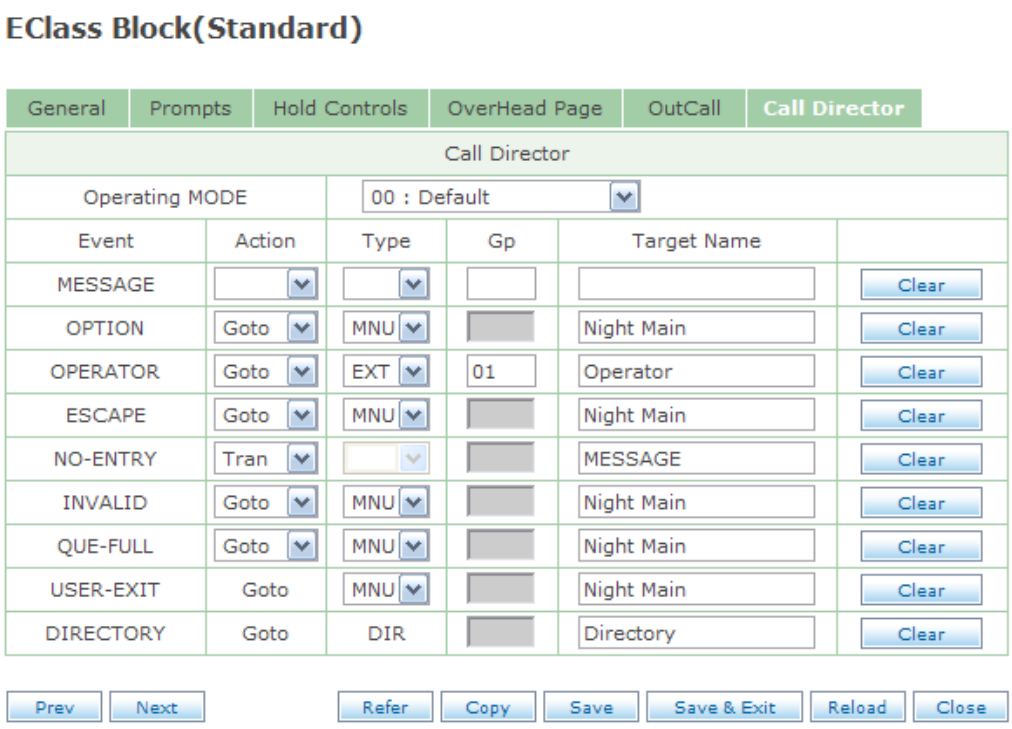
Field Name	Description
Use Remote hold	Set if callers can be held remotely at the subscriber's station
Remote hold dial	The dial string to use to place the caller on remote hold
Page zone	The page zone to use when doing an overhead page
Page access dial	The dial string to use to initiate the page
Instructions	The digits to announce on the overhead page to let the subscriber pick up the call. By default this is feature code "10" and the trunk number.
Repeat instructions	The amount of times to repeat the instructions over the paging system
Hold for page prompt	Prompt to let a caller know they will be placed on hold while the subscriber is paged
Announce page prompt	Prompt to announce the caller over the paging system
Caller holding prompt	Prompt played after the caller's name during the page
Pickup caller prompt	Prompt played prior to speaking the Instructions
Pager busy prompt	Prompt played to the caller when the paging system is unavailable
Page failed prompt	Prompt played to the caller if the page fails

OUTCALL SCREEN:



Field Name	Description
On premise	Enable subscriber to call out from the voicemail to other subscribers and optionally set the station block to use for such calls
Off premise	Enable subscriber to call out from the voicemail to an external number and optionally set the station block to use for such calls
Long distance	Enable subscriber to call out from the voicemail to a long distance number and optionally set the station block to use for such calls
Excepted Area Codes	Set up the area codes that cannot be dialed regardless of the above settings

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

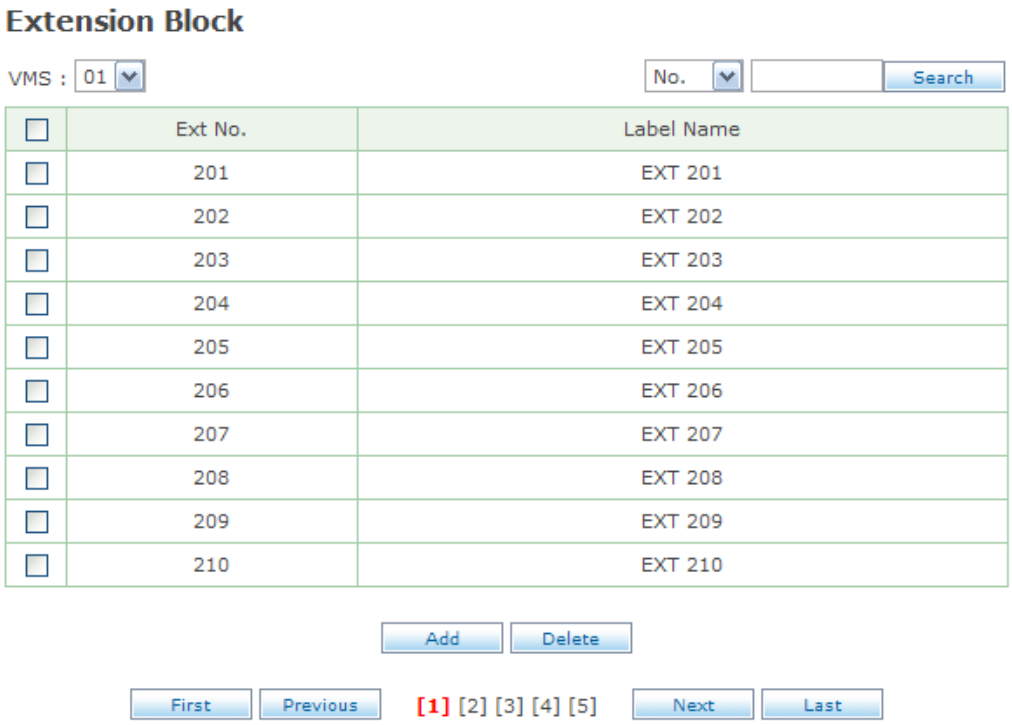
RELATED ITEMS: EXTENSION BLOCK

Open Block Table Extension

DESCRIPTION:

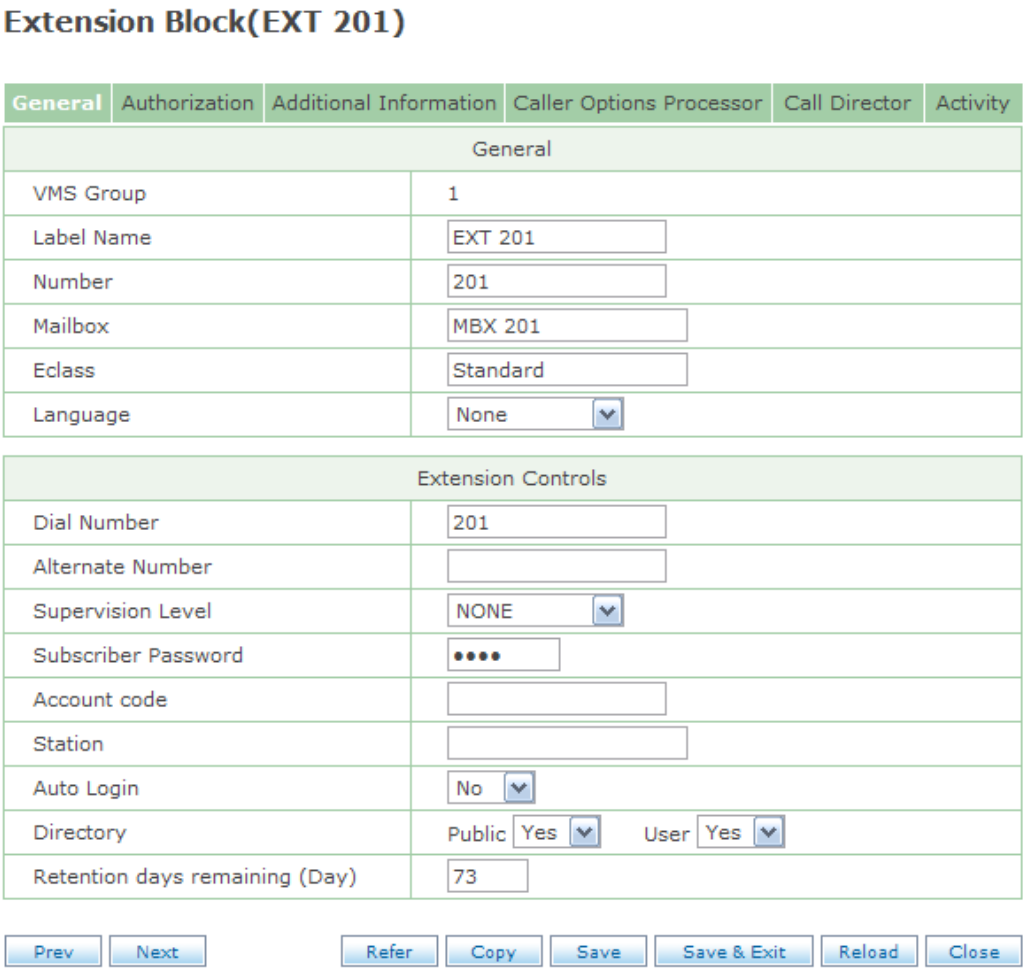
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The Extension block represents a model of the subscriber's telephone. It governs such things as subscriber password, access telephone numbers, availability schedules, personal greetings, and voicemail options available to callers. Up to 9 personal greetings can be recorded and the user can define which of the 9 recordings are used for the various types of greetings defined on the Additional Information screen.

SELECTION SCREEN:



To edit a block click the Label Name.

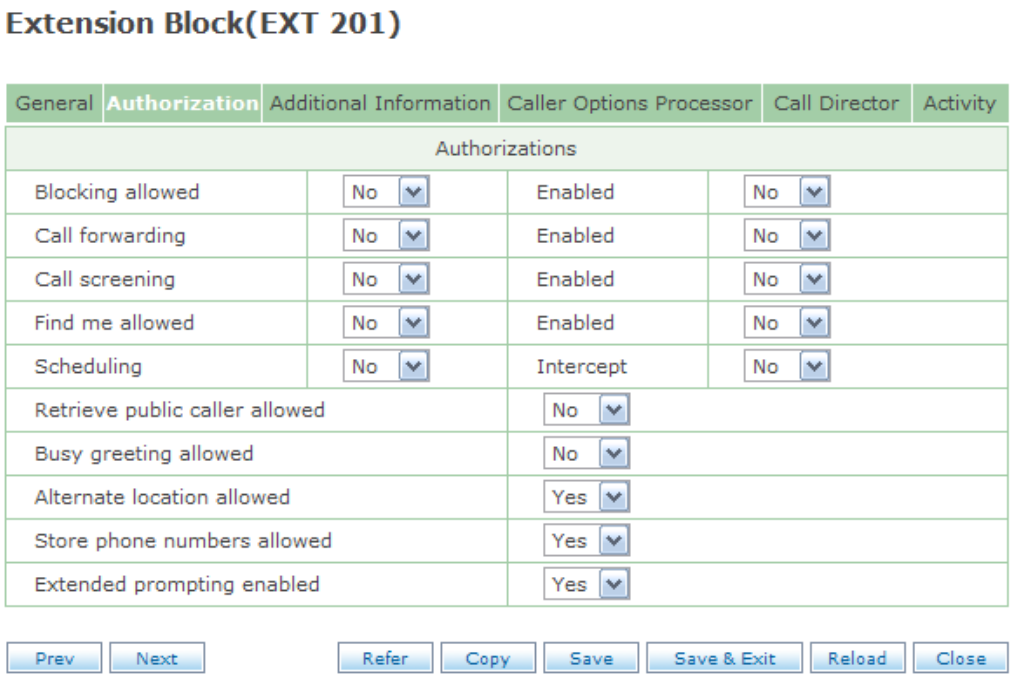
GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this subscriber is a part of
Label Name	The name of this subscriber
Number	The extension number for this subscriber
Mailbox	The mailbox number for this subscriber, if any
Eclass	The EClass block that controls this Extension block
Language	The language to use when this subscriber logs in. A setting of None will use the system's default language
Dial Number	The number to dial to reach this subscriber's extension
Alternate Number	An alternate number to use for this subscriber, such as a cell phone or home phone
Supervision Level	Set the transfer type (blind, partially supervised, or fully supervised)
Subscriber Password	This field is used to default the subscriber password. To do this, enter the word 'Default'
Account code	The account code to use when the subscriber dials a long distance number through their voicemail box
Station	This optional field is used to explicitly define a station block to use when dialing the Dial Number telephone number

Field Name	Description
Auto Login	Determines whether the subscriber is prompted for a password when calling their voicemail box
Directory	Determines if the subscriber is included in directory searches. Public is for allowing external callers to see this subscriber in the directory, User is for allowing other subscribers to see this subscriber in the directory.
Retention days remaining (Day)	The number of days this extension can go unused before being deleted

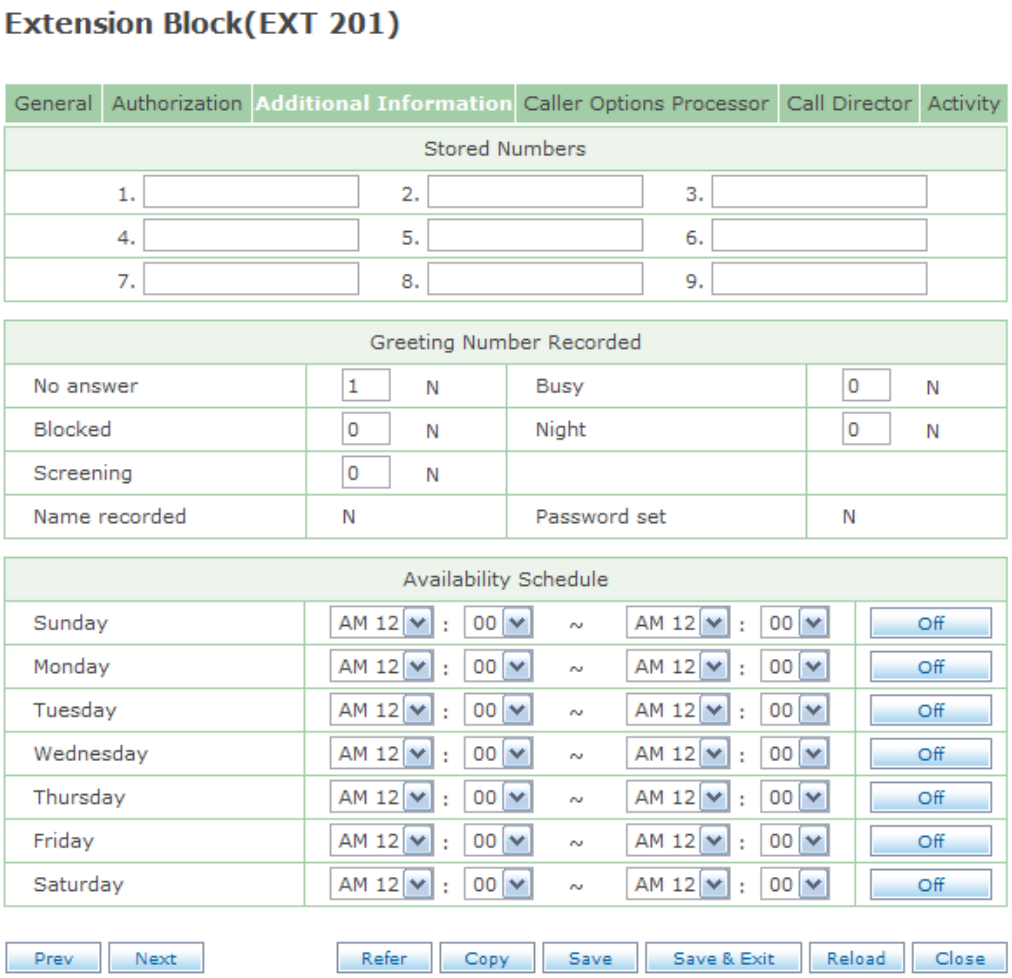
AUTHORIZATION SCREEN:



Field Name	Description
Blocking allowed	Allows this extension to redirect callers who attempt to reach the subscriber
Call forwarding	Allows this extension to forward callers who attempt to reach this subscriber to a different subscriber
Call screening	Allows this subscriber to screen their calls. When enabled callers will be prompted to record their name. The subscriber can then accept, reject, or redirect the caller
Find me allowed	Allows callers to this subscriber to attempt to locate the subscriber at any of their stored telephone numbers
Scheduling	Allows this subscriber to set up an availability schedule
Retrieve public caller allowed	Allows the subscriber to pick up callers who are leaving a message or holding for the subscriber
Busy greeting allowed	Allows the subscriber to record a greeting that will be played when they are busy
Alternate location allowed	Allows this subscriber to forward all calls to an alternate location, such as a cell phone or home phone
Store phone numbers allowed	Allows this subscriber to set up a stored telephone number list that is used by the 'Find me' feature

Field Name	Description
Extended prompting enabled	When enabled the voicemail will speak every menu option to the subscriber. When disabled, it will play only the first 3 menu options from each menu

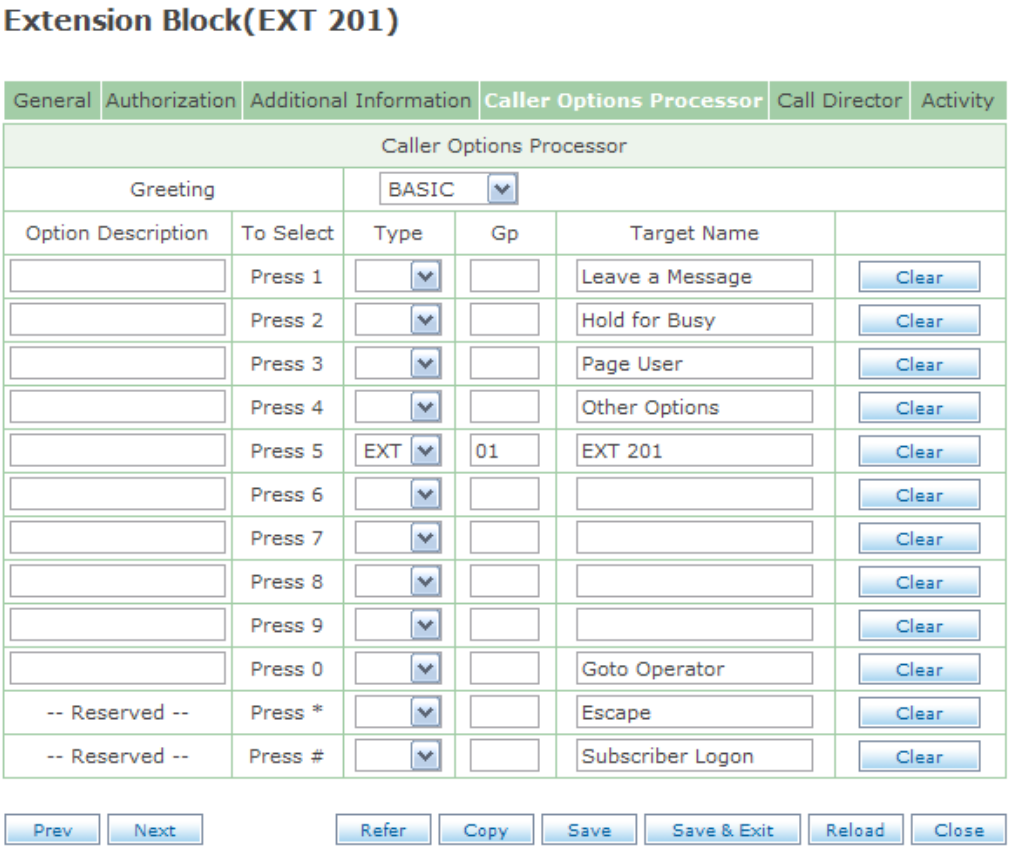
ADDITIONAL INFORMATION SCREEN:



Field Name	Description
Stored Numbers	This list of phone numbers allows the subscriber to quickly change their Alternate Number designation. Also, numbers 1 through 5 are used by the 'Find me' feature when attempting to locate the subscriber
No answer	Displays whether or not the subscriber has recorded their No answer greeting
Blocked	Displays whether or not the subscriber has recorded their Blocked calls greeting
Screening	Displays whether or not the subscriber has recorded their Call Screening greeting
Busy	Displays whether or not the subscriber has recorded their Busy greeting
Night	Displays whether or not the subscriber has recorded their Night time greeting

Field Name	Description
Name recorded	Displays whether or not the subscriber has recorded their name
Password set	Displays whether or not the subscriber has changed their password from the default
Availability Schedule	This area is used to set up a call availability schedule. This schedule will determine when callers are allowed to call the subscriber and when they will be redirected to the Night greeting. Off will disable the schedule for that day and redirect all of the subscriber's calls to the night greeting

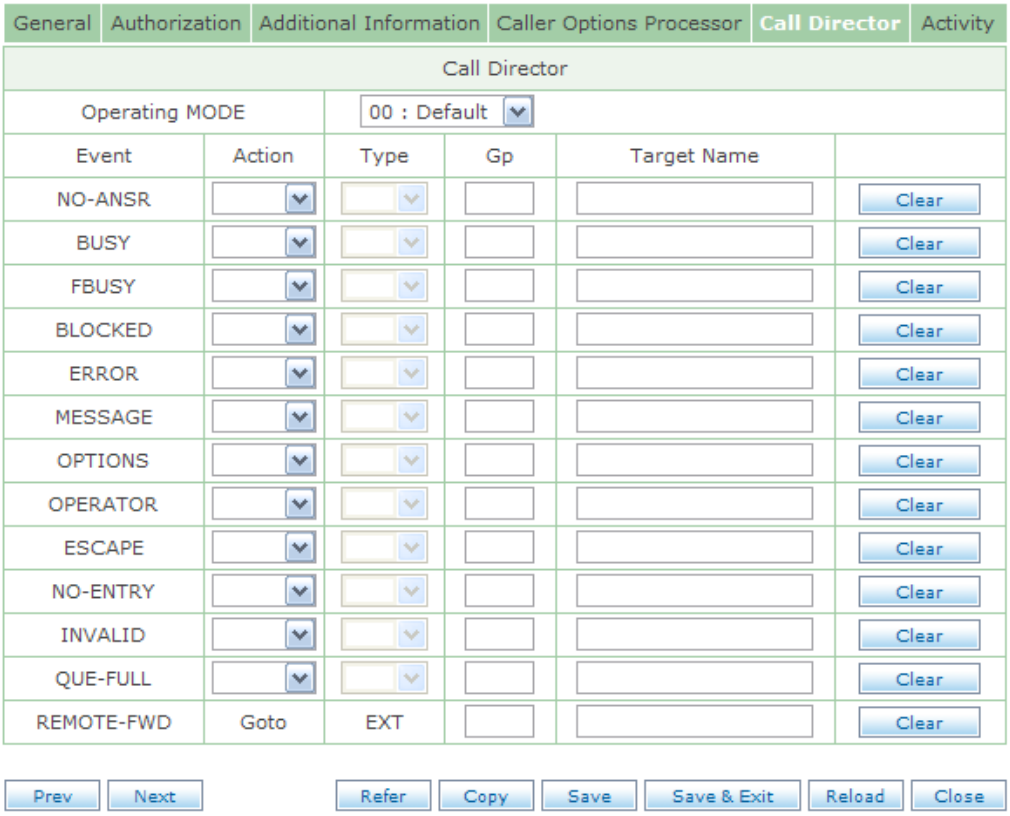
CALLER OPTIONS PROCESSOR SCREEN:



Field Name	Description
Greeting	Enables (BASIC) or disables (NONE) the caller options
Option Description	A brief description of what this option will do
To Select	The single digit option callers use to activate this option
Type	The block type this action will use
Gp	The tenant group the chosen block type belongs to
Target Name	The destination block for this option

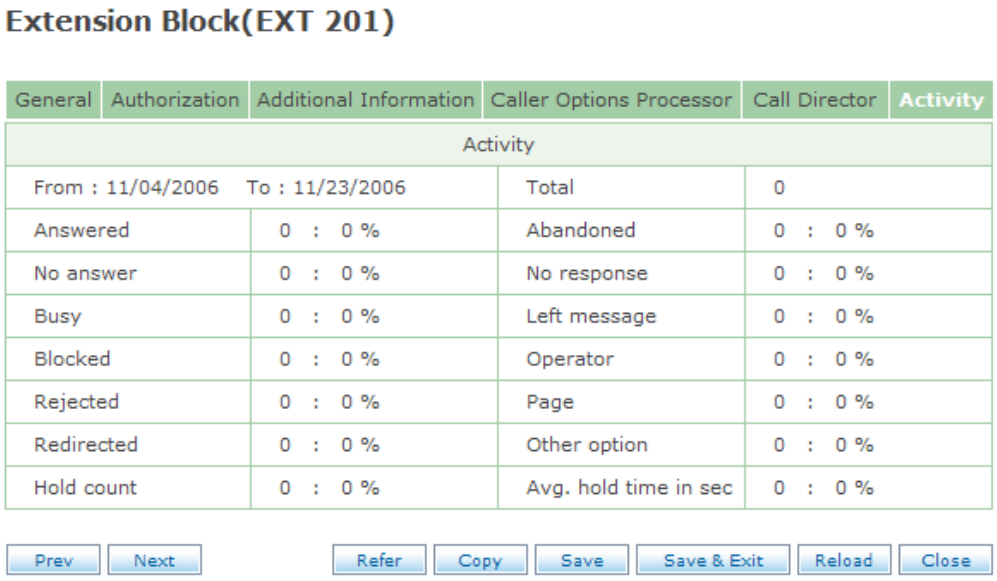
CALL DIRECTOR SCREEN:

Extension Block(EXT 201)



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
From ~ To	Start and end dates for the activity report
Total	The number of calls processed by this extension over the activity report period
Answered	The number of calls this extension block made that were answered
No answer	The number of calls this extension block made that were not answered
Busy	The number of calls this extension block made that resulted in a busy signal
Blocked	The number of calls this extension block made that were blocked by the subscriber
Rejected	The number of calls this extension block made that were rejected by the subscriber
Redirected	The number of calls this extension block made that were redirected to another destination by the subscriber
Hold count	The number of callers to this extension block that chose to hold for the subscriber
Abandoned	The number of callers to this extension block that disconnected without taking any action
No response	The number of callers to this extension block that did not make any menu selections
Left message	The number of callers to this extension block that left a voicemail message
Operator	The number of callers to this extension block that requested an operator
Page	The number of callers to this extension block that chose to page the subscriber
Other option	The number of callers to this extension block that accessed other options
Avg. hold time in sec	The average amount of time callers spent holding for the subscriber

RELATED ITEMS:

ECLASS BLOCK

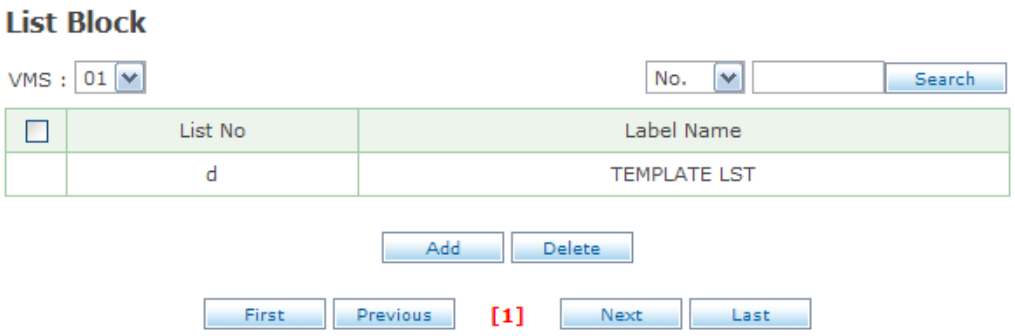
MAILBOX BLOCK

Open Block Table List

DESCRIPTION:

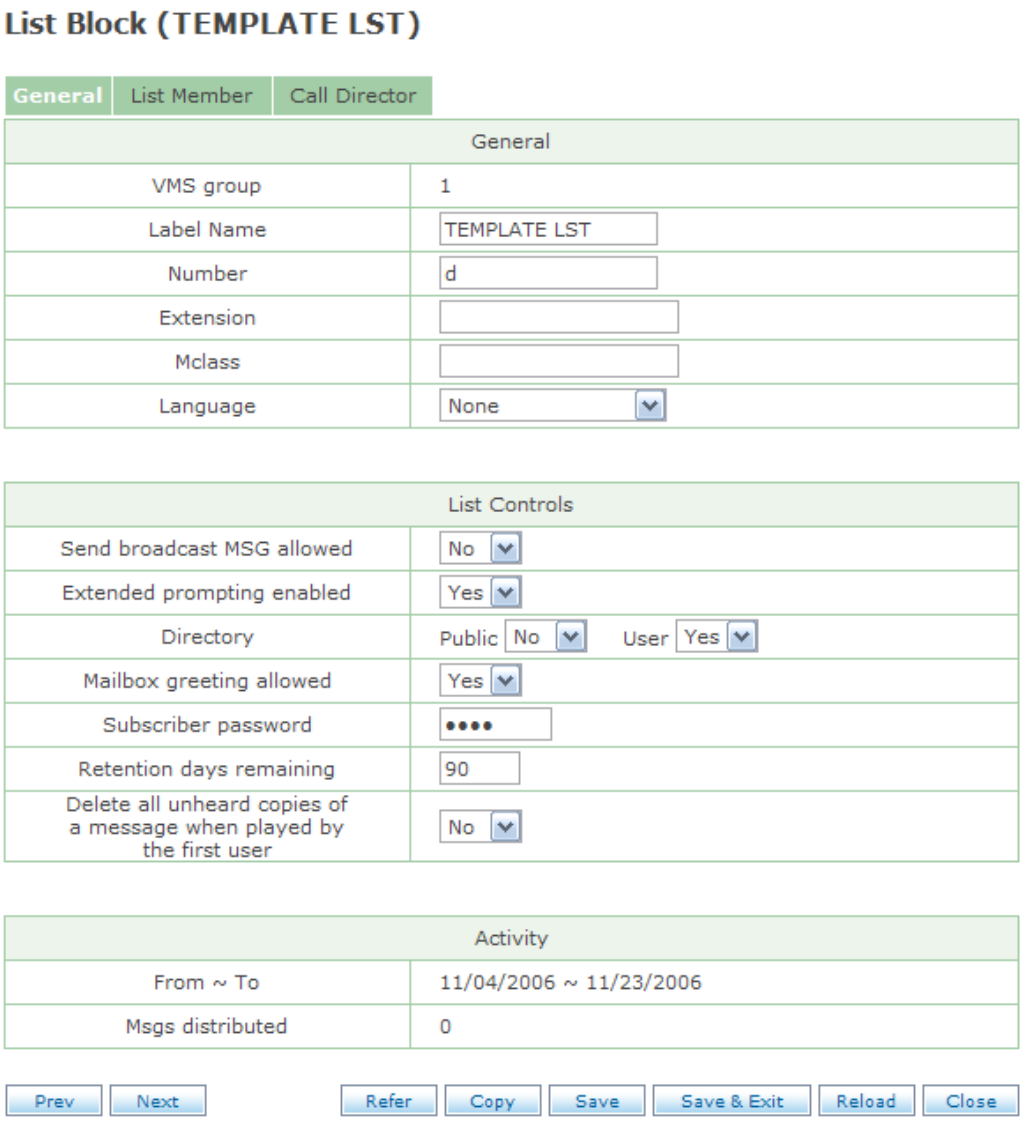
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The List block provides an easy method of distributing a voicemail message to multiple subscribers. The List block actually stores the message, but creates a pointer to it in each of the members' voicemail boxes. This saves space because the message is not copied multiple times into multiple mailboxes.

SELECTION SCREEN:



To edit a block click the Label Name.

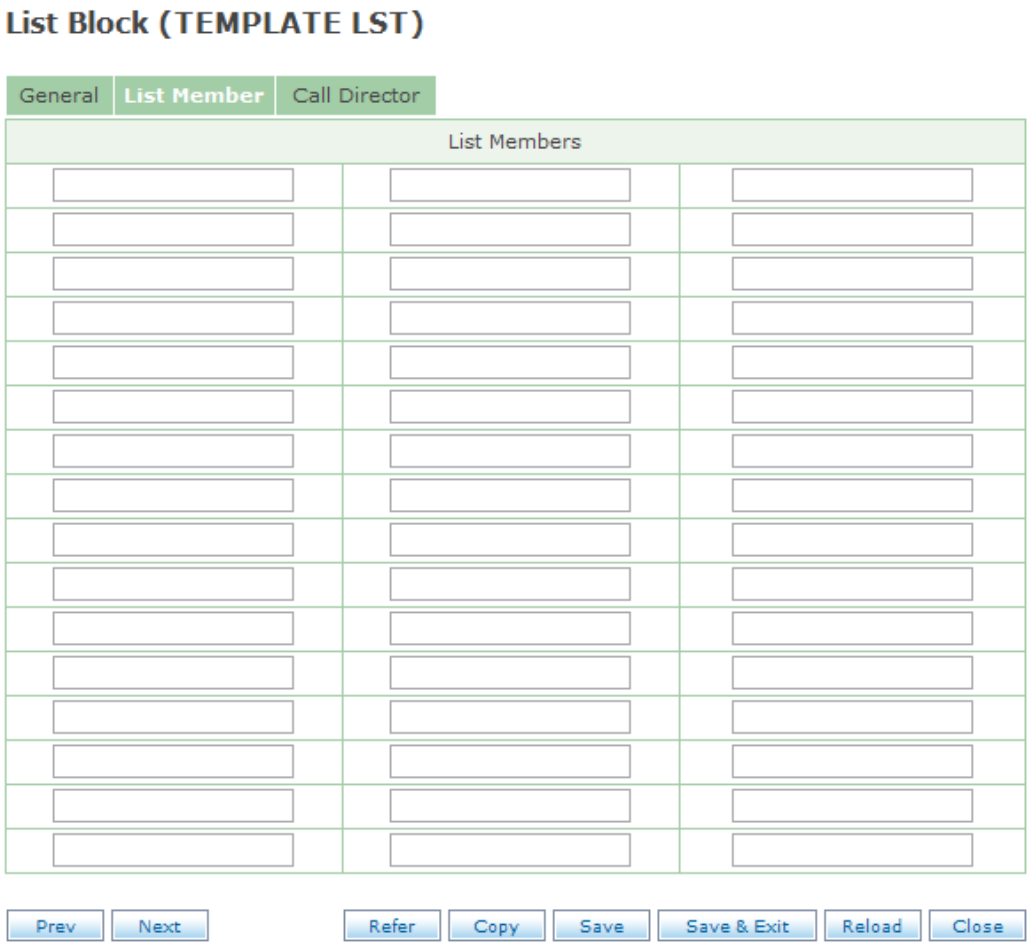
GENERAL SCREEN:



Field Name	Description
VMS group	The tenant group this List block is a part of
Label Name	The name of this List block
Number	The mailbox number for this List block
Extension	The extension number for this List block, if any
MClass	The MClass block that governs this List block
Language	The language to use when a subscriber logs in to this List block
Send broadcast MSG allowed	Allows this List block to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Extended prompting enabled	When enabled the voicemail will speak every menu option to subscribers who log in to this List block. When disabled, it will play only the first 3 menu options from each menu
Directory	Determines if the List block is included in directory searches. Public is for allowing external callers to see this List in the directory, User is for allowing other subscribers to see this List in

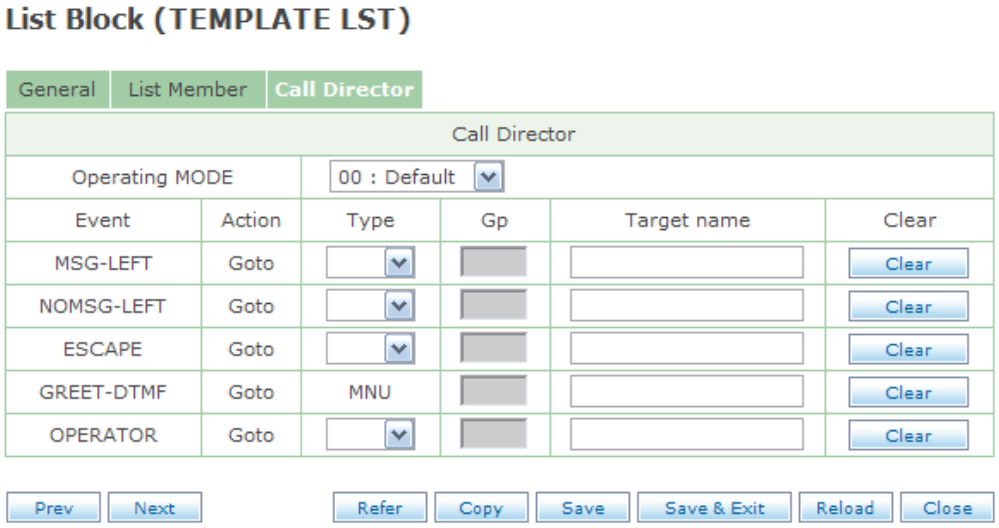
Field Name	Description
	the directory.
Mailbox greeting allowed	Allows a separate greeting to be recorded for this List block
Subscriber password	This field is used to default the List's login password. To do this, enter the word 'Default'
Retention days remaining	The number of days this List can go unused before being deleted
Delete all unheard copies of a message when played by the first user	Sets whether the message will be stored for all users to listen to or if it will be removed when the first subscriber listens to it
From ~ To	Start and end dates for the activity report
Msgs distributed	The number of messages distributed by this List over the report period

LIST MEMBER SCREEN:



Field Name	Description
List Members	Choose the mailboxes to distribute messages to (up to 48)

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

RELATED ITEMS:

EXTENSION BLOCK

MCLASS BLOCK

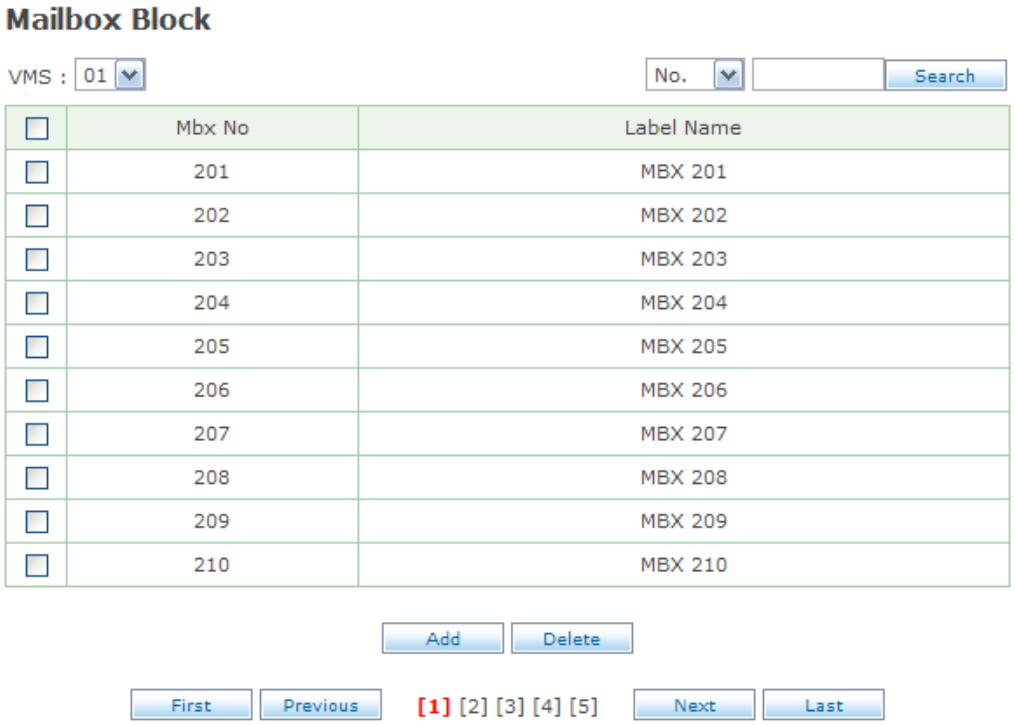
MAILBOX BLOCK

Open Block Table Mailbox

DESCRIPTION:

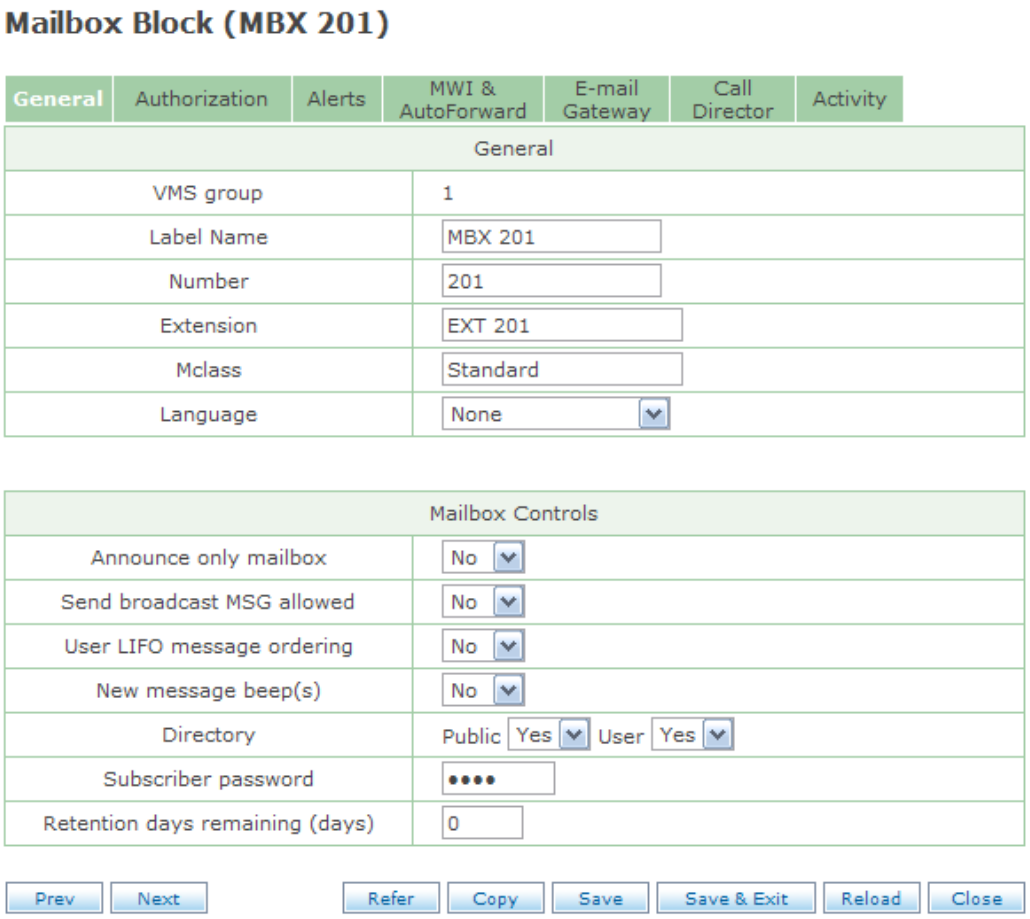
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The Mailbox block is the actual message storage object for the subscriber. It governs such things as message delivery, message storage, and e-mail delivery options. The Mailbox block also contains a Mailbox Greeting. This greeting is only played if callers are sent to the Mailbox block directly without first connecting to the associated Extension block.

SELECTION SCREEN:



To edit a block click the Label Name.

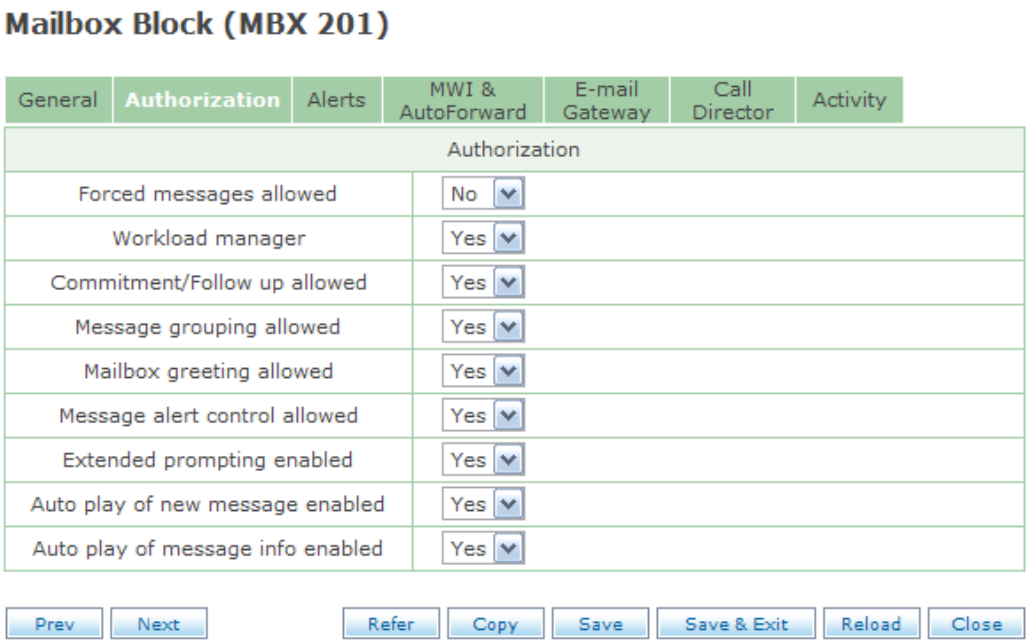
GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this mailbox is a part of
Label Name	The name of this mailbox
Number	The mailbox number for this block
Extension	The extension number for this mailbox, if any
MClass	The MClass block that governs this mailbox
Language	The language to use when a subscriber logs in to this mailbox
Announce only mailbox	Sets whether or not this mailbox can accept voicemail messages
Send broadcast MSG allowed	Allows this mailbox to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Use LIFO message ordering	Determines if messages are played back in chronological (First In, First Out or FIFO) or reverse chronological (Last In, First Out or LIFO) order
New message beep(s)	When enabled, the voicemail will beep before requesting the subscriber password to allow the user to quickly know from a remote location if they have new messages or not. One beep signifies one message, two beeps signifies 2 or more messages.
Directory	Determines if the mailbox is included in directory searches. Public is for allowing external callers to see this mailbox in the directory, User is for allowing other subscribers to see this mailbox in the directory.

Field Name	Description
Subscriber password	This field is used to default the mailbox password. To do this, enter the word 'Default' The mailbox password is overridden by the associated Extension block's password.
Retention days remaining (days)	The number of days this mailbox can go unused before being deleted

AUTHORIZATION SCREEN:

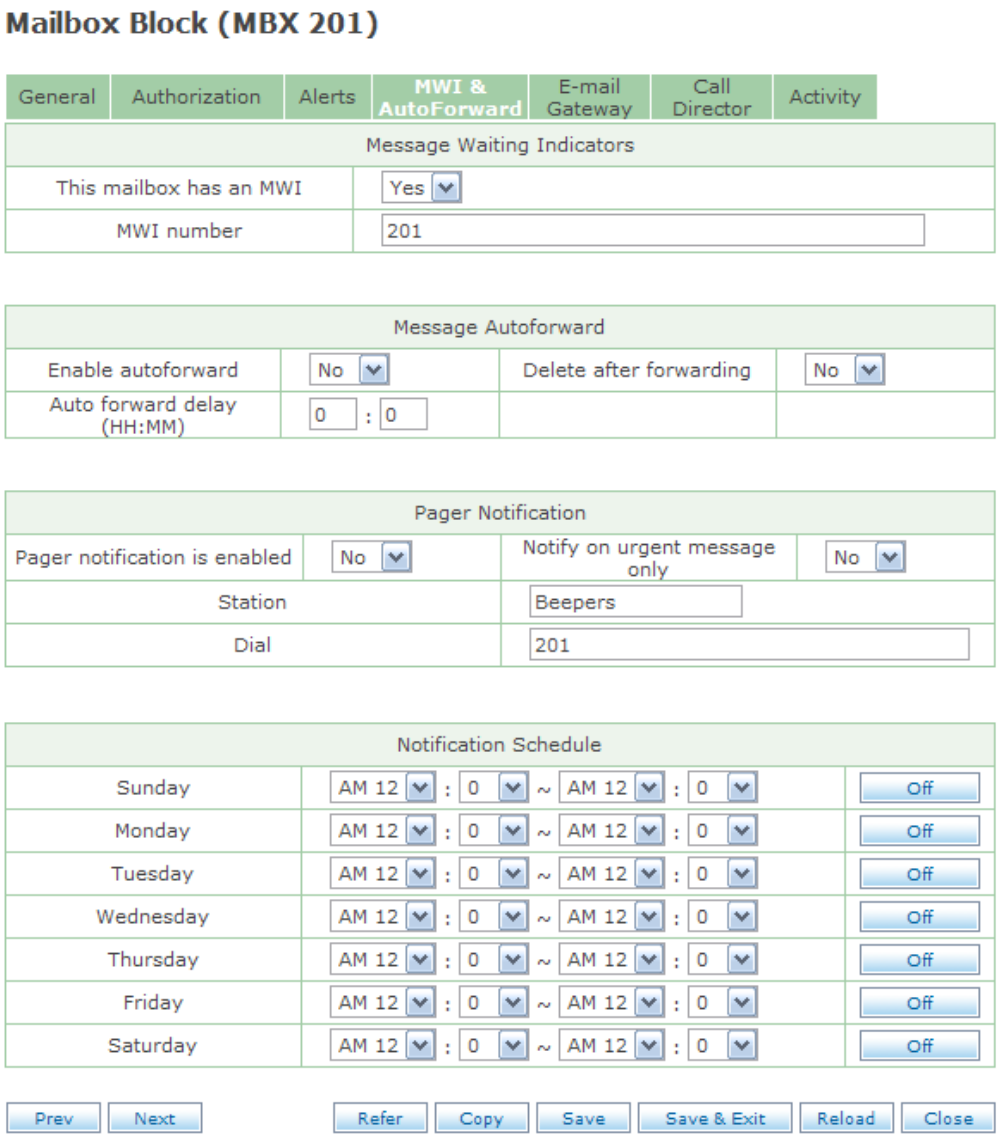


Field Name	Description
Forced messages allowed	Allows this subscriber to send Reply Required or Delivery Imperative messages.
Workload manager	Allows the user to group commitments, follow-ups, or tasks
Commitment/Follow up allowed	(requires Workload manager to be enabled) Allows a subscriber to mark quick memo messages as commitments, follow-ups, or tasks
Message grouping allowed	Allows the subscriber to group messages for quick playback. Messages may be grouped as reminders, Urgent messages, Callback messages, Private messages, or by Sender.
Mailbox greeting allowed	Allows this mailbox to store a separate greeting. The Extension block greetings will override the mailbox greeting
Message alert control allowed	Allows the subscriber to control their message alert settings
Extended prompting enabled	When enabled the voicemail will speak every menu option available to the subscriber. When disabled, it will play only the first 3 menu options from each menu
Auto play of new message enabled	Automatically playback new messages when the subscriber logs in
Auto play of message info enabled	Automatically play Caller ID and time and date information with each message

ALERTS SCREEN:

Field Name	Description
Message alert is currently on	Enable or disable message alerting for this mailbox. Message alert is used to notify the user of new messages at a location other than their extension, such as a cell phone or home phone
Alert on urgent messages only	Only allow the voicemail to message alert on messages marked urgent
Alert phone number	The phone number to dial to reach the subscriber
Delivery Schedule	This area is used to set up a message alert availability schedule. This schedule will determine when the voicemail is allowed to try and alert the subscriber to new messages

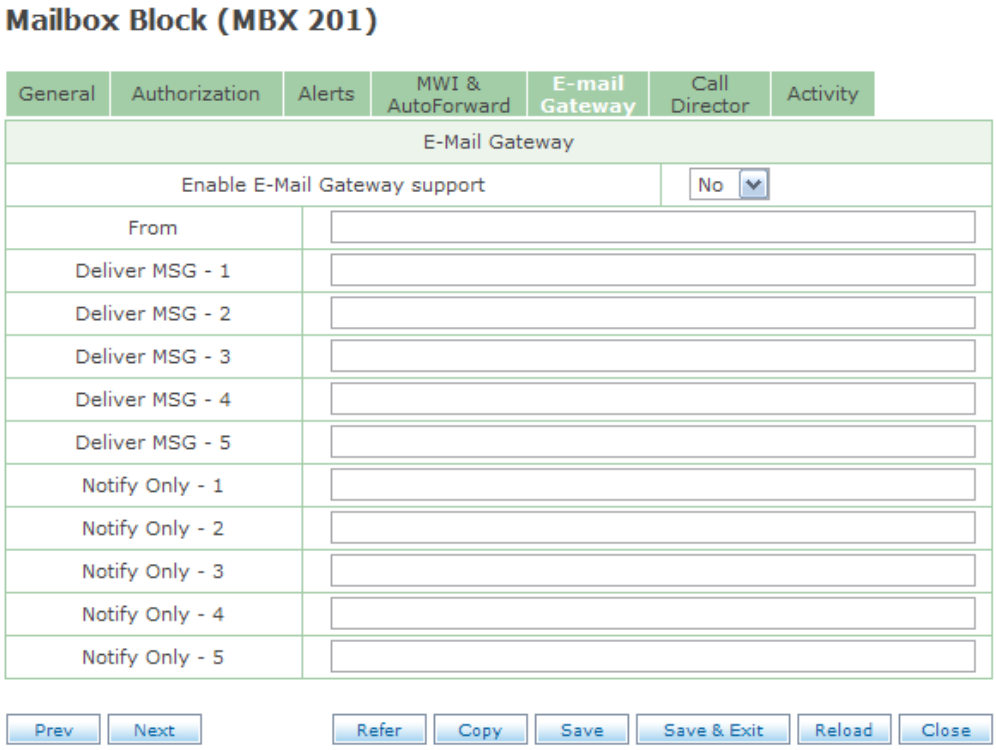
MWI & AUTOFORWARD SCREEN:



Field Name	Description
Enable autoforward	Allow messages left in this mailbox to automatically forward to another subscriber
Delete after forwarding	Delete messages after they are forwarded
Auto forward delay (HH:MM)	The amount of time to wait before forwarding a message
Pager notification is enabled	Enable or disable pager notification for this mailbox. Pager notification is used to alert the user of new messages via their pager
Notify on urgent message only	Only allow the voicemail to alert by pager on messages marked urgent
Station	The Station block to use to dial this pager
Dial	The subscriber's pager number

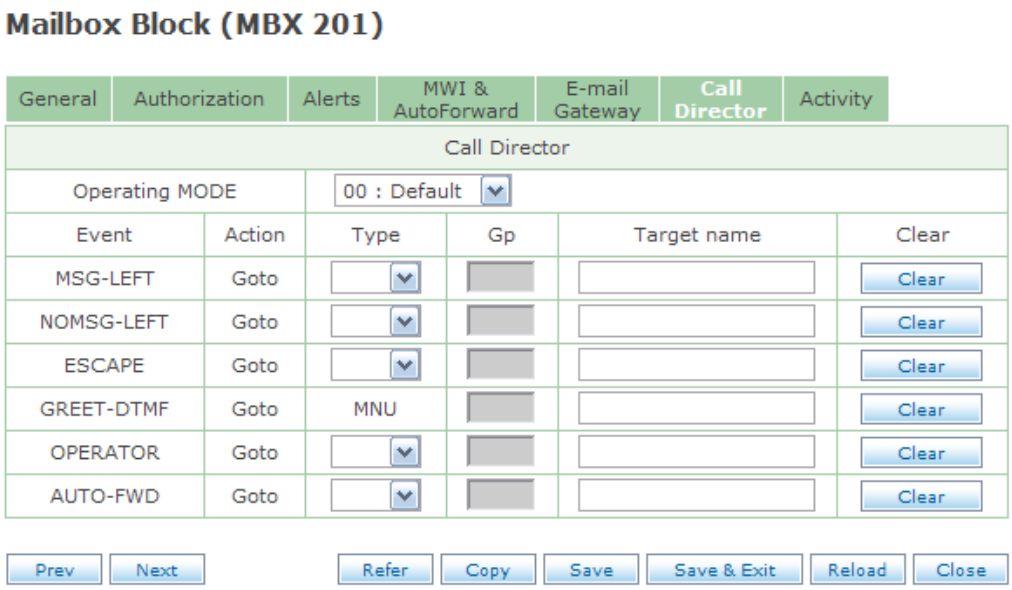
Field Name	Description
Notification Schedule	This area is used to set up a pager alert availability schedule. This schedule will determine when the voicemail is allowed to try and alert the subscriber to new messages

E-MAIL GATEWAY SCREEN:



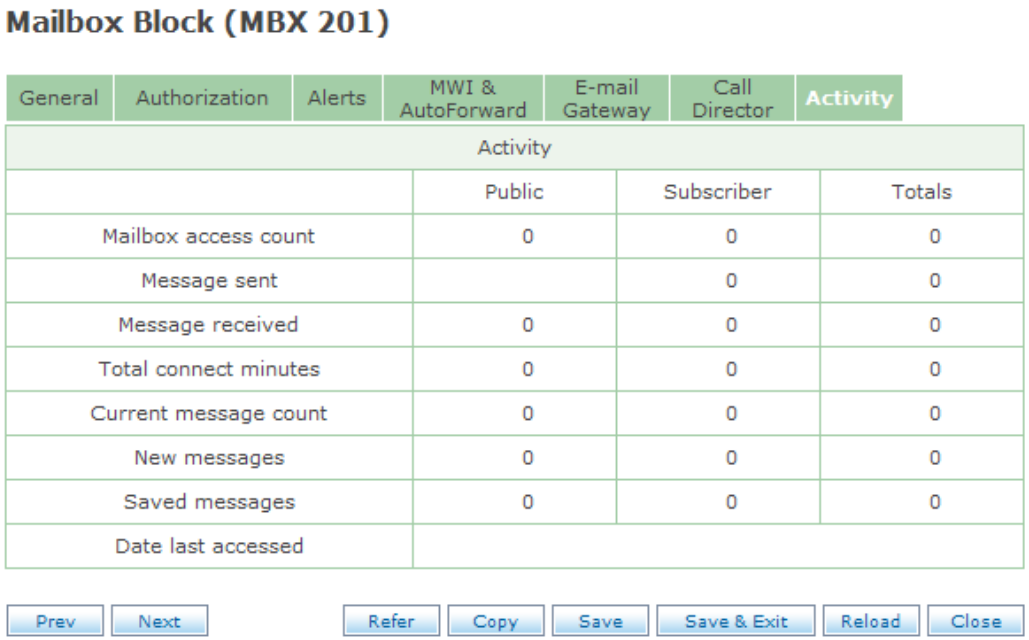
Field Name	Description
Enable E-Mail Gateway support	Allows the subscriber's messages, or notification of them, to be delivered to the subscriber's e-mail inbox
From	When this subscriber sends voicemail messages to another subscriber and both subscribers have E-Mail gateway functionality enabled, this field will be used in the Reply To field of the e-mail the other subscriber receives for quick identification purposes
Deliver MSG	Enter up to 5 email addresses to send notification to. These emails will include the new message as a .WAV file attachment. Note: The E-Mail gateway can only convert messages shorter than 1 minute. Messages longer than 1 minute will send notification emails only.
Notify Only	Enter up to 5 email addresses to deliver notification only to. Notification emails will not include the voicemail as an attachment

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
Mailbox access count	The number of times this mailbox was accessed
Messages sent	The total number of messages this subscriber sent
Messages received	The total number of messages this subscriber received
Total connect minutes	The total amount of time callers were connected to this mailbox
Current message count	The total number of messages in this mailbox
New messages	The number of new messages in this mailbox
Saved messages	The number of saved messages in this mailbox
Date last accessed	The date this subscriber last logged in to the mailbox

RELATED ITEMS:

EXTENSION BLOCK

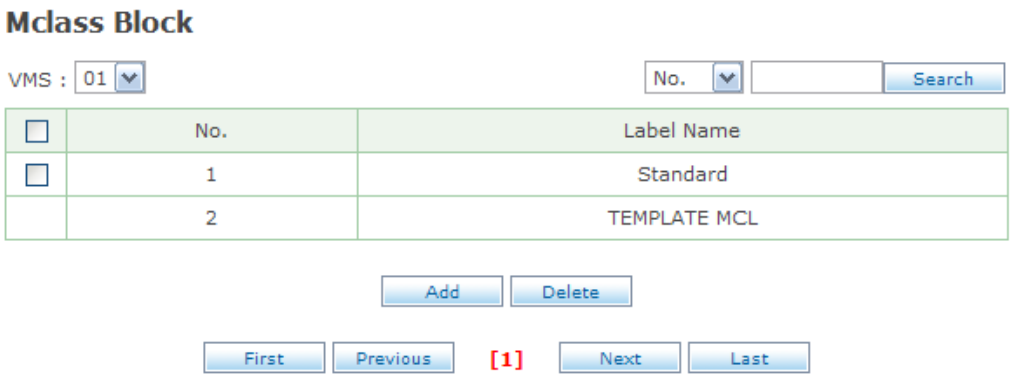
MCLASS BLOCK

Open Block Table Mclass

DESCRIPTION:

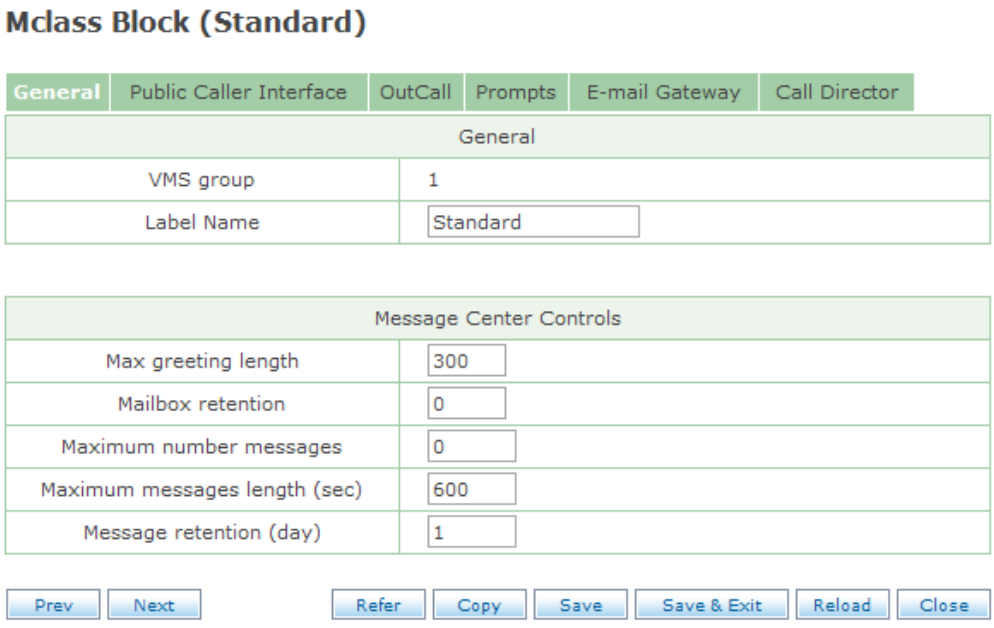
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The MClass block is used to govern properties and behaviors for groups of Mailbox blocks. MClass settings can be overridden by individual Mailbox blocks.

SELECTION SCREEN:



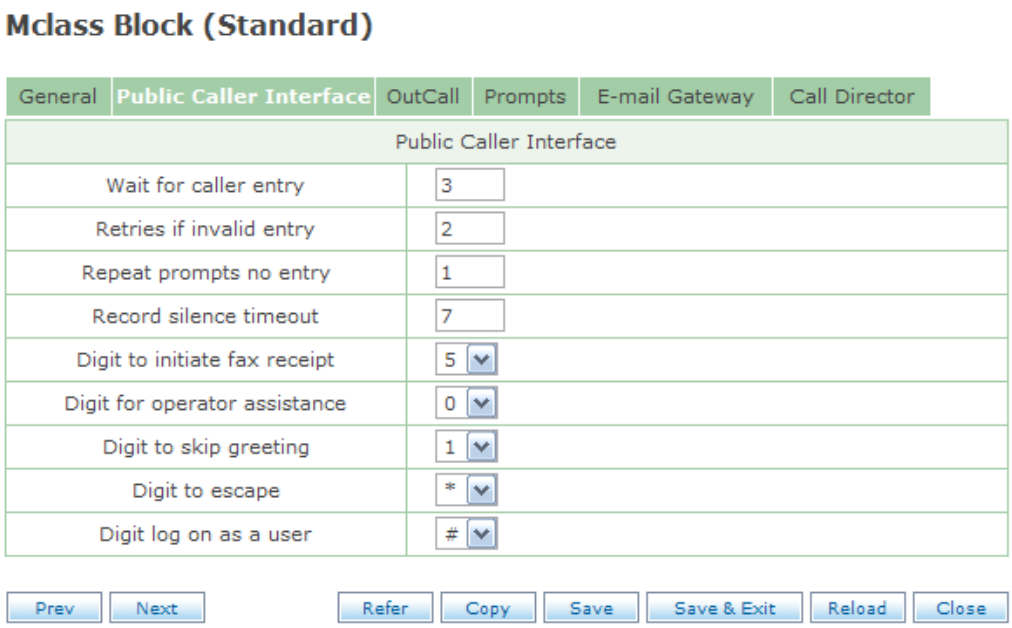
To edit a block click the Label Name.

GENERAL SCREEN:



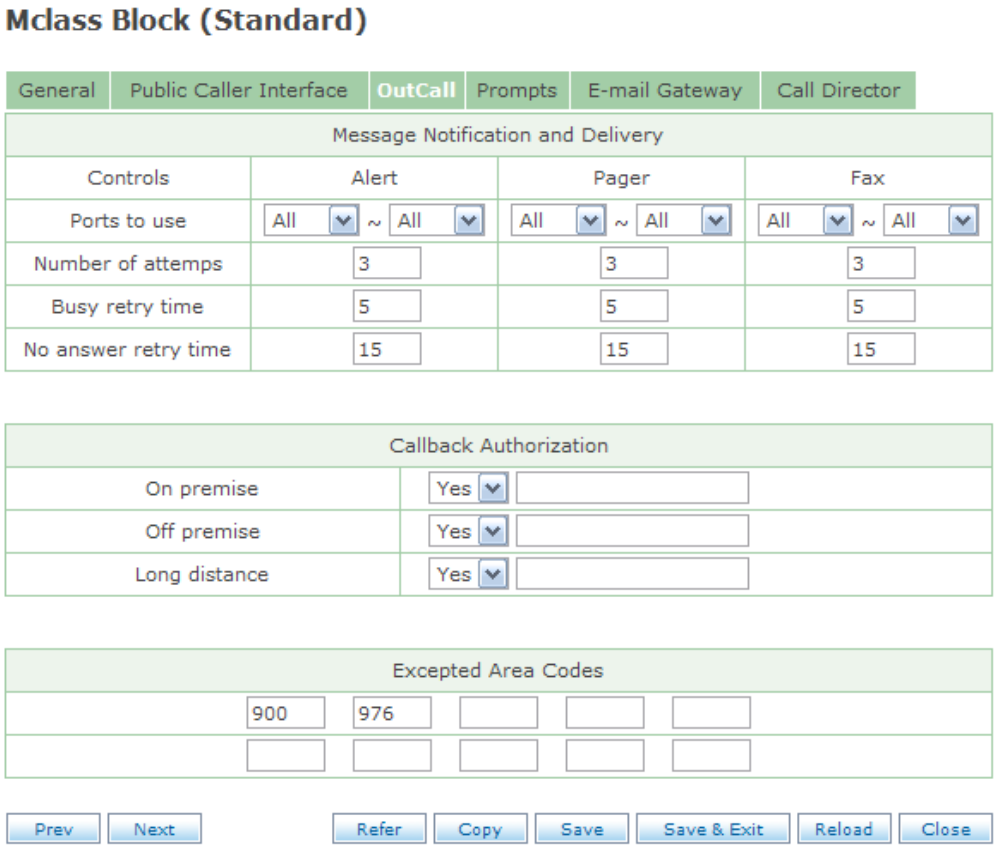
Field Name	Description
VMS Group	The tenant group this MClass is a part of
Label Name	The name of this MClass
Max greeting length	The maximum length of mailbox greetings
Mailbox retention	The number of day a mailbox using this MClass can go unused before being deleted
Maximum number messages	The maximum number of messages a mailbox governed by this MClass can hold. When this limit is reach saved messages will be deleted first, then new messages.
Maximum messages length (sec)	The maximum recording length for messages left in mailboxes governed by this MClass
Message retention (day)	The number of days a message can go without being listened to before being deleted

PUBLIC CALLER INTERFACE SCREEN:



Field Name	Description
Wait for caller entry	The maximum number of seconds ot wait for a caller to make a menu selection
Retries if invalid entry	The number of times to repeat the menu if an invalid entry is selected
Repeat prompts no entry	The number of times to repeat the menu if no menu option is selected
Record silence timeout	The amount of silence in seconds to record before ending the recording
Digit to initiate fax receipt	Digit to press to leave a fax message in the mailbox
Digit for operator assistance	Digit to press to be routed to an operator
Digit to skip greeting	Digit to press to skip the greeting and go directly to recording the message
Digit to escape	Digit to press to escape to the previous menu
Digit log on as a user	Digit to press to log in to the mailbox as the subscriber

OUTCALL SCREEN:



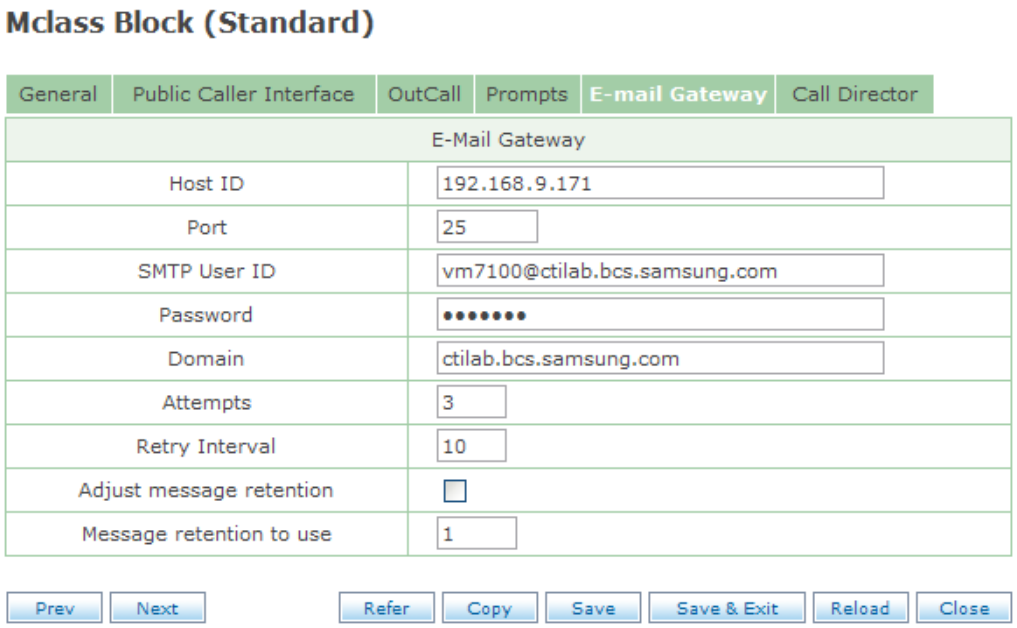
Field Name	Description
Controls	The type of message alerting this column is used to control
Ports to use	The range of voicemail ports to use when making alert calls
Number of attempts	The number of times to retry the alert call if the message is not listened to
Busy retry time	The amount of time to wait between attempts if a busy signal is received
No answer retry time	The amount of time to wait between attempts if the alert goes unanswered
On premise	Set whether or not this MClass' mailboxes are allowed to alert to on premise destinations and the station block to use for such calls
Off premise	Set whether or not this MClass' mailboxes are allowed to alert to off premise destinations and the station block to use for such calls
Long distance	Set whether or not this MClass' mailboxes are allowed to alert to long distance destinations and the station block to use for such calls
Excepted Area Codes	A list of area codes that the voicemail cannot dial when alerting to a mailbox governed by this MClass

PROMPTS SCREEN:

Field Name	Description
Prompt prior to record	The prompt to play prior to the recording "beep"
Prompt indicating error	Prompt to play to the caller if the mailbox is full and cannot take the message
Prompt indicating discard	Prompt to confirm that the message has been discarded
Prompt indicating success	Prompt indicating that the message has been successfully sent
Prompt for normal delivery	Prompt to notify the subscriber which button to press to send the message with normal delivery
Prompt for urgent delivery	Prompt to notify the subscriber which button to press to mark the message as urgent
Prompt for call back	Prompt to notify the subscriber which button to press to request a callback for this message
Prompt for phone number	Prompt asking for the callback phone number
Prompts for invalid entry	Prompt to play if an invalid menu option is selected
Prompts for user available	Prompt to play to the caller if the subscriber attempts to retrieve the caller
Prompts prior to transfer	Prompt to play to let the caller know they are being transferred
Prompts prior to record	Prompt to play before initiating a call record session

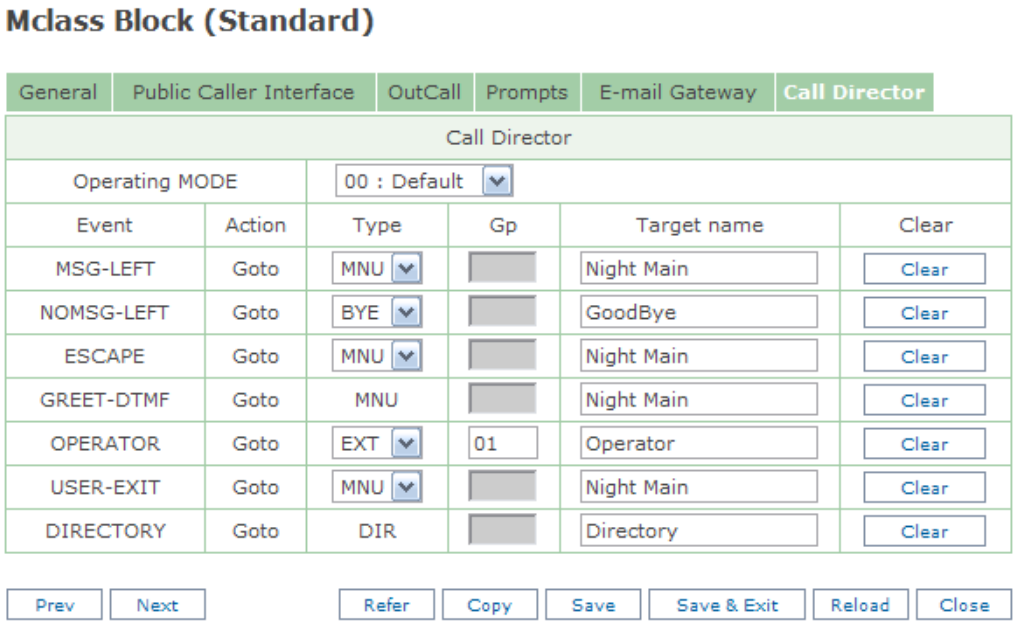
Field Name	Description
Beep before recording	Determine if a beep should be played when initiating a call record session

E-MAIL GATEWAY SCREEN:



Field Name	Description
Host ID	The IP address or DNS name of the SMTP server to use for sending e-mail notifications
Port	Port to send SMTP data streams to
SMTP User ID	Login ID to use for logging in to the SMTP server
Password	Password to match the above login ID
Domain	The domain name of this SMTP server
Attempts	The number of times to try and deliver the email if an error is encountered
Retry Interval	The amount of time to wait between attempts
Adjust message retention	Allows the E-Mail gateway to override the message retention field on the General screen. This option is allowed so that users who receive messages exclusively by e-mail can be saved the trouble of having to manually delete voicemail messages
Message retention to use	The new message retention time for the above override

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

RELATED ITEMS:

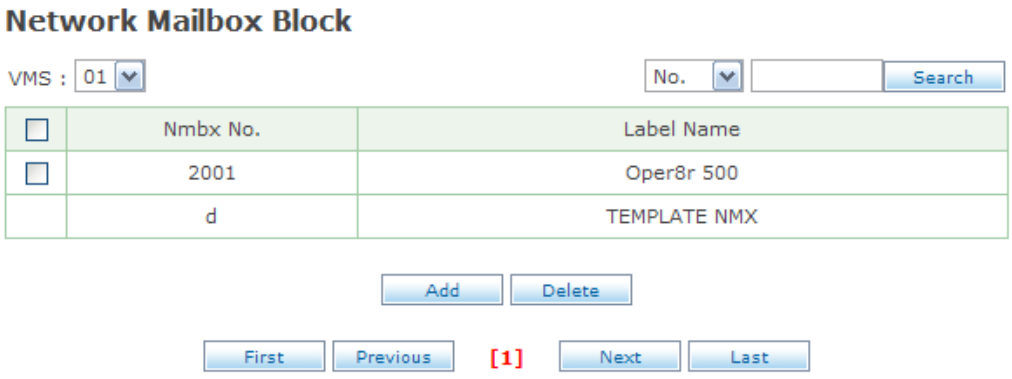
MAILBOX BLOCK

Open Block Table Network Mailbox

DESCRIPTION:

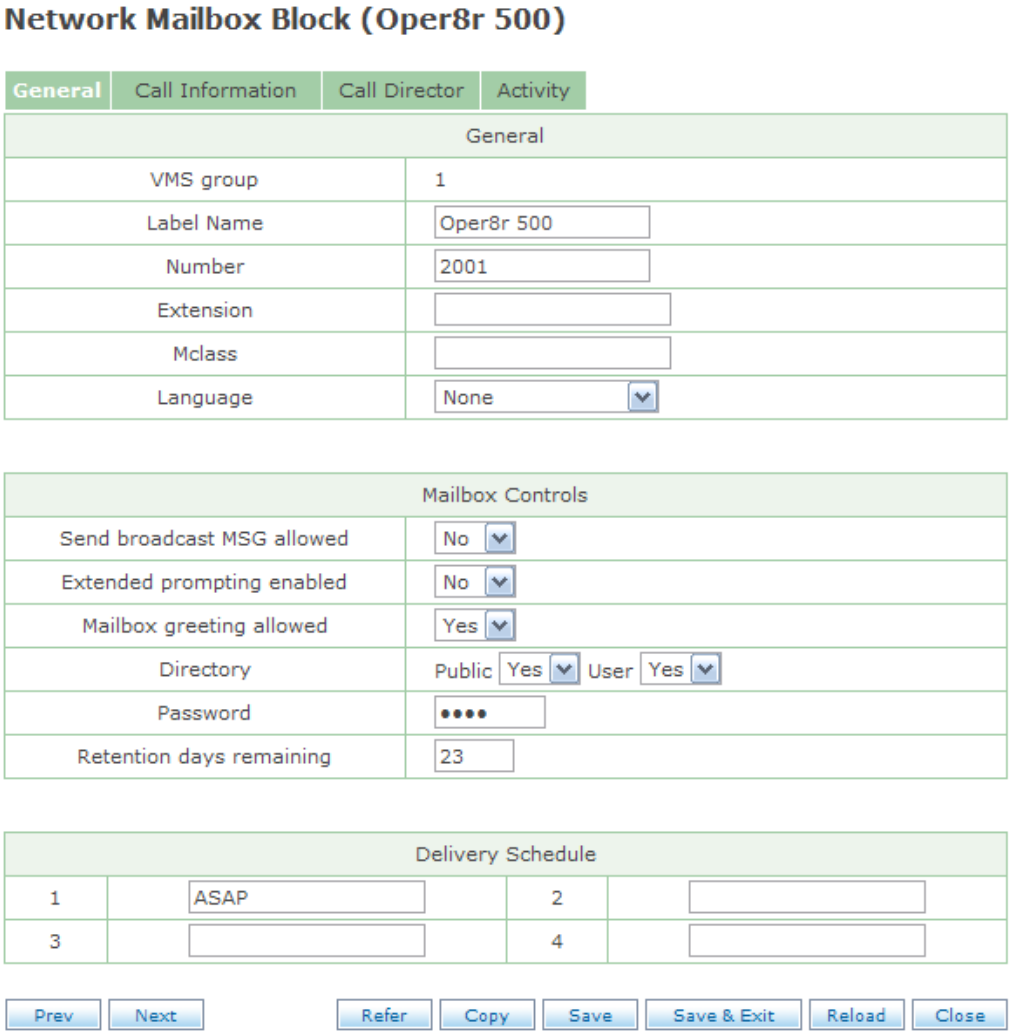
The OfficeServ 7200-S voicemail is programmed with a series of programming object called blocks. The Network Mailbox block is used to enable Audio Messaging Interchange Specification (AMIS) networking with another voicemail system. AMIS networking allows messages to be transmitted back and forth between two separate voicemail systems, allowing other subscribers in both systems virtually transparent access to the networked subscriber.

SELECTION SCREEN:



To edit a block click the Label Name.

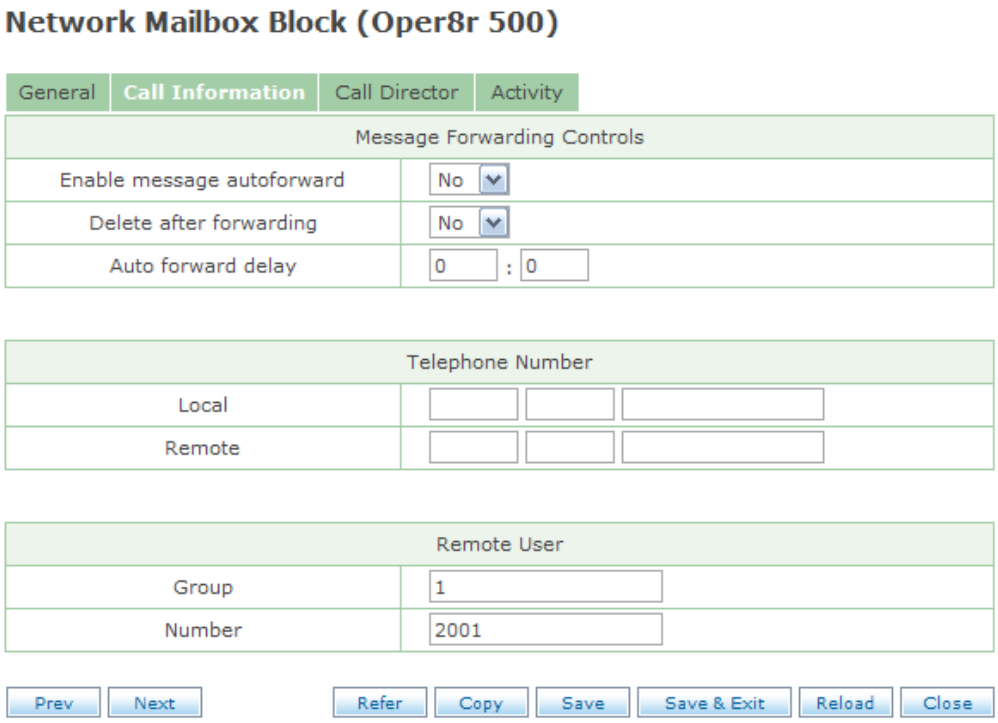
GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this mailbox is a part of
Label Name	The name of this mailbox
Number	The mailbox number for this block
Extension	The extension number for this mailbox, if any
MClass	The MClass block that governs this mailbox
Language	The language to use when a subscriber logs in to this mailbox
Send broadcast MSG allowed	Allows this mailbox to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Extended prompting enabled	When enabled the voicemail will speak every menu option available to the subscriber. When disabled, it will play only the first 3 menu options from each menu
Mailbox greeting allowed	Allows this mailbox to store a separate greeting. The Extension block greetings will override the mailbox greeting
Directory	Determines if the mailbox is included in directory searches. Public is for allowing external callers to see this mailbox in the directory, User is for allowing other subscribers to see this mailbox in the directory.

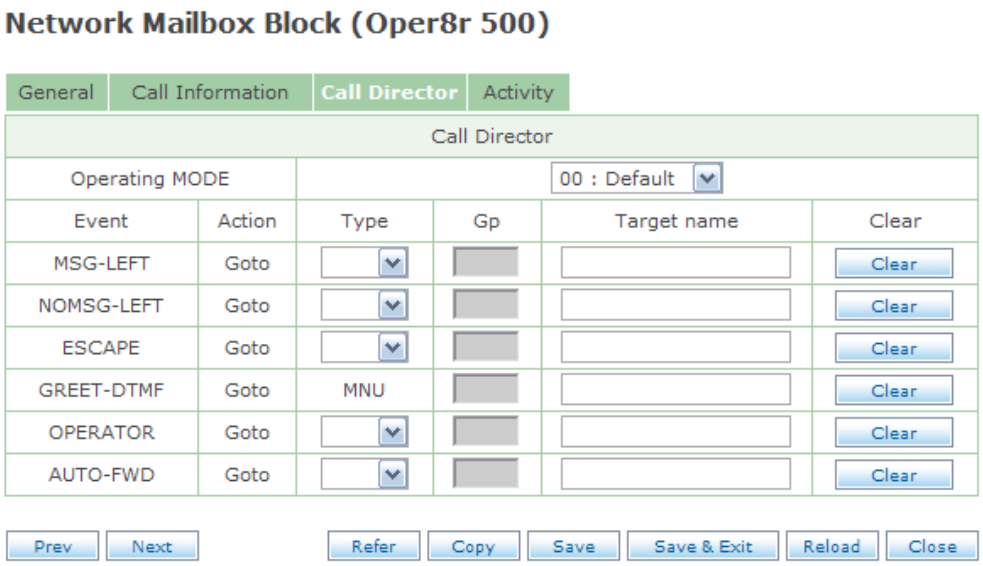
Field Name	Description
Password	This field is used to default the mailbox password. To do this, enter the word 'Default' The mailbox password is overridden by the associated Extension block's password.
Retention days remaining	The number of days this mailbox can go unused before being deleted
Delivery Schedule	Enter up to 4 times per day that messages should be transmitted. To deliver all messages immediately enter ASAP

CALL INFORMATION SCREEN:



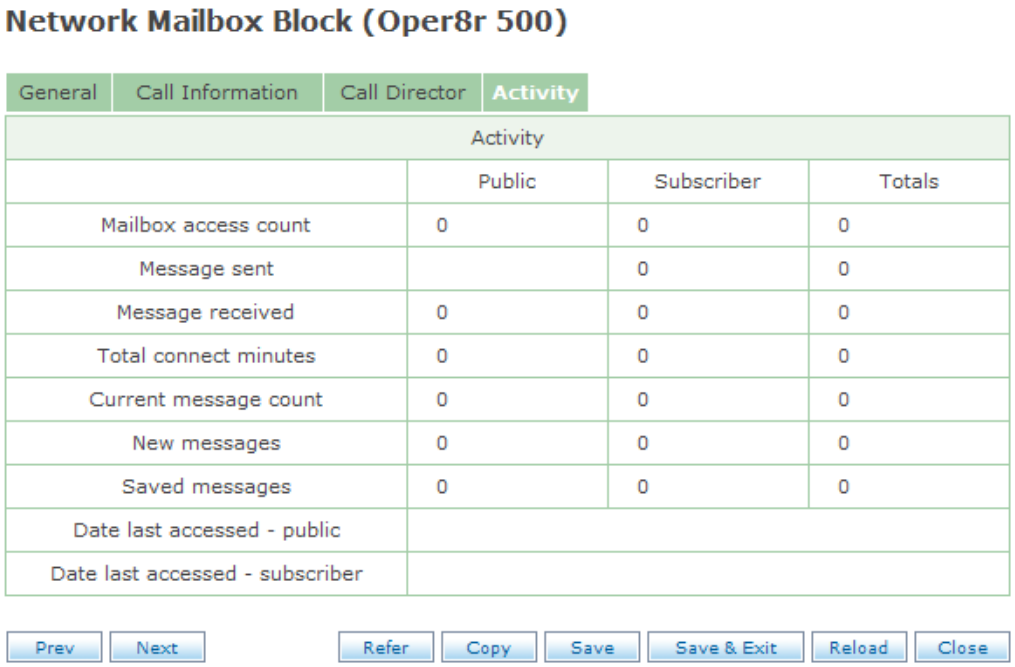
Field Name	Description
Enable message autoforward	Allow messages left in this mailbox to automatically forward to another subscriber
Delete after forwarding	Delete messages after they are forwarded
Auto forward delay	The amount of time to wait before forwarding a message
Local	The phone number of the OfficeServ 7200-S voicemail
Remote	The phone number of the remote voicemail system
Group	The tenant group number of the subscriber in the remote voicemail system. If the remote system does not support tenant groups, this field should be set to '0'
Number	The subscriber's mailbox number in the remote voicemail system

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
Mailbox access count	The number if times callers accessed this mailbox
Message sent	The number of messages transmitted to the remote voicemail system
Message received	The number of messages received from the remote voicemail system
Total connect minutes	The total amount of time spent connected to the remote voicemail system
Current message count	The total number of messages currently in the mailbox
New messages	The number of new messages currently in the mailbox
Saved messages	The number of saved messages currently in the mailbox
Date last accessed – public	The date a caller last accessed this mailbox
Date last accessed – subscriber	The date the subscriber last logged in to this mailbox

RELATED ITEMS:

EXTENSION BLOCK
MAILBOX BLOCK
MCLASS BLOCK

PART 8. VOICEMAIL AND AUTOMATED ATTENDANT APPLICATION DESIGN

8.1 OVERVIEW

Creating an automated attendant or voicemail application in the OfficeServ 7200-S is a matter of determining the correct block types to use and linking them together into the necessary order. Callers then route between blocks as necessary to meet the needs of the application.

For example, a customer may need calls answered with a company greeting and be given a single digit option that transfers to a corporate headquarters 800 number. Looking at this application in steps it is known that a Dial block will be needed to transfer to the 800 number. A menu will be needed to speak a main greeting and provide single digit options. To program the application the technician would locate a Menu block to answer the call, set the prompt for that Menu to the correct company greeting, then program a single digit option to go to a Dial block. That Dial block would then be programmed to do a blind transfer to the 800 number.

Applications generally require a good knowledge of block types and capabilities, as well as a knowledge of the general flow of calls through the system. There are many common applications built in to the system from a default configuration. These are discussed in Section 8.1.7. Some sample applications can be found in Section 8.1.8.

In most cases the default applications are sufficient to run a small office. For those situations where more is required the following section will provide some vital information to be used when creating applications.

8.1.1 Template Blocks

Any time a new block is created (with the exception of a Mode block), a template block is referenced. Think of the template block as a master form. It allows the technician to specify certain fields that will be the same across all blocks. One example of this is in the Extension block. When a new Extension block is created, the Dial Number will almost always be the same as the Extension block Number. So the Template Extension block has been set up to automatically copy the Number to the Dial Number field. Another example would be defaulting every Menu block to have a single digit option to transfer to an 800 number.

The Extension, Mailbox, List, and Network Mailbox Template blocks also allow the use of a special variable, a lower case "d". When creating a new block of these types the technician is prompted to enter a corresponding number to reference the block with. Any field in the Template block that contains a lower case "d" will have that number automatically filled in.

Any time an application is going to require the creation of many blocks that will share certain settings, Template blocks can greatly reduce the time spent programming the application.

8.1.2 Call Codes

When a call is sent to the voicemail and automated attendant system it is tagged with a call code. These call codes are industry standard and are used to identify the type of call being delivered. The Mode block type is used to route calls based upon the call code received. Call codes are listed below.

Call Code	Full Name	Description
TS	Transfer Station	This is a station caller who was transferred in
TT	Transfer Trunk	This is a trunk caller who was transferred in
RC	Record Call	This conversation should be recorded
NS	No-answer Station	This is a station caller who was forwarded on a no-answer
NT	No-answer Trunk	This is a trunk caller who was forwarded on a no-answer
DS	Direct Station	This is a station caller who rang directly in
DT	Direct Trunk	This is a trunk caller who rang directly in
BS	Busy Station	This is a station caller who was forwarded on a busy
BT	Busy Trunk	This is a trunk caller who was forwarded on a busy
AS	Anything Station	This is a station caller who was sent by other means
AT	Anything Trunk	This is a trunk caller who was sent by other means

Knowledge of call codes can be very useful when doing advanced call routing applications. For example a customer may want all internal callers who are forwarded on a busy condition to the voicemail be greeted with a generic busy message and given the option to dial out to remote office personnel.

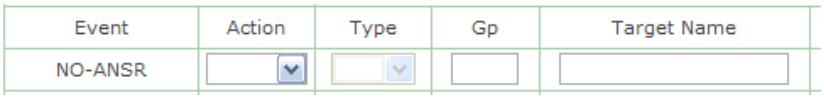
8.1.3 Call Directors

Several block types (Dial, Directory, EClass, Extension, List, Mailbox, MClass, Menu, Network Mailbox, Query, and Speak) contain a series of controls collectively called a Call Director. The Call Director consists of a series of Event Pointers and is used to route callers based upon certain conditions. For example in an Extension block a caller can be redirected to a different mailbox when selecting the single digit option to leave a message.

The Call Director is really the heart of each block's routing capabilities. It is the control mechanism that defines how and where callers are processed through the system. In short, a Call Director is the method by which blocks are tied together to create an application.
The Call Director is based upon operating mode, which means that Event Pointers can be set to perform different actions based upon time of day. For example, callers might only be able to leave a message at night. If no action is set for a particular operating mode, the settings for the Default operating mode will be used. This greatly eases the programming time for situations where the same action should take place in all modes.

8.1.4 Event Pointers

Different programming blocks are tied together through a mechanism called the Call Director. The core of the Call Director is the Event Pointer. Event Pointers are essentially the conditions that callers are routed by. They tell the system what to do with the caller or the subscriber when a certain condition occurs. Each Call Director uses a different set of Event Processors, but the settings for each are the same. Below is an example of an Event Pointer.



Notice that there are 5 columns to set up the Event Pointer. The first columns is the name of the Event Pointer, which cannot be changed. The second column is the Action column. This setting defines the type of action that will be used. The available Action types are defined below.

Action	Description
GOTO	This means the Event Pointer will send the caller to another block
TRAN	Translate the Event Pointer to another Event Pointer. This is used to have 2 Event Pointers perform the same action without the need to program two separate pointers.
PASS	Password protect the Event. For example, a Menu might offer an unspoken single digit option to log directly into a salesperson's mailbox. The password protection will prompt anyone who presses that digit to enter a password. If the correct password is not given, the user will be blocked from accessing the mailbox.
FILE(PTR)	This is an advanced option generally reserved for very long lists of menu options. It tells the system to open a file and read the Event Pointer definitions from the file instead of the Call Director.
SRCH	This option is only used in Menu blocks. It is primarily used to allow wildcard entries in a menu. It will search through Extension or Mailbox blocks to find a block whose number matches the Event Pointer number.

The Type column is used to select a block type. It references block types by a 3 character abbreviation as shown below.

Abbreviation	Block Type
BYE	Bye Block
DAL	Dial Block
DIR	Directory Block
ECL	EClass Block
EXT	Extension Block
LST	List Block
MBX	Mailbox Block
MCL	MClass Block
MNU	Menu Block
NMX	Network Mailbox Block
QRY	Query Block
SPK	Speak Block

The Gp column is used to select the tenant group to list blocks for. This will generally be "1", the default tenant group, except in situations where tenant groups have been set up. The last setting for the Event Pointer is the Target Name. This is where the actual block to send the caller to is selected. Clicking the Target Name box will bring up a list of blocks of the selected type and tenant group. Locate the block to use and click it. This will finalize the Event Pointer programming.

Each block that contains a Call Director has a different set of Event Pointers available. Below is a list of all Event Pointers and when they happen.

Event Pointer	Description
ANSWER	This event occurs if the system dials a subscriber and the call is answered.
AUTO-FWD	This event is generated when the Mailbox attempts to forward a message.
BLOCKED	This event is generated when the system dials a subscriber and the subscriber chooses to block the call.
BUSY	This event occurs if the system dials a subscriber and gets a busy signal.
DIRECTORY	This event is generated when a subscriber requests Directory access.
DISK-FULL	This event is generated when a caller attempts to leave a message but there is no disk space available to record the message.
ERROR	This event occurs when there is an error trying to process a caller.
ESCAPE	This event occurs when a caller presses the programmed escape digit.
FAXCALL	This event occurs when a Menu block receives a fax tone from a caller.
FBUSY	This event occurs if the system dials a subscriber and gets a fast busy.
GREET-DTMF	This event is generated if the caller presses a digit during the playback of a greeting.
INVALID	This event is generated if the caller presses and invalid DTMF digit.
MESSAGE	This event is generated if the caller elects to leave a message.
MSG-LEFT	This event occurs when the caller has completed a message recording.
NEXT	This event occurs when the block has finished processing the call and is ready to pass it on to the next block.
NO-ANSR	This event occurs if the system dials a subscriber and the call is not answered.
NO-ENTRY	This event occurs if the caller makes no selection.
NOMSG-LEFT	This event occurs when the caller reaches a Mailbox but does not leave a message.
OPERATOR	This event is generated when the caller presses the operator assistance digit.
OPTION / OPTIONS	This event occurs when a caller presses the digit to hear more options from a subscriber's Extension.
QUE-FULL	This event is generated when a caller chooses to hold for an Extension, but that Extension's queue is already full.
REMOTE-FWD	This event occurs when an automated attendant caller tries to reach an Extension that has set forwarding to another Extension.
USER-EXIT	This event is generated when a subscriber presses the escape digit to exit their voicemail box.

8.1.5 System Registers

One of the most powerful features of the voicemail and automated attendant system in the OfficeServ 7200-S is the System Registers. System Registers are basically global variables that store DTMF or voice data. The Caller ID register, for example, stores the caller ID information for the caller.

Registers can be used to store information about the call, the caller, and entries made by the caller. Register values are stored until either new values are written or the call session ends. Registers are primarily read and written in Menu blocks, though some other blocks can modify certain register values. Registers can also be played back to a caller or a subscriber through the use of special dialing characters.

One example usage of registers is in specialized paging applications. By default when the system pages a subscriber for message notification it sends the subscriber's extension number only. The technician could modify the dialing string to include the parameters listed below.

Below is the list of registers and their usage.

Register	Description
ENTRY	This register is not writeable, but instead is used to buffer the DTMF digits entered by the caller in the current menu.
KEY	The Key register is used to buffer all DTMF entries made by the caller across all blocks. If a specific application requires it, this value can be set to instead only buffer one block at a time.
CID	This register stores the Caller ID information received by the system for the caller.
FID/FWDID	This register stores the phone number of the device that transferred the call to the voicemail or automated attendant. If a DID number rings directly to the automated attendant, the register will contain the DID digits.
TID	This register stores the trunk number the caller is connected on. In the case of internal calls, this register is blank.
PORT	The Port register is read only and stores the extension number of the voicemail or automated attendant port the caller is connected to.
TIME	This register is read only and stores the current system time.
ORBIT	This register is no longer used by the system and can be used as a free variable for applications.
DATE	This register is read only and stores the current system date.
ACCNT	The Account register stores the Long Distance Account code entered in the Account Code field of the Extension block most recently accessed. This register is blank if the caller has not been connected to an Extension block, or if the Extension block's Account Code field is blank.
LANG	This register is used to define the system language currently in use. This register may only store a single digit value, and that value must be defined on the Language screen of the System Parameters menu.
REG1	This register is blank by default and can be used freely for storing data for applications.
REG2	This register is blank by default and can be used freely for storing data for applications.
REG3	This register is blank by default and can be used freely for storing data for applications.
REG4	This register is blank by default and can be used freely for storing data for applications.

Register	Description
NAME	This register is only used with Speak blocks and will speak the name most recently recorded by the Call Screening feature.
EXT	This register is only used with Speak blocks and will speak the Extension number last accessed.
MBX	This register is only used with Speak blocks and will speak the Mailbox number last accessed.
X	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the Extension number that is associated with this Mailbox. If there is no associated Mailbox block this value is blank.
B	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the callback phone number entered by the caller for the most recent message. If no callback number was entered this value is blank.
N	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the number of new messages in the Mailbox block.
S	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the number of saved messages in the Mailbox block.

8.1.6 Special Dialing Characters

Certain block types will allow the technician to enter a dialing string. The following chart explains the special characters available for entry into these dial strings.

Character(s)	Function
&	The ampersand tells the system to perform a flash-hook
,	The comma inserts a one second pause
\	The backslash inserts a four second pause
T	Capital T tells the system to use DTMF dialing
W	Capital W tells the system to wait for an answer
;	The semicolon tells the system to wait for dial tone
~di	This string tells the system to use in-band dialing (primarily for pager usage)
H	Capital H tells the system to operate the hook switch. If on-hook, it will go off-hook. If off-hook it will go on-hook.

In addition to these standard dialing strings the system can also dial out of any System Register. The following chart shows what string to use to dial which Register value.

Characters	Function
$K	This will dial the value stored in the Key register
$X	This will dial the value stored in the Extension Number register
$C	This will dial the value stored in the Caller ID register
$F	This will dial the value stored in the Forward ID register
$T	This will dial the value stored in the Trunk ID register
$B	This will dial the value stored in the Callback register
$E	This will dial the value stored in the VM/AA Port Number register
$N	This will dial the value stored in the Number of New Messages register
$S	This will dial the value stored in the Number of Saved Messages register
$A	This will dial the value stored in the Long Distance Account Code register
$1	This will dial the value stored in register 1
$2	This will dial the value stored in register 2
$3	This will dial the value stored in register 3
$4	This will dial the value stored in register 4

8.1.7 Default Applications

8.1.7.1 Voicemail Messaging

All Extension blocks use a default EClass block, which has been preconfigured to allow callers to leave a message in the Extension's associated Mailbox by making no entry or by pressing 1.

8.1.7.2 Automated Attendant Greeting

The Schedule Table defaults to follow the ring plan schedule in MMC 507. Default Mode blocks have been created that will route calls to the appropriate Menu block according to the operating mode currently in use. Day, Night, Holiday, and Weather menus have been created that will greet the caller with a generic greeting prompt and allows multiple commonly used options.

8.1.7.3 Operator Access

All Menu, Extension, and Mailbox blocks are preconfigured such that a caller who presses zero is transferred to the system operator group.

8.1.7.4 Subscriber Direct Dialing

All Menu, Extension, and Mailbox blocks are preconfigured to allow a caller to dial another Extension at any time to be transferred to that Extension.

8.1.7.5 Subscriber Direct Messaging

The default Automated Attendant Menus have been preconfigured to allow a caller to press 6 plus a subscriber number to go directly to the subscriber's voicemail instead of ringing their phone. For example if a caller dials 6201 they will be immediately connected to Mailbox block 201. Note that these types of transfers will cause the caller to hear the Mailbox block greeting rather than the normal Primary No Answer Greeting played by the Extension block. If no Mailbox Greeting has been recorded a generic prompt will be played announcing the Mailbox number.

8.1.7.6 Subscriber Directory Access

The default Automated Attendant Menus have been set to allow a caller to press 9 to search the company directory. By default the Directory search includes all Extension and Mailbox blocks in the system. Note that subscribers will not appear in the directory until they have recorded a name and entered a directory name in their Extension block.

8.1.8 Sample Applications

The purpose of this section is to show some of the flexibility of the system and teach the technician both the step-by-step methods to implement these features, but also to provide insight into the thought processes to use when planning and implementing applications. It is important to note that the methods used to program the following applications are not the only possible solutions. With a more thorough understanding of the system it is possible to accomplish almost any application multiple ways. The important thing is to writer the application in a way that makes sense and can be easily understood when the time comes to modify it. That will depend entirely on the personal preferences and thinking processes of the technician.

8.1.8.1 High Security Passwords

Scenario:

A customer requires that all mailbox passwords be at least 6 digits.

Planning:

Because this is a global request that will apply to all subscribers the setting for this is most likely in System Parameters. Looking in the System Parameters screen we find that there is a setting that says Subscriber PSWD Min Length. It is currently set to zero, which means that there is no minimum length for a subscriber password.

Programming:

On the General screen of System Parameters set Subscriber PSWD Min Length to 6 and click Save.

8.1.8.2 Easy Vacation Greetings

Scenario:

Subscribers have complained that they do not like to rerecord their Primary No Answer greeting every time they go on vacation because they forget to change it back.

Planning:

We know that each Extension block allows up to 9 greetings to be recorded. But only one greeting can be assigned for the Primary No Answer greeting at a time, so at first glance it seems there is no way to do this.

However, looking at the available greeting types we see the following: No Answer, Busy, Blocked, Night, and Screening. No Answer is the default that is played for all call types, but in reality it is designated to play only for callers who were forwarded on a No Answer condition. The reason that it plays for all call conditions in a default state is that Busy greeting allowed, Call Screening, Blocking allowed, and Scheduling are all disabled. These settings are found on the Authorization Screen of the Extension block.

When Busy greeting allowed is set to yes then the Primary No Answer greeting will no longer play when callers are forwarded on a busy condition. Instead the Busy Greeting will be played.

When Call screening is set to yes callers who attempt to reach the subscriber from the automated attendant will hear the Screening Greeting while the system contacts the subscriber to request acceptance or rejection of the caller.

When Scheduling is allowed the subscriber can configure a working schedule for the week. Callers who reach the subscriber's voicemail after hours will hear the Night Greeting instead of the Primary No Answer Greeting.

When Blocking allowed is set to yes callers who attempt to reach the subscriber while the subscriber is unreachable are played the Blocked Greeting instead of the Primary No Answer Greeting.

Keeping the customer's application needs in mind it seems that call blocking may be the right choice. But what constitutes a blocked call? There are two ways a call can be considered blocked. Notice that on the Authorizations Screen there are 2 settings for Blocking. One is to allow call blocking, the other is to enable it. When call blocking is enabled then all calls that attempt to reach the subscriber from the automated attendant will be considered blocked. The other types of calls that arrive as blocked are DND Forward calls.

In MMC 102 (Call Forwarding) there is a setting for DND Forwarding. If this is set to the voicemail group then when this subscriber sets DND on their phone all callers will arrive at the voicemail as blocked calls. If Blocking allowed is set to yes then the Blocked Greeting will be played.

So the easy way for the customer to set a vacation greeting is to record a Blocked greeting in an unused recording number that holds their vacation announcement. Then when they go on vacation they can simply enable DND on their phone and callers will hear their vacation greeting. When they return from vacation they can disable DND and callers will again hear the Primary No Answer Greeting.

Programming:

On the Authorization Screen of the subscribers' Extension blocks set Blocking allowed to Yes and click Save.

Set subscribers' DND forwarding to the voicemail group in MMC 102.

In MMC 722 provide each user a DND key and label it Vacation.

Educate subscribers that in order to enable their vacation greeting they will need to record it by logging in to their mailbox and going to more options (0), then greetings (5), then Blocked Greeting (3). The first time they try to record this greeting they will need to select an unused recording number. 1 is already designated for the Primary No Answer Greeting, so have them use recording number 3.

Educate subscribers that after recording the greeting they will need to press the Vacation button to divert all callers to the vacation greeting.

8.1.8.3 Subscriber "Find-Me"

Scenario:

A customer would like his phone set up so that callers are given the option to attempt to locate him on his wireless extension, remote office phone, cell phone, and home office phone.

Planning:

The customer wants callers to be given the option to find him. We know that the Extension block has a feature called Find me. But how does it work?

On the Authorizations screen of the Extension there are 2 settings for Find me. One is to allow the use of the feature and the other is to actually turn it on (enable it). When it is allowed and enabled callers who reach the Extension block will be asked to hold while the subscriber is located.

On the Additional Information screen there is a list of 9 Stored Numbers. The first 5 of these numbers will be used for the Find me feature. When the system attempts to locate the subscriber it will first attempt to call Stored Number 1, then 2, then 3, and so on. Note that this is a supervised transfer, so if the call is not answered the transfer will pull back and move to the next number. If all 5 calls go unanswered the caller will be sent to the Primary No Answer Greeting to leave a message.

If the subscriber does answer at one of the Stored Numbers the voicemail will announce the caller and ask if the call is accepted or rejected. If accepted the caller will be transferred to the subscriber. If rejected the caller will be sent to the subscriber's Primary No Answer Greeting.

Programming:

On the Authorization screen of the subscriber's Extension block change Find me allowed to Yes.

Also set the Enabled box to the right of it to Yes, then click Save.

On the Additional Information screen set Stored Number 1 to the subscriber's wireless extension.

Set Stored number 2 to the subscriber's remote office phone number.

Set Stored number 3 to the subscriber's cell phone number.

Set Stored number 4 to the subscriber's home office phone number and then click Save.

8.1.8.4 Park Caller and Page Subscriber

Scenario:

A floor manager commonly walks to factory floor and is not near his phone to hear it ringing, so he has requested a way to utilize the switch paging feature to be alerted to new callers holding at his desk.

Planning:

We know that the voicemail has a Park and Page feature, so let's take a look at it and how it works.

The Park and Page feature allows the caller to select a single digit option that will place them on hold and page the subscriber that there is a caller holding. The main setting for this feature are found in the EClass block. That means if we want to enable this feature for only a select subscriber or group of subscribers we will need to create a new EClass.

Park and Page settings are located on the EClass' General and OverHead Page screens. The General screen contains the configuration for System Caller Options, which is the single digit menu that is enabled when a caller reaches the subscriber's voicemail greeting. So the first step is to decide which call conditions a page is allowed in. The available choices are:

NoAnswer – When the caller gets to the voicemail after ringing the subscriber

Busy – When the caller is forwarded on a busy condition

FBusy – When the automated attendant attempts to transfer a caller to the subscriber but encounters a fast busy

Block – When the subscriber either rejects a screened call or has all calls blocked

Error – When the automated attendant attempts to transfer a caller to the subscriber but encounters an error

Comparing these conditions to our customer's request we will only enable paging on a NoAnsr condition.

To the left of the call conditions is a Digit column. This is the single digit option that the caller will press to initiate the Park and Page feature.

The OverHead Page contains 2 basic sections. The bottom section contains the prompt settings for the various stages of the Park and Page feature. For this example we will leave these prompts at their default values.

The top section contains the actual configuration for the feature. It can further be broken down into 3 sections: Park settings, Page settings, and Instructions settings.

The Park settings contain two fields. Use Remote hold determines if the caller will be held (parked) at the voicemail port or at a remote location (such as a park orbit or a subscriber's station). Remote hold dial determines the string (feature code) to dial to initiate the remote hold. This is set in the FEATURES section of MMC 724, and by default is 11 for remote hold. We want to park the caller at the subscriber's station, so we will be using Remote hold code 11 with a prefix of $X to insert the Extension number.

The Page settings also contain two fields. Page zone is the page zone to dial after accessing the paging system. It default to 10, which is an all page (page zone * in the phone system). Page access dial determines the string (feature code) to dial to access the paging system. This is set in the FEATURES section of MMC 724, and by default is 55.

Finally, the Instructions settings also have two fields. The Instructions field determines the digit string the subscriber must dial to pick up their call. Repeat Instructions determines how many times the instructions will be repeated before disconnecting from the paging system.

The Instructions field is set to 10$T by default. This is actually a feature code designation set in the FEATURES section of MMC 724. By default 10 is the Page Pickup feature. This feature is activated by dialing 10 and then a trunk number. So remembering the Special Dialing Characters section we know that $T will insert the trunk number the caller is currently connected on. So 10$T will alert the subscriber to dial 10 and the correct trunk number. But since we are going to use remote hold we actually want to pick the caller up from hold at the subscriber's station, which by default is feature code 12. Feature cold 12 (Hold Pickup) does not accept trunk numbers, however, it requires Extension numbers, so we will need to change $T to $X.

Once the EClass is configured all that is left to do is assign the subscriber's Extension block to use that EClass. So let's get programming!

Programming:

Create a new EClass named ParkNPage.

On the General screen set the NoAnsr option for Overhead page to Y and click Save.

On the OverHead Page screen set Use Remote hold to Yes.

Set Remote hold dial to $X,11.

Set Page access dial to 55*.

Change the Instructions field to 12$X and click Save.

Open the subscriber's Extension block.

Click the EClass field and select the ParkNPage block.

Test the application by calling the subscriber, forwarding to voicemail, and pressing 3 to page the subscriber.

8.1.8.5 Park Mobile Phone Message Notification

Scenario:

A customer wants to be called on her cell phone when she gets new messages in her office voicemail box.

Planning:

We know that the Mailbox block offers a feature called Message Alert. This is exactly the application for that feature.

On the Alerts page of the Mailbox block there are 3 settings for Message Alert. Message alert is currently on determines if notification is enabled or not. Alert on urgent messages only determines which type of new messages will cause a notification. Alert phone number is the actual number to call for the notification.

When Message Alert is configured and enabled the subscriber will be called each time the Mailbox stores a new message. If the subscriber does not answer the call, the system will reattempt the call every 15 minutes for up to 3 attempts. If the call is busy the system will reattempt the call every 5 minutes for up to 3 attempts. When the subscriber answers the call the voicemail will prompt them to enter their subscriber password. Once logged in to the voicemail box they have full access to all TUI functionality, including listening to messages.

One very important topic that must be understood before programming this feature is Station blocks. Any time the system tries to make an outgoing call it must locate a corresponding Station block. There are several default Station blocks: On Premise, Off Premise, Centrex Transfer, and Beepers. Each one has a fairly self explanatory function.

The Station block is responsible for generic dialing housekeeping. For example the Off Premise block is set such that for any 7, 10, or 11 digit number it will automatically dial 9 to access a trunk line. This is important to know because it means when setting the Mailbox's Alert phone number we do not need to enter a 9 to dial out, we simply need to enter the subscriber's cell phone number.

In some cases it may be necessary to make changes to the Station block to dial correctly, such as dialing a number other than 9 to access a trunk. For this example we will assume the subscriber's cell phone number is a 10 digit local number so we will leave the default Station configuration as it is.

Programming:

On the Alerts page of the subscriber's Mailbox block set Message alert is currently on to Yes.

Enter the subscriber's cell phone number in the Alert phone number field and click Save.

Test the application by leaving a message in the subscriber's voicemail and listening for the cell phone to ring.

8.1.8.6 Pager Message Notification

Scenario:

A customer wants to be notified on his pager when he receives new voicemail messages for his office phone. He also wants to see how many new messages he has.

Planning:

Pager notification works very much like Message Alert above, but using different dialing strings and a different Station block which must be specifically assigned.

Pager notification settings are found on the MWI & AutoForward screen of the Mailbox block. Pager notification is enabled determines if notifications will be made or not.

Notify on urgent message only determines which type of new messages will trigger a notification. Station is where the Station block is specified. Dial is the actual pager phone number.

The default station block assigned is the Beepers block. Much like the Off Premise block, the Beepers block is already configured to dial 9 to access an outside line. But unlike the Off Premise block, the Beepers block has a suffix string that is dialed.

The default setting for the suffix is ~diW,$K##. The "~di" tells the system to use inband DTMF. This is because the default dialing is out of band, which most pagers cannot interpret. The capital W tells the system to wait for an answer from the pager. The comma says to wait one second after the answer. The "$K" tells the system to dial the Mailbox number. The "##" ends the call.

Note that some pager companies answer with a nonstandard greeting or beep, so the capital W may not correctly recognize the answer. In these cases it may be necessary to replace the capital W with a series of pauses. A comma will insert a one second pause and a backslash (\) will insert a 4 second pause. It may be necessary to make several test calls to find the correct number of pauses to insert. For this example we will assume that the standard suffix is sufficient.

But the customer requires the page to include the number of new messages. From the chart in section 8.1.6 of this manual we know that the sequence to dial the number of new messages is "$N".

So in the default suffix we will need to add "$N", but we also need to include a separator character so that the number of new messages is discernable from the Mailbox number. We will use * for the separator. This means the suffix should now be ~diW,$K*$N##.

Programming:

On the MWI & AutoForward screen of the subscriber's Mailbox block set Pager notification is enabled to Yes.

Ensure Station set to Beepers.

Set Dial to the beeper phone number and click Save. Remember that a 9 is not necessary.

On the General screen of the Station block named Beepers change the Suffix field to ~diW,$K*$N## and click Save

Test the application by leaving a message in the subscriber's voicemail and ensuring the pager is called.

8.1.8.7 Message Distribution

Scenario:

A customer who works in a sales department would like messages left in his mailbox to be deleted from his box and copied to 5 of his coworkers if he is unable to listen to the message within 15 minutes. When one of the 5 listens to the message it should be removed from the other 4 subscribers' mailboxes.

Planning:

We know that the List block can be used to distribute messages to multiple people. We also know that the List box can be set up to remove the message from other Mailboxes when the first user listens to the message. But he has thrown us a loop by saying he only wants messages to be distributed after 15 minutes. This means that we cannot use the List box for his Mailbox because the List always sends to all parties at once. But we can use the Mailbox block's AutoForward settings to send to a List block. This will allow us to meet all of his requirements.

Message AutoForward settings can be found on the MWI & AutoForward screen of the Mailbox block. Enable autoforward determines if message forwarding will occur. Delete after forwarding determines if the message will be deleted from this Mailbox after forwarding. Auto forward delay determines how long to wait before forwarding the message. Note that only new messages will be forwarded, not saved messages. The Mailbox or List bock to forward to is set on the Call Director screen. The Event Pointer AUTO-FWD will be set, in this example, to a LST (List) block that we create.

The List block we create will be numbered 9999, though it could be any number not already in use by another Mailbox or List block. In the new List block on the General screen we will set Delete all unheard copies of a message when played by the first user to Yes. On the List Member screen we will set the 5 sales team members' Mailboxes as members.

Programming:

Create a new List block with a number of 9999.

On the General screen of List block 9999 set Delete all unheard copies of a message when played by the first user to Yes and click Save

On the List Member screen click an empty box to bring up a list of Mailboxes and locate the first of the 5 sales team members' Mailbox and click it. This will add it to the member list.

Repeat the above for the other 4 team members and then click Save.

In the main customer's Mailbox go to the MWi & AutoForward screen and set Enable autoforward to yes.

Set Delete after forward to Yes.

Set Autoforward delay to 0 hours, 15 minutes and then click Save.

On the Call Director screen set the AUTO-FWD Event Pointer Type to LST.

Click the Target Name box for the AUTO-FWD Event Pointer and select List block 9999, then click Save.

Test the application by leaving a message in the sbscriber's mailbox and waiting 15 minutes for it to be delivered to the other team members' voicemail boxes.

8.1.8.8 Email Message Notification

Scenario:

A customer has requested that he receive all his messages by email rather than having to check his voicemail through his telephone. He has also requested that his messages be delivered to both his work and home email accounts.

Planning:

This scenario is very easy to implement by using the E-Mail Gateway feature of the voicemail. At the outset configuring the E-Mail gateway may seem overwhelming, but it is actually very simple.

There are a few places where settings have to be made for the E-Mail Gateway to function properly. The first thing to do is to determine how many subscribers will need the feature. By default the system is licensed for 5 subscribers to use the feature. A license can be purchased to allow an unlimited number of users. If a license is purchased it will need to be entered in the License Key field of the E-mail Gateway screen of System Parameters.

Once the licensing is taken care of the next thing to do is set up the error reporting email destination. This is done on the E-mail Gateway screen of System Parameters. The error reporting email is only used in the event the system is unable to deliver a subscriber's email message. The system will send an alert to the error destination reporting of any failures. Obviously if the system loses LAN connectivity the error report email cannot be sent either.

The first thing that is required is the IP address or DNS name of the email server to be used. For this example we will use a DNS address (mail.testsystem.com) so that we can explain how to allow DNS entries to be used by the system. In System Parameters there is a DNS screen. This screen is used to tell the system where to find a Domain Name Server. Contact the LAN administrator to get the address of the proper DNS server. Enter this address in the Name Server Add field and click Add, then click Save. The system is now able to look up DNS addresses.

On the E-mail Gateway screen the mail server address is entered into the Host ID field. Port is the SMTP port being used by the mail server, which is typically 25. SMTP user ID and Password are the username and password to use to log in to the mail server with. Domain is the domain name associated with the login. Note that not all email servers will require a login or a domain. In those cases these fields are left blank.

Report is the email address to send the error report to. Note that this can be any valid email address, including a distribution list. Email addresses can be entered in simple (me@home.com) or named ("My Name" <me@home.com>) formats. If the named format is used when the email reaches its destination the From field will display the name (My Name) instead of the address (me@home.com).

Reply To is the email address to be used if the Report user tries to reply to the error message. Generally this is set to a No Reply email account, but it can be set to any valid email address.

TimeZone defines the time zone the system is located in. Daylight Saving determines if this TimeZone follow Daylight Savings Time.

Once the error reporting email destination has been set up it is time to set up an email account used to send emails to subscribers. This is done on the MClass E-mail Gateway screen.

Host ID is the IP address or DNS name of the email server. Note that a DNS name can only be used if the DNS server has been added on the DNS screen of the System Parameters menu.

Port is the SMTP port being used by the server, which is typically 25.

SMTP user ID, Password, and Domain are all used to set up the login to the server if one is required.

Attempts is the number of times the system should try to send the message to the subscriber before sending an error report. Retry Interval is the number of minutes to wait between attempts.

Adjust message retention and Message retention to use are used to override the MClass' message retention settings for E-Mail Gateway subscribers. To explain further let us look at 2 subscribers: John and Joe. John is using the E-Mail Gateway and Joe is not. Message retention in the MClass is set for 10 days, meaning that a message can only be held for 10 days without being listened to before it is deleted. Adjust message retention has been enabled and Message retention to use has been set to 1. This means that now John's messages are deleted after 1 day of being unheard, while Joe's messages will still exist for 10 days. Generally if message retention is going to be changed for email subscribers it is recommended that a new MClass be created rather than using the Adjust message retention setting. This is because it is easier to remember who is using what setting if there are separate MClasses.

The adjusted message retention is very useful, because typically E-Mail Gateway subscribers don't want to log in to their phone to delete messages that they have already listened to from their inbox.

Once the email settings in the MClass are finished it is time to set up the subscriber's Mailbox. To enable the E-Mail Gateway for a subscriber open their Mailbox block and go to the E-Mail Gateway screen.

Enable E-Mail Gateway support determines if the subscriber will receive email messages or not.

From specifies the email address to show in the From field when this subscriber leaves a message for another email gateway subscriber. Let's look at 2 subscribers, John and Jack, who have E-Mail Gateway enabled. John has his email address entered in the From field, but Jack does not. When John leaves messages in Jack's mailbox the email Jack gets will show that it is from John. When Jack leaves John a message, however, the email John gets will show that it is from the email address specific in the Reply To field on the System Parameters E-mail Gateway screen.

The next sets of fields are the Deliver MSG and Notify Only sections. Each section has 5 fields. These fields contain email addresses that email notifications will be sent to. Deliver MSG means that the email will contain a WAV file attachment of the voicemail message. Notify Only is just that: it will send a notification, but not the actual voicemail message. Up to 5 email addresses can be entered for each, and may also include distribution list addresses.

Programming:

On the DNS screen of System Parameters enter the IP address of the DNS server (for example 192.168.1.1) in the Name Server Add field, then click Add, then click Save.

On the E-mail Gateway screen of System Parameters enter the mail server DNS name (for example mail.myserver.com) in the Host ID field.

If an SMTP login is required by the server then enter the SMTP User ID and Password for the account.

If the server requires a domain tag, enter the domain in the Domain field.

Enter the email address to send error reports to in the Report field.

Enter the return email address for the error reports in the Reply To field.

Select the proper time zone in the TimeZone box.

Set whether or not Daylight Savings is used, then click Save.

Open the Standard MClass block's E-mail Gateway screen.

Enter the mail server DNS name in the Host ID field.

If an SMTP login is required by the server then enter the SMTP User ID and Password for the account.

If the server requires a domain tag, enter the domain in the Domain field.

Check the Adjust message retention box and click Save.

Open the customer's Mailbox block and go to the E-mail Gateway screen.

Set Enable E-Mail Gateway support to Yes.

Enter the customer's office email address in the From field.

Enter the customer's office email address in the Deliver MSG – 1 field.

Enter the customer's home email address in the Deliver MSG – 2 field and click Save.

Test the application by leaving a message in the customer's voicemail box and verify that he receives an email containing the voicemail message as a WAV file attachment.

8.1.8.9 AMIS Networking

Scenario:

A customer site has a 2 node SPNet network. They have requested that subscribers in the main node be able to forward messages to the voicemail in the remote node.

Planning:

Sharing voicemail messages between disparate voicemail systems is called AMIS networking. The OfficeServ 7200-S fully support the AMIS standard through the use of Network Mailboxes.

Setting up the networking between 2 Samsung voicemail systems is a 3 stage process.

The first stage is to export the Subscriber List from the remote node. The second stage is to set up the Network Mailbox Template block in the main node with the correct dialing strings for the networking. The third stage is to import the remote node's Subscriber List into the main node.

For this example we will assume both nodes are OfficeServ 7200-S systems.

To export the Subscriber List go to the Subscriber screen on the remote node's voicemail. Select the subscribers to export (or check the box in the upper left to select all subscribers) and click Export Subscriber. This will trigger a prompt to download a text file from the web page. Note that popup blockers might prevent this file from being downloaded without first allowing it.

Once the list is saved the next step is to go to the main node's voicemail and open the Network Mailbox Template block. On the Call Information screen we need to edit the Telephone Number settings. These settings tell the system both its own identity and the identity of the remote voicemail system. Both the Local and Remote fields are broken down into 3 boxes: country code, area code, and telephone number.

Local sets the telephone number used to access this voicemail system. For this example we will say the voicemail group in the main node is 519 and the voicemail group in the remote node if 529. The Local field will contain 519 in the telephone number box while the country and area code boxes are left blank.

Remote will set the telephone number used to access the remote voicemail system. We will enter 529 in the telephone number field and leave the country code and area code boxes blank.

Once the Template is set up we are ready to create all of the network subscribers. To do this open the Operating Utilities menu in the main node and go to the Subscriber Import screen.

Import Text File is the location of the text file downloaded previously.

You can create determines what type of blocks will be created. Because we are setting up networking this should be set to Network Mailbox blocks.

After clicking Submit a window will appear showing the boxes that will be created and asking for verification. When OK is clicked the new Network Mailboxes will be created and a success message will be displayed showing the number of blocks created.

Subscribers can then forward or create messages for the remote subscribers. Note that for this to work over SPNet the DTMF Type in MMC 835 of both nodes must be set to use Inband (RFC2833).

Programming:

In MMC 835 of the remote node set DTMF Type to Inband (RFC2833).

Open the Subscriber menu in the remote node's voicemail.

Check the box in the upper left corner and click Export Subscriber.

Accept the download and save the file to the desktop as Subscriber.TXT.

In MMC 835 of the main node set DTMF Type to Inband (RFC2833).

In the main node's voicemail open the Network Mailbox Template block.

Go to the Call Information screen.

Enter 519 in the 3rd box (telephone number field) of the Local setting.

Enter 529 in the 3rd box (telephone number field) of the Remote setting and click Save.

Go to the Operating Utilities menu and open the Subscriber Import screen.

Click Browse and locate the saved Subscriber.TXT file on the desktop and click OK.

Select the radio button that says Network Mailbox blocks and click Submit.

Verify the correct subscribers are being imported and click OK.

Verify that the success message shows all blocks created successfully.

Test the application by leaving a quick memo in a remote node extension and verify that the message is delivered to the remote node's voicemail.

8.1.8.10 Multilingual Automated Attendant

Scenario:

A customer site needs to support English and Spanish speaking callers in their automated attendant. They want to answer with a company greeting and offer the caller the option to press 2 for Spanish or stay on the line for English.

Planning:

The OfficeServ 7200-S automated attendant supports the use of 2 languages simultaneously. These languages are set up on the System Parameters Language screen. Select First Language sets the first set of language prompts to load. Select second language sets the second language to load. By default these are set to English and Spanish respectively.

Default language sets which language will be initially used when a caller is answered. Key Code determines what single digit will represent that language. This Key Code is used when setting up multilingual Menus.

Once the languages are set we need to open the automated attendant main Menu block and set up the language selection. In this example we will use the default Day Main Menu block. The first thing we want to do is copy the existing Day Main Menu to a new block called Day Main 2 because we will be modifying the Day Main Menu so that it is only used to make the decision between English and Spanish.

We then need to record the menu prompt (1001) under the Spanish prompt set. English and Spanish are basically 2 different directories that have files of the same name, but different audio contents. But currently 1001 does not exist in the Spanish directory, so it needs to be created. Do this by going to the Voice Studio menu and clicking Add. Change the language to Spanish and set the number to 1001, then save &close. This will load the Prompt screen again. Make sure the language is set to Spanish. Enter an extension number in the upper right text box and click call to have the system call to prep for recording. Locate the page with the 1001 prompt and click the number 1001. The system will prompt (in Spanish) through the recording process.

Once finished hang up.

We will now go back to the Day Main Menu block to set up the option to select Spanish. In order to activate the Spanish Menu we need to set the Language register to Spanish if the user requests it. We do this by changing the Input Processor Operating Parameters on the General screen of the Day Main Menu. Take INPUT from is set to ENTRY, which means DTMF input from the caller. We need to change Store INPUT in to LANG.

Now change the prompt from 1001 to 1010, which we will record as the "please press 2 for Spanish or stay on the line for English" prompt. Making this change allows us to use 1001 for both the English and Spanish Menu, which simplifies changes in the future.

On the Menu Input Processor we will Clear the following Event Pointers: 5000, *, 6, 8, 0, ???, ????, ???, and ????. We will insert new Event Pointers that will point to the correct Menus. Single digits 1 and 2 will go to the Day Main 2 Menu. NO-ENTRY will be set to translate to 1. This means that users can press 1 or remain on the line to get to the English menu.

Programming:

On the Language screen of System Parameters set Select First Language to English, American.

Set Select Second Language to Spanish, Castillian.

Set the Key Code for English to 1.

Set the Key Code for Spanish to 2 and click Save.

Open the Day Main Menu block and click Copy.

Enter the Label Name as Day Main 2 and click Save

Close the Day Main 2 Menu and open the Day Main Menu again.

On the General screen set Store INPUT in to LANG.

Change Prompt 1 from 1001 to 1010 and click Save.

On the Menu Input Processor screen press the Clear button to the right of the 5000 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the * Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 6 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 9 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 0 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ??? SRCH

EXT Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ???? SRCH EXT Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ??? SRCH MBX Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ???? SRCH MBX Event Pointer.

Change the Action for the NO-ENTRY Event Pointer to Tran.

Click the Target name field to the right of the NO-ENTRY Event Pointer.

Type 1 in the text box and click Save.

On a blank Event Pointer line enter a 1 in the Event column.

Set the Action for Event Pointer 1 to Goto.

Set the Type to MNU.

Click Target name and select the Day Main 2 Menu.

On a blank Event Pointer line enter a 2 in the Event column.

Set the Action for Event Pointer 2 to Goto.

Set the Type to MNU.

Click Target name and select the Day Main 2 Menu then click Save.

Open the Voice Studio screen.

Click Add.

Change the Prompt Number to 1001 and the Language to Spanish then click Save & Exit.

Click Add.

Change the Prompt Number to 1010 and the Language to English then click Save & Exit.

Enter an extension number in the upper right text box and click Call and answer the extension when it rings.

Change the language drop down on the Prompt Recording Studio screen from English to Spanish.

Locate prompt No. 1001 and click it.

Follow the Spanish prompt instructions to record and save the Spanish menu prompt.

Open the Prompt screen.

Locate prompt No. 1001 and click it.

Follow the English prompt instructions to record and save the English menu prompt.

Open the Prompt screen.

Locate prompt No. 1010 and click it.

Follow the English prompt instructions to record and save the "Thank you for calling XYZ Company, press 2 for Spanish or hold for English" prompt.

Test the application by making a test call to the automated attendant and verifying the multilingual functions.

8.1.8.11 Multiple Company Greetings Based on Trunk

Scenario:

A customer site has 3 companies utilizing the same system. They would like to have each company's trunks answered with a specialized automated attendant company greeting rather than all callers hearing one generic greeting. They have also requested that each company be allowed a different day and night greeting.

Planning:

Since each company has their own trunk or trunks, we know that that will be the identifying tag to let the automated attendant know which company is calling. But how do we get the automated attendant to look for a specific trunk and take action?

If we look at the System Registers we see a register called TID. This register will hold the trunk number the caller is connected on. So we need to know how to route off that Register. To do that we must look at the flow of a call in this scenario. All trunks are set to ring directly to the automated attendant. According to the Call Code standard that means this is a Direct Trunk (DT) call type.

If we look at any default Mode block we will see that DT calls are sent to a Menu block called Direct Trunk. Looking at the Direct Trunk Menu we see that it is already taking input from the TID register, but there are no Event Pointers built on the Menu Input Processor screen to actually route from, so all DT calls will route to the INVALID Event Pointer, which sends calls to the correct Main Menu for the current Operating Mode.

So what we need to do is create some Event Pointers for each company's trunk(s) to send the calls to the correct company greeting. But to do that we will need to create a Menu block for each company. More specifically we need 2 Menus for each company: one for the Day mode and one for the Night mode. Since we already have a default Day and Night menu, we will only need to create new Menus for the second and third companies.

We will then need to record prompts for each company. For this example we will say that Company A's prompts are 1001 for day and 1002 for night. Company B will use 2001 and 2002, and Company C will use 3001 and 3002.

For this example we will say Company A is using trunks 701 and 702, Company B has 703, 704, and 705, and Company C will use 706 and 707. For simplicity all 3 companies will be using the default Main Menu single digit options, though in practice this is certainly not required.

Programming:

Open the Day Main menu and change the Label Name field to Company A Day then click Save, then Copy.

Enter a Label Name of Company B Day and click Save.

Change the Prompt 1 field to 2001 and click Save, then Copy.

Enter a Label Name of Company C Day and click Save.

Change the Prompt 1 field to 3001 and click Save.

Open the Night Main Menu and change the Label Name field to Company A Night and then click Save, then Copy.

Enter a Label Name of Company B Night and click Save.

Change the Prompt 1 field to 2002 and click Save, then Copy.

Enter a Label Name of Company C Night and click Save.

Change the Prompt 1 field to 3002 and then click Save.

Open the Direct Trunk Menu and go to the Menu Input Processor screen.

Enter a new Event Pointer called 701.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company A Night Menu.

Enter a new Event Pointer called 702.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company A Night Menu.

Enter a new Event Pointer called 703.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 704.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 705.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 706.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company C Night Menu.

Enter a new Event Pointer called 707.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company C Day Menu then click Save.

Change the Operating Mode to 01 : Day.

Click the Target Name field for the 701 Event Pointer and select the Company A Day Menu.

Click the Target Name field for the 702 Event Pointer and select the Company A Day Menu.

Click the Target Name field for the 703 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 704 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 705 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 706 Event Pointer and select the Company C Day Menu.

Click the Target Name field for the 707 Event Pointer and select the Company C Day Menu then click Save.

Record prompt 1001 with Company A's day greeting.

Record prompt 1002 with Company A's night greeting.

Record prompt 2001 with Company B's day greeting.

Record prompt 2002 with Company B's night greeting.

Record prompt 3001 with Company C's day greeting.

Record prompt 3002 with Company C's night greeting.

Test the application by calling in to each trunk to verify the correct greeting is heard.

8.1.8.12 Delayed Overhead Paging

Scenario:

A certain customer site uses paging frequently, but have noticed that when doing a page from a phone close to other phones there is a great deal of feedback. They have requested some way to perform a page with no feedback.

Planning:

At first glance this seems an odd application to be listed in a voicemail or automated attendant manual.

The reason that paging suffers feedback is that the person sending the page is too close to the paging recipients. So the way to solve that is to record the page and play it after the person recording it has disconnected. The fact that we need a recording tells us that we need to get the voicemail involved.

What we want to have happen is for the person who is doing the page to be able to call in and somehow record a message then disconnect and have the voicemail dial the page group and speak the recording.

We know that speaking the recording will require a Speak block. We also know that dialing the page group will require a Dial block. But how do we record the message? A Mailbox can't send its' messages to a Speak block, so we seem to be at a dead end.

But if we think back to the section on Registers we might recall seeing a register called NAME. This register holds the name most recently recorded by the Call Screening feature. Call Screening is normally used to request a caller's name so that the subscriber can hear the caller's voice and determine if they will accept or reject the call.

So if we can somehow screen a call the paging party could record their page instead of a name and the NAME register would then contain the page. So the Speak block can indeed speak the page, but we are left with the problem of how to cause a call to an Extension block that is using screening to initiate an action that goes to the Dial block.

We know that if we want to pass activity from one block to another we need to use an Event Pointer so let's look at the Event Pointers for an Extension block. We don't want to have to actually let an extension ring every time we want to do a page, we want it to be quick. So that means NO-ANSR, BUSY, FBUSY, MESSAGE, OPTIONS, and OPERATOR, ESCAPE, NO-ENTRY, INVALID, and QUE-FULL are out because those all happen after the Extension has been tried and comes back to get the Primary No Answer Greeting. That really only leaves BLOCKED and ERROR. The BLOCKED Event Pointer only happens when a Call Screening subscriber answers and then rejects the call or has all calls blocked which would prevent the Call Screening from asking for a name. So really that leaves only ERROR.

But how do we make the call get into an error state? We need it to try and dial an invalid number. The easiest way to do that is to remove the Dial number from the Extension block. That way when it tries to transfer the caller to the Extension there is nothing to dial and it will error.

So the flow is this: the paging party will call in and somehow get to an Extension that had Call Screening enabled, but no Dial number. The paging party will be prompted to record their name, and will instead record their page. The voicemail will place them on hold and attempt to dial the Extension. Since it is blank the call will error. We will set the ERROR Event Pointer to go to the Dial block which will dial the page group and then pass control to the Speak block, which will then speak the NAME register to the paging system.

The problem is that when the Dial block tries to dial the page group the paging party is still on hold for the voicemail port, so the Dial block is going to try and dial into that existing call path. This would mean the page would fail. So we need the Dial block to alert the caller that they need to hang up. This way the Dial block will create a new call path and dial the page group successfully.

But with all of that set up there's a few housekeeping things to clean up. For starters when they try to get to the Extension that is set for Screening they will hear "Transferring to Extension xxx". Also, once they have recorded their page they will hear "Please hold while I connect your call" before the Dial block is able to tell them to disconnect.

We can remove these prompts, but it would remove them for every other Extension, and that would be bad. So we need to create a new EClass for this one Extension block. That way we can remove the Target herald prompt and the Monitored xfer prompt.

For simplicity we are going to make this paging setup available from the Day Main Menu, though the technician should be aware that any caller who stumbles upon the chosen single digit option will be able to perform a page, so additional actions may be necessary to secure the feature.

Programming:

Create a new Bye block called Silent Goodbye.

Clear the Disconnect Prompt field and click Save.

Create a new Speak block called Announce Page.

Change the Prompt index field to NAME.

Change the NEXT Event Pointer Type to BYE.

Click the Target Name field and select Silent Goodbye and click Save.

Change the Operating MODE to 01:Day.

Press the Clear button for the NEXT Event Pointer and click Save.

Repeat the previous step for each Operating MODE.

Create a new Dial block called Delayed Page.

Change the Prompt field to 1011.

Change the Number field to 55* (or replace * with the proper page zone number out of MMC 604 or 605).

Click the Station Type field and select On Premise and click Save.

Go to the Call Director screen and change the ANSWER Event Pointer Type to SPK.

Click the Target Name field and select the Announce Page block then click Save.

Create a new EClass block called Paging.

On the Prompts screen clear the Target herald prompt field.

Clear the Monitored xfer prompt field.

Change the Call screening prompt to 1010 then click Save.

Create a new Extension block named Page with a Number of 9999.

On the General screen clear the Dial Number field.

Click the EClass field and select the Paging block then click Save.

On the Authorization screen change Blocking allowed to Yes.

Change Call screening to Yes.

Change the field to the right of Call screening to Yes and click Save.

On the Call Director screen change the ERROR Event Pointer Action to Goto.

Change the Type to DAL.

Click the Target Name field and select the Delayed Page block then click Save.

Open the Day Main Menu block and go to the Menu Input Processor screen.

Add an Event Pointer with a single digit 7 (or any unused digit desired).

Change the Action to Goto.

Change the Type to EXT.

Click the Target Name field and select the Page block then click Save.

Record prompt 1010 to say "Please record your page after the beep".

Record prompt 1011 to say "Your page has been recorded, you may now hang up".

Test the application by dialing the voicemail from the subscriber's phone and pressing *7 (or replace 7 with the single digit option chosen above).

8.1.8.13 Emergency Trouble Ticket System

Scenario:

A certain customer site runs a technical support department. The department has an after-hours on-call technician who is responsible for emergency issues. The customer has requested an orderly way for callers to be able to leave messages that give the technician certain key pieces of information (name, callback number, system type, and software version) to be able to assist the caller.

Planning:

The customer has provided a specific list of information that is needed. One way to accomplish this is to make a Mailbox and simply prompt the customer to leave all of this information. However, callers may miss a certain piece of necessary information, so we need a way to "force" the caller to leave their answers. To do that we need a way to ask the caller a question and get a verified response. This sounds like the perfect job for a Query block!

A Query block has a very simple purpose: it asks the caller a question, records the answer, and then either forwards the answer to another Query block or to a Mailbox. The General screen for the Query block has several sections. The Query Script section contains the prompts used to ask the caller the question, as well as the error, invalid, and exit prompts played in response to caller answers.

Script Controls contains various settings that govern the Query. Repeat query and Repeat exit determine if the query or exit prompts are repeated if the caller does not respond. Auto replay determines whether or not to replay the caller's answer to the caller, and Last query determines if this Query block is the last in a chain. A chain of Query blocks is typically called a Question and Answer application.

The Transcription section contains two fields. Header prompt is a prompt that will be played before the customer's answer when the answer is recorded to a message. Mailbox determines the Mailbox block that the answer will be sent to.

The Call Information screen holds digit assignments and caller interface options. Take input from determines whether this Query is looking for a voice or DTMF response. Maximum caller response determines the maximum number of seconds (for voice responses) or digits (for DTMF responses) the caller can record an answer for. Wait for voice response and Wait for DTMF response determine how long to wait before assuming the caller will not answer. The Digit Assignment section contains the single digit options available to the caller when recording their response.

Because we need 4 key pieces of information we will probably want to use 4 Query blocks, each forwarding the response to the next, and the final Query will assemble the responses and send them to a mailbox. We will use 6001 through 6004 for Query prompts and 6005 through 6008 for Header prompts. Prompt 6000 will be used to provide a special Goodbye message to the caller.

But from there we need to make sure the on-call technician receives the information, so we will need that Mailbox to call the technician's cell phone once it receives the message.

Programming:

Create a new Mailbox block with a number of 9998 and a Label Name of Query Result.

On the Alerts screen change Message alert is currently on to Yes.

In Alert phone number enter the technician's cell phone number and then click Save.

Create a new Bye block with a Label Name of After Hours.

Change the Disconnect Prompt field to 6000 then click Save.

Create a new Query block with a Label Name of SW Version.

Enter 6004 in the Query prompt field.

Change Last query to Yes.

Enter 6008 in the Header prompt field,

Click the Mailbox field and choose the Query Result Mailbox, then click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to BYE.

Click the Target Name field and choose the After Hours block, then click Save.

Create a new Query block with a Label Name of System Type.

Change the Query prompt field to 6003.

Change the Header prompt field to 6007 and click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the SW Version block, then click Save.

Create a new Query block with a Label Name of Callback Number.

Change the Query prompt field to 6002.

Change the Header prompt field to 6006 and click Save.

On the Call Information screen change Take input from to ENTRY then click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the System Type block, then click Save.

Create a new Query block with a Label Name of Caller Name.

Change the Query prompt field to 6001.

Change the Header prompt field to 6005 and click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the Callback Number block, then click Save.

Open the Night Main Menu block and go to the Menu Input Processor page.

Add a single digit Event Pointer of 7.

Change the Action to Goto.

Change the Type to QRY.

Click the Target Name field and select the Caller Name block then click Save.

Re-record the night prompt (1001) to alert the caller of the option to press 7 for emergency support requests.

Record prompt 6000 to say "Thank you, a technician will contact you as soon as possible".

Record prompt 6001 to say "Please tell us your name".

Record prompt 6002 to say "Please enter your callback number".

Record prompt 6003 to say "What type of system are you using?".

Record prompt 6004 to say "What is the software version?".

Record prompt 6005 to say "The caller's name is".

Record prompt 6006 to say "The callback number is".

Record prompt 6007 to say "The system type is".

Record prompt 6008 to say "The software version is".

Test the application by calling in after hours and pressing single digit option 7.