

Issue 1 Release 2.0 January 1996

MITEL MAIL™

Voice Processing Solutions



AMIS Analog
Networking
Guide



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AMIS Analog Configuration

The AMIS Analog networking feature can receive calls on VoiceMemo linegroups, and send calls on Pager linegroups. After the AMIS Analog Optional Feature diskette has been installed, and Line Exceptions 25 (Enable DTMF Column 3) and 187 (Precise dial tone detect) activated, please follow these steps:

- Access the **Online** System Reconfiguration Menu
- For each Linegroup that **will** use the AMIS Analog feature.
 - a) Modify the Dialing Plan Menu to contain a Dialing **Prefix** value of "M". or the Star **Prefix dial** plan to modify the choice (G) Analog Networking **dplan** digit.
 - b) Modify the Analog Networking Configuration Menu such that the **fields** for Country Code (value 001), Area Code and Telephone Number are filled in with the correct values for the VoiceMemo system. If the VoiceMemo system will be used for AMIS Analog **networking** across international borders, please fill in the International Access Code (value 011).

NOTE: The Loop-back Test Mailbox field is only for use by Centigram personnel to help troubleshoot AMIS Analog problems. Please do not fill in this field.

- FCOS • Add FCOS bit 166 (Allow AMIS Analog Networking for User) to the FCOS definition used by mailboxes that are to use this feature. If the AMIS Analog feature is to be used in **conjunction** with a Chain Mailbox, the Chain Mailbox must also have FCOS bit 166 enabled..

If the mailbox will create AMIS Analog messages for members of a Distribution list, FCOS bits 32 thru 35 need to be enabled. If receipts are required for distribution list messages, FCOS bit 36 also needs to be enabled.

- LCOS • If necessary, **modify** the Off System Message LCOS parameter used by mailboxes that are to use this feature. This controls the number of digits **allowed** for the **outdialing** port.

In addition, the LCOS Limits parameter for **Caller** Message length controls the maximum length allowed by a mailbox using this LCOS definition for an AMIS Analog message. For instance, if the Caller Message length is set to 3 minutes, an AMIS Analog message with a length of 6 minutes will be rejected, and a non-delivery receipt will be generated. Please note that an attachment to a message generated by a

Give or Answer operation will be included in the calculation of the AMIS Analog message length. If an AMIS Analog message was 1.5 minutes long, and the answer recorded for that message was 3.5 minutes, the total length of the AMIS Analog message is considered to be 5 minutes. In the example above, this answer with the original message attached will be rejected.

- System Capacity • If the System Statistics show that a system has exceeded 95% of its allotted speech storage capacity, an AMIS Analog message will not be delivered to this system.
- Set the Off System Messaging Index for the mailbox in order to process the outgoing AMISA functions.

AMIS Analog User Interface

From a user's viewpoint, there are three main components to using AMIS Analog:

- **Analog** Networking **dialplan** digit - as defined in the Online Reconfiguration menu, this can either be a single digit, or if the system is using the Star **Prefix** dial plan, two digits.
- Remote AMISA mailbox - On the source machine, a representation of the remote AMISA mailbox is created and maintained for the duration of time that the message exists. This representation on the source machine is used for identifying the AMIS Analog message during an update of any receipts requested. If no receipts were requested, but the message could not be delivered, a non-delivery receipt will be generated. This representation of the remote AMIS Analog mailbox is a temporary object and is removed by the system after the message is delivered or returned. The name speech for the representation of a remote AMISA mailbox is optional, and the remote telephone number is used if the name is not recorded.
- Telephone number - is used to dial out and connect to the remote AMIS Analog system. If this number is not local, please include the area code with the number.

Sending an **AMIS Analog Message**

The following example is designed to demonstrate the AMIS Analog User Interface, and assumes the Analog Networking **dialplan** digit is 6, the source mailbox is 123, the remote mailbox is 100, and the telephone number of the remote system is 4085551212.

To send a message using AMIS Analog, log into a mailbox configured to use AMIS Analog, and press "M" to make a message. When prompted for the destination mailbox number,

```
"Enter mailbox to make message for"
```

enter the Analog Networking **dialplan** digit (for this example: 6). The system will then Prompt

```
"Enter the remote mailbox number."
```

Please enter the mailbox number (for this example: 100) followed by a "#". The system will then prompt

```
"Enter the telephone number for the remote mailbox;"
```

Please enter the remote telephone number (for this example 4085551212) followed by a "#". The system will then prompt

```
"Record a name for the recipient."
```

If you would like to record a name for the recipient of this message, please state the name, followed by a "#". Otherwise, just press "#", and the system will state

```

i
"Nothing recorded."

```

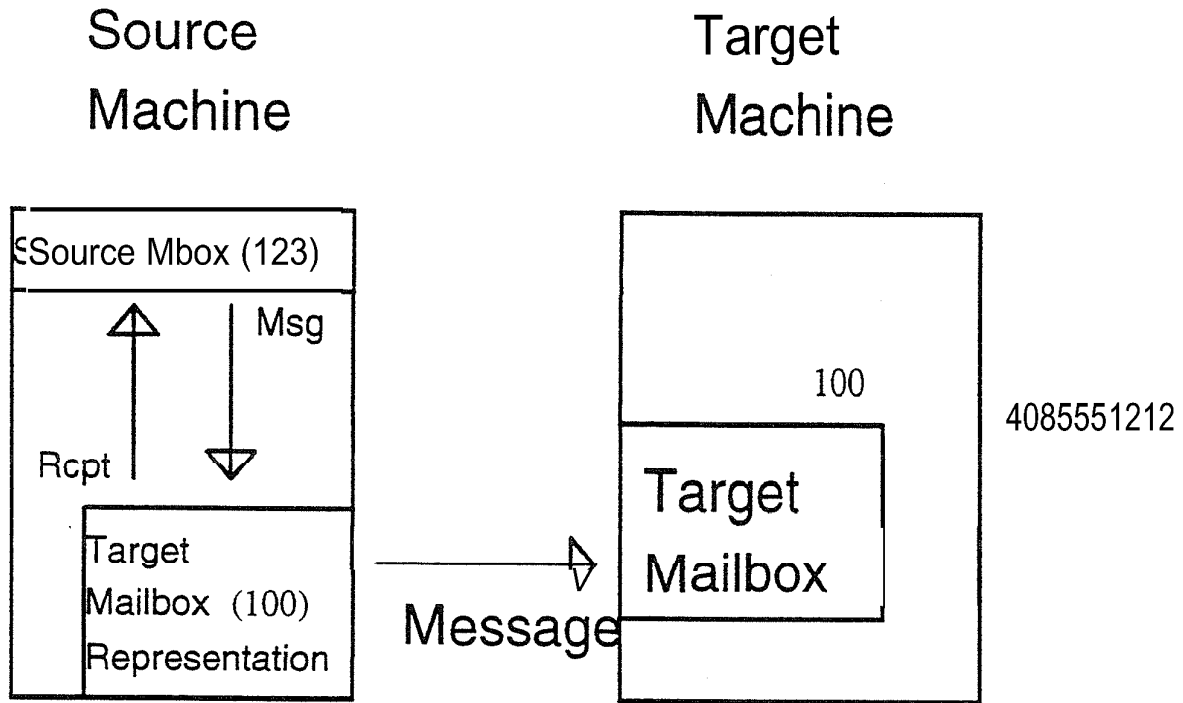
```
"Remote mailbox 100."
```

```
"Telephone 4085551212."
```

To delete the previously entered remote mailbox entry, press "*", and the system will state

```
"Remote mailbox 100, Telephone 4085551212 deleted."
```

If name speech was recorded for this mailbox, the system will also include the name speech in the statement above.



The diagram shown above is to clarify the process used during AMIS Analog networking. After the receipt has been updated (if one was requested, or the message could not be delivered), the mailbox representation on the source machine is discarded.

Sending an **AMIS** Analog **M**essage to a Distribution List

To put a remote **AMIS** Analog mailbox into a distribution list from the console's List Maintenance menu, select the distribution list to be modified, then the option Add, then enter a "M" followed by the mailbox number (for this example: 100), and then a comma, and the telephone number. The entry should look like

```
M100,4085551212
```

To put a remote **AMIS** Analog mailbox into a distribution list from the User Options menu in the user's mailbox, press "L" to access distribution lists, select the distribution list to be modified, and then "A" to add a new member. Please enter the Analog Networking **dialplan** digit (for this example: 6). The system will then prompt

```
"Enter the remote mailbox number."
```

Please enter the mailbox number (for this example: 100). The system will then prompt

```
"Enter the telephone number for the remote mailbox."
```

Please enter the remote telephone number (for this example 4085551212). The system will **then** prompt

```
"Record a name for the remote mailbox."
```

If you would like to record a name for the remote mailbox, please state the name, followed by a "#". The system will state

```
?<name speech> added."
```

Otherwise, just press "#", and the **system** will state

```
"Remote mailbox 100, telephone 4085551212 added."
```

If a message sent by a distribution list could not be delivered to a remote **AMIS** Analog mailbox, the nondelivery receipt will sound like

```
"The following users have NOT played this message:
```

```
Remote mailbox 100, telephone 4085551212."
```

Deleting an AMIS Analog mailbox from a Distribution List

If an AMIS Analog mailbox has **name** speech recorded, deletion of that mailbox from a distribution list (from a user's mailbox) will result in the system stating:

```
"<name> deleted"
```

where **<name>** represents the name speech recorded for the mailbox.

If an AMIS Analog mailbox DOES NOT have name speech recorded, deletion of that mailbox from a distribution list (from a user's mailbox) will result in the system stating:

```
"<telephone> deleted"
```

where **<telephone>** represents the telephone number for the AMIS Analog mailbox.

Answering an **AMIS** Analog Message

In order for **AMIS** Analog Networking to answer a message **from** a remote mailbox, the Message Phone Length (under LCOS limits for Offsystem messages) needs to be set to fifteen.

After playing a message, or during the play of a message, a user can press "A", and the system will prompt

"Record an answer for remote mailbox <mbx>"

Please record the answer, and press "X" to send the answer.

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Voice Processing Solutions



Automatic
Wakeup



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Automatic Wakeup is an optional feature which was introduced on **VoiceMemo** Release 4.01, revision E and first shipped in January 1989. Wakeup calls can be set either **from** the console by the system administrator or from a telephone by the user, if the user has the proper feature class of service. From the console, the system administrator can set wakeup calls for users of the **VoiceMemo** system

Wakeup calls can be set up to **call** every day on a long-term basis until cancelled by the user. On a daily basis, the user can designate different times for the wakeup call to be made. Like pager requests, wakeup calls can be configured for multiple tries at configurable intervals when unanswered. When the wakeup call is answered, the system will delete the request. If the called number is busy or not answered, the request will be retried the number of times and at the intervals configured.

Wakeup call requests are stored in account space on the disk and in the Wakeup Administrator, which is the interface to the message waiting software. This insures that the majority of wakeup requests will not be lost if the system is down for a short time. The Wakeup Administrator has a timer that signals every minute for wakeup requests. When the timer signals, all wakeup requests with times less than the current time are activated. Daily requests are incremented by a **24-hour** period, and are put at the end of the request list each time they are sent.

When sizing a system configured with Automatic Wakeup, it is important to understand the application that will be implemented (like paging Automatic Wakeup requires dedicated ports).

Automatic Wakeup can help boost the revenue of service providers by giving them another service offering. And hotels can utilize the **VoiceMemo** system to provide not only guest messaging, but also wakeup services. The wakeup **calls** can even be delivered automatically in the language of the guests, including English, French, Spanish, German and Japanese,

Customers who wish to purchase this option must buy the Automatic Wakeup installation diskette, part number **4925-01**. Those who do not purchase this option but have **VoiceMemo** systems 4.01, revision E or higher, will see a screen prompt displayed when they try to activate this feature **from** any menu. The prompt tells them that it is an extra cost feature, and they should contact their distributor or Centigram if they are interested.

Attached to this product description is a detailed explanation of how the user and the system administrator would use this 'feature.

Description: User Interface

From the telephone:

The user enters his/her mailbox and accesses the User Options Menu. The system prompts the user to "press 'A' to activate Automatic Wakeup."

The user hears: "Automatic Wakeup," and is then prompted to "Press '**S**' to schedule a wakeup call, '**C**' to cancel all wakeup calls."

1) '**S**' pressed:

The system prompts the user to "enter two digits for the **hour**, two digits for the minute, and 'A' for the am, '**P**' for pm"

The user hears: "Your wakeup call is set for <time >."

The system then prompts the user to "Press '**C**' to cancel this wakeup call, '**R**' to reschedule this wakeup call, '**D**' to make it a daily call, '**X**' to set and exit to the main menu."

a) '**D**' pressed:

'**The** user hears: "Your daily wakeup call is set for <time>. Press 'C' to cancel this wakeup call, 'R' to reschedule, 'X' to set and exit to the main menu."

b) '**C**' pressed:

The user hears: "No change" and is returned to the main menu.

c) '**R**' pressed:

The user is re-prompted for the time.

d) '**X**' pressed:

The user hears **the** status of the request (whether it was set or there was an error) and is returned to the main menu.

2) 'C pressed:

The user hears: "Wakeup **calls** are **cancelled**" or "You have no wakeup **calls** scheduled."

Configuration of Auto-Wakeup

The steps to be taken to bring up the automatic wakeup feature on a VoiceMemo system are as follows:

- 1) Install Automatic Wakeup as an extra cost feature (see instructions on installation of extra cost features in the **VoiceMemo II** Administrator's Manual).
- 2) Define one or more Feature Classes of Service (FCOS) that have Automatic Wakeup (**#15**) enabled (see instructions on Creating customized **FCOS's** in the **VoiceMemo II** Administrator's Manual).
- 3) Define pager systems with the proper dial string. These pager systems must be able to dial numbers on the phone systems that the wakeup calls are to be placed through (see instructions on Pagers, Access Code Index, in the **VoiceMemo II** Administrator's Manual). For the wakeup feature, this dial string **will** be combined with the wakeup number to form complete dial string.
- 4) **Configure Automatic** Wakeup for mailboxes.
 - a) The mailbox must be assigned an FCOS that allows Automatic Wakeup.
 - b) When prompted "Configure Automatic Wakeup?" type 'Y'. This **will** result in the following prompts:
 - (1) "Wakeup pager access code index:" Enter one of the pager system access codes for the pagers defined above.
 - (2) "Wakeup number:" Enter the number of the phone to be dialed.

- (3) "Wakeup frequency:" Analogous to pager frequency. Enter the number of times the wakeup call should be attempted if the attempts continue to be unsuccessful.
- (4) "Wakeup interval:" Analogous to pager interval. Enter the time interval desired between unsuccessful wakeup attempts.

NOTE: The Automatic Wakeup parameters for a given mailbox are totally independent of the message waiting parameters. (It is not necessary to define a message waiting type of 'PAGER' for a mailbox with wakeup defined.)

When the wakeup **call** is answered, the person receiving the call hears: 'This is your wakeup call! The time is **<time>**.'

From the Console:

The system administrator selects '**W**' from the system menu. The administrator will then be prompted to 'Type '**S**' to schedule a wakeup call, '**C** to cancel, '**X**' to quit.

- 1) '**S**' typed:

The administrator is prompted for the mailbox to receive the call, the time the **wakeup call** is to be placed, and whether or not the call is to be placed daily.

At this **point**, the request **is** stored until the time the 'wakeup call is to be placed.

- 2) '**C**' typed:

The administrator is prompted for the mailbox whose requests are to be **cancelled**.

After the mailbox is entered and a **<CR>** pressed, **all** requests for the selected mailbox will be **cancelled**.

- 3) '**X**' typed:

The administrator is returned to the system menu.

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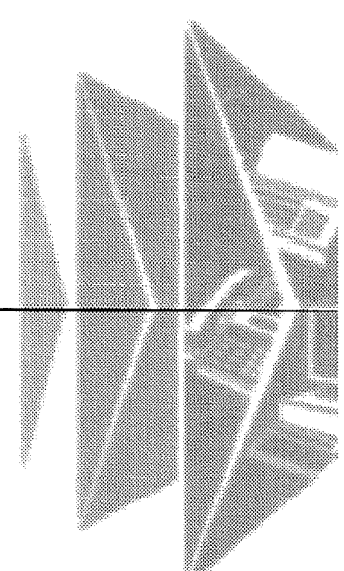
Voice Processing Solutions 1



CallAgent
Reference and
Configuration Manual



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Table of Contents

Preface

Part 1 - CallAgent Introduction and Tutorial

1 What Is CallAgent?

Overview	1-1
CallAgent Application Examples	1-2

2 The Callbox

.....	1-6
-------	-----

3 Callbox Segments

Override	1-9
Holiday Schedule	1-9
Day-of-Week Schedule	1-10
Greeting	1-10
Menu	1-10
Recorded Menu	1-10
Multikey Option	1-11
Automatic Exit	1-11

4 Callbox Actions

Move the Caller to Another Callbox	1-12
Transfer the Caller to an Extension or Outside Number	1-12
Blind	1-12
Supervised	1-12
Screened	1-12
Attendant	1-13
Alternate	1-13
Disconnect the Caller	1-13
Route the Caller to Voice Mail	1-13
Continue in the Current Callbox	1-13

Access Another Software Application 1-13

5 CallAgent Application Examples

6 Tutorial - Create Your Own Callbox

Starting CallAgent 1-23

Logging Into CallAgent 1-23

 Default Username and Passcode 1-23


CallAgent Main Menu 1-24


Create Your Own Callbox..... 1-25


Programming Key Assignments 1-26


Adding a Day-of-Week Schedule Entry 1-27


Saving Your Callbox..... 1-28


 Accessing Your Callbox From Your Voice Mailbox..... 1-29

 Recording Your Callbox Greeting..... 1-30

 Recording Your Callbox Menu 1-31

 Testing Your Callbox on Ring No Answer 1-32

 Testing Your Callbox on a Forward Busy 1-33

 What Just Happened>..... 1-34

Part 2 - CallAgent Administrator's Guide

1 CallAgent Administration

Overview 2-1

Loading the CallAgent Optional Feature Software.. 2-1

2 CallAgent Administrator's Terminal Program

Starting CallAgent 2-2

Logging Into CallAgent 2-3

 Default Username and Passcode 2-3

CallAgent Main Menu 2-4

Creating and Saving Callboxes 2-5

 Creating a New Callbox:..... 2-5

 Deleting an Existing Callbox 2-6

 Opening an Existing Callbox 2-7

 Saving and Closing Callboxes 2-7

CallAgent Global Environment.. 2-8

Global Environment Screen Fields	2-v
General Environment Variables	2-v
Dialing Plan	2-10
Transfer Sequences	2-11
Alternate Transfer Sequences and TUNA	2-14
Line Group Callboxes Screen	2-15

3 CallAgent Administrator's Telephone Program

Accessing the CallAgent Administrator's Callbox	2-16
---	------

4 CallAgent Troubleshooting

Part 3 - CallAgent Programmer's Guide

1 CallAgent Programming

Overview	3-1
Organization	3-1
Description	3-1
Programming	3-1
Operation	3-1
Example	3-1

2 Callbox Segments










Accessing Callbox Programming	3-3
CallAgent Keyboard Conventions	3-3
Override	3-6
Description	3-6
Programming	3-6
Override Screen Fields	3-7
 Override Telephone Interface	3-8
Operation	3-v
Examples	3-10
Holiday Schedule	3-12
Description	3-12
Programming	3-12
Holiday Schedule Screen Fields	3-13
Operation	3-14

Table of Contents

Examples	3-16
Day-of-Week Schedule	3-18
Description	3-18
Programming	3-18
Day-of-Week Schedule Screen Fields..	3-19
 Day-of-Week Schedule Telephone Interface	3-21
 Modifying or Deleting a Schedule Entry	3-21
Operation	3-22
Examples	3-23
Greeting	3-25
Description	3-25
Programming	3-25
 Greeting Telephone Interface.....	3-26
Operation	3-27
Menu..	3-28
Description	3-28
Programming	3-29
 Menu Telephone Interface.....	3-30
 To Set the Menu Repetition Count	3-30
Operation..	3-31
Menu-Multikey	3-32
Description	3-32
Programming	3-33
Multikey Screen Fields	3-33
 Menu — Multikey Telephone Interface..	3-35
Operation	3-36
Menu-Single Key	3-38
Description	3-38
Programming	3-38
Single Key Screen Fields	3-39
 Menu — Single Key Telephone Interface	3-40
Operation	3-41
Automatic Exit	3-42
Description	3-42

Programming3-42

Automatic Exit Screen Fields..... 3-43

 Automatic Exit Telephone Interface.....345

Operation *..... 3-45

3 Callbox Actions

Callbox 3-47

 Description 3-47

 Programming 3-47

 Operation 3-47

Supervised Transfer.. 3-48

 Description 3-48

 Programming 3-48

 Operation 3-48

 Examples 3-50

Blind Transfer 3-51

 Description 3-51

 Programming 3-51

 Operation 3-51

Alternate Transfer * 3-52

 Description 3-52

 Programming 3-52

 Operation 3-52

 Example 3-53

Screened Transfer 3-54

 Description 3-54

 Programming3-54

 Operation 3-54

 Example 3-55

Attendant Transfer 3-56

 Description 3-56

 Programming 3-56

 Operation 3-56

Disconnect 3-57

 Description 3-57

 Programming 3-57

 Operation.. 3-57

 Example 3-57

Table of Contents

Mailbox	3-58
Description	3-58
Programming	3-58
Operation	3-58
Undefined	3-59
Description	3-59
Programming	3-59
Continue	3-60
Description	3-60
Programming	3-60
Operation	3-60
Dial- by-Name	3-62
Description	3-62
Programming	3-62
Operation	3-62

Part 4 - CallAgent Configuration Procedures

- Task List
- General Procedures
- Detailed Procedures

Worksheets

Menu Maps



Preface

The *CallAgent Reference* and *Configuration Manual* describes the basic functions and programmable features of CallAgent software. This manual contains four parts:

- Part 1 Introduction and Tutorial
- Part 2 Administrator's Guide
- Part 3 Programmer's Guide
- Part 4 Configuration Guide

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MITEL MAIL™

Voice Processing Solutions



CallAgent - Part I

Introduction and Tutorial



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1 What Is CallAgent?

This chapter describes the **CallAgent** product and gives a basic tutorial on its use.

Overview

CallAgent is an optional feature that adds powerful call processing capabilities to your **VoiceMcmo** system. **CallAgent** works in conjunction with your **VoiceMcmo** software. With **CallAgent**, you can create automated attendant and call processing applications for your organization, departments, and even individual mailboxes and extensions.

You can use **CallAgent** to:

- Design complex call processing and automated attendant applications.
- Dynamically allocate call processing applications by line or line group.
- Automatically change your application by time-of-day, day-of-week and day of year.
- Create audiotext and information delivery applications.
- Customize call processing to individual extensions or departments.
- Transfers callers to outside telephone numbers, fax machines, and pagers.

CallAgent lets you control the time, destination and method of each call processing event. It allows you to arrange the presentation of what callers hear and where callers go in a manner that satisfies your particular needs.

You can program and change a **CallAgent** application over the telephone using simple menu-driven pushbutton commands. Consequently, you can create or change your **CallAgent** application from any pushbutton telephone at any time. The **CallAgent** Administrator's Terminal program also supplies standard terminal based programming and reporting features.



CallAgent Application Examples

Penny is a sales manager at ACME Widgets. She travels frequently and is rarely at her desk. When she happens to be in the **office** she is normally on the phone. Her phone is forwarded to her voice mailbox if she does not answer or is on another call. Penny submitted the following "wish-list" to the **CallAgent** Administrator:

Penny Graham's Wish List

1. If I am temporarily out of the **office**, or I am traveling, tell callers to press a key to transfer to John, my secretary. If he doesn't answer his phone, he may be out too, so put the caller into *my* voice mailbox. If he is at his desk but his phone is busy, put the caller into his voice mailbox. He will get the message faster than I will. (By the way, I talked to Sally, and she wants to do the same thing. John is also her secretary.)
2. Sometimes, I need to be reached at home, but I don't want to give out my home number. If someone calls my extension and I don't answer, let them press a key that will transfer them to my home number. I only want people to try me at home until **11:00** P.M. Mondays through Thursdays. Don't let anyone call me on Friday nights. Saturday and Sunday during the day is OK.
3. Whenever I am paged because someone has left me a message, *first* I have to make a call to my voice mailbox to find out who called, then I have to place another call once I have their return phone number. Just let people page me directly and enter their call-back numbers so I don't have to keep calling into my mailbox. Of **course**, you should never tell a caller my pager number.
4. A lot of people call me just to find out what happened at the last sales meeting. Can't I record the highlights and have my salespeople enter a *code* to hear it?
5. Sometimes, even when I'm on ~~the~~ the road, people need to talk to me live. And I don't always get around to checking my messages. Can't you set something up so that I can enter the telephone number of the site I'm at so that people can transfer to me there? Then, I can just record something like "To reach me *while I'm on the road*, press **[5]**". (P.S. I'll need to be able to change the telephone number from wherever I'm at.)

The CallAgent Administrator gets dozens of requests like this each day. While most people at ACME are content with transferring callers to their voice mailboxes, some people have special call processing requirements. Here is Penny's CallAgent application, as designed by the CallAgent Administrator:

"Hello. This is Penny Graham. I'm not available right now, but your call is important to me.

*To speak with John, my secretary, press [1];
To leave me a voice message, press [2], or stay on the line.
If you would like to speak with an operator, press [0] at any time.. "*

Both internal and external callers will hear this recording. However, some of Penny's colleagues know that they can press 8 (not mentioned in the recording) for additional options:

"Hello. You have reached my personal call List

*To try and reach me at home after hours, press [1];
To transfer to my pager, press [2] and enter your callback number;
To Listen to a summary of the latest sales meeting enter your access code;
If I'm traveling, and it's important that you reach me directly, press [5]
Stay on the Line or press [0] to Leave me a voice message. "*

In this example, callers dialing Penny's extension number are forwarded to VoiceMemo if she is on the phone or does not answer. Instead of being deposited directly in her voice mailbox, callers reach Penny's CallAgent application. This gives callers the opportunity to try to speak with someone else (always a good alternative) rather than forcing everyone to either hang up or leave a message.

Penny has complete control over who can reach her and when. She can be accessible to her colleagues at the time and days of her own choosing, and still keep her home and pager numbers private.

Penny recorded a greeting ("Hello. This is Penny Graham. I'm not available right now... "), and a menu ("To speak with John, press [1] . . .") in her own voice. The CallAgent Administrator programmed each key to transfer to a specific extension, outside telephone number, pager number or voice mailbox. He also set up a schedule so that Penny would not be disturbed at all hours.

Just as Penny's CallAgent application handles calls forwarded from her extension, an organization's CallAgent application can answer incoming calls to its main telephone lines. Individual departments within an organization can also have their own CallAgent applications.

ACME's Vice President of Voice Processing submitted the following list of requirements for ACME's main automated attendant application:

ACME Main Automated Attendant Requirements

1. Anyone calling our main telephone number should be greeted with a short, professional recording telling the caller to dial an extension or to press a single key for the Sales, Shipping or Accounting departments. If the call is from a rotary phone, send them to the operator as quickly as possible.
2. If they do not know the extension number, allow the caller to spell out the person's name to find the extension number. The President and I do not want, under any circumstances, a caller to be able to find out what our extension numbers or voice mailbox numbers are. Incidentally, anyone dialing either extension should be routed to our respective secretaries.
3. Anyone calling a Department's main number directly should reach that department's automated attendant. (I don't want to have to dedicate lines in the system for this.) You know that the Shipping department is working two shifts, including a full night shift on Sundays. Their **auto-**attendant should reflect this fact. You also know that Accounting doesn't take outside calls on Wednesday afternoons. I know you can handle this.
4. I want a year's worth of holidays preprogrammed in the system at all times. I will personally conduct surprise checks to ensure you are complying with this requirement. Each holiday should have its own special cheery recordings.
5. If we get another winter like the last one, I want you to be able to change our main automated attendant from your home, so we can tell callers that no one will be in the office and the company is closed.
6. I want to be able to find out if a particular person is answering calls when they are supposed to be **available**... or if they are skipping out early every day. Give me statistics on this.'

CallAgent Introduction and Tutorial

The CallAgent Administrator designed the following solution:

“Thank you for calling ACME Manufacturing

If you know your party's 4 digit extension number, you may enter it now or at any time during this message. To use Dial-by-Name, press [8].

For Sales and Marketing, press [1];

For Shipping, press [2];

For Accounting, press [3];

If you wish to speak with the operator, press [0], or stay on the Line. ”

A caller pressing 2 would hear the Shipping department's CallAgent application:

“Thank you for calling the ACME shipping department. Due to the recent blizzard, all shipments of widgets will be delayed by one week.

To check on the status of your order, press [1];

For new orders, press [2];

To report shipping discrepancies, press [3], or stay on the Line. ”

The Shipping department's automated attendant greets callers through two shifts of the day. Callers dialing Shipping's direct outside number still reach this recording.

Accounting also has a direct outside number. Callers reach the same recordings when they press 3 from the ACME main automated attendant, or when they dial Accounting directly.

“You have reached the ACME accounting department.

For Accounts Payable, press [1];

For Accounts Receivable, press [2];

For all other inquiries, press [0], or remain on the Line. ”

All of the power, flexibility and features available at the organization's CallAgent application are also available to every department, extension or mailbox within the organization. This is because all CallAgent applications are built from combinations of the same basic building block -- the Callbox.

2 The Callbox

CallAgent, like the **VoiceMemo** Application, is composed of individually programmed and integrated “boxes” called *Callboxes*. A **Callbox** is the **CallAgent** equivalent to a **VoiceMemo** voice mailbox. Each subscriber has a voice mailbox, individually programmed to suit their message taking needs. Similarly, subscribers can also have **Callboxes**, programmed to govern the presentation and control of calls to and from their extensions. Departments, groups and even companies sharing a **VoiceMemo** system can also have their own **Callboxes**.

Callboxes are numbered like voice mailboxes. Normally, a subscriber’s **Callbox** number is the same as that subscriber’s voice mailbox number and extension number.

Combinations of **Callboxes** constitute a *CallAgent Application*. A simple **CallAgent** application can contain as few as one or two **Callboxes**. An organization that wishes to provide each owner with individualized call processing can have hundreds of **Callboxes**. There is no limit to the number of **CallAgent** applications running on the same **VoiceMemo** system, except for account sector restrictions.

Callers can reach your voice mailbox in a number of different ways. Someone could dial your extension directly, only to be forwarded to your voice mailbox on a Busy or Ring No Answer. The **VoiceMemo** PBX integration software would move the caller into the voice mailbox associated with the dialed extension. Alternately, a caller could dial the pilot number of voice mail and manually enter your voice mailbox number.

CallAgent works much the same way. **Both** internal and external callers could be forwarded directly to your **Callbox** through the **VoiceMemo** integration. Callers can also reach a **Callbox** by dialing it directly through another **CallAgent** application.

Each **Callbox** is made up of the following six *segments*:

- Override
- Holiday Schedule
- Day-of-Week Schedule
- Greeting
- Menu
- Automatic Exit

Calls are processed sequentially by each segment of a **Callbox**. The programming of each segment determines if and how the call is treated.

Within each **Callbox** segment, you program the *Action* you wish that segment to take. You can transfer calls to extensions, outside telephone numbers, or the attendant. You can also route the caller to voice mail, other Callboxes or other CallAgent applications.

The example below should help you visualize a caller's path through a **Callbox**. **Callbox 9000** is the initial **Callbox** handling incoming calls to ACME. It includes all six segments and the order in which they are presented.

Example ▪ ACME Main Automated Attendant **Callbox 9000**

Callbox Segment	Action Description
Override	If enabled, Override all subsequent segments in this Callbox and send all calls to the snow day Callbox. If not, continue to next segment.
Holiday	Check to see if today is an observed Holiday. If it is, route call through the holiday's Callbox. Otherwise, continue to next segment.
Day-of-Week Schedule	Between 9:00 AM and 5:00 PM, Monday through Friday, Continue to the next segment in this Callbox. After 5:00 PM and on weekends go to the night-time Callbox 9001.
Greeting	Play the recorded Greeting: <i>"Thank you for calling ACME Manufacturing.</i>
Menu	Play the recorded Menu: <i>"If you know your party's 4 digit extension number, you may enter it now or at any time during this message. To look up a name in the company phonebook, press [8].</i> <i>For Sales and Marketing, press [1];</i> <i>For Shipping, press [2];</i> <i>For Accounting, press [3];</i> <i>If you wish to speak with the operator, press [0], or stay on the line."</i>
Automatic Exit	If the caller does not make a menu choice by pressing a key, transfer the caller to the attendant.

Each of these segments is defined, programmed or recorded by the **Callbox** owner, who can set Override, define a Holiday or Schedule, record Greetings, record and program a Menu, program keys and set the Automatic Exit Action. The system gives each owner the ability to “turn on” or “turn off” any **Callbox** segment.

Callbox 9000 answers incoming calls. If it was not a snow day (with Override activated), the **Callbox** checks the Holiday schedule and day-of-week schedules to determine how to route the caller. If the call occurred during normal business hours, **Callbox** 9000 would play the company’s recorded greeting. The caller would then hear the menu, describing the various menu choices and offering the caller the opportunity to dial an extension. If the caller did nothing, he or she would be transferred to the attendant.

Here is what **Callbox** 9000 looks like from the **CallAgent** Administrator’s screen:

CallAgent		Configuration							
Callbox: 9000		Name: ACME MAIN AUTO ATTENDANT							
Segment	On	Action	Busy	No	Answer	Invalid			
Over-ride	N	CBX	9002						
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	2						
Multi-key	Y	BLND	XXXX	MBX	XXXX	MBX	XXXX	MBX	9999
key [0]		ATND							
key [1]		BLND	5123	CONT		CONT			CONT
key [2]		CBX	9200						
key [3]		CBX	9300						
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [8]		DBN							
key [9]		DISC							
Auto-Exit		ATND		MBX	9999	MBX	9999		DISC
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Exit									

(You can view the Configuration for an **Callbox** through the **CallAgent** Administration program, further described in the Programmer’s *Guide, Part 3* of this manual).

3 Callbox Segments

Callboxes are divided into 6 segments. Each segment performs a programmable *Action* that affects how the call is treated. A **Callbox** processes each call it receives sequentially through each segment. Summaries of the **Callbox** segments are listed below. For more detailed descriptions, please refer to the *Programmer's Guide*, Part 3 of this manual.

Override

The Override is the first segment that can potentially affect incoming callers. If you enable Override in a **Callbox**, all calls to that **Callbox** can be sent to another extension, the operator, to a voice mailbox, or to another **Callbox**. Override supersedes all subsequent segments of a **Callbox**. When Override is disabled, **CallAgent** skips any Override programming and proceeds to the next segment.

Holiday Schedule

Holiday Schedule is the second segment that affects a caller's progress through a **Callbox**. The Holiday Schedule checks the time-of-day and day-of-year of each call. If the call falls within a predefined Holiday range, **CallAgent** either moves the caller to another **Callbox** or a mailbox for Holiday processing, or it disconnects the call.

CallAgent automatically calculates the date of the *next* occurrence of the eleven most commonly observed business holidays. You can also create up to five *User-defined* holidays to suit your *particular-business* needs. After each holiday passes, **CallAgent** automatically updates your Holiday Schedule so that your holiday processing occurs on the correct dates and times the following year.



Day-of-Week Schedule

The Day-of-Week Schedule is the third segment that **affects** a caller's progress through a **Callbox**. The Day-of-Week Schedule checks the time-of-day and **day-of-week** of each call. It then redirects the call according to the programmed **Callbox Action** for that time and day.

For example, a **Callbox** owner can have all calls ring his extension during normal working hours, Monday through Friday. After hours and on weekends, all calls can be routed to the owner's voice mailbox.

Greeting

If a caller has not been redirected by Override, Holiday or a Schedule, he or she will next hear the Greeting. Each **Callbox** owner records his or her own Greeting. The Greeting can contain information about what callers can expect to hear later in the **Callbox**.

Callers hear the Greeting once and are able to interrupt the Greeting by pressing a key on their pushbutton telephone. If a Menu is recorded and programmed after the Greeting, the Menu will accept the key as Menu choice.



Menu

Recorded Menu

You can record a Menu that presents options to an incoming caller. Your recorded Menu prompts callers to press a key on their telephone keypad to select a menu option. The **Callbox** owner records the **menu** from the telephone interface, and can set the Menu to repeat should the caller press an invalid key.

You can assign any **Callbox** action to any telephone keypad number. Record the Menu to inform the caller of his or her choices. A sample Menu for a sales division might be as follows:

*“ To place an order for widgets, press [1];
To speak with a sales representative **for your** area, press [2];
To speak with a customer service representative, press [3];
To end this call, press [9].”*

In this example, a caller pressing key 1 could be transferred to an order entry ACD queue for widgets. Pressing key 2 routes the caller to another **Callbox** that would present a menu of sales representatives by geographical area. Pressing key 3

transfers the caller to the customer service department. Finally, pressing key 9 disconnects the call.

You choose the number of times to automatically repeat the Menu if the caller does not press a key, or if the caller presses an undefined key. The repetition count can be set from 0 (do not play the menu) to 9.

Multikey Option

Multikey allows callers to enter multiple digits in response to a recorded Menu. You should enable **Multikey** to allow the caller to dial extension numbers or voice mailbox numbers in addition to single digit menu choices.

The **CallAgent administrator** sets the minimum and maximum number of digits **Multikey** will accept. This is for extension dialing within **CallAgent**. This number is normally the same as the number of digits in the **VoiceMemo** dialing plan.

Automatic Exit

The Automatic Exit is the final segment that **affects** callers during a phone session within a single **Callbox**. Use the Automatic Exit to set your default exit action in the event an error condition arises that prevents a caller from successfully completing his or her phone session.

4 Callbox Actions

Within each **Callbox** segment, (Override, Holiday Schedule, Day-of-Week Schedule, Menu, and Automatic Exit) you have a number of choices for what *Actions* you want that segment to perform. Your choices include the options described in the following paragraphs.

Move the Caller to Another Callbox

At any point within a **Callbox**, you can select to move the caller to another **Callbox**. This can be accomplished automatically (for example, with no caller input if performed by Override, Schedule or Automatic Exit). In other cases, you can require the caller to press a key (for example, through Menu).

Transfer the Caller to an Extension or Outside Number

Whenever you select a transfer Action, you can also define the transfer method as well as the subsequent incomplete transfer Action to take if the original transfer was incomplete (for example, a **Ring** Busy, Ring No Answer, or Invalid.) You can route the caller to another **Callbox**, disconnect the caller or route the caller to voice mail on any incomplete transfer.

Blind

Blind transfers normally switch hook flashes, dials a number, and connects the call. Blind transfers do not supervise for answer, but will usually detect a busy signal.

Supervised

Supervised transfers normally switch hook flashes, dials a number and waits either until the call is answered or until a programmable length of time has elapsed without the call being answered. Supervised transfers will also detect a busy signal.

Screened

In a screened transfer, the caller is asked to speak their name before the transfer takes place. When the call is presented to the dialed extension, **CallAgent** plays this recorded name to the called party. The called party has the option of accepting the call or rejecting it.

If the call is accepted, the caller is connected at once. If the call is rejected, the caller is routed as if the called extension did not answer.

Attendant

Each **Callbox** can have its own designated attendant extension. Calls transferred to the attendant follow the **Callbox** setup for transfer to attendant.

Alternate

Each **Callbox** segment and each assigned telephone keypad number can have its own, specifically defined, Alternate Transfer Sequence. This programmed alternate transfer sequence takes precedence over the normal transfer sequences listed above.

Disconnect the Caller

You can also automatically disconnect any caller attempting to dial a particular extension from a **Callbox**. This option could be used to protect internal modem lines from being dialed from the company's automated attendant.

Route the Caller to **Voice Mail**

You can send a caller from any **Callbox** segment to voice mail. The caller can be given the choice of entering a mailbox number or can be directed to a particular mailbox.

Continue in the Current **Callbox**

Specifying Continue in any segment processes the remainder of the **Callbox**. Continue can move the caller down the **Callbox** structure to the next active segment. Continue can also repeat the Menu.

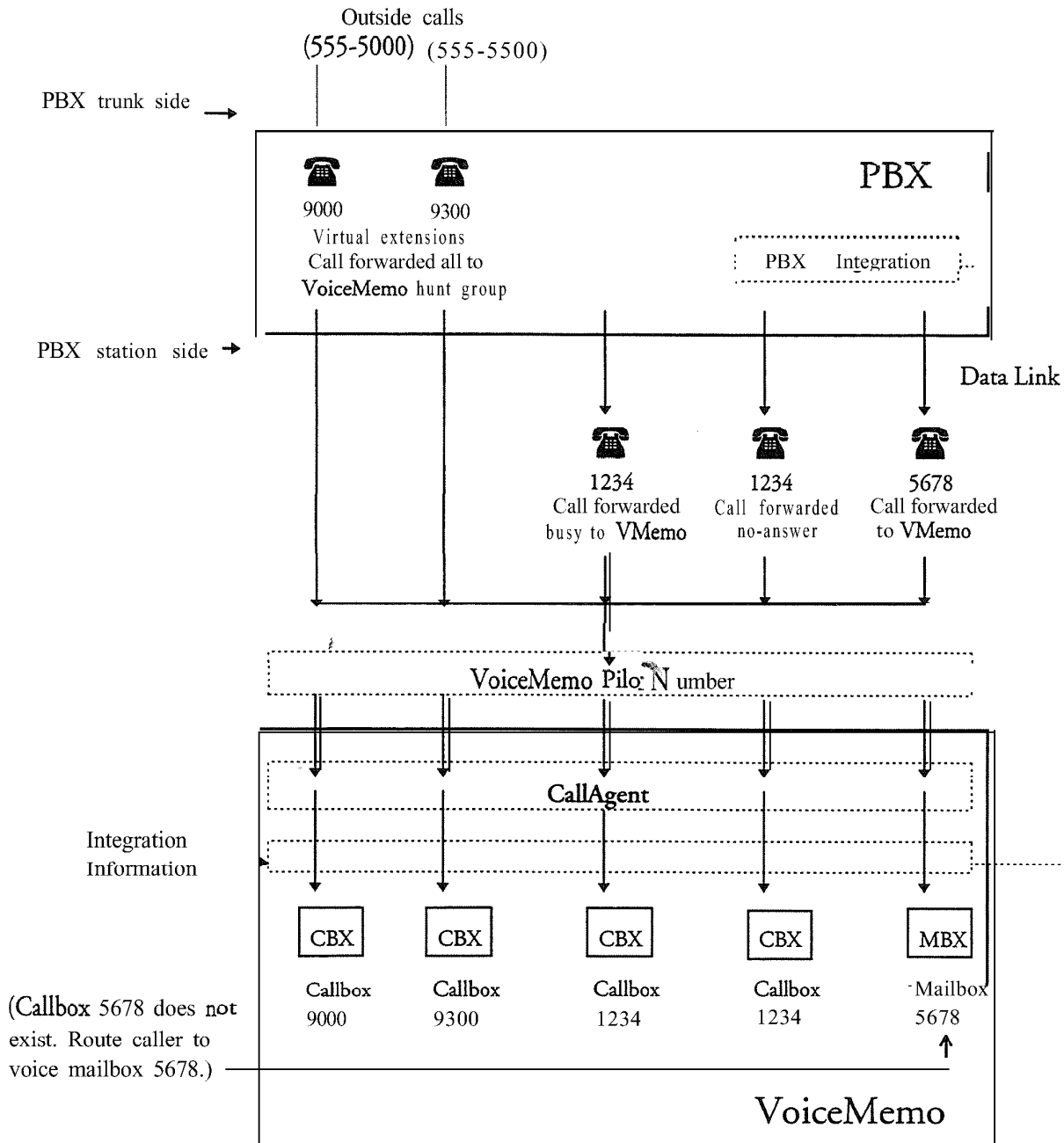
Access Another Software Application

As additional software applications are developed for the **VoiceMemo**, you will be able to route callers to those applications. Dial-by-Name is an example of such an application.

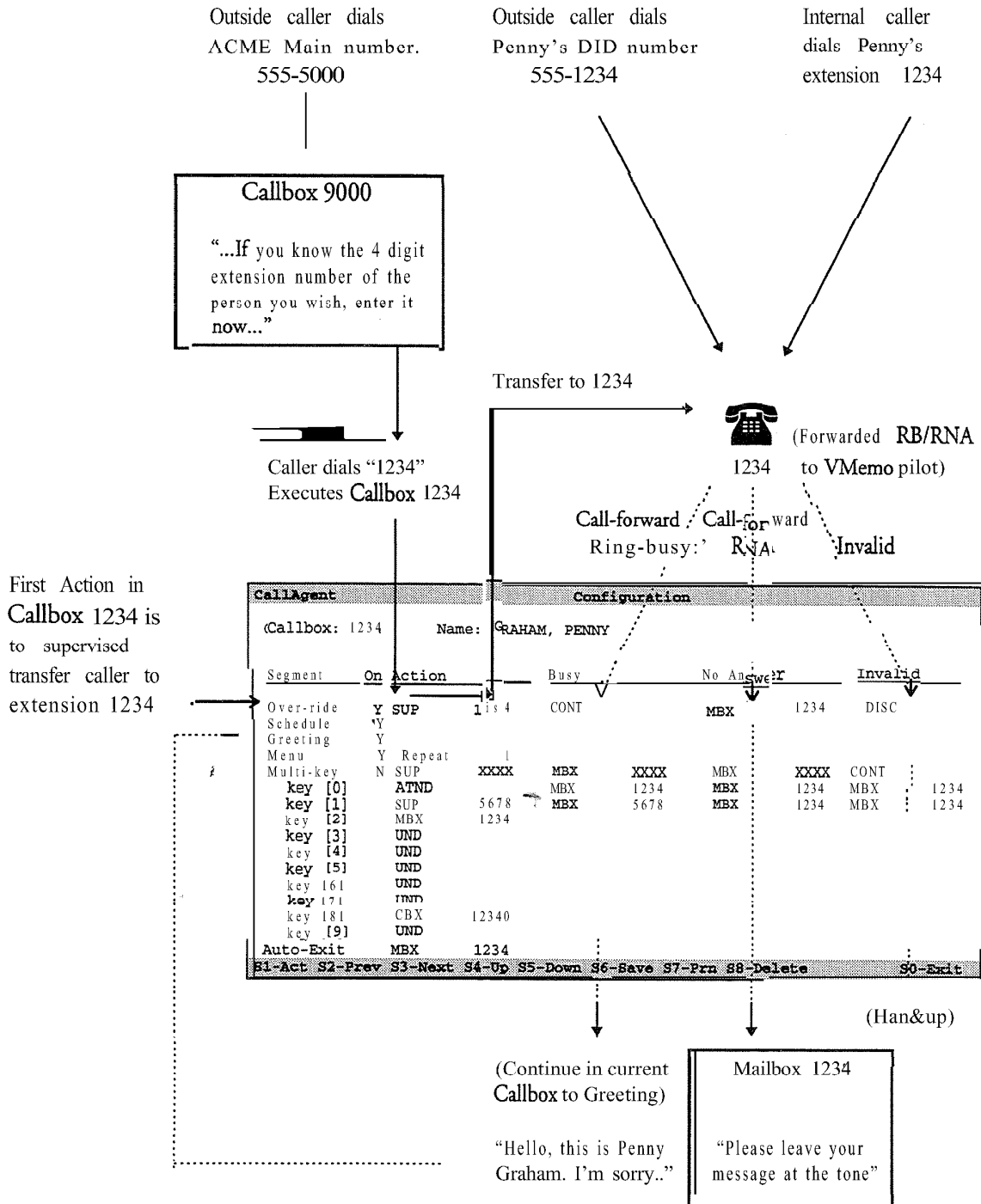


5 CallAgent Application Examples

Here is a block diagram of ACME Manufacturing's PBX, VoiceMemo and CallAgent configuration.



Callers reach Penny's **Callbox 1234** either by dialing her extension through the ACME main automated attendant, or after being forwarded Ring Busy or **ring-no-answer** from her extension:



CallAgent Introduction and Tutorial

Callers dialing ACME's main telephone number (555-5000) reach Callbox 9000 (shown below).

Outside Callers

Since the Override segment is off, check the Schedules

CallAgent Configuration									
Callbox: 9000					Name: ACME MAIN AUTOATTENDANT				
Segment	On	Action	Busy	No Answer	Invalid				
Over-ride	N	CBX	9002						
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	1						
Multi-key	Y	BLND	XxXx	MBX	XXXX	MBX	XxXx	MBX	9999
key [0]		ATND							
key [1]		BLND	5123	CUN1		CONT			CONT
key [2]		CBX	9200						
key [3]		CBX	9300						
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [8]		DBN							
key [9]		DISC							
Auto-Exit		ATND		MBX	9999	MBX	9999	DISC	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Exit									

Since the Override segment is turned "off", the Callbox checks the Schedule, matching the time and day of the call with any Schedule entries. Examine the Day-of-Week Schedule for Callbox 9000:

During normal business hours, Continue in this Callbox 9000

CallAgent Day of Week Schedule									
Callbox: 9000					Name: ACME MAIN AUTOATTENDANT				
Day	Time	A/P	Action	Busy	No Answer	Invalid			
MON	08:00	AM	CONT						
MON	05:00	PM	CBX	9001					
TUE	08:00	AM	CONT						
TUE	05:00	PM	CBX	9001					
WED	08:00	AM	CONT						
WED	05:00	PM	CBX	9001					
THU	08:00	AM	CONT						
THU	05:00	PM	CBX	9001					
FRI	08:00	AM	CONT						
FRI	05:00	PM	CBX	9001					
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Exit									

After business hours (5:00 PM) route callers to Night mode Callbox 9001.

Callers during normal business hours, Monday through Friday, are instructed to Continue to the next active segment in the current Callbox. The recorded Greeting is the next active segment.

"Thank you for calling ACME Manufacturing. "

Next, callers hear the recorded Menu. It repeats once to the caller:

"If you know the four digit extension number of the person you wish, you may enter it now or at any time during this message. To look up a name in the company directory, press [8]."

For Sales and Marketing, press [1];

For Shipping, press [2];

For Accounting, press [3];

If you wish to speak with the operator, press [0], or stay on the Line."

Segment	On	Action	Busy	No Answer	Invalid
Over-ride	N	CBX 9002			
Schedule	Y				
Greeting	Y				
Menu	Y	Repeat 1			
Multi-key	Y	BLND XXXX	MBX XXXX	MBX XXXX	MBX 9999
key [0]		ATND			
key [1]		BLND 5123	CONT	CONT	CONT
key [2]		CBX 9200			
key [3]		CBX 9300			
key [4]		UND			
key [5]		UND			
key [6]		UND			
key [7]		UND			
key [8]		DBN			
key [9]		DISC			
Auto-Exit		ATND	MBX 9999	MBX 9999	DISC

Key [1] transfers the caller to the Sales and Marketing ACD queue (5 123). On a Ring Busy, Ring No Answer or invalid transfer attempt (which should never happen) the caller is reconnected and Continued to the operator (AutoExit).

Keys [2] and [3] route calls to the Shipping and Accounting Callboxes respectively.

Callers can also enter a four digit extension number. The Multikey segment is programmed to Blind transfer callers to the appropriate extension number. On a Ring Busy or Ring No Answer at the dialed extension, the caller is routed to the corresponding voice mailbox to leave a message. Callers wishing to Dial-by-Name press 8.

If the caller does nothing, (such as, a rotary phone caller) the Auto-Exit transfers the caller to the operator. Key [0] performs the same function.

The night and weekend mode Callbox 9001 greets all callers with:

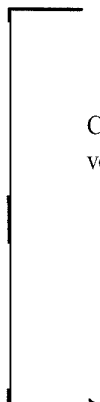
"Thank you for calling ACME Manufacturing. Our normal business hours are 8 AM to 5 PM Monday through Fridays"

The Menu offers callers the following choices:

“If you would like to leave someone a message, enter their four-digit extension number. If you do not know the extension number, or are calling from a rotary phone, stay on the line.”

Callers entering an extension number will be transferred directly to that person's voice mailbox.

1



CallAgent		Configuration	
Callbox: 9003	Name: ACME NITE MODE AUTOATTENDANT		
segment	Bn	Action	s y No Answer Invalid
Over-ride	N	CBX	9002
Schedule	N		
Greeting	Y		
Menu	Y	Repeat	1
Multi-key	Y	MBX	XXXX
key [0]		BLND	1650
key [1]		UND	
key [2]		UND	
key [3]		UND	
key [4]		UND	
key [5]		UND	
key [6]		UND	
key [7]		UND	
key [8]		UND	
key [9]		UND	
Auto-Exit	MBX		9999
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Reset S0-Exit			

Notice that key [0] transfers to extension 1650, which could be a night-bell. The recorded menu does not inform the caller of this key. However, any employee of the company can use key [0] to ring the night bell or night station.

Multikey input, whether defined for extensions or voice mailboxes, always looks for a corresponding **Callbox** to execute first. Individual **Callbox** programming takes precedence over **Multikey** programming.

The example on the next page illustrates a **Callbox** application for a specific extension. In **CallAgent**, any extension or mailbox can have its own **Callbox**. The **Callbox** controls, among other things, how calls should be routed to that extension (for example, blind-transfer or supervised-for-answer) and where the caller should be directed on an incomplete transfer (for example, if the extension is busy or no one answers).

Example - Penny Graham's **Main Callbox** 1234

Callbox Segment	Action Description
Override	(If activated.) Send all calls to my secretary. Don't bother with the rest of this Callbox .
Schedule	Between 10:00 AM and 7:00 PM, Monday through Friday, Supervise transfer all calls to extension 1234. After 7:00 PM on weekdays send calls directly to voice mailbox 1234. If extension 1234 is busy, or does not answer, continue to the Greeting.
Greeting	(If I'm on the phone or away from my desk.), play the recorded Greeting: <i>"Hello. This is Penny Graham. I'm not available right now, but your call is important to me.</i>
Menu	Play the recorded Menu: <i>"To speak with John, my secretary, press [1]; To leave me a voice message, press [2], or stay on the line. If you would like to speak with an operator, press [0] at any time.."</i>
Automatic Exit	Move caller into voice mailbox 1234

A caller dials ACME's main number, and is answered by the main autoattendant **Callbox** 9000 (previous page). The caller wishes to speak with Penny at extension 1234 and dials 1234 after hearing the ACME main menu.

CallAgent automatically checks **Callbox** 1234 for instructions on how to proceed. Since this call occurred during normal working hours, **Callbox** 1234 transfers the caller to extension 1234. On a Ring Busy, or Ring No Answer at extension 1234, the caller would continue in this **Callbox** to hear the Greeting and Menu above. The Automatic Exit transfers the caller to mailbox 1234 if the caller does nothing in response to the menu.

Here is Penny's **Callbox** 1234 Configuration screen:

Continue to Greeting if caller forwarded busy.

Move caller to mailbox 1234 if forwarded no-answer.

Segment	On	Action	Busy	No Answer	Invalid
Callbox:	1234	Name:	GRAHAM, PENNY		
Over-ride	Y	SUP	1234	CONT	MBX 1234 DISC
Schedule	Y				
Greeting	Y				
Menu	Y	Repeat	1		
Multi-key	N	SUP	XXXX	MBX XXXX	MBX XXXX CONT
key [0]		ATND		MBX 1234	MBX 1234 MBX 1234
key [1]		SUP	5678	MBX 5678	MBX 1234 MBX 1234
key [2]		MBX	1234		
key [3]		UND			
key [4]		UND			
key [5]		UND			
key [6]		UND			
key [7]		UND			
key [8]		CEX	12340		
key [9]		UND			
Auto-Exit		MDX	1234		

If an outside caller dialed Penny's extension directly (i.e., if the caller dialed Penny's DID number or was transferred by the operator), Penny's extension would ring. On a Ring No Answer, **Callbox** 1234 places the caller into Penny's voice mailbox 1234. If she were on the phone (Ring Busy), the call is forwarded to the **VoiceMemo** system where **CallAgent** would open Penny's **Callbox** 1234. **CallAgent** knows that Penny's extension was already tried, and automatically Continues the caller into her **Callbox** Greeting and Menu.

At this point the caller has several options. Pressing 1 transfers to Penny's secretary at extension 5678. Extension 5678 is not call-forwarded busy or no-answer, so Penny's **Callbox** can control the transfer. On a busy or no-answer at 5678, **CallAgent** hook-flashes to get the caller back and moves the caller either into mailbox 5678 (busy) or 1234 (on a no-answer). Pressing 0 transfers to the operator. Pressing 2, or remaining on the line moves the caller to Penny's voice mailbox.

Penny's staff knows to press 8 if they really need to reach her. Key [8] moves the caller into **Callbox** 12340, which is programmed as follows:

CallAgent		Configuration						
Callbox: 12340		Name: GRAHAM, PENNY PRIVATE CALLBOX						
Segment	On	Action		Busy		No Answer		Invalid
Over-ride	N	SUP	1234	CONT		MBX	1234	DISC
Schedule	Y							
Greeting	Y							
Menu	Y	Repeat	5					
Multi-key	Y	SUP	XXXX	MBX	XXXX	MBX	XXXX	CONT
key [0]		MBX	1234					
key [1]		ALT	5551993	CONT		CONT		CONT
key [2]		ALT	7891234	CONT		CONT		CONT
key [3]		UND						
key [4]		UND						
key [5]		ALT	6661234	CONT		CONT		CONT
key [6]		UND						
key [7]		UND						
key [8]		RT.ND	8234	CONT		CONT		CONT
key [9]		UND						
Auto-Exit		MBX	1234					
F1-Act F2-Prev F3-Next F4-Up F5-Down F6-Save F7-Prn F8-Delete F9-Exit								

"Hello. You have reached my personal call list

To try and reach me at home after hours, press [1];

To transfer to my pager, press [2] and enter your callback number;

To listen to a summary of the latest sales meeting, enter your access code;

If I'm traveling, and it's important that you reach me directly, press [5];

Stay on the line or press [0] to leave me a voice message."

Pressing 1 transfers to 555-1993 (Penny's home number). CallAgent actually performs a switch hook flash, gets a dial tone, dials 9 (for an outside line), pauses one second, then dials 555-1993. This call is supervised for 20 seconds (Penny's home answering machine picks up calls after 25 seconds). If Penny's home phone rings no answer, or is busy, the caller is reconnected and Continues in the Callbox to hear the menu again (repetition count set to 5). This way, the caller can try another option on the same phone call.

Pressing 2 blind transfers the caller to Penny's outside pager number. CallAgent performs a switch hook flash, gets a dial tone, dials 9 (for an outside line), pauses one second, then dials 1-800 and the pager number (789-1234). After the pager number answers, the Callbox connects the caller directly so that he or she can enter their callback number.

Key [5] transfers the caller to outside telephone numbers, which change as Penny travels. Penny can update this number from any pushbutton phone any time she wishes. The CallAgent Administrator has sole control over the transfer sequences of each Callbox. He has allowed Penny to change the last seven digits of any number, but still retains control over toll and long distance transfers.

Key [8] transfers to 8234, a secondary extension on Penny's telephone. Even when her primary extension number 1234 is forwarded to VoiceMemo, her secondary extension will ring.

6 Tutorial - Create Your Own Callbox

You should already have installed CallAgent software onto your VoiceMemo system, and configured CallAgent to your particular PBX and integration environment. Please refer to Part 4 of this manual, the "Call Agent Configuration Guide," for details about how to install the CallAgent software.

Starting CallAgent

The CallAgent Administrator's program is located in the Main Menu. Press C for CallAgent Maintenance.

Note: Before you can start CallAgent, you must first put your terminal in full screen mode and set the other VoiceMemo parameters for CallAgent. Refer to DP 6059 in the "CallAgent Configuration Guide" (Part 4 of this manual) for a detailed procedure for setting these parameters.

```
(c) All Software Copyright 1983-1991 Centigram Corporation. All Rights Reserved

                                system status
HOST : 1
STATUS : ENA
OS : 3.15x
MEMORY : 5727/11840
ERRORS : Y

Bus\Disk: 0 1 2 3 4 5 6
0 : ENA -
1 : -
2 : -

#                                MAIN MENU
                                (M) Mailbox maintenance
                                (C) CallAgent maintenance
                                (R) Report generation
                                (S) System maintenance
                                (X) Exit
```

Logging Into CallAgent

The first CallAgent screen is the **Login** Screen. Each CallAgent screen is identified by name in the center of the highlighted top bar.

```

CallAgent                               Login
-----
CallAgent for VoiceMemo
      Version 1.0

:.....:
:  Username: 9995
:  Passcode:
:.....:

(C) 1987-1994 VMC Systems Inc. All Rights Reserved      00-Exit

```

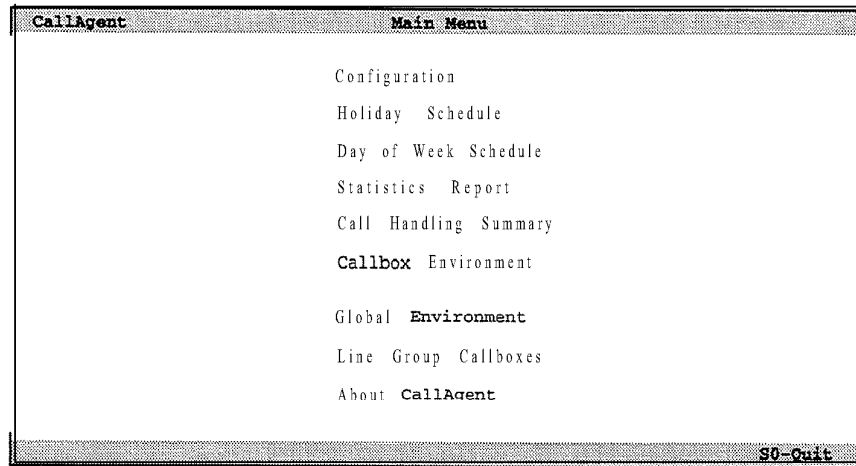
The bottom highlighted bar lists the shift-key combinations that perform various actions within CallAgent Administrator. The only shift-key enabled in the **Login** screen is **Shift 0** for Exit. Pressing **Shift 0** lets you exit the current screen, and takes you back to the previous screen.

Default Username and Passcode

The default CallAgent Username for your Administrator's Callbox is 9995. Your default passcode is zero (0). Enter your passcode by pressing Tab to move the highlighted cursor to the Passcode field. Press 0 and press Enter. Both the default CallAgent Username and Passcode can be changed at any time.

CallAgent Main Menu

Once you have successfully logged into the CallAgent Administrator, the CallAgent Main Menu Screen appears.



You can move between Menu choices by pressing Tab, or by pressing the Up and Down Arrow keys. The first group of six menu choices deals with individual Callbox programming and reporting. The second group of three menu choices enables you to configure global CallAgent parameters. All menu choices correspond to the names of the various CallAgent screens, which are more fully described below.

Take a moment to read the *About CallAgent* screen. It provides a handy summary of basic CallAgent navigation keys and function key conventions.

Create Your Own Callbox

Access the Callbox Configuration Screen. In the Callbox field, type your Callbox number (your Callbox must be the same number as your extension and your voice mailbox) and press Enter.

CallAgent		Configuration						
Callbox: 1234		Name :						
Segment	On	Action	Busy	No	Answer	Invalid		
Over-ride	N	SUP	1234 MBX	1234	MBX	1234	DISC	
Schedule	N							
Greeting	N							
Menu	N	Repeat						
Multi-key	N	SUP	X1'			XXXX	CONT	
key [0]		UND			Callbox: 1234			
key [1]		UND			does not exist.			
key [2]		UND						
key [3]		UND			:Do you wish to create it? Y :			
key [4]		UND						
key [5]		UND			:.....:			
key [6]		UND						
key [7]		UND						
key [8]		UND						
Auto-Exit	SUP		1234 MBX	1234	MBX	1234	DISC	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prt S8-Del								
S9-Exit								

CallAgent asks you if you wish to create the new Callbox. Press Enter to create your Callbox. CallAgent automatically takes you to the configuration screen for your newly created Callbox. Type your name in the Name field.

CallAgent		Configuration						
Callbox: 1234		Name: YOUR NAME HERE						
Segment	On	Action	Busy	No	Answer	Invalid		
Over-ride	N	SUP	1234 MBX	1234	MBX	1234	DISC	
Schedule	N							
Greeting	N							
Menu	N	Repeat	1					
Multi-key	N	SUP	XXXX	MBX	XxXx	MBX	XXXX CONT	
key [0]		UND						
key [1]		UND						
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		UND						
key [9]		UND						
Auto-Exit	SUP		1234 MBX	1234	MBX	1234	DISC	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prt S8-Del								
S9-Exit								

Programming Key Assignments

Press **Tab** or **Enter** to get to the key [0] Action field. Press **Shift I** (Act) for the Action Menu.

CallAgent		Configuration						
Callbox: 1234		Name :						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride	N	SUP 1234	MBX 1234	MBX 1234	DISC			
Schedule	NActions.....						
Greeting	N							
Menu	N	Repeat 1:	CBX Callbox					
Multi-key	N	SUP XXXX:	SUP Supervised	XXXX	CONT			
key [0]	UND		BLND Blind					
key [1]	UND		ALT Alternate TrSeq					
key [2]	UND		SCRN Screened					
key [3]	UND		ATND Attendant					
key [4]	UND		DISC Disconnect					
key [5]	UND		MBX Mailbox					
key [6]	UND		UND Undefined					
key [7]	UND		CONT Continue					
key [8]	UND		DBN Dial By Name					
key [9]	UND							
Auto-Exit	SUP	1234	MBX 1234	MBX 1234	DISC			
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prt S8-Del S0-Exit								

Move the cursor to the ATND (Attendant) Action and press Enter.

CallAgent		Configuration						
Callbox: 1234		Name :						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride	N	SUP 1234	MBX 1234	MBX 1234	DISC			
Schedule	N							
Greeting	N							
Menu	N	Repeat 1						
Multi-key	N	SUP XxXx	MBX XxXx	MBX XXXX	CONT			
key [0]	UND		MBX 1234	MBX 1234	1234			
key [1]	UND	ATND 1235	MBX 1234	MBX 1234	1234			
key [2]	UND							
key [3]	UND							
key [4]	UND							
key [5]	UND							
key [6]	UND							
key [7]	UND							
key [8]	UND	CBX 1234						
key [9]	UND	MBX 1234						
Auto-Exit	UND	MBX 1234						
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prt S8-Del S0-Exit								

Move the cursor to the key [1] field and enter **S** (Supervised transfer). Enter the extension number of another phone where you might want callers to try you.

-Make key [8] go to Callbox (by pressing **C**).

For key [9] and Auto-Exit, enter **M** for Mailbox and enter 1234.

Adding a Day-of-Week Schedule Entry

Go to the Day-of-Week Schedule screen for **your Callbox**. You can reach this screen by pressing the Shift 5 (Down) twice.

Your cursor will be on the **Callbox** field. Press Enter until your cursor is on the -first Day field. Enter M for Monday. Press Enter to get to the Action field and enter S for Supervised transfer. Press Enter to get to the next field and type in your extension number.

Day	Time	A/P	Action	Busv	No Answer	Invalid
NON	12:00 AM	SUP	1234	CONT	CONT	DISC

S-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-PrC S8-Del S9-Exit

In the **Busy** and **No Answer** Action fields, press Shift 1 (Act) for the pop-up Action Menu, **cursor** down to the CONT (Continue) Action and press Enter. Select DISC for the Invalid Action.

Saving Your Callbox

Once you have reviewed your changes, save your **Callbox** by pressing Shift 6 (Save).

CallAgent		Configuration															
Callbox: 1234		Name:															
Segment	On	Action	Busy	No Answer	Invalid												
Over-ride	N	SUP	1234	MBX	1234	MBX	1234	DISC									
Schedule	N																
Greeting	N																
Menu	N	Repeat														
Multi-key	N	SUP	x:		X x X x	CONF											
key [0]		ATND	:	Callbox: 1234	:	1234	MBX	1234									
key [1]		SUP	1:		:	1234	MBX	1234									
key [2]		UND		Do you wish to													
key [3]		UND		save your changes? Y	:												
key [4]		UND															
key [5]		UND		:.....													
key [6]		UND															
key [7]		UND															
key [8]		CBX															
key [9]		MBX	1234														
Auto-Exit		MBX	1234														
S1-Act		S2-Prev		S3-Next		S4-Up		S5-Down		S6-Save		S7-Prt		S8-Del		S9-Exit	

Press Enter to confirm that you wish to overwrite **Callbox 1234** with your new changes.

Accessing Your Callbox From Your Voice Mailbox

Once you have created and saved your **Callbox**, you can access it directly from your voice mailbox.

Step	Procedure	What you hear:
1	Call the voice mail access number from your own telephone	(On integrated systems:) <i>"Please enter your passcode" or</i> (On non-integrated systems:) <i>"Welcome to the Message Center. Enter a number or wait.."</i>
2	Enter your mailbox passcode (on non-integrated systems, enter your mailbox number followed by a "*" and your passcode)	VoiceMemo main menu <i>"Hello (name). You have (X) messages."</i>
3	Press the "*" key	<i>"Please enter your Callbox passcode"</i>
4	Enter your Callbox passcode ("0" for newly created Callboxes)	<i>"Welcome to your new Callbox.."</i> <i>In order to insure the privacy of your Callbox, you should select a new passcode at this time. I will use this passcode to verify your identity during future calls. Please enter your new passcode."</i>
5	Enter your new passcode. CallAgent will ask you to confirm your new passcode.	<i>"Your passcode is...;</i> <i>To keep this passcode press [1];</i> <i>To change this passcode, press [8]."</i>
6	Press 1 to keep your passcode. You will now hear the Callbox Main Menu.	Callbox Main Menu <i>"For override functions, press [1];</i> <i>To examine your schedule, press [2];</i> <i>To review your greeting, press [4];</i> <i>To examine your menu, press [5];</i> <i>For automatic exit actions, press [6];</i> <i>For other owner functions, press [8];</i> <i>To end this call, press [9]"</i>
7	Press 9 to end the call.	<i>"Thank you. Good day. "(Hang up)</i>

Recording Your Callbox Greeting

You record your Callbox Greeting through the CallAgent Telephone Interface.

Step	Procedure	What you hear:
1	Access your Callbox Main Menu (See previous procedure <i>Accessing your Callbox from your Voice Mailbox</i>)	Callbox Main Menu <i>"For override functions, press [1]; To examine your schedule, press [2]; To review your greeting, press [4]; To examine your menu, press [5]; For automatic exit actions, press [6]; For other owner functions, press [8]; To end this call, press [Y]"</i>
2	Press 4 to review your greeting	<i>"No greeting is recorded.; To rerecord, press [1]; To review the current greeting, press [2]; To delete the current greeting, press [8]; To exit with the current greeting, press [9]"</i>
3	Press 1 to rerecord your greeting	<i>"How should I greet your callers?" (beep)</i>
4	After the recording tone, read the following greeting: <i>"Hello, this is (your name). I'm not available right now, but your call is important to me."</i>	
5	When you are done recording, press any key to stop recording. You will hear the Greeting menu again.	<i>"To rerecord, press [1]; To review the current greeting, press [2]; To delete the current greeting, press [8]; To exit with the current greeting, press [9]"</i>
6	Press 9 to exit with the current greeting.	CallAgent Main Menu
7	Press 9 again to leave your Callbox .	<i>"Thank you, good day"</i>

Recording Your Callbox Menu

You record your Callbox Menu through the CallAgent Telephone Interface.

Step	Procedure	What you hear:
1	Access your Callbox Main Menu (See previous procedure <i>Accessing your Callbox from your Voice Mailbox</i>)	Callbox Main Menu <i>"For override functions, press [1]; To examine your schedule, press [2]; To review your greeting, press [4]; To examine your menu, press [5]; For automatic exit actions, press [6]; For other owner functions, press [8]; To end this call, press [9]"</i>
2	Press 5 to examine your menu.	<i>"For recorded menu review, press [1]; For key assignments, press [2]; For menu repetition counts, press [3]; For automatic exit, press [4]; To exit, press [9]"</i>
3	Press 1 for recorded menu review	<i>"No menu is recorded; To rerecord this menu, press [1]; To review the current recorded menu, press [2]; To delete this recording, press [8]; To exit with the current recording, press [9]"</i>
4	Press 1 to rerecord the menu	<i>"Please read me your menu" (beep)</i>
5	After the recording tone, read the following menu: <i>"To try my associate (name), press [1]; To transfer to the operator, press [0]; If you want to leave me a message, press [9], or stay on the line"</i>	
6	When you are done recording, press any key to stop recording. You will hear the menu again.	<i>"To rerecord this menu, press [1]; To review the current recorded menu, press [2]; To delete this recording, press [8]; To exit with the current recording, press [9]"</i>
7	Press 9 to exit with the current greeting.	CallAgent Main Menu
8	Press 9 again to leave your Callbox.	<i>"Thank you, good day"</i>

Testing Your Callbox on Ring No Answer

If your extension is integrated with the **VoiceMemo**, callers dialing your extension are forwarded to your voice mailbox when your extension does not answer. Now that you have created and programmed a **Callbox** for your extension, callers should reach your **Callbox** when there is no answer at your extension.

Step	Procedure	What you hear:
1	Ensure that your extension is forwarded Ring No Answer to the VoiceMemo .	
2	Place a call to your extension from another phone. Let your extension forward to the VoiceMemo .	. . your extension ringing.. .
3	Your Callbox should now answer your call.	Callbox 1234 Greeting <i>"Hello, this is (your name). I'm not available right now, but your call is important to me."</i>
4	Next, you should hear the Callbox Menu you recorded earlier.	Callbox 1234 Menu <i>"To try my associate (name) press [1]; To transfer to the operator, press [0]; If you want to leave me a message, press [9], or stay on the line"</i>
5	Press 9 or stay on the line to leave a message.	Mailbox 1234 Greeting.

Testing Your Callbox on a Forward Busy

If your extension is integrated with the VoiceMemo, callers dialing your extension are forwarded to your voice mailbox when your extension is busy. Now that you have created and programmed a Callbox for your extension, callers should reach your Callbox when they are forwarded as Ring Busy to the VoiceMemo.

Step	Procedure	What you hear:
1	Ensure that your extension is off-hook and is forwarded Ring Busy to the VoiceMemo.	
2	Place a call to your extension from another phone. Let your extension forward busy to the VoiceMemo.	
3	Your Callbox should now answer your call.	Callbox 1234 Greeting <i>"Hello, this is (your name). I'm not available right now, but your call is important to me."</i>
4	Next, you should hear the Callbox Menu you recorded earlier.	Callbox 1234 Menu <i>"To by my associate (name) press [1]. To transfer to the operator, press [0] If you want to leave me a message, press [9], or stay on the line"</i>
5	Press 9 or stay on the line to leave a message.	Mailbox 1234 Greeting.

☎ What Just Happened?

When your extension was forwarded to the VoiceMemo system, CallAgent received the following information along with the call:

1. Who is calling? (the extension from which you are placing calls)
2. Who was called? (your extension number)
3. Why was the call forwarded to VoiceMemo? (for example, Ring Busy or Ring No Answer)

CallAgent matches the called extension (1234 in this example) with a Callbox (also, 1234). It then starts to process the Callbox 1234.

CallAgent		Configuration							
Callbox: 1234		Name: YOUR NAME HERE							
segment	On	Action	Busy	NO Answer	Invalid				
Over-ride	N	SUP	1234	MBX	1234	MBX	1234	DISC	
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	1						
Multi-key	N	SUP	XXXX	MBX	XXXX	MBX	XXXX	CONT	
key [0]		ATND		MBX	1234	MBX	1234	MBX	1234
key [1]		SUP	1235	MBX	1234	MBX	1234	MBX	1234
key [2]		UND							
key [3]		UND							
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [8]		CBX							
key [9]		MBX	1234						
Auto-Exit		MBX	1234						

The Over-ride segment is turned off, so CallAgent ignores Over-ride programming.

There is a Schedule active, so CallAgent examines the Schedule.

CallAgent		Day of Week Schedule						
Callbox: 1234		Name: YOUR NAME HERB						
Day	Time	Condition	Busy	No Answer	Invalid			
MON	12:00 AM	SUP	1234	CONT	CONT	DISC		
S1-Act		S2-Prev		S3-Next		S4-Up		S5-Down
S6-Save		S7-Prt		S8-Del		S9-Exit		

The Day-of-Week Schedule instructs CallAgent to supervised-transfer calls to extension 1234, beginning on Monday at 12:00 AM and continuing until it encounters another schedule entry.

If the transfer attempt results in a busy or no-answer, CallAgent is to Continue the caller to the next segment in the current Callbox 1234.

Continu plays the recorded Greeting and Menu, the next active Callbox segments.

CallAgent		Configuration						
Callbox: 1234		Name: YOUR NAME HERE						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride Schedule	N	SUP	1234	MBX	1234	MBX	1234	DISC
Greeting	Y							
Menu	Y	Repeat	1					
Multi-key	N	SUP	XXXX	MBX	XXXX	MBX	XXXX	CONT
key [0]		ATND		MBX	1234	MBX	1234	MBX
key [1]		SUP	1235	MBX	1234	MBX	1234	MBX
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		CBX						
key [9]		MBX	1234					
Auto-Exit		MBX	1234					
S1-Act		S2-Prev		S3-Next		S4-Up		S5-Down
S6-Save		S7-Prt		S8-Del		S9-Exit		

1---While listening to the recorded menu, you then pressed 9 or stayed on the line. Either way, you were routed to voice mailbox 1234.

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MITEL MAIL™

Voice Processing Solutions

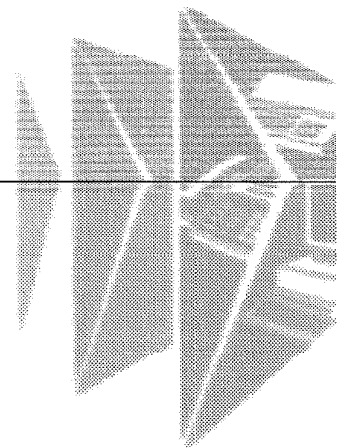


CallAgent - Part 2

Administrator's Guide



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1 CallAgent Administration

This chapter gives the reader a brief tour of the CallAgent Administrator's programs and provides tips for loading the CallAgent software and troubleshooting problems with CallAgent.

Overview

There are two ways to access CallAgent Administration. The first is through the CallAgent Administrator's *terminal* interface. The second is through the CallAgent Administrator's *telephone* interface.

You can do most of your Callbox programming through either interface. However, there are some things you can do only through the CallAgent telephone program (like record prompts), while you can do other, more security-sensitive programming only through the CallAgent terminal program (like change global parameters).

Loading the CallAgent Optional Feature Software

When completing a software update using the Update Software With System Online procedure (CP 223 1), you must load the CallAgent Optional Feature Software a second time. To do this follow these steps:

1. Complete the online software update, per the instructions in the *VoiceMemo Installation and Service Manual*.
2. Activate the new software, per the instructions in the *VoiceMemo Installation and Service Manual*.
3. Reload the CallAgent Optional Feature diskette, using the Install Optional Feature With System Online procedure (CP 5402), found in this manual.

Note: This procedure is required only on systems completing the software

2 CallAgent Administrator's Terminal Program

You should already have installed CallAgent software onto your VoiceMemo system, and configured CallAgent to your particular PBX and integration environment. Please refer to Part 4 of this manual, the "CallAgent Configuration Guide," for more information about how to install and configure the CallAgent software.

Starting CallAgent

The CallAgent Administrator's program is located in the Main Menu. Press C for CallAgent Maintenance.

Note: Before you can start CallAgent, you must set up your terminal as VT100 and put Voice Memo in full-screen mode. Refer to CI? 6059 in the *CallAgent Configuration Guide*, Part 4 of this manual, for details.

```
(c) All Software Copyright 1983, 1991 Centigram Corporation. All Rights Reserved

                                System Status
HOST      :      1
STATUS    :      ENA
OS        :      3.15x
MEMORY    :      5727/11840
ERRORS    :      Y

Bus\Disk:  0      1      2      3      4      5      6
0          :      ENA  -
1          :      -
2          :      -

                                MAIN MENU

                                (M) Mailbox maintenance
                                (C) CallAgent maintenance
                                (R) Report generation
                                (S) System maintenance
                                (X) Exit
```

Logging Into CallAgent

The first CallAgent screen is the Login Screen. Each CallAgent screen is identified by name in the center of the highlighted top bar.

```

CallAgent                               Login
-----
CallAgent for VoiceMemo
Version 1.0

: .....
: Username: 9995
: Passcode:
: .....

(C) 1987-1994 VMC Systems Inc. All Rights Reserved      S0-Exit

```

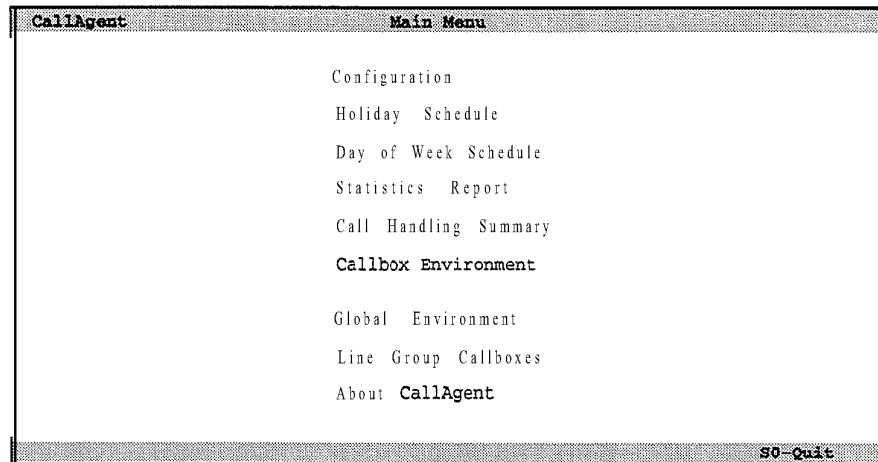
The bottom highlighted bar lists the shift-key combinations that perform various actions within CallAgent Administrator. The only shift-key enabled in the Login screen is **Shift 0** (Exit). When you press **Shift 0**, you exit the current screen and return to the previous screen.

Default Username and Passcode

Your default CallAgent Username is your Administrator's Callbox number, 9995. Your default passcode is zero (0). Enter your passcode by pressing Tab to move the highlighted cursor to the Passcode field. Enter 0 and press Enter. You can change either the default CallAgent Username and Passcode at any time.

CallAgent Main Menu

Once you have successfully logged into the CallAgent Administrator, the CallAgent Main Menu appears:



You can move between Menu choices by pressing **Tab**, or by pressing the **Up** and **DOWN** Arrow keys. The first group of six menu choices deal with individual **Callbox** programming and reporting. The second group of three menu choices enable you to configure global **CallAgent** parameters. All menu choices correspond to the names of the various **CallAgent** screens, which are more fully described later in this chapter.

Take a moment to read the *About CallAgent* screen. It provides a handy summary of basic **CallAgent** navigation keys and function key conventions.

Creating and Saving Callboxes

Press Enter while the highlighted cursor is over the Configuration item in the Main Menu. This is the screen you use most often to create and program Callboxes.

CallAgent		Configuration					
Callbox:	Name:						
segment	On	Action	Busy	No Answer	Invalid		
Over-ride	N	SUP					
Schedule	N						
Greeting	N						
Menu	N	Repeat	1				
Multi-key	N	SUP					
key [0]		UND					
key [1]		UND					
key [2]		UND					
key [3]		UND					
key [4]		UND					
key [5]		UND					
key [6]		UND					
key [7]		UND					
key [8]		UND					
key [9]		UND					
Auto-Exit		SUP					
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Del S9-Exit							

Creating a New Callbox:

Enter the new Callbox number in the first field "Callbox:" and press Enter. If the Callbox does not exist, a pop-up window like the one below appears:

Callbox Field

Create Callbox pop-up screen

CallAgent		Configuration					
Callbox:	8888	Name: GRAHAM, PENNY					
segment	On	Action	Busy	No Answer	Invalid		
Over-ride	N	SUP	4321 MBX	1234 MBX	1234	DISC	
Schedule	Y						
Greeting	Y						
Menu	Y	Repeat	1				
Multi-key	N	SUP	x:		XXXX	CONT	
key [0]		SUP	:	Callbox: 8888	:	1234 MBX 1234	
key [1]		BLND	2:	does not exist	:	1234 MBX 1234	
key [2]		MBX	1:				
key [3]		CBX	2:	Do you wish to create it? Y:	:	1234 MBX 1234	
key [4]		ALT	1:				
key [5]		UND	:				
key [6]		UND					
key [7]		UND					
key [8]		UND					
key [9]		UND					
Auto-Exit		MBX	1234				
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Del S9-Exit							

CallAgent displays a Y (yes) as the default response. If you decide that you do not want to create the Callbox, enter N (no). Press Enter after you have entered your response to accept it. Your new Callbox Configuration screen appears. CallAgent creates your new Callbox and automatically opens the Configuration Screen so you can program the Callbox.

Tip: You can press Enter in any pop-up window that already displays the default response setting you intend.

Deleting an Existing Callbox

Enter the Callbox number you wish to delete in the Callbox field and press Enter. Review the Configuration Screen to verify that you wish to delete the Callbox. Press Shift 8 (Del) to delete. A pop-up screen appears asking you to confirm your request.

CallAgent Configuration

Callbox:	Action	Name	Busy	No Answer	Invalid
Over-ride	N SUP	8888	MBX	8888	DISC
Schedule	N				
Greeting	N				
Menu	N Repeat				
Multi-key	N SUP	X:		XXXX	CONT
key [0]	UND	:	Deleting Callbox: 8888	:	
key [1]	UND	:		:	
key [2]	UND	:		:	
key [3]	UND	:	Are you sure? N	:	
key [4]	UND	:		:	
key [5]	UND	:		:	
key [6]	UND	:		:	
key [7]	UND	:		:	
key [8]	UND	:		:	
key [9]	UND	:		:	
Auto-Exit	SUP	8888	MBX	8888	DISC

81-Act 82-Prev 83-Next 84-Up 85-Down 86-Save 87-Print 88-Del 89-Exit

Delete Callbox pop-up screen

If you do not want to delete the displayed Callbox, enter N (no) and press Enter. To confirm that you wish to delete the current Callbox, enter Y (yes). Press Enter to accept your response. CallAgent deletes the Callbox.

Note: The default response, which appears in the pop-up menu, is N, meaning do not delete the Callbox. Most CallAgent commands that destroy, or otherwise delete data require that the Administrator manually change the default response.

Opening an Existing Callbox

There are several ways to open existing Callboxes. You can enter a **Callbox** number in the **Callbox** field to close your current **Callbox** and open the selected **Callbox**. You can also press Shift 2 (**Prev**) to open the previous **Callbox** (in descending numeric order) or press Shift 3 (**Next**) to open the next **Callbox** (in ascending numeric order).

Whenever you open another **Callbox**, **CallAgent** checks to see if you have made any changes to the current **Callbox**. **CallAgent** prompts you to save any changes before opening the next **Callbox**.

Saving and Closing Callboxes

You can save Callboxes by pressing **Shift 6** (**Save**). Any changes you have made to the **Callbox** will be written to the **VoiceMemo** disk.

When you attempt to open another **Callbox** before saving the contents of the current **Callbox**, **CallAgent** informs you that the **Callbox** has not been saved and gives you the opportunity to save it. You receive a similar message if you try to exit the **CallAgent** Administrator program without saving your current changes.

Note: Saving a **Callbox** overwrites any previous information stored in that **Callbox**.

CallAgent		Configuration						
Callbox:	8888	Name: GRAHAM, PENNY						
Segment	On	Action		Busy		No Answer		Invalid
Over-ride	N	SUP	4321	MBX	1234	MBX	1234	DISC
Schedule	Y							
Greeting	Y							
Menu	Y	Repeat						
Multi-key	N	SUP	x:				XXXX	CONT
key [0]		SUP	:	Callbox: 8888			1234	MBX 1234
key [1]		BLND	2:	has not been saved			1234	MBX 1234
key [2]		MBX	1:					
key [3]		CBX	2:	Do you wish to save it? Y				
key 141		ALT	1:				1234	MBX 1234
key 151		UND	:				
key 161		UND						
key 171		UND						
key 181		UND						
key 191		UND						
Auto-Exit		MBX			1234			
F1-Act F2-Prev F3-Next F4-Up F5-Down F6-Save F7-Frn F8-Del F9-Exit								

CallAgent Global Environment

One of the **CallAgent** Administrator's most important responsibilities is to configure and maintain the **CallAgent** Global Environment.

The Global Environment controls a number of *CallAgent global settings* that determine how individual Callboxes work. For instance, you set call transfer sequences, valid extension lengths, attendant's extension numbers and statistics functions, all in the Global Environment. Each **Callbox** has an identical *Callbox* level Environment screen, which you can use to override the Global settings.

Global Environment settings govern the operation and programming of all newly created and unmodified Callboxes. Unless the Administrator *intentionally* modifies a specific Callbox's Environment, the entries in the Global Environment govern that Callbox's default settings. In general, **CallAgent** default settings are conservative and fairly restrictive. You should follow the practice of keeping Global Environment settings conservative, modifying individual **Callbox** Environments to grant expanded capabilities when the need arises.

To view the Global Environment screen, select Global Environment from the **CallAgent** Main Menu. These functions cannot be performed from the **CallAgent** telephone program.

```

CallAgent                               Global Environment
ADMIN Box: 9995
General.....
:Allow Owner Access:           Y           :Segment...Alternate TrSeq.  ..TWA..
:Maximum Loops:                20       :All
:Statistics On:                N           :Override
:Attendant Ext.:              0           :Holiday
:.....                          :Schedule
:.....                          :Multikey
Dialing Plan.....                 :Key [1]
:First Digits 1 2 3 4 5 6 7 8 9  :Key [2]
: Minimum:      3 3 3 3 3 3 3 3  :Key [3]
: Maximum:      4 4 4 4 4 4 4 4  :Key [4]
:.....                          :Key [5]
Transfer Sequences.....           :Key [6]
:Attendant:                   FX           :Key [7]
:Blind:                        FXO         :Key [8]
:Supervised:                   FXG         :Key [9]
:Reconnect Busy:               S           :Key [0]
:Reconnect RNA:                S           :Auto Exit
:Reconnect Invalid:            S           :.....
:Reconnect Reject:            ++           :.....
:.....

```

The title bar identifies the Global Environment screen. Each **Callbox** has a similar **Callbox** Environment screen which you can use to modify individual Callboxes.

Global Environment Screen Fields

ADMIN Box

This field displays the current **Callbox** used by the **CallAgent** Administrator. The default Administrator's **Callbox** is 9995.

You can change the Administrator's **Callbox** by typing in a new **Callbox** number in this field and pressing **Shift 6** (Save) to save.

Note: In unusual circumstances, you may need to change the Administrator's **Callbox**. However, you should try to maintain a consistent and uniform **CallAgent** numbering plan.

General Environment Variables

Allow Owner Access

VoiceMemo mailbox owners access their mailboxes by pressing the star (*) key and password once they have dialed their mailbox at the message center prompt. Similarly, **Callbox** owners can access owner functions by entering their **Callbox** number and pressing the star (*) key and password at the Dial-an-Extension prompt.

The default setting is Y (yes), which permits owners to access their Callboxes when dialing through **Multikey**. In some situations, however, you might not want callers to be able to access a Callbox's owner functions. You may have a very small **CallAgent** application, where the only Callboxes used are for the company's main automated attendant. You may not want outside callers who mistakenly press the * (star) key after dialing an extension to hear the **passcode** prompt. You should turn Owner **Access** off in these Callboxes.

You can program specific Callboxes differently from this global value by changing this setting in the particular Callbox's environment. Any Callboxes dialed through **Multikey** in those Callboxes are allowed or disallowed Owner Access, depending on the Allow Owner Access setting.

Maximum Loops

You can program *loops* in **CallAgent**. The simplest example of a loop is when two Callboxes are programmed to route calls between them with no intervening caller input. For example, **Callbox** 2000 can have Override set to route callers to **Callbox** 3000. **Callbox** 3000 can have Override set to route callers back to **Callbox** 2000. This loop would continue, ad *infinitum*, were it not for the Maximum Loops counter which limits the number of Callboxes you can access during the same telephone session.

Some loops are intentional. You can have a complex **CallAgent** application that allows callers to return to a main menu **Callbox** by pressing a key. This way, callers have repeated access to the **Callbox**.

Many loops, however, are unintentional, and the Maximum Loops value protects your **CallAgent** applications from running, unattended, forever. If **CallAgent** encounters a telephone session where the number of **Callbox** accesses exceeds the Maximum loops, **CallAgent** disconnects the caller and reports its error in the **Callbox** error file.

Statistics On

CallAgent keeps comprehensive statistics on individual **Callbox** use. The statistics reports are more fully described below.

Callbox statistics, however, take up space on your **VoiceMemo** system. The default value for Statistics is **N** (no), which tells **CallAgent** not to keep statistics for **Callboxes**. You can turn on statistics in any specific **Callbox** by setting this value to **Y** (yes) in that **Callbox**'s environment screen.

Note: When you turn statistics on in a **Callbox**, **CallAgent** creates an account sector for the statistics file. **Voice** mailboxes and **Callboxes** also use an account sector. Since the number of account sectors is finite, **VoiceMemo** systems with large numbers of **Callboxes** or mailboxes should be cautious when activating statistics.

Attendant Extension

The default Attendant extension is 0. Change this value only if your main attendant's extension is other than 0. You can modify this value for any particular **Callbox** in that **Callbox**'s environment screen.

Dialing Plan

```
.Dialing.Plan.....
:First Digits  1 2 3 4 5 6 7 8 9
:Minimum:      3 3 3 3 3 3 3 3
: Maximum:     4 4 4 4 4 4 4 4
:.....
```

First Digits, Minimum and Maximum

Most **CallAgent** applications allow callers to dial individual extension numbers using the **CallAgent Multikey** option. You can restrict what a caller can dial from any point in your application.

The default dialing plan is to allow the caller to dial any extension number beginning with the digits 1 through 8, so long as the minimum extension number dialed is three digits long and the maximum extension number dialed is four digits long.

Thus, a caller can dial extension 123 and extension 1234, but cannot dial extension 12 or extension 12345. If your internal extension numbers are all 4 digits in length, and begin with only with the digits 1,2, and 3, your dialing plan would look like:

```

:First Digits 1 2 3 4 5 6 7 8 9
:Minimum:      4 4 4
: Maximum:     4 4 4
:.....
    
```

Note: By CallAgent default, no extension numbers begin with 9. The number 9 is normally used to access an outside telephone line.

When you enter a Minimum digit length for any first digit, CallAgent automatically enters the same digit length in the Maximum field. The Maximum digit length cannot be less than the Minimum digit length. Only the numbers 0 through 9 are valid entries. Entering 0 in any field tells CallAgent not to accept any Multikey input beginning with that first digit.

You can modify the dialing plan for any particular Callbox by programming the individual Callbox's environment. If you make any change in the Callbox environment dialing plan, you must make sure that you have programmed every first digit. CallAgent supersedes the Global Environment with any changes in any individual Callbox Environment.

The dialing plan determines what a caller can dial when presented the option of dialing an extension. It also governs what an individual Callbox owner can program within his or her own Callbox using the telephone interface. In the example above, a Callbox owner with the global dialing plan would be able to assign extension 3456 to a key in their Callbox, but would not be able to assign extension 4567. (4 is not a valid first digit).

You should follow the general principle of keeping the Global Environment as restrictive as practically possible, modifying individual Callboxes environments to grant expanded privileges.

Transfer Sequences

```

.Transfer Sequences.....
:
:Attendant:      FX
:
:Blind:          FXO
:
    
```

```

:Supervised:      FXG
:Reconnect Busy:  S
:Reconnect RNA:   S
:Reconnect Invalid: S
:Reconnect Reject: ++
:.....
    
```

CallAgent recognizes all transfer string characters recognized by the VoiceMemo applications. They are reproduced here for your convenience. Please see the VoiceMemo Reference and Configuration Manual for more detailed instructions on dial string characters.

Character	Explanation
0-9,*,#	Keys on a standard Touch Tone telephone
(The following digits should be pulsed (10 PPS)
)	Stop pulsing; resume sending DTMF tones
+	Pause for one second
A-D	Fourth column DTMF keys
E	Go off-hook, wait for dial tone or other steady tone (pager go-ahead or confirmation tone, for example), then do next item in string.
F	Switch hook flash and wait for dial tone
G	Greet - Wait for a voice or computer tone answer
H	Hang up (go on-hook)
L	Answer supervision - Wait for telephony signal from destination. Use only with trunk (four wire) connection.
N	Start a new activity; do not go off-hook
O	Ring once
P	Go off hook, wait for dial tone
S	Switch hook flash, no wait required
T	Go off-hook, wait for dial tone
V	Voice pager; play the first unplayed message

In addition to these dial string characters, **CallAgent** recognizes the letter X. X is a variable that picks up any telephone numbers or mailbox numbers entered by the Administrator in other **CallAgent** screens.

Attendant

When transferring a call to the Attendant, use this transfer sequence. Default is FX. This is the transfer sequence used by **Callbox** action ATND.

Blind

When transferring a call to another number, and no answer supervision is required, use this transfer sequence. Default is FXO. This is the transfer sequence used by **Callbox** action BLND, which dials the extension and rings once before letting go of the call.

Supervised

When transferring a call to another number, and answer supervision is required, use this transfer sequence. Default is FXG. This is the transfer sequence used by **Callbox** action SUP.

Reconnect Busy

When a transfer to a number encounters a busy signal, reconnect the original caller with this transfer sequence. Default is S.

Reconnect RNA

When a transfer to a number encounters a ring-no-answer, reconnect the original caller with this transfer sequence. Default is S.

Reconnect Invalid

When a transfer to a number encounters an invalid tone, reconnect the original caller with this transfer sequence. Default is S.

Reconnect Reject

When a screened call is rejected by the called party, reconnect the original caller with this transfer sequence. Default is ++.

Alternate Transfer Sequences and TUNA

The Global Environment defines default transfer sequences for CallAgent. Each Callbox may also have transfer sequences specific to the Callbox. In addition, each Callbox segment (including each key) can have its own unique *Alternate* transfer sequence.

Alternate transfer sequences

Standard transfer sequences

```

CallAgent Global Environment
ADMIN Box: 9995
General ..... Segment....Alternate TrSeq....TUNA..
:Allow Owner Access: V ..... All
:Maximum Loops: 20 ..... Override
:Statistics On: N ..... Holiday
:Attendant Ext.: 0 ..... Schedule
: ..... Multikey
: ..... :Key [1]
: ..... :Key [2]
: ..... :Key [3]
: ..... :Key [4]
: ..... :Key [5]
: ..... :Key [6]
: ..... :Key [7]
: ..... :Key [8]
: ..... :Key [9]
: ..... :Key [0]
: ..... :Auto Exit
: .....
: .....
:Reconnect Busy: S .....
:Reconnect RWA: S .....
:Reconnect Invalid: S .....
:Reconnect Reject: ++ .....
: .....
S6-Save S7-Prn S8-Exit
    
```

TUNA is an acronym for “Time Until No Answer,” and is denominated in seconds. If your transfer sequence tells CallAgent to supervise the call for answer (for example, using G for Greet), CallAgent waits the indicated number of seconds before reconnecting the caller if the called number does not answer. Valid numbers are between 1 and 99.

In most CallAgent applications you do not need this level of control. However, the ability to create alternate transfer sequences can have surprising applications. Preview this example from the Programmer's Guide:

```

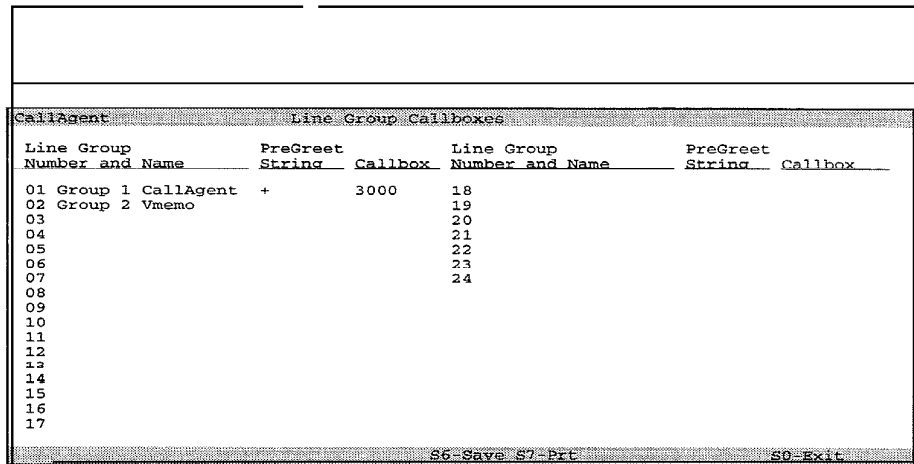
:Key [1]
:Key [2]
:Key [3]
:Key [4]
:Key [5]
:Key [6]
:Key [7] F9+16173679388G 20
:Key [8]
:Key [9]
:Key [0]
:
    
```

A caller pressing [7] in this Callbox, would be transferred to an outside number in area code (617). If the call was not answered within 20 seconds, CallAgent would reconnect the caller and continue processing.

Line Group Callboxes Screen

You assign **CallAgent** to the physical lines that connect to your **VoiceMemo** system by setting the User Interface for line groups. When **CallAgent** is assigned to a line group, you can also set the default **Callbox** for that line group.

In a non-integrated PBX environment, this **Callbox** plays to any caller reaching any line in the line group. In an integrated **PBX** environment, this **Callbox** plays to any caller reaching a line in the line group if the caller dialed the line directly, or, for some reason, came to the line non-integrated.



Line Group Number and Name	PreGreet String	Callbox	Line Group Number and Name	PreGreet String	Callbox
01 Group 1 CallAgent	+	3000	18		
02 Group 2 Vmemo			19		
03			20		
04			21		
05			22		
06			23		
07			24		
08					
09					
10					
11					
12					
13					
14					
15					
16					
17					

S6-Save S7-Prt S0-Exit

Line Group Number and Name

CallAgent automatically searches your **VoiceMemo** configurations for defined line groups. The line group number and user-entered name appears in this field.

PreGreet String

After any **Callbox** answers a line, but before it plays any prerecorded speech, **CallAgent** dials whatever is inserted in the PreGreet String field. This field is normally programmed during **VoiceMemo** installation.

3 CallAgent Administrator's Telephone Program

The CallAgent Administrator can also create, delete, access, and program Callboxes through the CallAgent Administrator's Telephone Program. You should have installed CallAgent on your VoiceMemo system, and assigned CallAgent to lines or line groups.

Accessing the CallAgent Administrator's Callbox

There are several ways to access the CallAgent Administrator's Callbox.

When calling from your own integrated extension:

1. Dial the VoiceMemo access number.
2. Enter your passcode when prompted.
3. Press the * (star) key to login to your Callbox.
4. Enter your Callbox passcode when prompted.
5. Press the # (pound) key to reach top level CallAgent.
6. Enter the Administrator's Callbox number (9995).

When calling from an outside line to a CallAgent automated attendant application:

Place a call to the CallAgent automated attendant application and dial 9995 (the default CallAgent Administrator's Callbox). (Ensure that 9 is a valid first digit in the Callbox Environment screen).

1. When you hear the following:

Please enter your passcode. [Enter your passcode]

Then you hear:

To access a Callbox, press [1];
To create a Callbox, press [2];
To delete a Callbox, press [3];

To change your passcode, press [8].

2. Press 2 to create a **Callbox**. If the **Callbox** does not already exist, you hear:

Please enter the Callbox you wish to create. [Enter **Callbox** number]

Then you hear:

I am creating *Callbox XXXX*;
If this is acceptable, press [1];
To cancel this request, press [8].

3. Press 1 to verify and you hear:

Callbox XXXX created.

4. Press 3 to delete an existing **Callbox**. If the **Callbox** exists, you will hear:

Please enter the Callbox you wish to delete. [Enter **Callbox** number]

Then you hear:

I am deleting Callbox XXXX;
If this is acceptable, press [1];
To cancel this request, press [8].

5. Press 1 to verify and you hear:

Callbox XXXX deleted

6. Press 1 to access a **Callbox** for programming and you hear:

Please enter the Callbox number. [Enter **Callbox** number]

7. Enter the **Callbox** number immediately followed by a * (star) key to access owner functions of the **Callbox**. The **Callbox** asks you for your passcode. All newly created Callboxes have a default **passcode** of 0. If you do not enter a * you hear the **Callbox** as a caller would.

Note: You can press the # (pound) key after you finish entering your passcode. The # key tells **CallAgent** that you are done entering digits. Since **CallAgent** normally waits two or three seconds to see if you might enter more keys, you avoid any delay by pressing the # key.

8. Press 8 to change your passcode. You are prompted for your new passcode. Enter up to 16 digits. CallAgent confirms your new passcode and allows you to accept or change it. Then you hear:

Please *enter* your new *passcode*. [Enter *passcode*]

Your *passcode* is... [*passcode*];
If *this* is acceptable, press [*1*];
To cancel *this request*, press [*8*].

Tip: The CallAgent Administrator's *passcode* works on any Callbox created on your system. This allows the Administrator to access any Callbox as that Callbox's owner through the telephone program.

4 CallAgent Troubleshooting

The following is a list of possible problems that **could** occur when you are using **CallAgent**. If you encounter any of these problems, perform the actions listed after the problem description to resolve the problem.

1. Problem: When extension is called and the **callbox** answers, there is silence and then the prompt says "Thank you, goodbye."
 - Confirm that the greeting and/or menu has been recorded.
 - Check the schedule to make sure that during that time, the action does not route back to the same **callbox** (for example, CBX <**callbox** #>). If control should be with the **callbox** during that time, the schedule should include "CONT."
2. Problem: When a call is transferred (blind or supervised or screened) and there is no answer at the transferred location, a conference call happens with the person calling and two instances of voicemail (one playing the greeting right after another starts).
 - Check the TUNA time and make sure that the call is pulled back to the **callbox** and the RNA action is taken before the time that it takes for voicemail to answer.
3. Problem: **When** choosing menu options, the keys pressed are not going anywhere.
 - Confirm that a menu has been recorded by the **callbox** user.
4. Problem: When recording the greeting, menu, or name for screened calls, there is a long pause after speech is completed.
 - End all recordings with the # key.
5. Problem: The **callbox** user has forgotten his/her **callbox** passcode.
 - The system administrator can log into any **callbox** with the administrator passcode.

6. Problem: The system is not going to the Busy, RNA, and Invalid columns in Configuration on blind transfers.
 - Those columns are not applicable to blind-transferred calls.
7. Problem: The system is not recognizing the Busy column in Configuration on screened or supervised integrated calls.
 - The Busy column is not applicable to screened or supervised calls on an integrated system.
8. Problem: Statistics and the call handling summary are not showing any numbers for the calls that have gone through Call Agent.
 - Check to make sure that the task “**val5dist**” is running in the background (`$ val5dist &c`) on all the hosts that Call Agent is configured on. Once this task is started, it will take a few minutes to generate the statistics.
9. Problem: After choosing “Call Agent” from the main menu, nothing happens. The main menu comes back.
 - Check the terminal type - it must be **vt100** compatible.
 - Make sure the system is set to full-screen mode.

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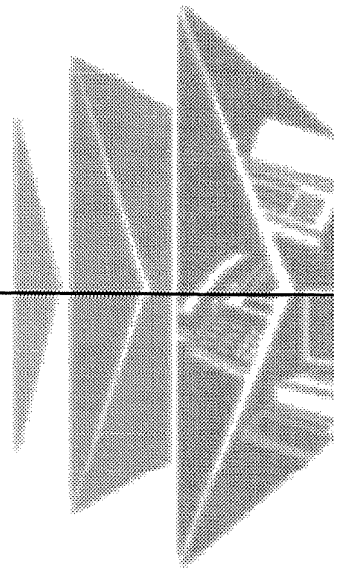
Voice Processing Solutions



CallAgent - Part 3
Programmer's Guide



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1 CallAgent Programming

This chapter is divided into two major sections. The first discusses each **Callbox Segment**—the individual programmable levels within a **Callbox** that determine how calls are treated. The second describes **Callbox Actions**—the various routing and transfer functions available to the **CallAgent** programmer.

Overview

The *CallAgent Programmer's Guide* expands upon ideas previously described in Part 1 of this manual, the "CallAgent Introduction and Tutorial." The *Programmer's Guide* details the logic and procedures used to design and implement **CallAgent** applications.

Organization

The material for each **Callbox** Segment and Action is presented in four broad sections—**Description**, Programming, Operation, and Example.

Description

The Description section gives a brief overview of each **Callbox** Segment or Action, along with a few examples.

Programming

You can define and program most **Callbox** segments either through the **CallAgent** Administrator terminal program or through the **CallAgent** telephone (☎) interface using **Touch-Tone™** commands. The Programming section describes comprehensive procedures on how to access and utilize **CallAgent**.

Operation

The Operation section gives the reader more detailed background concerning the logic and internal decision making processes undertaken by **CallAgent**.

Example

A real-life example describes, in practical detail, the logic and organization of ACME Widget's main automated attendant and Penny Graham's individual **Callbox**.

2 Callbox Segments

Callbox Segments are those **fixed** levels within each Callbox through which all calls are forced to pass.

Please review the Configuration screen of the CallAgent Administrator's program for Callbox 1234 below.

segment	On	Action	Busy	No Answer	Invalid
Over-ride	N	SUP 1234	MBX 1234	MBX 1234	DISC 1234
Schedule	Y				
Greeting	Y				
Menu	Y	Repeat 1			
Multi-key	N	SUP XXXX	MBX XxXx	MBX XXXX	CONT
key [0]		UND			
key [1]		UND			
key [2]		UND			
key [3]		UND			
key [4]		UND			
key [5]		UND			
key [6]		UND			
key [7]		UND			
key [8]		UND			
key [9]		UND			
Auto-Exit		SUP 1234			

[F1]-Act [F2]-Prev [F3]-Next [F4]-Up [F5]-Down [F6]-Save [F7]-Print [F8]-Delete [F9]-Reset [F10]-Exit

. Segments Initial Action Busy Action No-Answer Action Invalid Action

Each major row in the Configuration screen represents a *Callbox* Segment. Calls fall through a **Callbox**, from top to bottom and are sequentially processed by each segment. **There** are six major **Callbox segments** — Override, Holiday Schedule, Day-of-Week Schedule, Greeting, Menu and Auto-Exit. Some segments, like the Menu, are further subdivided into individual keys.

Each segment (for example, Override or Schedule), in turn, has associated with it four *Action* fields, corresponding to the major columns in the Configuration screen. They are labeled (*Initial*) *Action*, *Busy* (*Action*), *No Answer* (*Action*) and *Invalid* (*Action*).

The *Action* column is where you program all of your *initial* actions for each **Callbox** segment. The following three columns, *Busy*, *No Answer*, and *Invalid* are *incomplete transfer* actions, which have meaning only when the initial Action was some type of transfer. See the second section of this manual for more information on **Callbox** Actions.

Accessing Callbox Programming

From the VoiceMemo Main Menu, select **CallAgent** Administration. Enter your **CallAgent** passcode and access the **CallAgent** Main Menu.

Select Configuration from the Main Menu. The first **Callbox** (in numeric order) appears on the screen. If there are no Callboxes created (that is, a new installation), a blank Configuration screen appears.

Try creating your own **Callbox** first. Follow the directions in the Part 1 of this manual, the "CallAgent Introduction and Tutorial," for complete procedures.

CallAgent Keyboard Conventions

This section describes the **CallAgent** keyboard conventions. **CallAgent** assumes you are working on the AIP console of the **VoiceMemo** system, and that your terminal type is set to VT100 (accessible through the Terminal Type menu located under Additional Options in the System Maintenance Menu). The keyboard commands can vary depending upon the type of console and emulation you are using. Please consult your specific console manual for more details.

S7 (Shift 1) - Acf

Displays the Action Menu when your cursor is in an Action field.

S2 (Shift 2) - Prev

Closes the current **Callbox** and opens the previous **Callbox** (in descending numeric order).

S3 (Shift 3) - Nexf

Closes the current **Callbox** and opens the next **Callbox** (in ascending numeric order).

S4 (Shift 4) - Up

Opens the previous screen for the **Callbox**.

S5 (Shift 5) - Down

Opens the next screen for the **Callbox**.

S6 (Shift 6) - Save

Saves the current **Callbox** to the **CallAgent** disk.

S7 (Shift 7) - Prn

Prints the current CallAgent screen to the printer attached to the VoiceMemo system.

S8 (Shift 8) - Del

Deletes the current Callbox. CallAgent asks you to confirm your request to delete any Callbox.

S9 (Shift 9) - Reset

Clears the statistics report for any Callbox

S0 (Shift 0) - Exit

Exits the current CallAgent screen and returns you to the previous screen.

Up

Moves the cursor up one row within any CallAgent Administrator's screen. If the row is blank, or cannot be edited, pressing Up moves the cursor to the next editable row. Pressing Up at the top of any column returns the cursor to the bottom of the previous column.

Down

Moves the cursor down one row within any CallAgent Administrator's screen. If the row is blank, or cannot be edited, pressing Down moves the cursor to the next editable row. Pressing Down at the bottom of any column moves the cursor to the top of the next column.

Right

Moves the cursor to the next right-most field or moves the cursor to the next character within a multi-character field: Pressing Right at the right-most column moves the cursor to the left-most column of the next row.

Left

Moves the cursor to the next left-most field or to the previous character within a multi-character field. Pressing Left in the left-most column moves the cursor to the right-most column of the preceding row.

Ctrl-X

Erases an entry within any editable field. You cannot erase Action and Action Data fields. Change the fields using the Action Map or type-over new data in an Action Data field.

Enter

Accepts any entry within an editable field. Pressing **Enter** also moves the cursor to the next appropriate field. In a pop-up window, press **Enter** to accept a Y or an N.

Tab

Same as Enter.

- (Hyphen)

Erases an entire row on the Holiday and Day-of-Week Schedule screens. (The hyphen is the key next to **0** on your keyboard.)

The following keyboard commands might not operate as expected with some consoles.

PgUp

Moves you to the previous screen for the current **Callbox**. For example, pressing **PgUp** in the Day-of-Week Schedule screen for **Callbox** 1234 will move you to the Holiday Schedule screen for **Callbox** 1234.

PgDn

Moves you to the next screen for the current **Callbox**. For example, pressing **PgDn** in the Day-of-Week Schedule screen for **Callbox** 1234 moves you to the Statistics screen for **Callbox** 1234.

Backspace

Deletes characters within an editable field.

Shift Tab

Pressing **Shift** and **Tab** moves the **cursor** in the reverse order as pressing **Tab**.

Delete

Deletes characters entered.

Override

Description

Override is the first **Callbox** segment. When enabled, Override supersedes all subsequent programming and schedules within a **Callbox**. You can preprogram Override to route calls to an extension, another **Callbox**, voice mail, the attendant or another application. Overrides can be turned on and off from any telephone or from the Administrator's terminal program.

Example — Main Automated Attendant

An automated attendant application using **CallAgent** has **Callbox** 9000 answering outside calls. The **CallAgent** Administrator has programmed the Override function in **Callbox** 9000 to go to another **Callbox** 9003 (the snow emergency closure **Callbox**). The System Administrator need only enable Override, from any Touch-Tone phone, to activate this feature.

Example — Individual Automated Attendant

Penny is working late and is expecting an important call. She will be working in the computer room, and overrides all of her calls to go directly to that extension (3456). Upon returning to her own desk, she simply disables override to return her **Callbox** to normal processing.

Programming

From the **CallAgent** Administrator's Main Menu screen select *Configuration* (Menu item 1). Enter the **Callbox** number. Here is Penny's **Callbox** 1234 Configuration screen.

Override Segment

CallAgent		Configuration						
Callbox: 1234		Name: GRAHAM, PENNY						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride	Y	SUP	1234	MBX	1234	MBX	1234	DISC
Schedule	N							
Greeting	N							
Menu	N	Repeat	3					
Multi-key	N	SUP	XXXX	MBX	XXXX	MBX	XXXX	CONT
key [0]		UND						
key [1]		UND						
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		UND						
key [9]		UND						
Auto-Exit		SUP	1234					

There are two steps to programming Override. First, you must decide where your Override will route the caller. Second, you must either enable or disable Override.

The default Override setting for newly created Callboxes is to supervise-transfer the call to the extension corresponding to the **Callbox** being programmed. Thus, a newly created **Callbox** 1234 has, preprogrammed, a supervised transfer to extension 1234. The default Override mode is disabled.

Override Screen Fields

On

Typing N (default) in this field disables Override. Typing Y turns on the Override. If you have programmed an Action for Override, it takes effect immediately after saving the **Callbox** (pressing Shift 6 (**S6**) to save).

Action

Choose from the following list of available actions: Enter the Action Code or press Shift 1 (**S1**) for a list of possible actions.

Action Code Description

CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
SUP	Supervised transfer to a valid number.
BLND	Blind transfer to a valid number.
ALT	Alternate transfer sequence to a valid number.
SCRN	Screened transfer.
ATND	Transfer to the Attendant or Operator.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

Busy

If you selected any transfer (supervised [SUP], blind [BLND], alternate [ALT] or screened [SCRN]) in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt reaches a busy signal.

Busy recognition depends upon **CallAgent** receiving a busy signal on a transfer attempt. On many PBX systems, when a station is call-forwarded busy, **CallAgent** will not hear or detect a busy signal. Consequently, **CallAgent** will not be able to reconnect the caller and process the incomplete transfer Busy Action.

When busy incomplete transfer processing is absolutely required, take care not to have the target extensions call forwarded through your PBX. When an initial transfer in Override detects a busy signal, **CallAgent** will hook flash and reconnect

the caller. It then continues with whatever is programmed in this Busy Action field. Select from the following possible Busy Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

No-Answer

If you selected any transfer that supervises for answer (SUP) in the Action field, you can tell CallAgent where to send the caller if the number dialed is not answered.

CallAgent waits the number of seconds prescribed in the Time-Until-No-Answer (TUNA) field of the Environment screen before reconnecting the caller. Make certain that your PBX does not forward the call before CallAgent has an opportunity to reconnect the caller. Override will then perform whatever is programmed in the No Answer Action field. Select from the following possible No Answer Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

Invalid

If you selected any transfer (supervised [SUP], blind [BLND], alternate [ALT] or screened [SCRN]) in the Action field, you can tell CallAgent where to send the caller if the initial transfer attempt was to an invalid number. Select from the following possible Invalid Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

Override Telephone Interface

Dial into the Callbox you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

 **Main Menu**

...For Override functions... [1]

Override disabled (If Override is turned off)
Override enabled (If Override is turned on)

To enable Override [1];
*To review **Override** [2];*
To disable Override [3];
*To exit **with** the current Override [9].*

Override. . . (describes currently defined Action)

*If **this** acceptable [1];*
*To move the caller to a **Callbox** [2];*
To transfer to an extension [3];
*To **transfer** to attendant [4];*
*To disconnect **the** caller [5];*
To transfer to voice mail [6];
*To continue in **this** **Callbox** [7];*
To exit [9].

Operation

When a call comes into a **Callbox**, **CallAgent** checks to see if Override is enabled for that **Callbox**. If it is not, the call drops to the next **Callbox** segment (here, the Holiday Schedule Segment). If Override is enabled, **CallAgent** performs the programmed Action.

The **valid** programmable Actions for Override include: transfer to **Callbox**, transfer to extension, transfer to attendant, **disconnect** caller, route to voice mail and continue in current **Callbox**. Selecting Continue, either as an initial Action or as a subsequent incomplete transfer action, will move the caller to the Greeting segment of the **Callbox** (shipping any Schedule entries).

Continue will not move the caller from Override to any Schedule segment.

CallAgent prohibits this to avoid double-transferring a caller. Otherwise, someone transferred in the Override segment of your **Callbox** could be transferred yet again in a Schedule without any intervening explanation or notification. Use Continue in Override to suspend any Schedules you have programmed. Disable Override to return to normal processing.

You can preprogram an Override action for **future** use while leaving it in a disabled mode. When you enable Override, it will temporarily supersede the balance of the **Callbox's** programming. Override does not change an existing **Callbox**

programming. This is a convenient way of changing how a **Callbox** handles calls without reprogramming the entire **Callbox**.

Tip: Never program Override to route a call back into the same **Callbox**. This would cause an infinite loop from which the caller would have no escape.

If Override is enabled, and the initial Action transfers the call to an extension, you must define the subsequent Busy, No Answer and Invalid incomplete transfer Actions. **CallAgent** uses the Actions defined in these fields to:

1. Process incomplete transfers *initiated* by the Override Action (for example, if Override in **Callbox** 1234 supervised transfers a call to extension 1234, and detects that 1234 is busy, it reconnects the caller and continues with the Busy Action).
2. Process incomplete transfers *call-forwarded* to your **Callbox** (for example, if a caller dials extension 1234 directly, and is call-forwarded ring-busy to **Callbox** 1234, **CallAgent** processes the call according to the programmed Busy Action without attempting to transfer the call first).

Examples

ACME Widgets answers incoming calls using a **CallAgent** application as its main automated attendant. **Callbox** 9000 is assigned to the lines answering outside callers. Jack, the **CallAgent** Administrator, has wisely preprogrammed an Override in **Callbox** 9000 to route callers to **Callbox** 9002 in the event of an unexpected closure (that is, snow emergency).

Five feet of snow has fallen overnight. Roads are impassable. No one can make it into **work**. Jack calls into the **VoiceMemo** system from his home and reaches the **CallAgent** Administrator's **Callbox** 9995 (from which he can program any **Callbox**). He enables the Override in **Callbox** 9000, sending all calls to **Callbox** 9002.

Instead of hearing the normal ACME automated attendant, outside callers will now hear:

"Thank you for calling ACME. Due to severe weather conditions, our offices are temporarily closed."

"If you know the extension number of the person you wish, please dial it now and leave a message. We will return your call as soon as possible. Thank you."

Callbox 9000 now looks like this:

Override "On"

CallAgent		Configuration						
Callbox: 9000		Name: ACME MAIN AUTOATTENDANT						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride	Y	CEX	9002					
Schedule	Y							
Greeting	Y							
Menu	Y	Repeat	1					
Multi-key	Y	BLND	XXXX	MBX	XXXX	MBX	XXXX	
key [0]		ATND					CONT	
key [1]		UND						
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		UND						
key [9]		UND						
Auto-Exit		ATND		MBX	9999	MBX	9999	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete		S9-Exit						

Callbox 9002 appears below. It is programmed to greet callers with a snow emergency Greeting. The Menu tells callers to dial an extension number to leave a message.

"...due to the severe weather conditions, our offices are closed..."

CallAgent		Configuration						
Callbox: 9002		Name: ACME SNOW CLOSURE OVERRIDE						
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride	N	SUP	9003	MBX	9003	MBX	9003	
Schedule	N						DISC	
Greeting	Y							
Menu	Y	Repeat	1					
Multi-key	Y	MBX	XxXx					
key [0]		UND						
key [1]		UND						
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		UND						
key [9]		UND						
Auto-Exit		MBX	9999					
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete		S9-Reset S0-Exit						

Holiday Schedule

Description

You can use Holiday Schedules to route callers by the month and day of year. CallAgent provides a predefined list of eleven of the most commonly observed holidays. In addition, you can program as many as five user-defined holidays. You can define a maximum of sixteen individual holidays per Callbox.

Example — Memorial Day

The CallAgent Administrator has created and programmed a Callbox (Callbox 9905, for example) with the following Greeting — *“Thank you for calling ACME. We will be closed in observance of Memorial Day.”* The main automated attendant Callbox 9000 has a Memorial Day Holiday entry that directs all calls to Callbox 9905 beginning at the close of business the day before Memorial Day and ending at 12:01 A.M. the day after Memorial Day.

Example — Spring Break

The CallAgent Administrator can create User-defined holiday entries for those holidays not included in the CallAgent standard list. Thus, ACME University might want special Greetings and call handling during Spring Break (April 15 through April 21), returning to normal processing after Spring Break.

Programming

The CallAgent Administrator programs and defines Holiday schedules. Users cannot use or program these functions over the CallAgent telephone interface.

Select Holiday Schedule from the CallAgent Administrator's Main Menu.

CallAgent		Holiday Schedule								18-Apr-1994	
Callbox: 9000		Name: ACME WIDGETS HOLIDAY TABLE									
Holiday	Date	MM/DD	DOW	HH:MM	A/P	MM/DD	DOW	HH:MM	A/P	Action	
MEM	05/30/94	MON	05/27	FRI	06:00	PM	05/31	TUE	12:01	AM	CBX 9905
INDEP	07/04/94	MON	07/01	FRI	06:00	PM	07/05	TUE	12:01	AM	CBX 9907
LABOR	09/05/94	MON	09/02	FRI	06:00	PM	09/06	TUE	12:01	AM	CBX 9909
VETERAN	11/11/94	FRI	11/10	THU	06:00	PM	11/12	SAT	12:01	AM	CBX 9913
THANK	11/24/94	THU	11/23	WED	06:00	PM	11/25	FRI	11:59	PM	CBX 9911
XMAS	12/26/94	MON	12/23	FRI	06:00	PM	12/27	TUE	12:01	AM	CBX 9912

Holiday Schedule Screen Fields

Holiday Code

CallAgent supports two types of Holiday Schedule entries — Standard and User-Defined. Standard Holidays include the following generally observed holidays:

Holiday Code	Holiday	Recommended Callbox
NEWYR	New Year's Day	9900
KING	Martin Luther King's Day	9901
PRES	President's Day	9902
GFRI	Good Friday	9904
MEM	Memorial Day	9905
INDEP	Independence Day /4 th of July	9907
LABOR	Labor Day	9909
COLUM	Columbus Day	9910
VETERAN	Veteran's Day	9913
THANK	Thanksgiving	9911
XMAS	Christmas	9912

To enter a Holiday, simply start typing the corresponding Holiday Code. Normally the first letter will be **sufficient** for CallAgent to determine the Holiday.

To enter a User-Defined Holiday, enter U in the Holiday Code field. All **user-**defined holidays are identified as "User."

To delete a Holiday entry, place the cursor at the beginning of the line you wish to delete and press the - (hyphen) key or **Ctrl-X** (Control-X) to erase the field.

Observed Date and Day-of-Week (DOW)

Entering a Holiday code automatically calculates and displays the next occurrence of the Holiday (Observed Date), and the day-of-week of that Observed Date. You cannot edit these fields.

No Observed Date will appear when you enter a User-Defined Holiday.

Beginning Date and Time

The Beginning Date and Time tells the Callbox when to start processing the Holiday entry.

CallAgent displays default Beginning dates and times for both Standard Holidays and User-Defined Holidays. You can edit these entries by typing over the displayed values. You must enter the month (1-12) followed by a slash (/) followed by the day (1-31). Similarly, you must enter the hour (1-12) followed by a colon (:) followed by the minute (1-59).

Note: Before making any Holiday Schedule entries, confirm that the date and time on your system are correct. If you need to change the system date and time, please refer to your **VoiceMemo** documentation.

Ending Date and Time

The Ending Date and Time tells the **Callbox** when to quit processing the holiday and return to normal **Callbox** programming.

CallAgent displays default Ending dates and times for both Standard Holidays and User-Defined Holidays. You can edit these entries by typing over the displayed values. Make sure that the Ending date and time are after your Beginning date and time or your holiday entry can span a year.

Action

CallAgent checks the current date and time on every call. If the current date and time fall within a Holiday beginning and ending range, the **Callbox** will perform the Action specified in this field. We have listed the valid Actions for Holiday Schedule below. The default Action on a newly entered holiday is Undefined.

<u>Action Code</u>	<u>Description</u>
--------------------	--------------------

CBX	Callbox and Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller (seldom used)
MBX	Route caller to a Mailbox . "0" for top-level voice mail.
UND	Undefined (performs no action)
CONT	Continue caller to Greeting (if recorded)

Tip: You should specify another **Callbox** as the Action to take for a holiday. You can then customize the recorded Greetings and Menus in that **Callbox** to announce the specific holiday. The recommended **Callbox** for each holiday reflects a numbering plan that includes the month of the major holiday (for example, 9912 for Christmas).

Operation

When you enter a Holiday Code, **CallAgent** automatically calculates the month, date and day-of-week (DOW) of the next occurrence of the holiday. It will also display a default beginning and ending month, day and time for each holiday. The **CallAgent**

convention is to begin holiday processing at 6:00 P.M. on the business day immediately before the observed holiday, and to end processing at 12:01 A.M. on the day following the observed holiday. You can change these default values at any time.

Note: By convention, holidays that fall on Saturdays are observed on the preceding Friday. Holidays that fall on Sundays are observed on the following Monday. CallAgent displays the *observed dates* of all holidays, which can differ from the *actual* holiday.

Should you wish to enter a user-defined holiday that does not appear among the CallAgent holiday choices, enter U in the Holiday Code field. CallAgent will display default values for beginning and ending dates based upon the current date and time. You should edit these dates and times to reflect your user-defined holiday. CallAgent cannot calculate these for you.

User-defined holiday schedule entries do not display observed dates. All user-defined holidays, like standard holidays, display beginning and ending dates that are either currently being observed (that is, current date falls within the range defined by beginning and ending dates and times) or dates in the future.

The Observed Date fields for any standard holiday and all DOW fields are non-editable. CallAgent calculates the next observed date of any standard holiday. CallAgent also calculates the day-of-week (DOW) of any day for a given year.

CallAgent provides the Observed Date of any holiday and DOW information for your reference only. CallAgent does not use this information for call processing. The only fields actually used by CallAgent to determine when to take a Holiday action are the Beginning and Ending dates and times.

You can edit the beginning and ending dates and times to suit your company's operations. However, you should not make a practice of changing these dates more than a few days plus or minus from the default dates.

Automatic Updating

CallAgent will automatically update and resubmit any holiday entry for the next year. CallAgent recalculates each holiday observed date, determines the day of week, and adjusts the start and end dates to conform to the default CallAgent convention of starting holiday processing on the prior business day and ending on the next day. Any time of day you have entered will be carried forward from year to year.

Tip: After each holiday ending date and time passes, CallAgent sets up that holiday for the next year. If you have modified the time of day on either the beginning or ending day, CallAgent will carry this new time to the next year. However, CallAgent will reset the beginning and ending dates, despite any changes, to default values.

To get predictable results from automated updating, make certain that the:

1. Beginning date is not more than a few days before your observed date;
2. Ending date is not more than a few days after your **observed** date; and
3. Your ending date is never before your observed date.

Examples

In the following illustration of ACME's Holiday Schedule screen for **Callbox 9000**, four standard holidays and one User holiday are configured to route callers to the Callboxes handling each holiday.

User-defined
Holiday

CallAgent		Holiday Schedule		01-Apr-1994							
Callbox: 9000		Name: ACME MAIN AUTO ATTENDANT				K					
I-Observed-I		I-Beginning-/		--Ending--							
Holiday	Date	MM/DD	DOW	HH:MM	A/P	MM/DD	DOW	HH:MM	A/P	Action	
MEM	05/30/94	MON	05/27	FRI	05:00	PM	05/31	TUE	12:01	AM	CBX 9905
INDEP	07/04/94	MON	07/01	FRI	05:00	PM	07/05	TUE	12:01	AM	CBX 9907
USER			09/14	WED	03:00	PM	09/15	THU	12:01	AM	CBX 9920
THANK	11/24/94	THU	11/23	WED	03:00	PM	11/25	FRI	12:01	AM	CBX 9911
XMAS	12/26/94	NON	12/23	FRI	12:00	PM	12/27	TUE	12:01	AM	CBX 9912

Current Date
and Time.

CallAgent displays the current date. (1 April 1994), in the upper right-hand corner of the Title bar. The CallAgent Administrator has entered four standard holidays and one user-defined holiday (Yom Kippur) in Callbox 9000 (the main auto attendant Callbox for ACME).

We observe Thanksgiving on the third Thursday of November, despite the actual date. CallAgent automatically calculates and displays the date of the next Thanksgiving when you enter the THANK in the Holiday Code field. CallAgent also displays the default beginning and ending dates and times.

Tip: Normally, the first few letters of the Holiday Code are sufficient for CallAgent to determine the holiday you wish. Once CallAgent detects a unique match, it will display the Holiday and its associated data.

The CallAgent Administrator has modified the beginning time (default value of 6:00 P.M.) for this Thanksgiving entry to reflect that fact that the office will close early at 3:00 P.M. Wednesday, the day before Thanksgiving Thursday. He has also modified the default ending time from 12:01 A.M. on the Friday following Thanksgiving to 11:59 P.M., thus extending the Thanksgiving processing throughout the day Friday.

These newly entered times will automatically carry over when the Thanksgiving entry updates for the next year. This automatic update occurs when the ending date and time (here Friday, November 25, at 11:59 P.M.) has passed. Though years may pass, once you have programmed this Holiday entry you need never change it.

CallAgent continually updates it for you.

Unlike Thanksgiving, which always falls on a specific *day* of the week (Thursday), Christmas falls on a specific date (25 December). However, the *observed* date for Christmas can change from year to year. If Christmas falls on a Saturday, most businesses observe it on the preceding Friday. If it falls on a Sunday, most business will close on the following Monday. In 1994, Christmas Day falls on Sunday, making the observed date Monday, 26 December 1994. **CallAgent** displays the observed date, and calculates the default beginning and ending dates based on this observed date (begin processing the Christmas Holiday entry on the previous business day (Friday) at 6:00 P.M. and end on the next day (Tuesday) at 12:01 A.M.).

The **CallAgent** Administrator changed the beginning time to 12:00 P.M. (Noon) on the beginning date. His organization always closes at noon on the business day preceding Christmas. However, he has left the default ending time to 12:01 A.M. on the day following Christmas. His company wants no more mention of Christmas once the actual day has passed.

Note: All calls received by this **Callbox** 9000 from 12:00 noon on 23 December through 12:01 A.M. on Monday 27 December are routed to **Callbox** 9912. **Callbox** 9912 is programmed to greet callers with

"Thank you for calling ACME. We will be closed in observance of the Christmas holidays."

Note that this Greeting is non-specific for Christmas Day. It is appropriate for Friday afternoon, Saturday (Christmas Eve), Sunday (Christmas Day) and Monday (Observed Christmas).

A more specific Greeting in **Callbox** 9912 would have rendered the Greeting inappropriate for days other than Christmas Day (for example, *"Merry Christmas from all of us at ACME."*)

You can enter User-defined Holidays for any date and time. They are not tied to standard observed dates. They reflect periods of time where you want special call processing. Unlike standard Holidays, you must manually reset them each year (except in the unlikely event that they fall on the same date year after year).

Day-of-Week Schedule

Description

The Day-of-Week Schedule routes callers based upon the day of the week and the time of day programmed. Day-of-Week Schedules affect calls not previously redirected by the Override and Holiday Schedule segments.

Example • Main Auto Attendant Day and Night Modes

Callbox 9000 contains Schedule entries that route calls Monday through Friday at 8:00 A.M. to Continue in Callbox 9000 (day answer mode). At 5:00 P.M. on weekdays, and on weekends, the Schedule entries route callers to Callbox 9001 (the night answer mode).

Example • Individual Call Processing Lunch Hour Coverage

An employee wants calls automatically routed to another extension at a predefined time of the day (for example, 12:00 to 1:00 for lunch hour coverage). Here, the user defines a Schedule in his or her own Callbox.

Programming

You can create, modify or delete Day-of-Week Schedule entries from either the CallAgent telephone interface or from the CallAgent Administrator program.

Select Day-of-Week Schedule from the CallAgent Administrator's Main Menu.

CallAgent		Day of Week Schedule				
Callbox: 9000		Name: ACME MAIN AUTOATTENDANT				
Day	Time	A/P	Action	Busy	No Answer	Invalid
MON	08:00 AM		CONT			
MON	05:00 PM		CBX	9001		
TUE	08:00 AM		CONT			
TUE	05:00 PM		CBX	9001		
WED	08:00 AM		CONT			
WED	05:00 PM		CBX	9001		
THU	08:00 AM		CONT			
THU	05:00 PM		CBX	9001		
FRI	08:00 AM		CONT			
FRI	04:30 PM		CBX	9001		

S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Exit

In a System or Department level Callbox, use the Day-of-Week Schedule to route callers to other Callboxes to handle day mode, night mode and weekend mode processing.

In individual Callboxes, use the Day-of-Week Schedule to handle transfers to your extension and/or mailbox. Normally, you should place the first transfer attempt to an extension in a Schedule entry.

Day-of-Week Schedule Screen Fields

Day

Enter the first several letters for the day of week you wish. CallAgent displays default values for the other fields once you enter a valid day. Press the - (hyphen) key at the beginning of any entry to delete.

Time

Enter the time you wish to begin processing in the format of *HH:MM*, where *HH* is the two digit hour of the day followed by a colon (:) and *MM* (the two digit minute).

A/P

Enter A for AM. and P for P.M.

Action

Choose from the following list of available actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
SUP	Supervised transfer to a valid number.
BLND	Blind transfer to a valid number.
ALT	Alternate transfer sequence to a valid number.
SCRN	Screened transfer.
ATND	Transfer to the Attendant or Operator.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
UND	Undefined (performs no action).
CONT	Continue in current Callbox (to Greeting).
DBN	Dial-By-Name.

Busy

If you selected either a supervised (SUB), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell CallAgent where to send the caller if the initial transfer attempt reaches a busy signal.

Busy recognition depends upon CallAgent receiving a busy signal on a transfer attempt. On many PBX systems, when a station is call-forwarded busy, CallAgent

will not hear or detect a busy signal. Consequently, **CallAgent** will not be able to reconnect the caller and process the incomplete transfer Busy Action.

When busy incomplete transfer processing is absolutely required, take care not to have the target extensions call forwarded through your PBX.

When an initial transfer detects a busy signal, **CallAgent** will hook flash and reconnect the caller. It then continues with whatever is programmed in this Busy Action field. Select from the following possible Busy Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

No-Answer

If you elected to supervised (SUP), alternate (ALT) or screened (SCRN) transfer the call in the Action field, you can tell **CallAgent** where to send the caller if the extension dialed does not answer.

CallAgent waits the number of seconds prescribed in the Time-Until-No-Answer (TUNA) field of the Environment screen before reconnecting the caller. Make certain that your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

The Schedule entry will then perform whatever is programmed in the No Answer Action field. Select from the following possible No Answer Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

Invalid

If you selected a transfer in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt was to an invalid extension.

Select from the following possible Invalid Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.

MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Greeting).

Day-of-Week Schedule Telephone Interface

Dial into the **Callbox** you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

Main Menu

... To examine your *Schedule...* [2]

To *add* an entry to *your* Schedule [1]
To review your Schedule [2]
To exit [9]

Enter the *day* (1-7)
Enter *the* start time
Enter AM or PM

To move the caller to a *Callbox* [2]
To *transfer* to an extension [3]
To transfer to attendant [4]
To disconnect *the caller* [5]
To transfer to voice mail [6]
To continue in this *Callbox* [7]
To exit [9]

Modifying or Deleting a Schedule Entry

Main Menu

To examine your Schedule [2]

To *add* an entry to your Schedule [1]
To review your Schedule [2]
To exit [9]

Enter the *day* (1-7)
Press [1] for *Sunday*, [2] for *Monday*, etc.

at... (day of week selected)
Starting at... (time of day)
(Currently programmed Action)

If this is *acceptable* [1];
To move *the caller* to a *Callbox* [2];
To transfer to an extension [3];
To transfer to attendant [4];

To disconnect the caller	[5];
To transfer to voice mail	[6];
To continue in this Callbox	[7];
To exit	[9].

or, if there is no entry for that day

*There are no **schedule** entries for (**day** of week)*

Operation

Day-of-week Schedule entries affect all calls into a **Callbox** not previously diverted by the Override and Holiday segments. Thus, if today was Thanksgiving day, the Thanksgiving Holiday entry would supersede normal Thursday and Friday day-of-week Schedule processing until the Thanksgiving holiday was over.

As each new call arrives at a **Callbox**, **CallAgent** determines the current day-of-week and time-of-day (according to the system clock). If the Override or Holiday Schedule did not divert the call, **CallAgent** checks to see if there are any **Day-of-Week** Schedule entries. **CallAgent** searches backwards from the current day-of-week and time to find the last previous Schedule entry defined and executes the programmed Action. If there are no Day-of-Week Schedule entries, processing falls through to the next **CallAgent** segment (normally the Greeting segment).

Also, unlike Holiday Schedule entries, Day-of-Week Schedule entries do not have ending dates and times. If you define an Action to begin on a particular day of the week, it will continue through that day and subsequent days until it encounters another Schedule entry. Schedule will continue to perform that Action although many days have passed. If there are no more Day-of-Week Schedule entries (that is, you have defined only one entry), that entry will process calls *ad infinitum*.

Note: Typically, the first Action in a **Callbox** is to try ringing a particular extension. You can simply and easily program transfers to your extension by placing a single entry in your Schedule. Anyone dialing your extension number through the system automated attendant will attempt to transfer to your extension seven days a week, 24 hours per day. By placing the initial transfer to your extension in Schedule, you conserve Override to for other Actions.

Examples

Penny Graham has set up the following Day-of-Week Schedule to control when outside callers can ring her extension.

After hours, send callers to night mode Callbox.

During business hours, transfer to my extension. If it is busy or no-answer, Continue to the next segment (Greeting).

CallAgent		Day of Week Schedule					
Callbox: 1234		Name: GRAHAM, PENNY					
Day	Time	A/P	Action	Busy	No Answer	Invalid	
MON	08:00 AM		BLND	1234	CONT	CONT	
MON	05:00 PM		CBX	8234			
TUE	08:00 AM		BLND	1234	CONT	CONT	
TUE	05:00 PM		CBX	8234			
WED	08:00 AM		BLND	1234	CONT	CONT	
WED	05:00 PM		CBX	8234			
THU	08:00 AM		CONT				
THU	10:00 AM		BLND	1234	CONT	CONT	
THU	05:00 PM		CBX	8234			
FRI	08:00 AM		BLND	1234	CONT	CONT	
FRI	04:30 PM		CBX	8234			

S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Print S8-Delete S9-Exit

Penny daily routine brings her into the office at 8:00 A.M. every weekday. She leaves promptly at 5:00 P.M. every day except for Fridays, when she plays polo.

However, on Thursday mornings, she normally has a staff meeting in her office that lasts until 10:00 A.M. She wants to be certain that she is never interrupted by an outside caller during these important meetings.

On Mondays, starting at 8:00 A.M., the first thing this **Callbox** will do is blind transfer callers to extension 1234. The transfer sequence for blind transfers is "FXO" which translated, means "Switch hook **Flash**, wait for dial-tone, dial the numbers in the call transfer field (1234), and ring **Once**."

Should the transfer encounter a busy signal, the Busy Action field tells **CallAgent** to continue (CONT) in the current **Callbox**. This steps the caller into the next **Callbox** segment (Greeting), whereupon the caller would hear Penny's recorded Greeting:

"Hello. This is Penny Graham. I'm not available to take your call right now".

The No Answer Action field has no meaning in the context of blind transfers (where the call is never supervised for answer). Both the No Answer and Invalid fields are programmed to Continue, however, in case Penny ever decides to supervise transfer calls to her extension.

Note the Thursday, 8:00 A.M. entry. Penny changed the time period from 8:00 A.M. to **10:00** A.M. on Thursdays to continue in the **Callbox**. Any outside caller trying to reach Penny during this period will hear her **Callbox** Greeting, as if they had indeed dialed her extension but reached a busy or no answer. By programming her **Callbox** in this fashion, outside callers will know that Penny is in the **office** (they will not receive her night mode Callbox), and will have available to them all of the other options for call routing that her **Callbox** offers (for example, dial the operator, speak to her secretary, or leave her a message.)

Greeting

Description

The Greeting is the first **Callbox** segment callers normally hear. You can record any Greeting you wish. Callers will hear the recorded Greeting only if they have not been diverted elsewhere by Override or Schedule. Greetings play once before moving the caller down to the Menu segment (if recorded).

Example — System Automated Attendant Greeting

Your company Greeting should be short and friendly. ACME's greeting is typical. *"Thank you for calling ACME Widgets."* All outside callers hear this company Greeting when dialing ACME's main number. Immediately after the Greeting, callers hear the recorded Menu: *"If you know your party's 4 digit extension number..."*

Note: You must record your Greeting and Menu separately. If you record menu choices in the Greeting, they will not work.

Programming

You record your Greeting through the **CallAgent** telephone interface. There is no corresponding screen program for recording functions.

Greeting recorded →

CallAgent		Configuration						
Callbox:	9000	Name: ACME MAIN AUTO ATTENDANT						
Segment	On	Action	Busy	No	Answer	Invalid		
Over-ride	N	CBX	9002					
Schedule	Y							
Greeting	Y							
Menu	Y	Repeat	1					
Multi-key	Y	BLND	XxXx	MBX	XXXX	MBX	XXXX CONT	
key [0]		ATND						
key [1]		UND						
key [2]		UND						
key [3]		UND						
key [4]		UND						
key [5]		UND						
key [6]		UND						
key [7]		UND						
key [8]		UND						
key [9]		UND						
Auto-Exit		ATND		MBX	9999	MBX	9999 DISC	
F1-Act F2-Prev F3-Next F4-Up F5-Down F6-Save F7-Prn F8-Delete F9-Exit								

When you have successfully recorded and saved your Greeting, the Greeting "On" indicator will change to a "Y", meaning a Greeting as been recorded. You cannot manually change this field from the terminal program.

Greeting Telephone Interface

Dial into the **Callbox** you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

Main Menu

. . . To review your Greeting... [4]

Your callers will be greeted with . . . (If a Greeting has been recorded) or,
No greeting is recorded (If no greeting is recorded)

To rerecord [1];
To review the current greeting [2];
To delete the current greeting [3];
To exit with the current greeting [9].

How should I greet your callers? [recording tone]

Start your recording when you hear the recording tone (a beep). If you wait before speaking, your callers will hear a period of silence before hearing the Greeting.

Similarly, when you are finished recording, press any key. This will end the recording and will bring you back to the Greeting menu. Ending a recording in this manner will eliminate any unwanted silence after your Greeting. If you do not press a key, a programmable silence detect period will elapse before recording ends.

Tip: If you find that some callers miss hearing the beginning portion of the Greeting when dialing into the **Callbox**, try waiting a second or two before you start recording your Greeting. DID lines often times truncate **speech playback** without the slight delay.

Operation

You must record your Greeting through the **CallAgent** telephone interface. Once recorded, it will play to any caller reaching it. If the Greeting is followed by a Menu, your callers can "key-through" the Greeting without having to listen to the Greeting in its entirety.

Greetings identify a particular company, department or individual. If callers will hear the Greeting only after a previous unsuccessful transfer attempt to an extension, the Greeting should inform the caller that the person was unavailable to take the call.

An individual's **Callbox** Greeting normally plays after a transfer attempt has already been made to that person's extension. This initial transfer attempt could have been made in Override, Holiday or Day-of-Week Schedule. In DID environments, the call could have been forwarded to the **Callbox** using PBX integration. You would normally program a ring-busy or ring-no-answer from that transfer attempt to Continue in that **Callbox**.

Consequently, individual **Callbox** Greetings should not only include your name but should also include a reason you have not answered the telephone. For example: *"Hello, this is Penny Graham. I'm not available now, but your call is important to me."* The Greeting is immediately followed by a Menu, giving the caller additional call routing choices.

You can also use the recording space set aside for a Greeting to play prerecorded audiotex to a caller. Recorded Greetings must be greater than 2 seconds and less than 300 seconds (5 minutes) in length.

Menu

Description

The Menu segment of a **Callbox** is the only segment that is interactive with the caller. All other **Callbox** segments (for example, Override, Holiday, Day-of-Week Schedule and Automatic Exit) route callers automatically and neither require nor respond to caller input. The Menu segment, on the other hand, expects caller input in DTMF (dual tone multi-frequency) digits in response to the choices offered in the recorded Menu.

The Menu segment includes not only the recorded Menu (that is, what callers will hear) but also an indicator that determines how many times the menu should be repeated (Repetition count). You also define and program what the callers can input in response to the recorded Menu (that is, extension numbers, mailbox numbers, and single keys).

Note: You must record your Menu separately from your Greeting. If you record menu choices in the Greeting, they will not work.

Caller input can range from dialing extension numbers or mailbox numbers (Multikey), pressing single keys in response to a prerecorded and preprogrammed list of options, (Single-key requests) or staying on the line without pressing any keys. (e.g. rotary telephone callers).

Example 1: Acme Widgets Automated Attendant Menu

Callbox 9000 functions as ACME's company level automated attendant, processing incoming external calls and allowing callers to dial extensions or departments directly. An operator option is always available for rotary callers, or for those needing personal assistance.

"If you know your party's 4 digit extension number, you may enter it now, or any time during this message.

For customer service, press [1];

For sales, press [2];

For accounting, press [3];

To speak with an operator, press [0], or stay on the Line. "

Example 2: Individual Call Processing Menu

For users who want to give their callers options beyond voice mail when being forwarded to VoiceMemo, you should set up a Callbox with a Menu detailing such options.

*"To Leave me a voice message, press [1];
 To speak **with** my secretary, press [2];
 Press [0], or stay on the line for the departmental operator. "*

Programming

You must record a Menu for callers to hear through the CallAgent telephone interface. You can program all other Menu related functions either through the telephone interface or the CallAgent screen program.

Menu recorded

CallAgent		Configuration							
Callbox: 9000		Name: ACME MAIN AUTO ATTENDANT							
segment	On	Action	Busy	NO	Answer	Invalid			
Over-ride	N	CBX	9000						
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	1						
Multi-Key	Y	BLND	XXXX	MBX	XXXX	MBX	XXXX	ATTN	
key [0]		ATND							
key [1]		UND							
key [2]		UND							
key [3]		UND							
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [9]		UND							
Auto-Exit		SUP	9000	MBX	9000	MBX	9000	DISC	
S1-Act		S2-Prev		S3-Next		S4-Up		S5-Down	
S6-Save		S7-Prn		S8-Delete		S9-Exit			

Menu Telephone Interface

Dial into the **Callbox** you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

Main Menu

... To examine your menu... [1]

For recorded menu review	[1]
For key assignments	[2]
For menu repetition counts	[3]
For Multikey input	[4]
To exit	[9]

Your callers **will** hear this menu: (if Menu is already recorded)
 No menu is recorded (if no Menu)

To rerecord this menu	[1];
To review the current menu recorded	[2];
To delete this recording	[8];
To exit with the current recording	[9].

Please read me your menu (recording tone)

To Set the Menu Repetition Count

Main Menu

... To examine your menu... [5]

For recorded menu review	[1]
For key assignments	[2]
For menu repetition counts	[3]
For Multikey input	[4]
To exit	[9]

The repetition count **is** currently... [repetition count]

To continue,	[1]
To exit this menu,	[9]

Please enter the new repetition count (enter count)

Operation

You must record a menu for callers to hear (see Recording a Menu above), set a repetition count for the recorded Menu, select a caller's ability to dial extensions or voice mail boxes directly (Multi-key), and define where single key entries will route a caller.

The recorded Menu plays to each caller immediately after the Greeting (if recorded). However, unlike the Greeting, you can program the Menu to repeat so the caller can have additional opportunities to enter a selection. The Repetition Count determines the number of times the Menu repeats when the caller makes invalid entries (or no entry at all). **CallAgent** sets the default repetition count to 1 on all new Callboxes.

A repetition count of 1 means that the Menu plays once. If the caller enters nothing, or an invalid single key request (that is, a key that you have not defined), the caller is immediately moved down to the next **Callbox** segment for processing. (In this case, the **AutoExit** segment handles the caller).

Tip: You should use a repetition count of 1 on all top-level automated attendant applications. You should not force rotary callers to listen to multiple repetitions of recorded menus before being transferred to the operator.

A repetition count of 2 or greater means that the Menu will play again, even after an invalid entry or no entry at all. This gives the caller additional opportunities to enter a valid selection.

Tip: Keep your menus short and simple. Short phrases, followed by key commands are easier to understand and recall.

Callers become frustrated when they have to wait a long time before finding a menu choice that addresses their needs. You can rarely justify more than five menu choices. The most frequently used menu requests should be **played first**.

Menu—Multikey

Description

Multikey is a Menu option that allows callers to enter multiple digits (for example, extension numbers or voice mailbox numbers). When enabled, you must specify if **Multikey** is to voice mailboxes or to extensions.

Multikey is generally used in combination with single key assignments (described below). Thus, in the example below, the first part of the recorded Menu (*“If you know your party’s 4 digit extension . . .”*) informs callers that they can dial an extension directly. The second part of the recorded Menu (*“For Customer Service, press [1]. . .”*) tells the caller that pressing a single key will transfer to a predetermined extension.

Example — System Automated Attendant

Typically, an organization would enable **Multikey** to extensions during business hours and **Multikey** to voice mail after business hours:

“If you know your party’s 4 digit extension number, you may enter it now, or any time during this message. ”

“For customer service, press [1];

For sales, press [2];

For accounting, press [3];

To speak with an operator, press [0], or stay on the Line. ”

After hours, **Multikey** is enabled only to voice mailboxes:

“If you know your party’s 4 digit mailbox number, you may enter it now or any time during this message. ”

Example — Individual Callbox

You can also allow callers to personal Callboxes the option of dialing other extensions. **Multikey** to extensions is enabled.

“You can dial my secretary at extension 7777, or my associate, Bill, at extension 6666. Dial 0 to reach the operator. ”

Programming

You can program **Multikey** from either the terminal based Administrator's program or from the **CallAgent** telephone interface.

Multi-key enabled to extensions.

CallAgent		Configuration					
Callbox: 9000		Name: ACME MAIN AUTOATTENDANT					
Segment	On	Action	Busy	No Answer	Invalid		
Over-ride	N	CBX	9002				
Schedule	Y						
Greeting	Y						
Menu	Y	Repeat	1				
Multi-key	Y	BLND	XXXX	MBX	XXXX	MDX	
key [0]		ATND					
key [1]		UND					
key [2]		UND					
key [3]		UND					
key [4]		UND					
key [5]		UND					
key [6]		UND					
key [7]		UND					
key [8]		UND					
key [9]		UND					
MULTI-KEY		ATND		MBX	9999	MDX	
					9999	DISC	
81-Act		82-Prev		83-Next		84-Up	
85-Down		86-Save		87-Frn		88-Delete	
						89-Exit	

Multikey Screen Fields

On

Typing N (default) in this field turns **Multikey** off. Typing Y turns **Multikey** on. If **Multikey** is turned on, you must specify in the Action field whether **Multikey** is to extensions or mailboxes.

Action

Choose from the following list of available actions: Enter the Action Code.

Action Code Description

SUP	Supervised transfer to any valid number
BLND	Blind transfer to a valid number
ALT	Alternate Transfer Sequence
SCRN	Screened transfer
MBX	Voice Mail followed by a valid mailbox number

The associated number for **Multikey** is always "XXXX," representing variable caller input. The number of "X"s displayed does not indicate the maximum number of DTMF keys recognized by **Multikey**.

Busy

If you selected supervised (SUP), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt reaches a busy signal.

Busy recognition depends upon **CallAgent** receiving a busy signal on a transfer attempt. On many PBX systems, when a station is call-forwarded busy, **CallAgent** will not hear or detect a busy signal. Consequently, **CallAgent** cannot reconnect the caller and process the incomplete transfer Busy Action.

When busy incomplete transfer processing is absolutely required, take care not to have the target extensions call forwarded through your PBX. If an initial transfer detects a busy signal, **CallAgent** will hook flash and reconnect the caller. It then continues with whatever is programmed in this Busy Action field. Select from the following possible Busy Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail. "X" for the mailbox corresponding to the extension dialed.
CONT	Continue in current Callbox (to Greeting).

No-Answer

If you selected any transfer that supervises for answer (SUP) in the Action field, you can tell **CallAgent** where to send the caller if the number dialed is not answered. If you are not supervising for answer in your initial Action (for example, RIND), the No Answer Action field never takes effect.

CallAgent waits the number of seconds prescribed in the Time Until No Answer (TUNA) field of the Environment screen before reconnecting the caller. Make certain that your PBX does not forward the call before **CallAgent** can reconnect the caller.

Select from the following possible **No-Answer** Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail. "X" for the mailbox corresponding to the extension dialed
CONT	Continue in current Callbox (to Greeting).

Invalid

If you selected any transfer in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt was invalid. Please refer to the Invalid Action section below for more details.

Select from the following possible Invalid Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail. "X" for the mailbox corresponding to the extension dialed.
CONT	Continue in current Callbox (to Greeting).

Menu — Multikey Telephone Interface

Dial into the Callbox you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

Main Menu

. . . To examine your menu... [5]

For recorded menu review [1]
 For key assignments [2]
 For menu repetition counts [3]
 For **Multikey** input [4]

To enable **Multikey** [1]
 To review extension transfer options [2]
 To disable **Multikey** [3]
 To exit [9]

To define the transfer method [2]
 For ring-busy options [3]
 For ring-no-answer [4]
 For invalid transfer options [5]
 To exit [9]

If this is acceptable [1]
 To move caller to another Callbox [2]
 To transfer to an extension [3]
 To move caller to the attendant [4]
 To disconnect the caller [5]
 To move the caller to voice mail [6]
 To have caller continue in Callbox [7]
 To exit [9]

Operation

Multikey input can be programmed to extensions or to voice mailboxes. Regardless of the **Multikey** programming, individual **Callbox** programming will supersede **Multikey** programming.

When a caller dials an extension number through **Multikey**, **CallAgent** searches all **Callboxes** to see if there is a **Callbox** that matches the dialed extension number. If one exists, **CallAgent** executes that **Callbox** instead of transferring the call according to the **Multikey** Action. Consequently, individual **Callbox** programming supersedes **Multikey** programming.

For example, **Multikey** in **Callbox** 9000 is set to blind transfer to the extension number dialed. Ring busy and ring-no-answers at the dialed extension route the caller to the corresponding voice mailbox. You handle most extensions according to this as the general rule.

However, there might be a few extension numbers in your organization that require special call processing (for example, Penny's **Callbox** 1234). You have created individual **Callboxes** for those extensions that deviate from this general call processing pattern. Callers dialing these extensions (for example, extension 1234), are handled by the individual **Callboxes** (for example, **Callbox** 1234).

Multikey also determines if a caller-entered extension number is valid using the dialing plan programmed in the Global and **Callbox** Environment screens by the **CallAgent** Administrator.

```
.Dialing.Plan.....
:First Digits 1 2 3 4 5 6 7 8 9
: Minimum:      4 4 4
:
:Maximum:      4 4 4
:.....
```

In the previous example, anyone dialing an extension number beginning 2, 3, or 4 would need to input at least 4 digits and no more than 4 digits. Otherwise, **CallAgent** would tell the caller that an invalid extension number was entered. If a caller attempted to enter an extension number beginning with any other digit, **CallAgent** would return immediately with an error. The caller would hear:

"I'm sorry. The extension number you have entered is invalid. "

The **Callbox** would either: 1) replay the Menu and allow the caller another opportunity to dial an extension (if the Menu repetition count were greater than "1") or: 2) would **fall** through to the Auto-Exit.

If there are single keys assigned to perform actions, and if the single key assignments are not also valid first digits of extension numbers, then **CallAgent** immediately performs the Action for that key.

Note: If you have enabled **Multikey** and single key assignments in the same **Callbox**, you might notice a slight delay before your call is transferred. This is because the **Callbox** is waiting for additional keys after the first key is detected to ensure that additional digits (that is, the rest of an extension number) are not forthcoming.

If you set **Multikey** to mailboxes, **CallAgent** ignores the extension dialing plan, and will open any valid mailbox. The same error processing for **Multikey** to extensions applies.

Menu—Single Key

Description

The Single Key option under Menu allows you to program where callers go if they press a single key in response to a Menu.

Example—Main Automated Attendant

Typically, an organization would define single keys to transfer to specific departments or individuals:

"If you know your party's 4 digit extension number, you may enter it now, or any time during this message. "

'For customer service, press [1]

For sales, press [2]

For accounting, press [3]

To speak with an operator, press [0], or stay on the line. "

ACME set key [1] to transfer the caller to the customer service ACD pilot number. Key [2] transfers to the Sales department, key [3] routes the caller to another Callbox, and key [0] transfers to the attendant.

Programming

You can program single keys from either the terminal based Administrator's program or from the CallAgent telephone interface.

CallAgent		Configuration							
Callbox:	9000	Name: ACME MAIN AUTO ATTENDANT							
Segment	On	Action	Busy	No	Answer	Invalid			
Over-ride	Y	CBX	9003						
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	1						
Multi-key	Y	BLND	XXXX	MBX	XXXX	MBX	XXXX	MBX 9999	
key [0]		ATND							
key [1]		BLND	5123	CONT		CONT		CONT	
key [2]		CBX	9200						
key [3]		CBX	9300						
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [8]		DBN							
key [9]		DISC							
Auto-Exit		ATND		MBX	9999	MBX	9999	DISC	
SI-Act		S2-Prev		S3-Next		S4-Up		S5-Down	
S6-Save		S7-Pru		S8-Delete		S9-Exit			

Single Key Screen Fields

Action

Choose from the following list of available actions: Enter the Action Code.

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
SUP	Supervised transfer to a valid number.
BLND	Blind transfer to a valid number.
ALT	Alternate transfer sequence to a valid number.
SCRN	Screened transfer.
ATND	Transfer to the Attendant or Operator.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
UND	Undefined (performs no action).
CONT	Continue in current Callbox (to Greeting).
DBN	Dial-by-Name.

Busy

If you selected supervise (SUP), blind (BLND), alternate transfer (ALT) or screened (SCRN) transfer in the Action field, you can tell CallAgent where to send the caller if the initial transfer attempt reaches a busy signal.

Busy recognition depends upon CallAgent receiving a busy signal on a transfer attempt. On many PBX systems, when a station is call-forwarded busy, CallAgent will not hear or detect a busy signal. Consequently, CallAgent will not be able to reconnect the caller and process the incomplete transfer Busy Action.

When, busy incomplete transfer processing is absolutely required, take care not to have the target extensions call forwarded through your PBX. If an initial transfer detects a busy signal, CallAgent will hook flash and reconnect the caller. It then continues with whatever is programmed in this Busy Action field. Select from the following possible Busy Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Auto-Exit or another Menu repetition count).

No-Answer

If you selected any transfer that supervises for answer (SUP or ALT) in the Action field, you can tell **CallAgent** where to send the caller if the number dialed is not answered.

CallAgent waits the number of seconds prescribed in the Time-Until-No-Answer (TUNA) field of the Environment screen before reconnecting the caller. Make certain that your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller. **CallAgent** will then perform whatever is programmed in the No Answer Action field. Select from the following possible No Answer Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in current Callbox (to Auto-Exit or another Menu repetition count).

Invalid

If you selected any transfer in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt was to an invalid number.

Select from the following Invalid Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
CONT	Continue in <u>current</u> Callbox (to Auto-Exit or another Menu repetition count).

Menu — Single Key Telephone Interface

Dial into the **Callbox** you wish to modify and press * (star) and the passcode. You will hear the Main Menu.

Main Menu

... To examine your *menu* ... [5]

For recorded menu review	[1];
For <i>key</i> assignments	[2];
For menu repetition <i>counts</i>	[3];
For <i>Multikey</i> input	[4];

To exit [9].

Press the key *that you* want to review (enter key)

To move the caller to a *Callbox* [2];
 To *transfer* the caller to an extension [3];
 To transfer the *caller* to the attendant [4];
 To disconnect the caller [5];
 To continue in *this Callbox* [7];
 To make *this an undefined* key [8];
 To exit [9].

Operation

Single key assignments are set by default to Undefined (UND). This means that the key is not assigned to perform any action. A caller pressing an undefined key would hear:

I'm sorry. I did not recognize that key.

and would either 1) hear the Menu again (if the repetition count were greater than " 1 "), or 2) would fall through to the Auto-Exit.

Any time a single key assignment is also a potential valid first digit of an extension number, there is a programmable delay before **CallAgent** acts upon the single key. If the **Callbox** Environment were programmed as shown below, single keys [1] and [2] would immediately execute their assigned Actions (since there are no valid extension numbers beginning with a "1" or "2".)

.Dialing.Plan.....	:	Key [1]	:
:First Digits 1 2 3 4 5 6 7 8 9	:	Key [2]	:
:Minimum: 3 3 3 3	:	Key [3]	:
:MaxA	:	Key [4]	:
:....	:		:

No valid extension begins with a [1] or [2].

However, you would notice a slight delay when pressing keys [3], [4], [5] or [6]. **CallAgent** waits to see if the caller will dial more digits. The default time to wait for additional keys is two seconds.

Automatic Exit

Description

The Automatic Exit (Auto-Exit) affects callers who take no action in a **Callbox** or who reach a **Callbox** with no programming or no Greeting recorded. Auto-Exit also routes callers who make too many errors in a **Callbox**. Auto-Exit is always on and must always be programmed with a valid Action.

Example • Main Auto attendant

ACME has programmed Auto-Exit to transfer to the attendant during business hours and to the security desk after hours. The following callers would be transferred to the attendant by Auto-Exit:

1. Rotary caller who cannot enter DTMF keys in response to the Menu.
2. Caller who dials an invalid or undefined key in response to the Menu.

Example • Individual **Callbox**

Penny has set Auto-Exit to route callers to her own **VoiceMemo** mailbox. Since Penny's mother does not have a Touch-Tone telephone, her mother can still leave a message as Penny is not at her desk.

Programming

You can program Auto-Exit from either the terminal based Administrator's program or from the **CallAgent** telephone interface.

CallAgent		Configuration							
Callbox: 9000		Name: ACME MAIN AUTOATTENDANT							
segment	On	Action	Busy	No Answer	Invalid				
Over-ride	N	CBX	9002						
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat							
Multi-key	Y	BLND	XXXX	MBX	XXXX	MBX	XXXX	MBX	9999
key [0]		ATND		MBX	9999	MBX	9999	DISC	
key [1]		BLND	5123	CONT		cow!		CONT	
key [2]		CBX	9200						
key [3]		CBX	9300						
key [4]		UND							
key [5]		UND							
key [6]		UND							
key [7]		UND							
key [8]		DBN							
key [9]		DISC							
Auto-Exit		ATND		MBX	9999	MBX	9999	DISC	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Back S7-Prn S8-Delete S0-Exit									

Automatic Exit Screen Fields

Action

Choose from the following list of available actions: Enter the Action Code.

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
SUP	Supervised transfer to a valid number.
BLND	Blind transfer to a valid number.
ALT	Alternate transfer sequence to a valid number.
SCRN	Screened transfer.
ATND	Transfer to the Attendant or Operator.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.
UND	Undefined (performs no action).
DBN	Dial-By-Name.

Busy

If you selected supervised (SUP), blind (BLND), alternate transfer (ALT) or screened (SCRN) transfer in the Action field, you can tell CallAgent where to send the caller if the initial transfer attempt reaches a busy signal.

Busy recognition depends upon CallAgent receiving a busy signal on a transfer attempt. On many PBX systems, when a station is call-forwarded busy, CallAgent will not hear or detect a busy signal. Consequently, CallAgent will not be able to reconnect the caller and process the incomplete transfer Busy Action.

When busy incomplete transfer processing is absolutely required, take care not to have the target extensions call forwarded through your PBX. If an initial transfer detects a busy signal, CallAgent will hook flash and reconnect the caller. It then continues with whatever is programmed in this Busy Action field. Select from the following possible Busy Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent.
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.

No-Answer

If you selected any transfer that supervises for answer (SIP or ALT) in the Action field, you can tell **CallAgent** where to send the caller if the number dialed is not answered.

CallAgent waits the number of seconds prescribed in the Time-Until-No-Answer (TUNA) field of the Environment screen before reconnecting the caller. Make certain that your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

Select from the following possible No Answer Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.

Invalid

If you selected any transfer in the Action field, you can tell **CallAgent** where to send the caller if the initial transfer attempt was to an invalid number.

Select from the following possible No Answer Actions:

<u>Action Code</u>	<u>Description</u>
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
DISC	Disconnect the caller.
MBX	Mailbox and valid mailbox number. "0" for top-level voice mail.



Automatic Exit Telephone Interface

Dial into the **Callbox** you wish to modify and press * (star) and the passcode. You will hear the Main Menu.



Main menu

... For Automatic Exit... [6] The *Automatic Exit*: (Reviews current setting)

<i>If this is acceptable</i>	[1]
<i>To move caller to a Callbox</i>	[2]
<i>To transfer caller to an extension</i>	[3]
<i>To transfer caller to the attendant</i>	[4]
<i>To disconnect the caller</i>	[5]
<i>To move caller to voice <i>mail</i></i>	[6]
<i>To continue in this Callbox</i>	[7]
<i>To exit</i>	[9]

Operation

Automatic Exit is always "On", and cannot be turned "OR". Newly created **Callboxes** have Auto-Exit programmed to supervised transfer to the extension number of the **Callbox**.

Use Auto-Exit to define your error handling call routing. Do not program Auto-Exit to restart the same **Callbox**. This would create an infinite loop from which the caller would have no escape.

3 Callbox Actions

Callbox Actions are the range of transfer and routing functions available to CallAgent within any Callbox Segment. You can think of a Callbox as a spreadsheet, with rows equivalent to Callbox Segments and columns equivalent to Callbox Actions. Each cell, or intersection of row and column, is equivalent to a Callbox Action and its associated Action Data for a particular segment.

segment		On	Action	Busy	NO Answer	Invalid
Over-ride	N	SUP	1234	MBX	1234	DISC
Schedule	N					
Greeting	N					
Menu	N	Repeat	3			
Multi-key	N	SUP	XXXX	MBX	XXXX	CONT
key [0]		UND				
key [1]		UND				
key [2]		UND				
key [3]		UND				
key [4]		UND				
key [5]		UND				
key [6]		UND				
key [7]		UND				
key [8]		UND				
key [9]		UND				
Auto-Exit		MBX	1234			

Callbox Segments

Incomplete Transfer Actions

Initial Action

The *Initial Action* for any Callbox segment, and all subsequent *Incomplete Transfer Actions* (in other words, Busy, No Answer and Invalid) are the “data” that you provide to CallAgent. The Callbox structure is **fixed** — calls fall through Callbox segments in a predefined order. You decide what actions to take within any Callbox segment.

The eleven possible Callbox Actions are detailed on the following pages.

Callbox

Description

Route call to another **Callbox**. Must be followed by a valid **Callbox** number or "0" for top-level **CallAgent**.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONF	Continue in Callbox
DBN	Dial-by-Name

Callbox is the first item in the Action menu. Abbreviation "CBX." You can also enter C in any Action field.

Operation

When you route a caller to another **Callbox**, either as an initial action, or as an incomplete transfer action, you are exiting the current **Callbox** and starting the new **Callbox**.

When programming a **Callbox** through the **CallAgent** Administrator's terminal program, you can create other Callboxes from within the Configuration screen of the **Callbox** you are editing. Simply enter the new **Callbox** number at any valid Action data field. **CallAgent** will notify you if the **Callbox** does not exist.

Note: Be careful to document the Callboxes you create. It is dangerous to have unused Callboxes in your system.

You can also allow callers to enter a **Callbox** number, rather than routing them to a specific **Callbox**. Simply enter a 0 in the data field or leave it blank. Your caller will hear:

"Please enter the Callbox you wish."

Supervised Transfer

Description

Transfer a caller, using the **Callbox** Supervised Transfer sequence.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Supervised transfer is the second item in the Action menu. Abbreviation "SUP."
You can also enter S in any Action field.

Operation

Supervised transfers reference the *Supervised* transfer sequence entered the **Callbox** Environment screen (see below). If the entry is blank in any specific **Callbox**, the **Supervised** transfer sequence in the Global Environment screen controls. Normal **CallAgent** precedence rules apply.

.Transfer Sequences.....		:Key [6]
:Attendant:	FX	:Key [7]
:Blind:	FXO	:Key [8]
:Supervised:	FXG	:Key [9]
.Reconnect Busy:	C	:Key [0]
:Reconnect RNA:	S	:Auto Exit
:Reconnect Invalid:	S	:
:Reconnect Reject:	++	:
.....		:

Note: "SUP" is simply a convenient label for the dial sequence entered in your **Callbox** Environment under "Supervised transfer." If you have modified the Supervised transfer sequence in your **Callbox** such that no answer supervision takes place (that is, by omitting the "G" at the end of the dial string), the "Supervised" transfer will not monitor for answer.

The default Supervised transfer sequence is "FXG", which stands for "Hook flash, wait for dial-tone, dial the "X" digits found in the Data field, and wait for greet (wait for someone or something to answer the call.)

When a supervised transfer sequence contains a "G" (wait for Greet), the **Callbox** hook flashes, dials the extension or number, and waits on the line until:

1. The line is answered (in which case the called party hears "*Call transfer...*" and the caller is connected);
2. The line detects a busy signal (in which case the caller is reconnected to the **Callbox** and sent to the Busy Action for further processing);
3. The line has waited the preprogrammed number of seconds for no-answer (TUNA) in which case the caller is reconnected to the **Callbox** and sent to the No Answer Action for further processing;
4. The line detects something other than a busy signal or ring-no-answer (for example, reorder tone, silence, a dead line, and so on) in which case the caller is reconnected (if possible) and sent to the Invalid Action for further processing.

The results from supervised transfers are among the most **difficult** to predict and control, and are highly PBX and integration specific. If supervised transfers are not behaving consistently or predictably, you may need to ensure that:

1. Your PBX returns a valid busy tone on transfer attempts to busy extensions;
2. Extensions are not forwarded busy to other extensions or to voice mail;
3. The forward no-answer time in your PBX is greater than the TUNA set in your **Callbox**.

If the initial Action in any **Callbox** segment supervised-transfers calls to an extension, you must define the subsequent Busy, No Answer and Invalid incomplete transfer Actions. **CallAgent** uses the incomplete transfer Actions defined in these fields to:

1. Process incomplete transfers *initiated* by the **Callbox** segment (for example, if the Day-of-Week Schedule in **Callbox** 1234 supervised transfers a call to extension 1234, and detects that 1234 is busy, it reconnects the caller and continues with the Busy Action).
2. Process incomplete transfers *call-forwarded* to your **Callbox** (for example, if a caller dials extension 1234 directly, and is call-forwarded ring-busy to

Callbox 1234, CallAgent processes the call according to the programmed Busy Action without attempting to transfer the call first).

Examples

There are several ways to reach Penny's extension 1234. How the caller is treated depends upon how Penny's Callbox 1234 is programmed *and upon* how the caller reaches Penny's Callbox.

If the caller dials Penny's extension 1234 through ACME's main automated attendant Callbox 9000, CallAgent looks for a Callbox corresponding to the extension number dialed. CallAgent finds and executes Callbox 1234.

Caller dials
Penny's extension
1234 through
Multi-key.

CallAgent		Configuration								
Callbox: 9000		Name: ACME MAIN AUTOATTENDANT								
segment	On	Action	Busy	No Answer	Invalid					
Over-ride	N	CBX	9002							
Schedule	Y									
Greeting	Y									
Menu	Y	Repeat								
Multi-key	Y	BLND	XXXX	MEX	XxXx	MBX	XxXx	MBX	9999	
key [0]		ATND								
key [1]		BLND	5123	CONT		CONT			CONT	
key [2]		CBX	9200							
key [3]		CBX	9300							
key [4]		UND								
key [5]		UND								
key [6]		UND								
key [7]		UND								
key [8]		DBN								
key [9]		DISC								
Auto-Exit		ATND		MEX	9999	MBX	9999	DISC		
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Delete S9-Exit										

Blind Transfer

Description

Transfer a caller, using the **Callbox** Blind transfer sequence.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Blind transfer is the third item in the Action menu. Abbreviation "BLND." You can also enter B in any Action field.

Operation

Blind transfers reference the Blind transfer sequence entered in the **Callbox** Environment screen. Normal **CallAgent** precedence rules apply. If the entry is blank in any specific **Callbox**, the Blind transfer sequence in the Global Environment screen **controls**. Normal **CallAgent** precedence rules apply.

.Transfer Sequences.....		:Key [6]	
:Attendant:	FX	:	:Key [7]
:Blind:	FXO	:	:Key [8]
:Supervised:	FXG	:	:Key [9]
:Reconnect Busy:	S	:	:Key [0]
:Reconnect RNA:	S	:	:Auto Exit
:Reconnect Invalid:	S	:	:.....
:Reconnect Reject:	++	:	

Note If you have modified the Blind transfer sequence in your **Callbox** Environment, you may experience unusual results. "BLND" is simply a convenient label for the dial sequence coded in your **Callbox** Environment under "Blind Transfer".

The default Blind Transfer sequence is "FXO", which stands for "Hook flash, wait for dial-tone, dial the "X" digits, and ring once (wait for one ring-back tone).

Alternate Transfer

Description

Transfer a call, using the Alternate transfer sequence defined in the **Callbox** Environment screen for that segment or key.

Programming

Press the **SI** (Action) key while **cursor** is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Alternate transfer is the fourth item in the Action menu. You can **also** enter A in any Action field.

Operation

Alternate transfers reference the *Alternate* transfer sequences entered in the **Callbox Environment** screen. Normal **CallAgent** precedence rules apply. If the entry is blank in any specific **Callbox**, the **Alternate** transfer sequence in the Global Environment screen controls.

Alternate transfer sequences allow the **CallAgent** programmer great flexibility in designing and implementing **CallAgent** applications. With Alternate transfer sequences, you can make every **Callbox** segment and every telephone *key* transfer differently.

Whenever an alternate transfer sequence contains a dial string command to supervise for answer (for example, "G" for "greet"), the programmable TUNA (Time Until No Answer) governs the conditions under which the call is reconnected and processed as a No Answer.

Example

CallAgent		Configuration							
Callbox: 12340		Name: GRAHAM, PENNY PRIVATE CALLBOX							
segment	On	Action	Busy	NO	Answer	Invalid			
Over-ride	N	SUP	1234	CONT	MBX	1234	DISC		
Schedule	Y								
Greeting	Y								
Menu	Y	Repeat	5						
Multi-key	Y	SUP	XXXX	MBX	XXXX	MBX	XXXX CONT		
key [0]		MBX	1234						
key [1]		ALT	5551993	CONT			CONT		
key [2]		ALT	7891234	CONT		CONT	CONT		
key [3]		UND							
key [4]		UND							
key [5]		ALT	6661234	CONT		CONT	CONT		
key [6]		UND							
key [7]		UND							
key [8]		BLND	8234	CONT		CONT	CONT		
key [9]		UND							
Auto-Exit		MBX	1234						
S1-Act		S2-Prev	S3-Next	S4-Up	S5-Down	S6-Save	S7-Prn	S8-Delete	S0-Exit

Penny has a private **Callbox** (shown above.) She uses it so her compatriots at ACME can get hold of her in an emergency. She has programmed this **Callbox** so that key [5] transfers to various sites in a nearby area code. Key [1] transfers to her home. Key [8] transfers to her second extension. Key [2] transfers to her pager.

The **CallAgent** Administrator authorized and programmed these keys for Penny. The only key Penny can modify through her own **Callbox** is key [6], where she can change the value of "X" so that calls can be transferred anywhere in the "428" local exchange.

.General.....	.Segment..Alternate	Trans.Seq...	TUNA..
:Allow Owner Access:	:All		
:Maximum Loops:	:Override		
:Statistics On:	:Holiday		
:Attendant Ext.:	:Schedule		
:	:Multikey		
.Dialing Plan.....	:Key [0]		
:First Digits 1 2 3 4 5 6 7 8 9	:Key [1]	F9+XG	20 :
: Minimum:	:Key [2]	F9+1800XO	
:Maximum:	:Key [3]		
:	:Key [4]		
.Transfer Sequences.....	:Key 151	F9+1408XG	30 :
:Attendant:	:Key 161		
:Blind:	:Key 171		
:Supervised:	:Key 181		
:Reconnect Busy:	:Key 191		
:Reconnect RNA:	:Auto Exit		
:Reconnect Invalid:	:		

The advantages to Penny are:

1. She need never give out her home phone number;
2. She need never divulge her summer home or car phone number;
3. She decides who can reach her and when;
4. People need only remember one telephone number for Penny.

Screened Transfer

Description

You can “screen” external calls to specific extensions by using the screen transfer type. Callers will be asked to speak their name, which **CallAgent** will record. Upon listening to this recording, the called party can either accept or reject the call. If the call is accepted, the calling party will be immediately connected. If the call is rejected, the caller is treated as if the extension did not answer.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
DLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Screened transfer is the **fifth** item in the Action menu. Abbreviation “SCRN.” You must use the **S1** Action Menu to select this action.

Operation

Screened transfers must always use a **supervised** call transfer sequence. **CallAgent** will use the Supervised transfer sequence programmed in your Environment screen.

You can only indicate a screened transfer as an initial Action. In the event a called party rejects a call, **CallAgent** will treat the calling party according to the Action programmed in your No Answer column.

You should use screened transfers judiciously. Many callers resent having to identify themselves before being connected. Only the **CallAgent** Administrator can grant screened transfer privileges. **Callbox** owners cannot select a screened transfer from the telephone interface.

When a called party rejects a screened transfer, **CallAgent** reconnects the caller using the Reconnect Reject dial sequence. The **CallAgent** default is “S” (switch hook). The Reconnect Reject dial sequence is found in the Environment screen.

Note: It is imperative that the called party hang up immediately if the call is rejected. Otherwise, it is possible that the caller will be **conferenced** with the calling party and **CallAgent**.

You should not allow call screening unless **CallAgent** is the front-end automated attendant application answering incoming calls. In DID situations, where callers can dial a person directly, it makes little sense to subsequently transfer callers screened.

Example

Mr. Patel has enabled Call Screening for calls directed to his extension through his company's **CallAgent** automated attendant. Outside callers, upon dialing his extension will hear, *"After you bear the tone, please leave your name."* The caller is placed on hold and Mr. Patel's extension is dialed. If Mr. Patel answers the call, he will hear *"I have a call from (Caller recording). To accept this call, press [1]. To reject the call, press [9]."*

Pressing [1] will connect the calling party. Pressing [9] will treat the caller as if the extension did not answer, by processing the call with whatever is programmed as the No Answer incomplete transfer Action.

Attendant Transfer

Description

Transfers a caller to the Attendant extension using the Attendant transfer sequence, both of which are designated in the **Callbox** Environment screen.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALIT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Attendant is the sixth item in the Action menu. Abbreviation "ATND." You must use the **S1Action** menu to select this item.

Operation

Once you program a **Callbox** Attendant extension and Attendant transfer sequence in the Environment screen for a Calibox, all reference to the "Attendant" follow the **local Callbox** variables. The default **Global** Attendant is always "0".

If you want the **Callbox** owner to be able to change the Attendant extensions from the telephone interface, use a Blind or Supervised transfer to the person's extension rather than "Attendant". The Attendant extension cannot be changed over the telephone.

Disconnect

Description

Whenever Disconnect is placed in an Action field, CallAgent will hang up the line.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MDX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Disconnect is the seventh item in the Action menu. Abbreviation "DISC." You can also enter D in any Action field.

Operation

Disconnect places the line on hook and terminates the Callbox. Before disconnecting the caller, CallAgent says *"Thank you. Good day."*

Example

ACME has several modems at extension numbers 5555 and 5556. All extensions beginning with "5" can be dialed directly from the main automated attendant application. To prevent outside callers from reaching these modems, the Administrator has created Callboxes 5555 and 5556, and has programmed them to Disconnect the caller.

Mailbox

Description

Mailbox routes the caller to the designated **VoiccMcmo** mailbox or top level voice mail (message center prompt).

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
RIND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Mailbox is the eighth item in the Action menu. Abbreviation "MBX." You can also enter M in any Action field.

Operation

The Mailbox action requires that you enter a valid and existing mailbox number. Leaving the Mailbox data field blank or entering "0" sends the caller to top level voice mail. If you attempt to enter a mailbox that does not exist, **CallAgent** notifies you and does not let you proceed. To assign a particular mailbox to any Action field, you must have already created the **voice mailbox**.

Undefined

Description

Undefined simply means that the Action field has not been programmed. This is the default condition of all Schedule fields and key fields.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLIND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	ial-by-Name

Undefined is the ninth item in the Action menu. Abbreviation "UND." You can also enter U.

Continue

Description

Placing Continue in most Action fields moves the caller the next logical Callbox segment (for example, Schedule to Greeting, Menu to Auto-Exit).

Programming

Press the **SI** (Action) key while cursor is in any Action field:

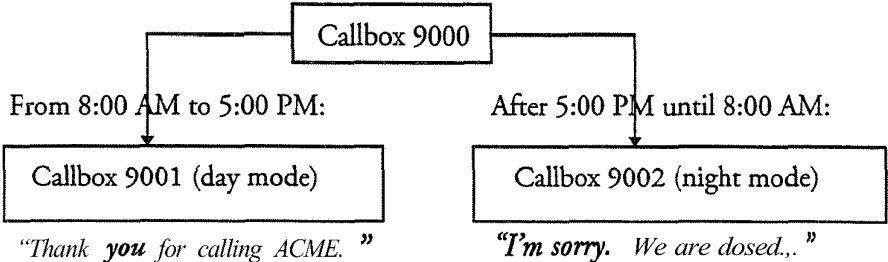
CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALIT	Alternate Transfer
SCRN	Screened Transfer
ATND	At tendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	continue in Callbox
DBN	Dial-by-Name

Continue in **Callbox** is the tenth item in the Action menu. Abbreviation "CONT." You must use the **SI** key to select this action.

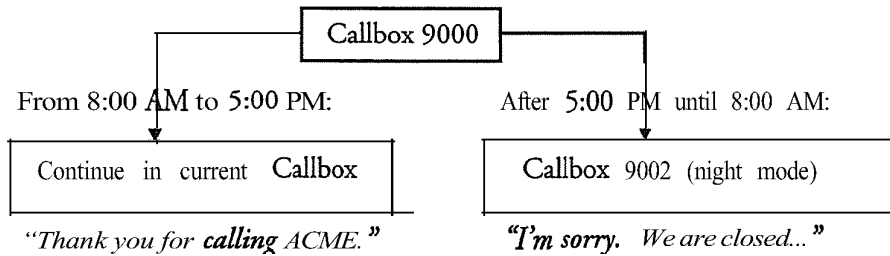
Operation

Continue moves the caller to the next **Callbox** segment. If Continue is programmed in Override, either as an initial Action or incomplete transfer action, it moves the caller to the Greeting segment (bypass&g the Holiday and Day of Week Schedules).

You can save time and Callboxes by using Continue within a single **Callbox**. For example, you could construct a main autoattendant application, handling day and night modes, by using three Callboxes.



You can achieve the same results with one fewer **Callbox** by using Continue.



The following table summarizes how Continue operates within each **Callbox** segment.

Callbox Segment	Continue in Initial Action routes call to:	Incomplete Transfer Actionroutes call to:
Override	Greeting	G r e e t i n g
Holiday	N/A	N/A
Day-of-Week	Greeting	Greeting
Greeting	N/A	N/A
Multi-key	Next repetition count of Menu, otherwise to AutoExit	Next repetition count of Menu, otherwise to AutoExit
Single key	Next repetition count of Menu, otherwise to AutoExit	Next repetition count of Menu, otherwise to AutoExit
AutoExit	N/A	N/A

Dial-by-Name

Description

Dial-by-Name is an independent CallAgent program that matches the telephone keypad equivalent of the spelled names of mailbox owners with their mailbox and extension numbers.

Programming

Press the **S1** (Action) key while cursor is in any Action field:

CBX	Callbox
SUP	Supervised Transfer
BLND	Blind Transfer
ALT	Alternate Transfer
SCRN	Screened Transfer
ATND	Attendant
DISC	Disconnect
MBX	Mailbox
UND	Undefined
CONT	Continue in Callbox
DBN	Dial-by-Name

Dial-by-Name is the last item in the Action menu. Abbreviation "DBN." You must select DBN using the **S1** Action menu.

Operation

The caller hears:

"Please enter the person's name using the keys on your telephone keypad, last name followed by first. Press the 1 key to enter a Q or a Z."

You must enter a name for each user when creating voice mailboxes. If you have not entered the names last-name-first, be sure to set the Last Name First Flag to "N" (located in the Dial-by-Name Menu of the VoicMcmo Configuration). Dial-by-Name searches this name field to find the corresponding mailbox number or extension number.

The caller can dial as many keys as he or she wishes. When Dial-by-Name finds an exact match, it immediately reports:

"Your have selected.. . *Mailbox owner? name* (if recorded) or;
 Mailbox number (if no name is recorded and
 Multikey is set to mailboxes) or:
 Extension *number* (if no name is recorded and
 Multikey is set to extensions)

If the caller stops dialing digits before an exact match is found, Dial-by-Name lists the possible choices of the partial match:

Press *[1]* for ...
Press *[2]* for ...

etc.
...
Press *[7]* for ...
To continue Listing names, press *[8]*;
To enter a new name, press *[9]*;
To leave the phonebook, press *[0]*.

Dial-by-Name searches and reports those mailbox names and numbers with the same GCOS (Group Class of Service) as the *called mailbox* or **Callbox** number. If the mailbox has an empty GCOS, or if no mailbox was dialed, Dial by Name searches the phonebook using the GCOS of the *caller* mailbox or extension. If there is no caller mailbox (an outside caller), Dial-by-Name searches the phonebook using the GCOS of the line group Administrator of the called line.

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MITEL MAIL™

Voice Processing Solutions



CallAgent - Part 4 Configuration Procedures



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Task

Procedure

CallAgent Configuration

Set Up CallAgent on the VoiceMemo System	GI? 458
<i>Configure</i> a CallAgent Callbox	GP 459
Access the Administrator's Callbox by Phone	DP 8054
Assign CallAgent to a Line Group and Set Up the Callbox for the Line Group	DP 6046
Configure a CallAgent Callbox Environment	DP 6058
Configure a Day of Week Schedule for a Callbox	DP 6044
Configure a Holiday Schedule for a Callbox	DP 6043
Configure the CallAgent Global Environment	DP 6045
Create a CallAgent Callbox	DP 6042
Define a Line Group	DP 5010
Enable or Disable the Override Command by Phone	DP 805 1
Install Optional Feature With System Online	DP 5402
Program Automatic Exit for a Callbox	DP 6056
Program Multikey for a Callbox	DP 6054
Program Override for a Callbox	DP 6053
Program Override From a Callbox to an Extension by Phone	DP 8052
Program Override From a Callbox to Another Callbox by Phone	DP 8050
Record CallAgent Greetings	DP G050
Record CallAgent Menus	DP 6051
Set the CallAgent Menu Repetition Count	DP 6052
Set VoiceMemo Parameters for Cal&gent	DP 6059
Update Prompts With System Offline	DP 7009

Set Up CallAgent on the VoiceMemo System VoiceMemo Release 5.04A and later

This procedure describes how to set up the **CallAgent** program on the **VoiceMemo** system. You must follow these steps for **CallAgent** to work properly.

<i>Step</i>	<i>Reference</i>
<p>1. Install the CallAgent software on the VoiceMemo system from the CallAgent Optional Feature Diskette.</p> <p style="padding-left: 40px;"><i>Note:</i> If you have just completed an online software update, you must repeat step 1.</p>	DP 5402
<p>2. Load the CallAgent prompts from the CallAgent Prompts Diskette.</p>	DP 7009
<p>3. Define a line group for the application you are using for CallAgent.</p>	DP 5010
<p>4. Set the VoiceMemo parameters for the CallAgent program. This includes selecting the interface for CallAgent, setting the Callbox number to dial an extension, and setting the terminal type to VT100 for CallAgent operation.</p>	DP 6059

Configure a **CallAgent Callbox**

VoiceMemo Release 5.04A and later

This procedure describes how to create and configure a **CallAgent Callbox**. It assumes you have already installed the **CallAgent** optional feature on your **VoiceMemo** system and configured **CallAgent** to your particular PBX and integration environment.

Step	Reference
1. Log into CallAgent and create a Callbox .	DP 6042
2. Configure the environment for this Callbox or use the default.	DP 6058
3. If you want users to be able to dial an extension or mailbox, program Multikey for the Callbox .	DP 6054
4. If desired, configure a holiday schedule for the Callbox .	DP 6034
5. If desired, configure a day of week schedule for the Callbox .	DP 6044
6. Have the Callbox owner log into the Callbox through the telephone and record a Greeting for the Callbox .	DP 6050
7. If desired, record a menu for the Callbox .	DP 6051
8. If the Callbox has a recorded menu, set the menu repetition count.	DP 6052
9. If desired, program override for the Callbox .	DP 6053

Define a Line Group

VoiceMemo Release 5.04A and later

This procedure describes how to define a line group for any of these applications:

- VoiceMemo
- DID VoiceMemo
- Paging
- Message Delivery
- DTMF-to-PBX Message Lights

*Step**Reference*

1. Reach the VoiceMemo Configuration **Offline** Menu.

Menu Map 2

**CAUTION!**

You should make all offline configuration entries on a duplicate of the active configuration so that you can easily check them, and easily correct them if necessary, before activating the configuration.

2. If desired, duplicate the configuration.

Select: (B) Duplicate Active Configuration

Response: The system copies the current (active) configuration. When copying is completed, the short form of the Offline Menu appears.

All subsequent steps in this procedure — along with any other configuration entries — affect just the copy, and take effect only after you activate the configuration.

3. Go to the Line Groups Menu. Enter the requested information, as described in the following steps, from your completed worksheet.
4. Specify the line group number.

Menu Map 2, 4,
5, 6, or 7

Select: (G) Current Group

Prompt: Enter a group number =

Response: Number of the line group (1-24) to be used for the application.

5. Name the line group.

Select: (N) Name of Current Group

Prompt: Enter group name =

Response: Descriptive name of the application line group.

6. Add the desired lines.

Select: (A) Add Lines to Current Group

Prompt: Enter lines to add =

Response: In a single-module system, the line card number (0-15) and **port** designator (A or B) to add to the line group. Any of the formats shown in the following examples are valid:

Step

Reference

Example Specifies

1:* All lines
o-15 All lines
o-2 Lines OA, OB, 1A, 1B, 2A, and 2B
1B-4 Lines 1B, 2A, 2B, 3A, 3B, 4A, and 4B
1A,2A,4A Lines 1A, 2A, and 4A
2 Lines 2A and 2B

In a multi-module system, the module number (1-4), line card number (0-15), and port designator (A or B) to add to the line group. Any of the formats shown in the following examples are valid:

Example Specifies

2:* All lines in module 2
2:0-2 Lines OA, OB, 1A, 1B, 2A, and 2B in module 2
2:1B-4 Lines 1B, 2A, 2B, 3A, 3B, 4A, and 4B in module 2
1,2 All lines in modules 1 and 2

7. Drop the desired lines.

Select: (D) Drop Lines From Current Group

Prompt: Enter lines to drop =

Response: Line(s) to remove from the line group; values and formats are the same as described above for adding lines.

8. Exit to the VoiceMemo Configuration Offline Menu.

9. Assign the application¹ to the current line group.

- For VoiceMemo, DID VoiceMemo, Pagers, and Message Delivery, go to the Linegroup Only Applications Menu.

Select: (G) Group Selected

Prompt: Enter a group number =

Response: If the current line group number is the one you want, press Enter; otherwise, enter the line group number for the application you are assigning.

Prompt: APPL (G, U, D, E, M, P, R, V, W, X) :

Response: V for VoiceMemo.

D for DID VoiceMemo.

P for Pagers and/or Message Delivery.

Prompt: APPL (G, U, D, E, M, P, R, V, W, X) :

Response: Save the assignment by exiting to the VoiceMemo Configuration Main Menu.

Menu Map 2

Step	Reference
<ul style="list-style-type: none">• For the DTMF-to-PBX Message Lights application, go to the DTMF Applications Menu. <p>Select: (G) Group Selected</p> <p><i>Prompt:</i> Enter a group number =</p> <p><i>Response:</i> If the current line group number is the one you want, press Enter; otherwise, enter the line group number for DTMF-to-PBX Message Lights.</p> <p><i>Prompt:</i> APPL (G,D,W,X) :</p> <p><i>Response:</i> D</p> <p>The system confirms the assignment of the DTMF-to-PBX Message Lights application to the current group, then displays the DTMF to PBX Menu.</p> <p><i>Prompt:</i> DTMF :</p> <p><i>Response:</i> Save the assignment by exiting to the VoiceMemo Configuration Main Menu.</p>	Menu Map 6

The procedure describes how to install an optional feature with the system online. Be sure the Optional Feature Diskette(s) and the Module Enable Diskette contain the serial number(s) for all disk(s) in the system.

**CAUTION!**

If you are loading a revision support disk (RSD), do it after completion of this procedure. Loading the RSD first, could create an incorrect configuration.

**WARNING!**

This process causes the system to automatically reboot, resulting in an interruption to call processing. Centigram recommends that you perform this procedure during periods of low call traffic.

*Step**Reference*

1. Reach the System Maintenance Menu, then go to the System Maintenance Additional Options Menu.
2. Select the add optional feature program.

Select: (A) Add Extra Cost Feature(s)

Prompt: **WARNING.** Adding extra cost features here will result in a complete system shutdown followed by a system restart.

Enter 'Y' to add extra cost features, 'N' to stop:

Response: **Y**

3. Install the optional feature.

Prompt: Insert extra cost floppy disk in the floppy drive
Enter any key when ready:

Response: Insert diskette, press Enter.

4. Following the installation the system prompts for another optional feature to be installed.

Prompt: Do you want to install another extra cost feature?

Response: Y to install another feature and continue from step 3,
N to exit.

The system automatically shuts down and resets the entire system. The system automatically edits and saves the configuration files, then returns to the **VoiceMemo Configuration Offline Menu**.

5. Make the necessary system configuration changes, if necessary, per the instructions provided with the optional feature documentation.

Menu Map 1 2

Step

Reference

6. Exit the **VoiceMemo** Configuration Offline Menu. The system will perform a system shutdown.

Prompt: Wait for message waiting queues to be empty?

Response: Y to wait for the queue to clear,

N to continue immediately with the shutdown.

The system then completes the shutdown and activates the software, returning to the System Maintenance - Additional Options Menu.

Create a CallAgent Callbox

VoiceMemo Release 5.04A and later

This procedure describes how to create a **CallAgent Callbox**. It assumes you have already installed the **CallAgent** optional feature on your **VoiceMemo** system and configured **CallAgent** to your particular PBX and integration environment.

*Step**Reference*

1. Before you start to create and configure a **Callbox**, fill out a **CallAgent Worksheet** with the parameters you want to program for the **Callbox**.
2. From the **VoiceMemo** Main Menu, go to the **CallAgent Maintenance** screens.
Select: (C) **CallAgent Maintenance**

Menu Map 13

(((Log Into CallAgent

3. The first **CallAgent** screen is the **Login** Screen, shown in Figure 1, where your default **Username** (9995) appears. Press **Tab** to move the highlighted cursor to the **Passcode** field.
4. Enter your **passcode** and press **Enter**. The default **passcode** is 0. You can change both the default **CallAgent Username** and **Passcode** at any time through the telephone interface .

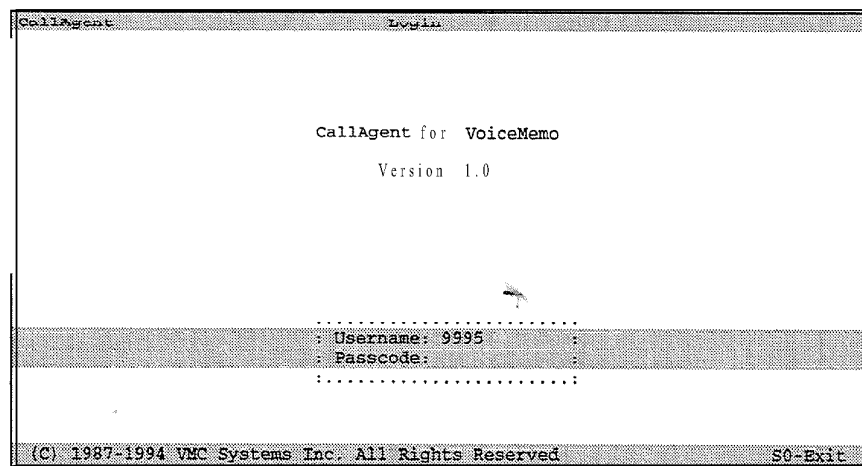


Figure 1 CallAgent Login Screen

(((Create a Callbox

5. The **CallAgent Main** Menu Screen shown in Figure 2 appears. Press **Tab**, or the **Up** and **Down** Arrow keys, to move the cursor to the **Configuration** field and press **Enter** to reach the **CallAgent Configuration** Screen.
6. In the **Callbox** field, enter a **Callbox** number and press **Enter**.

Note: A user **Callbox** number must be the same as the user's **VoiceMemo** mailbox number.

Step

Reference

CallAgent	Main Menu
Configuration	
Holiday Schedule	
Day of Week Schedule	
Statistics Report	
Call Handling Summary	
Callbox Environment	
Global Environment	
Line Group Callboxes	
About CallAgent	
80-Quit	

Figure 2 CallAgent Main Menu

- When CallAgent asks you if you want to create a new Callbox, press **Enter** to create the Callbox. CallAgent automatically takes you to the Configuration Screen for the new Callbox, as shown in Figure 3.

CallAgent	Configuration							
Callbox: 1234	Name:							
Segment	On	Action	Busy	No Answer	Invalid			
Over-ride Schedule	N	SUP	1234 MBX	1234 MBX	1234	DISC		
Greeting Menu	N	Repeat						
Multi-key	N	SUP	x:	:	XXXX	CONT		
key [0]	UND	Callbox: 1234 does not exist.						
key [1]	UND							
key [2]	UND							
key [3]	UND	:Do you wish to create it? Y :						
key [4]	UND							
key [5]	UND	:.....:						
key [6]	UND							
key [7]	UND							
key [8]	UND							
key [9]	UND							
Auto-Exit	SUP	1234	MBX	1234	MBX	1234	DISC	
S1-Act S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prt S8-Del S9-Exit								

Figure 3 CallAgent Configuration Screen

- Enter the name of the **Callbox** user in the Name field.

Note: Never press the Delete key while you are entering information in the **CallAgent** screens, because you will lose all your changes and none of your entries will be saved.

Ⓢ Save the Callbox

- Once you have reviewed your changes, save your **Callbox** by pressing **Shift 6 (S6)**.

Step	<i>Reference</i>
10. Press Enter to confirm that you want to overwrite the Callbox with your new changes.	
11. Press Shift 0 (SO) to exit.	

Configure a Holiday Schedule for a Callbox

VoiceMemo Release 5.04A and later

This procedure describes how to configure a Holiday Schedule for a CallAgent Callbox, including standard holidays and user-defined holidays. When a caller calls during a scheduled holiday, CallAgent directs the call to a Callbox with the greeting for that holiday.

Step

Reference

1. Before you start to configure your Holiday Schedule, fill out a CallAgent Holiday Worksheet. Include all holidays you want to configure for the Callbox.
2. Reach the CallAgent Main Menu, shown in Figure 1.

Menu Map 13

CallAgent	Main Menu
	Configuration
	Holiday Schedule
	Day of Week Schedule
	Statistics Report
	Call Handling Summary
	Callbox Environment
	Global Environment
	Line Group Callboxes
	About CallAgent
	80-Quit

Figure 1 CallAgent Main Menu

3. Press **Tab**, or the **Up** and **Down Arrow** keys, to move the cursor to the Holiday Schedule field and press **Enter** to reach the CallAgent Holiday Schedule Screen, shown in Figure 2.

CallAgent	Holiday Schedule								01-Apr-1994		
Callbox: 9000		Name: ACME MAIN AUTO ATTENDANT									
	-Observed-		-Beginning-		-Ending-						
<u>Holiday</u>	<u>Date</u>	<u>DOW</u>	<u>MM/DD</u>	<u>DOW</u>	<u>HH-MM</u>	<u>A/P</u>	<u>MM/DD</u>	<u>DOW</u>	<u>HH-MM</u>	<u>A/P</u>	<u>Action</u>
MEN	05/30/94	MON	05/27	FRI	05:00	PM	05/31	TUE	12:01	AM	CBX 9905
INDEP	07/04/94	MON	07/01	FRI	05:00	PM	07/05	TUE	12:01	AM	CBX 9907
USER			09/14	WED	03:00	PM	09/15	THU	12:01	AM	CBX 9920
THANK	11/24/94	THU	11/23	WED	03:00	PM	11/25	FRI	12:01	AM	CBX 9911
XMAS	12/26/94	MON	12/23	FRI	12:00	PM	12/27	TUE	12:01	AM	CBX 9912
81-Act 82-Draw 83-Next 84-Up 85-Down 86-Save 87-Print 88-Delete											
80-Exit											

Figure 2 CallAgent Holiday Schedule Screen

Step

Reference

(((Add Standard Holidays

4. In the Holiday field, enter the name of the holiday you want add. Normally, you only have to enter the first letter of the holiday code and **CallAgent** fills in the rest of the Holiday and Observed Date fields with the next occurrence of the holiday. Choose from the standard holidays listed in Table 1.

Note: If you want to delete an entry from the Holiday Schedule Screen, place the cursor at the beginning of the line you want to delete and press the hyphen (-) key or **Ctrl-X** to erase the field.

Table 1 Standard Holiday Codes and **Callbox** Numbers

Holiday Code	Holiday	Recommended Callbox
NEWYR	New Year's Day	9900
KING	Martin Luther King's Day	9901
PRES	President's Day	9902
GFRI	Good Friday	9904
MEM	Memorial Day	9905
INDEP	Independence Day /4 th of July	9907
LABOR	Labor Day	9909
COLUM	Columbus Day	9910
VETERAN	Veteran's Day	9913
THANK	Thanksgiving	9911
XMAS	Christmas	9912

5. You can accept the default beginning date and time or you can edit the entries in the Beginning field by entering the month (a number from 1 to 12), followed by a slash (/) and the day (a number from 1 to 31). Then enter the hour (a number from 1 to 12), followed by a colon (:) and the minute (a number from 1 to 59). Also enter either AM or PM in the A/P field.

Note: Make sure your system clock is set correctly before you set your holiday schedule.

Step	Reference
------	-----------

6. You can accept the default ending date and time or you can edit the entries in the Ending field by entering the month (a number from 1 to 12), followed by a slash (/) and the day (a number from 1 to 31). Then enter the hour (a number from 1 to 12), followed by a colon (:), and the minute (a number from 1 to 59). Also enter either AM or PM in the A/I? field.
7. Enter an action code in the Action field or press Shift-1 (S1) to select an action from the Action Menu. Table 2 lists the action codes you can use.

Table 2 Holiday Action Codes

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
DISC	Disconnect the caller (seldom used)
MBX	Route caller to a Mailbox (0 for top-level voice mail)
UND	Undefined (performs no action)
CONT	Continue caller to Greeting (if recorded)

8. After the action code, enter the **Callbox** number for the holiday greeting you are scheduling. See Table 1 for the recommended **Callbox** numbers or select your own numbers.

☎ Add User-Defined Holidays

9. To enter a user-defined holiday that does not appear in the **CallAgent** holiday choices, enter LI in the Holiday field. **CallAgent** displays default values for beginning and ending dates based upon the current date and time.

Note: You can enter user-defined holidays for any date and time that is not tied to standard observed dates. You can use them for periods of time when you want special call processing. Unlike standard holidays, you must manually reset them each year, unless they always fall on the same date.

10. Edit the dates and times to reflect your user-defined holiday, as in steps 4 and 5 above. **CallAgent** cannot calculate these for you.

Note: User-defined holiday schedule entries do not display observed dates.

11. Enter an action code from Table 2 in the Action field, followed by the **Callbox** number for the greeting you are scheduling.

Step

Reference

Save **Y**our Schedule

12. When you are finished configuring your Holiday Schedule, press Shift-6 **(S6)** to save your schedule.
13. Press Shift-0 (SO) to exit the Holiday Schedule Screen.
14. If you created a **Callbox** to handle the holidays, configure that next.

Configure a Day of Week Schedule for a Callbox

This procedure describes how to configure a Day of Week Schedule for a **CallAgent Callbox**. The Day of Week Schedule checks the time and day of each call and directs the call according to the programmed action for that day and time.

Step

Reference

1. Before you start to configure your Day of Week Schedule, fill out the Schedule portion of the CallAgent Worksheet for the Callbox you want to configure.
2. Reach the CallAgent Main Menu, shown in Figure 1.

Menu Map 13

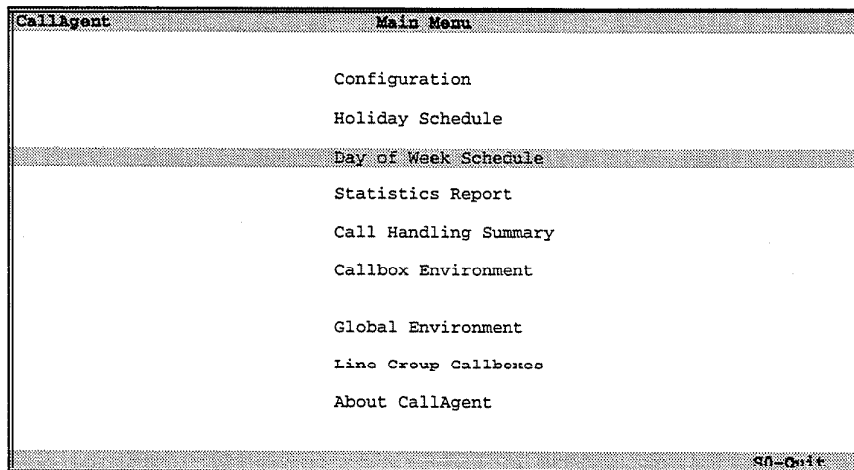


Figure 1 CallAgent Main Menu

3. Press **Tab**, or the **Up** and **Down Arrow** keys, to move the cursor to the Day of Week Schedule field and press **Enter** to reach the CallAgent Day of Week Schedule Screen, shown in Figure 2.

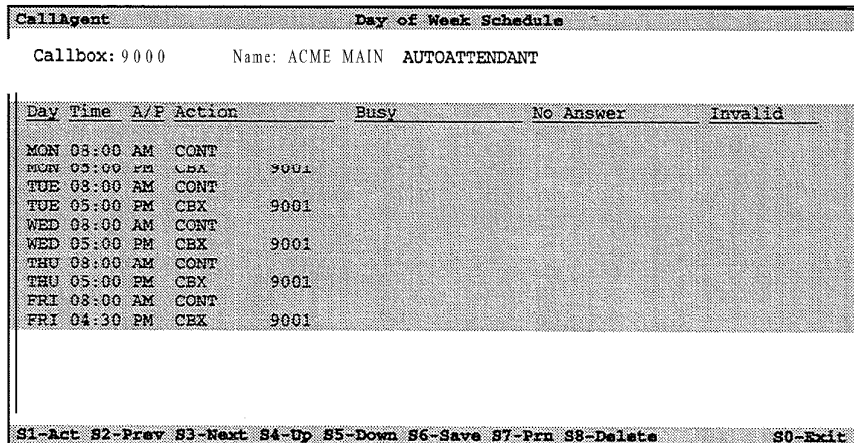


Figure 2 CallAgent Day of Week Schedule Screen

Step

Reference

☺ Schedule Day of: the **Week**

- In the Day field, enter the first several letters of the day of the week you want to schedule. For example, enter TU for Tuesday. **CallAgent** displays default values for the other fields once you enter a valid day.

Note: If you want to delete an entry from the Day of Week Schedule Screen, place the cursor at the beginning of the line you want to delete and press the hyphen (-) key or **Ctrl-X** to erase the field.

- In the Time field, enter the time you want to begin in the format of *HH:MM*, where *HH* is the two-digit hour of the day followed by a colon (:) and *MM* is the two-digit minute.

Note: Make sure your system clock is set correctly before you set your day of week schedule.

- In the A/P field, enter either **AM** or PM.
- Enter an action code in the Action field or press Shift-I (**S1**) to select an action from the Action Menu. Table 1 lists the action codes you can use.

Table 1 Day of Week Action Codes

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
SUP	Supervised transfer to a valid number
BLND	Blind transfer to a valid number
ALT	Alternate transfer sequence to a valid number
SCRN	Screened transfer
ATND	Transfer to the attendant or operator
DISC	Disconnect the caller
MBX	Route caller to a Mailbox (0 for top-level voice mail)
UND	Undefined (performs no action)
CONT	Continue in current Callbox (to Greeting)
DBN	Dial-by-Name

Step

Reference

8. After the action code, enter the **Callbox** number, if appropriate, for the day of the week greeting you are scheduling.

☞ Program Busy, No Answer, and Invalid Number Actions

9. If you selected supervised (SUP), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is busy by entering an action code from Table 2 in the Busy field.
10. If you selected supervised (SUP), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer does not answer by entering an action code from Table 2 in the No Answer field.

Note: **CallAgent** waits the number of seconds prescribed in the **Time-Until-No-Answer (TUNA)** field of the Environment screen before reconnecting the caller. Be sure your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

11. If you selected any transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is to an invalid extension by entering an action code from Table 2 in the Invalid field.

Table 2 Busy, No Answer, and invalid Action Codes

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
DISC	Disconnect the caller
MBX	Route caller to a Mailbox (0 for top-level voice mail)
CONT	Continue in current Callbox (w Greeting)

12. To schedule a change later in the day, repeat steps 4 through 11, entering a different time and action code.
13. Continue to program the days and times for the rest of the week.

☞ Save Your Schedule

14. When you are finished configuring your Day of Week Schedule, press Shift-6 **(S6)** to save your schedule.

DP G044

Page 4 of 4

VoiceMemo Release 5.04A and later

Step

Reference

15. Press **Shift-0 (SC)** to exit the Day off Week Schedule Screen.

Assign CallAgent to a Line Group and Set Up the Default Callbox for the Line Group

DP **6046**
Page 1 of 2

VoiceMemo Release 5.04A and later

This procedure describes how to assign **CallAgent** to a **VoiceMemo** line group and set up a default **Callbox** for the line group.

Step	Reference
1. Before you start to assign CallAgent to your line groups, fill out the CallAgent System Worksheet for all line groups you want to set up.	
2. Define a line group for your application.	DP 5010
Note: Refer to the VoiceMemo documentation for more information about defining a line group for specific applications.	<i>VoiceMemo Reference and Configuration Manual</i>
3. Reach the VoiceMemo Configuration Offline Menu, then go to the line group application menu for the application you are using.	Menu Map 2, 4, 5, 6, or 7
4. Specify the line group to which the CallAgent application is assigned.	
<i>Select:</i> (G) Group Selected	
<i>Prompt:</i> Enter a group number =	
<i>Response:</i> The number of the line group [1-24] or Press Enter if the current number is correct.	
5. Exit to the VoiceMemo Main Menu, then reach the CallAgent Main Menu, shown in Figure 1.	Menu Map 13

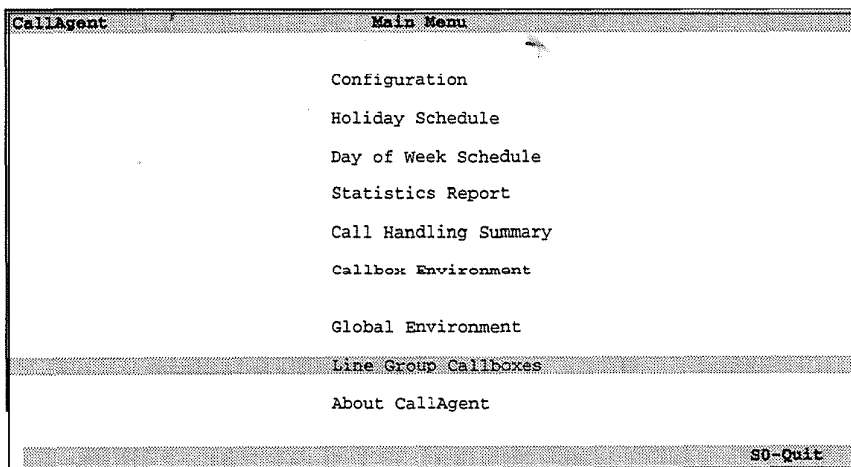


Figure 1 CallAgent Main Menu

Step

Reference

6. Press Tab, or the Up and Down **Arrow** keys, to move the cursor to the Line Group Callboxes field and press Enter to reach the **CallAgent** Line Group Callboxes Screen, shown in Figure 2.

Line Group Number and Name	PreGreet String	Callbox	Line Group Number and Name	PreGreet String	Callbox
01 Group 1 CallAgent	+	3000	18		
02 Group 2 Vmemo			19		
03			20		
04			21		
05			22		
06			23		
07			24		
08					
09					
10					
11					
12					
13					
14					
15					
16					
17					

S6-Save S7-Prt S0-Exit

Figure 2 CallAgent line Group Callboxes Screen

CallAgent automatically searches your **VoiceMemo** configuration for defined line groups and displays the line group number and name in the Line Group Number and Name field. Any Pre-Greeting Dial String you have configured when you set up the line groups appears in the PreGreet String column.

7. Enter the default **Callbox** number for the line **group** in the **Callbox** column opposite the line group you are assigning

Note: Once you assign a **Callbox** to a line group, you can no longer log into or make changes to the **Callbox**. You should first create the **Callbox** and record a greeting, then assign the **Callbox** to the line group. If you want to delete the **Callbox** number from the line group, select the **Callbox** number and enter a zero (0).

If you program a menu key to go to **Callbox 0**, you can log into any **Callbox** and make changes, even to the line group **Callbox**.

Save Your Changes

8. When you are finished configuring your Line Group Callboxes, press Shift-6 **(S6)** to save your configuration.
9. Press Shift-0 (S0) to exit the Line Group Callboxes Screen.

Record CallAgent Menus

VoiceMemo Release 5.04A and later

This procedure describes how to record a Menu for a **CallAgent Callbox**. It assumes you have already created a **Callbox**, using DP 6042. You must use the **CallAgent** telephone interface to record your Menu.

<i>Step</i>	<i>Reference</i>
1. From your mailbox, dial into the Callbox you wish to record a Menu for and press * followed by the passcode for the Callbox . (If you are accessing CallAgent through a Callbox that allows Multikey access to an extension number, enter the Callbox number and press * .) You hear the Main Menu.	CallAgent Main Menu
2. Reach the Menu Functions Menu by pressing 5 .	CallAgent Menu 5
3. Press 1 to review the recorded Menu, if any.	
4. Press 1 again to record (or rerecord) your Menu.	
5. When you hear the recording tone (beep), start your recording.	
6. When you are finished recording, press any key to stop. This ends the recording and returns you to the Menu.	
<p>Note: If you do not press a key, a programmable silence detect period will elapse before recording ends. If you find that some callers miss hearing the beginning of the Menu when dialing into the Callbox, try waiting a second or two before you start recording your Menu. DID lines sometimes truncate speech playback without a slight delay.</p>	
7. If you wish to review your Menu, press 2 .	
8. If you wish to rerecord your Menu, press 1 .	
9. If you wish to delete your Menu recording, press 3 .	
10. When you are satisfied with the Menu for this Callbox , press 9 to exit and save the current Menu recording.	

Set the CallAgent Menu Repetition Count

VoiceMemo Release 5.04A and later

This procedure describes how to set the Menu Repetition Count for a **CallAgent Callbox**. It assumes you have already created a **Callbox**, using DI? 6042, and that you have already recorded a Menu for the **Callbox**, using DP 605 1. You can set the menu repetition count using either the **CallAgent** telephone interface or the **CallAgent** console program.

step

Reference

☎ Set the Menu Repetition Count Using the Telephone

1. Dial into the **Callbox** that contains the Menu you want to set a repetition count for and press ***** followed by the **passcode** for the **Callbox**. You hear the Main Menu.
2. Reach the Menu Functions Menu by pressing **JKL 5**
3. Press **DEF 3** select Menu Repetition Count.
4. Press **1** continue.
5. When you hear the prompt, enter the number of repetitions you want to set for this Menu.

CallAgent
&in Menu

CallAgent
Menu 5

☎ Set the Menu Repetition Count Using the Console

1. Reach the Call Agent Main Menu.
2. When the **CallAgent Main** Menu Screen appears, press Tab, or the Up and Down Arrow keys, to move the cursor to the **Configuration** field and press Enter to reach the **CallAgent** Configuration Screen.
3. In the **Callbox** field, enter the number of the **Callbox** that contains the Menu you want to set a repetition count for and press Enter.
4. Next, press Tab or Enter to get to the Menu action field.

Note: A Menu must already be recorded and the Menu On field must already be set to Y (by recording a Menu) before you can set a repetition count for this **Callbox**.
5. Enter the number of repetitions you want to set for the Menu for this **Callbox**.
6. Press Shift **6** (SG) to save the repetition count.
7. Press Enter to confirm that you want to overwrite the **Callbox** with the change.
8. Press Shift 0 (SO) to exit.

Menu Map 13

Program Override for a Callbox

VoiceMemo Release 5.04A and later

This procedure describes how to program Override for a **CallAgent Callbox**. This feature allows you to preprogram the **Callbox** to transfer calls to an extension, another **Callbox**, voice mail, the attendant, or another application.

Step

Reference

1. Before you start to configure your Day of Week Schedule, fill out the Override portion of the **CallAgent Worksheet** for the **Callbox** you want to configure.
2. Reach the **CallAgent Main Menu**, shown in Figure 1.

Menu Map 13

CallAgent	Main Menu
Configuration	
Holiday Schedule	
Day of Week Schedule	
Statistics Report	
Call Handling Summary	
Callbox Environment	
Global Environment	
Line Group Callboxes	
About CallAgent	
S0-Quit	

Figure 1 CallAgent Main Menu

3. Press Tab, or the Up and Down **Arrow** keys, to move the cursor to the Configuration field and press Enter to reach the **CallAgent Configuration Screen**, shown in Figure 2.

CallAgent	Configuration							
Callbox: 1234	Name:							
<u>Segment</u>	<u>On</u>	<u>Action</u>	<u>Busy</u>	<u>No Answer</u>	<u>Invalid</u>			
Over-ride	N	SUP	1234	MBX	1234	MBX	1234	DISC
Schedule	N							
Greeting	N							
Menu	N	Repeat	}					
Multi-key	N	SUP	XXXX	MBX	XxXx	MBX	XXXX	CONT
key {0}		UND						
key {1}		UND						
key {2}		UND						
key {3}		UND						
key {4}		UND						
key {5}		UND						
key 161		UND						
key 171		UND						
key {8}		UND						
key 191		UND						
Auto-Exit	SUP	1234	MBX	1234	MBX	1234	DISC	
S1-Act	S2-Prev	S3-Next	S4-Up	S5-Down	S6-Save	S7-Prt	S8-Del	S0-Exit

Figure 2 CallAgent Configuration Screen

Step

Reference

☎ Enable or **Disable** Override

4. Enter the **Callbox** number you are configuring in the **Callbox** field.

5. Enter Y in the Over-ride On field to enable Override,

or

Enter N in the Over-ride On field to disable Override.

6. Enter an action code in the Over-ride Action field or press Shift-1 (**S1**) to select an action from the Action Menu. Table 1 lists the action codes you can use.

7. Then enter the number where you want callers to go when Override is enabled, if appropriate.

*Step**Reference***Table 1 Override Action Codes**

Action Code	Description
CBX	Callbox and valid Callbox number (0 for top-level CallAgent)
SUP	Supervised transfer to a valid number
BLND	Blind transfer to a valid number
ALT	Alternate transfer sequence to a valid number
SCRN	Screened transfer
ATND	Transfer to the attendant or operator
DISC	Disconnect the caller
MBX	Mailbox and valid mailbox number (0 for top-level voice mail)
CONT	Continue in current Callbox (to Greeting, if recorded)

☎ Program Busy, No Answer, and Invalid Number Actions

8. If you selected supervised (SUP), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is busy by entering an action code from Table 2 in the Busy field.
9. If you selected supervised (SUP) in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer does not answer by entering an action code from Table 2 in the No Answer field.

Note: **CallAgent** waits the number of seconds prescribed in the **Time-Until-No-Answer (TUNA)** field of the Environment screen before reconnecting the caller. Be sure your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

10. If you selected any transfer (SUP, BLND, or ALT) or screened transfer (SCRN) in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is to an invalid number by entering an action code from Table 2 in the Invalid field.

Step

Reference

Table 2 **Busy, No Answer, and Invalid Action Codes**

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
DISC	Disconnect the caller
MBX	Route caller to a Mailbox (0 for top-level voice mail)
CONT	Continue in current Callbox (to Greeting)

Ⓜ Save Your Override Programming

11. When you are finished programming **Multikey** for the **Callbox**, press Shift-6 (**S6**) to save your schedule.
12. Press Shift-0 (SO) to exit the Configuration Screen.

Program Multikey for a Callbox

VoiceMemo Release 5.04A and later

This procedure describes how to program **Multikey** for a **CallAgent Callbox**. This feature allows callers to enter multiple digits so they can dial a mailbox or extension.

Step

Reference

1. Before you start to program Multikey, fill out the Multikey portion of the CallAgent Worksheet for the Callbox you want to configure.
2. Reach the CallAgent Main Menu, shown in Figure 1.

Menu Map 13

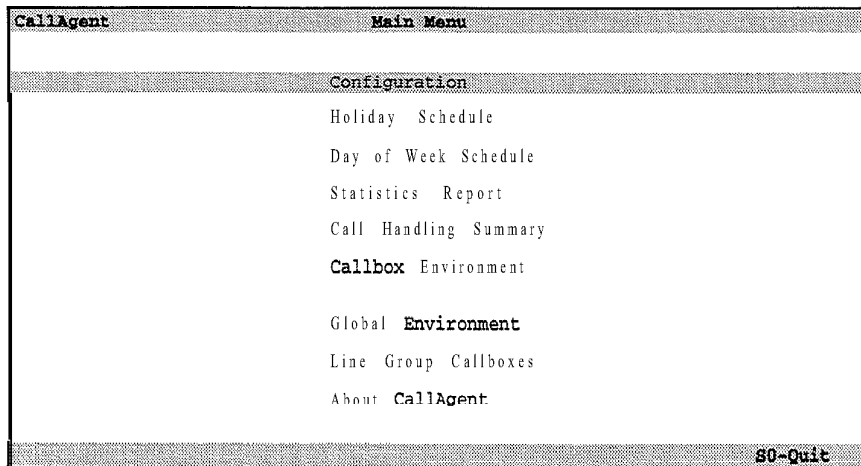


Figure 1 CallAgent Main Menu

3. Press Tab, or the Up and Down **Arrow** keys, to move the cursor to Configuration field and press Enter to, reach the CallAgent Configuration Screen, shown in Figure 2.

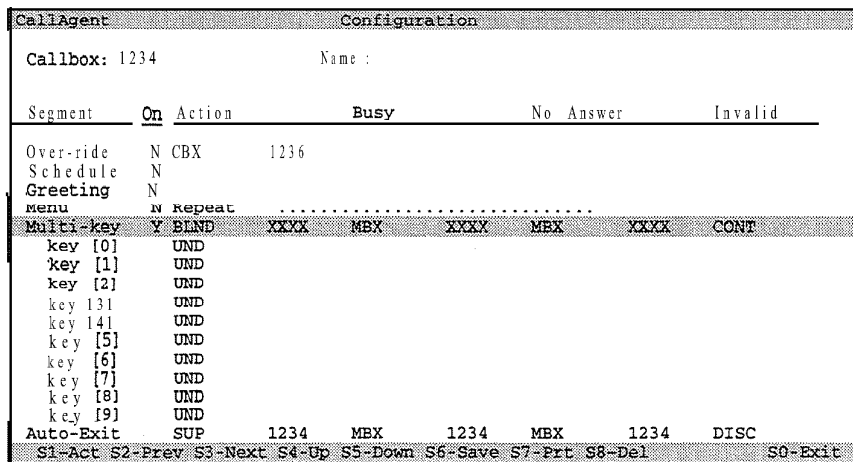


Figure 2 CallAgent Configuration Screen

Step

Reference

☎ Enable **Multikey**

4. Enter the **Callbox** number you are configuring in the **Callbox** field.
5. Enter Y in the **Multikey** field.
6. Enter an action code in the **Multikey** Action field or press **Shift-1 (S1)** to select an action from the Action Menu. Table 1 lists the action codes you can use.

Table 1 **Multikey** Action Codes

Action Code	Description
SUP	Supervised transfer to a valid number
BLND	Blind transfer to a valid number
ALT	Alternate transfer sequence to a valid number
SCRN	Screened transfer
MBX	Voice mail followed by a valid mailbox number

Note: The associated number for **Multikey** is always **XXXX**, which represents variable caller input. This does not limit the number DTMF keys that **Multikey** recognizes.

☎ Program **Busy, No Answer, and Invalid Number** Actions

7. If you selected supervised (SUP), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is busy by entering an action code from Table 2 in the Busy field.
8. If you selected supervised (SUP) in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer does not answer by entering an action code from Table 2 in the No Answer field. If you are not supervising for answer in the Action field (for example, BLND), the No Answer Action field never takes effect.

Note: **CallAgent** waits the number of seconds prescribed in the **Time-Until-No-Answer (TUNA)** field of the Environment screen before reconnecting the caller. Be sure your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

Step

Reference

9. If you selected any transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is to an invalid extension by entering an action code from Table 2 in the Invalid field.

Table 2 Busy, No Answer, and Invalid Action Codes

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
DISC	Disconnect the caller
MBX	Route caller to a Mailbox (0 for top-level voice mail, X for the mailbox corresponding to the extension dialed)
CONT	Continue in current Callbox (to Greeting)

Save Your Multikey Programming

10. When you are finished programming **Multikey** for the **Callbox**, press Shift-6 (**S6**) to save your schedule.
11. Press Shift-0 (**S0**) to exit the Configuration Screen.

Program Automatic Exit for a Callbox

VoiceMemo Release 5.04A and later

This procedure describes how to program Automatic Exit for a CallAgent Callbox. This feature automatically routes callers who take no action in a Callbox or who make too many mistakes in a Callbox.

Step

Reference

1. Before you start to program Auto-Exit, fill out the Auto-Exit portion of the CallAgent Worksheet for the Callbox you want to configure.
2. Reach the CallAgent Main Menu, shown in Figure 1.

Menu Map 13

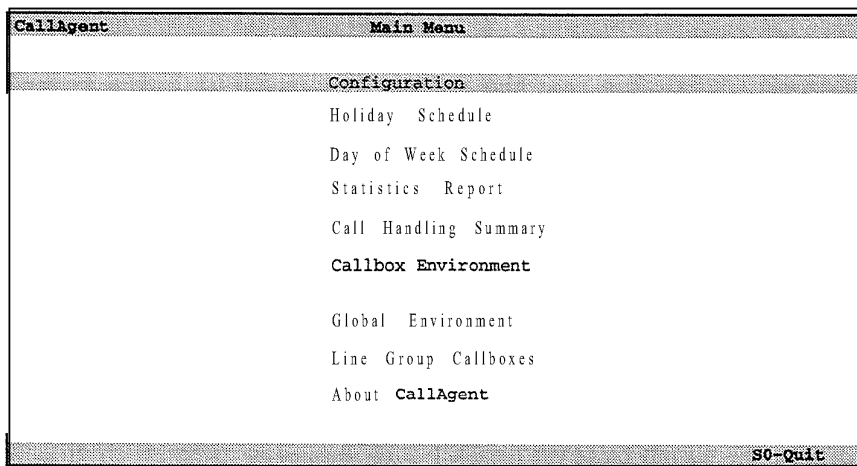


Figure 1 CallAgent Main Menu

3. Press Tab, or the Up and Down Arrow keys, to move the cursor to Configuration field and press Enter to reach the CallAgent Configuration Screen, shown in Figure 2.

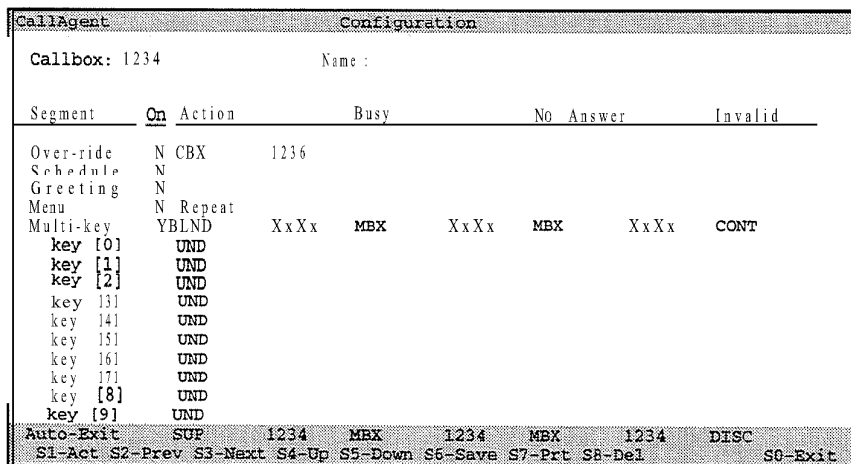


Figure 2 CallAgent Configuration Screen

*Step**Reference***☺ Enable Auto-Exit**

4. Enter the **Callbox** number you are configuring in the **Callbox** field.
5. Enter an action code in the Auto-Exit Action field or press **Shift-I (S1)** to select an action from the Action Menu. Table 1 lists the action codes you can use.

Table 1 Auto-Exit Action Codes

Action Code	Description
CBX	Callbox and valid Callbox number. "0" for top-level CallAgent .
SUP	Supervised transfer to a valid number
BLND	Blind transfer to a valid number
ALT	Alternate transfer sequence to a valid number
SCRN	Screened transfer
ATND	Transfer to the Attendant or Operator
DISC	Disconnect the caller
MBX	Voice mail followed by a valid mailbox number
UND	Undefined (performs no action)
DBN	Dial-By-Name

☺ Program B busy, No Answer, and Invalid Number Actions

6. If you selected supervised (SUP), blind (BLND), alternate (ALT) or screened (SCRN) transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is busy by entering an action code from Table 2 in the Busy field.
7. If you selected supervised (SUP) or alternate (ALT) in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer does not answer by entering an action code from Table 2 in the No Answer field.

Note: **CallAgent** waits the number of seconds prescribed in the **Time-Until-No-Answer (TUNA)** field of the Environment screen before reconnecting the caller. Be sure your PBX does not forward the call before **CallAgent** has an opportunity to reconnect the caller.

*Step**Reference*

8. If you selected any transfer in the Action field, you can tell **CallAgent** where to send a caller if the initial transfer attempt is to an invalid extension by entering an action code from Table 2 in the Invalid field.

Table 2 Busy, No Answer, and Invalid Action Codes

Action Code	Description
CBX	Callbox and Callbox number (0 for top-level CallAgent)
DISC	Disconnect the caller
MBX	Route caller to a Mailbox (0 for top-level voice mail)

☎ Save Your **Auto-Exit Programming**

9. When you are finished programming Auto-Exit for the **Callbox**, press Shift-6 (**S6**) to save your programming.
10. Press Shift-0 (**S0**) to exit the Configuration Screen.

Configure a CallAgent Callbox Environment

VoiceMemo Release 5.04A and later

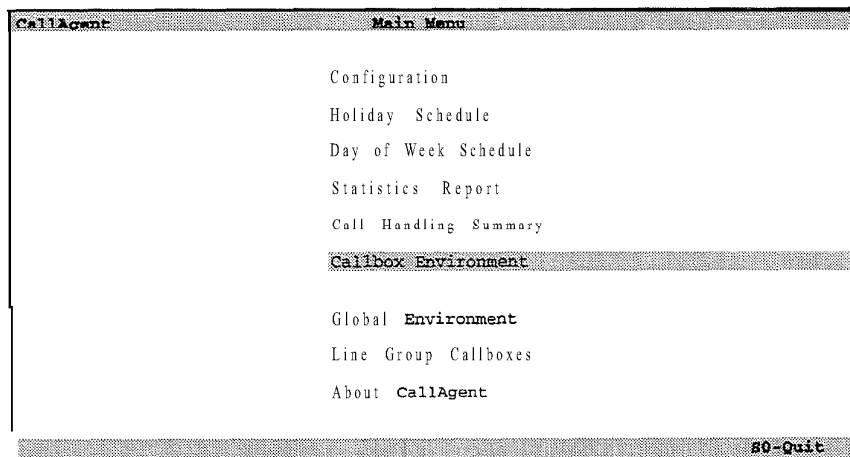
This procedure describes how to configure the environment for an individual **CallAgent Callbox**. The **Callbox** environment controls the settings that determine how the individual **Callbox** works and overrides the global environment settings.

Note: If nothing is programmed for the **Callbox** environment, the **Callbox** is controlled by the global environment settings.

Step**Reference**

1. Before you start to configure your **CallAgent Callbox** environment, fill out the **CallAgent Environment Worksheet** for the **Callbox** environment you want to configure.
2. Reach the **CallAgent Main Menu**, shown in Figure 1.

Menu Map 13

**Figure 1 CallAgent Main Menu**

3. Press **Tab**, or the **Up** and **Down Arrow** keys, to move the cursor to the **Callbox Environment** field and press **Enter** to reach the **CallAgent Callbox Environment** Screen, shown in Figure 2.

Step

Reference

```
CallAgent          Callbox Environment
-----
Callbox: 9995
.General.....
:Allow Owner Access:      Y          :All
:Maximum Loops:          20          :
:Statistics On:          N          :Override
:Attendant Ext.:          0          :Schedule
.....:Multikey
:Dialing Plan.....:Key [0]
:First Digits 1 2 3 4 5 6 7 8 9 :Key [1]
: Minimum:      3 3 3 3 3 3 3 3 :Key [2]
: Maximum:      4 4 4 4 4 4 4 4 :Key [3]
.....:Key [4]
:Transfer Sequences.....:Key [5]
:Attendant:          FX          :Key [6]
:Blind:          FXO          :Key [7]
:Supervised:      FYG          :Key [8]
:Reconnect Busy:  S          :Key [9]
:Reconnect RNA:   S          :Auto Exit
:Reconnect Invalid: S          :
:Reconnect Reject: ++          :
.....
S2-Prev S3-Next S4-Up S5-Down S6-Save S7-Prn S8-Del S9-Exit
```

Figure 2 CallAgent Callbox Environment Screen

4. Enter the Callbox number in the Callbox field.

☞ General Environment Variables

5. In the Allow Owner Access field, enter:
Y to allow the user to access their Callbox through Multikey,
N to prevent the user from accessing their Callbox through Multikey.
6. In the Maximum Loops field, enter the number of Callboxes you want to allow access to in one telephone session.
7. In the Statistics On field, enter:
Y to tell CallAgent to keep statistics for this Callbox,
N to tell CallAgent not to keep statistics for this Callbox.
8. In the Attendant Extension field, enter the main attendant's extension number.

Note: The default is 0. Change this only if your main attendant's extension number is different.

Step *Reference*

☎️ Dialing Plan

9. In the Minimum field, enter the minimum number of digits (extension length) you want callers to be allowed to dial under each first digit available to callers on your system.
10. In the Maximum field, enter the maximum number of digits (extension length) you want callers to be allowed to dial under each first digit available to callers on your system.

☎️ Transfer Sequences

11. In the Attendant field, enter the transfer sequence to be used by the ATND action. The default is FX. See Table 1 for a list of valid dial string characters.
12. In the Blind field, enter the transfer sequence to be used by the BLND action. The default is FXO. See Table 1 for a list of valid dial string characters.
13. In the Supervised field, enter the transfer sequence to be used by the SUP action. The default is FXG. See Table 1 for a list of valid dial string characters.
14. In the Reconnect Busy field, enter the transfer sequence to be used to reconnect the caller when the original transfer encounters a busy signal. The default is S. See Table 1 for a list of valid dial string characters.
15. In the Reconnect RNA field, enter the transfer sequence to be used to reconnect the caller when the original transfer encounters a ring no answer. The default is S. See Table 1 for a list of valid dial string characters.
16. In the Reconnect Invalid field, enter the transfer sequence to be used to reconnect the caller when the original transfer encounters an invalid tone. The default is S. See Table 1 for a list of valid dial string characters.
17. In the Reconnect Reject field, enter the transfer sequence to be used to reconnect the caller when the original transfer is rejected by the called party. The default is ++. See Table 1 for a list of valid dial string characters.

Step

Reference

Table 1 Dial String Characters

Character	Explanation
0-9,*,#	Keys on a standard pushbutton telephone
(The following digits should be pulsed (10 PPS)
)	Stop pulsing; resume sending DTMF tones
+	Pause for one second
A-D	Fourth column DTMF keys
E	Go off-hook, wait for dial tone or other steady tone (pager go-ahead or confirmation tone, for example), then do next item in string.
F	Switch hook flash and wait for dial tone
G	Greet - Wait for a voice or computer tone answer
H	Hang up (go on-hook)
L	Answer supervision - Wait for telephony signal from destination. Use only with trunk (four-wire) connection.
N	Start a new activity; do not go off-hook
O	Ring once
P	Go off-hook, wait for dial tone
S	Switch hook flash, no wait required
T	Go off-hook, wait for dial tone
V	Voice pager; play the first unplayed message

Step

Reference

☎️ Alternate Transfer Sequences and TUNA

18. If you wish set alternate transfer sequences for the **Callbox**, you can enter the transfer sequence in the All field or under individual **Callbox** segments, such as Override, Multikey, or individual keys.
19. If you wish set a Time Until No Answer (TUNA) for the **Callbox**, you can enter the number of seconds in the TUNA column that you want **CallAgent** to wait before reconnecting the caller.

☎️ Save Your Configuration

20. When you are finished configuring the **Callbox** Environment, press Shift-6 (**S6**) to save your configuration.
21. If you wish to set the **Callbox** Environment for another **Callbox**, repeat steps 4 through 20.
22. When you are finished entering information, press Shift-O (SO) to exit the **Callbox** Environment Screen.

Update Prompts With System Offline

VoiceMemo Release 5.04A and later

This procedure describes the offline process of updating the prompts on an AIP VoiceMemo system. Use this procedure if your system does not contain multiple speech drives (either at least two 380 MB active disks, or one or more 760 MB active disk). If your system does contain multiple speech drives, use the online prompts update procedure in DP 7008.



WARNING!

This procedure requires that you shut down the system resulting in an interruption to call processing. Centigram recommends that you perform this procedure during ueriods of low call **traffic**.

Step	Reference
<ol style="list-style-type: none"> 1. Reach the System Maintenance Menu. 2. Execute a system shutdown. <p><i>Select:</i> (S) System Shutdown</p> <p><i>Prompt:</i> WARNING !! This will terminate call processing. Type "shutdown" if you really want to do this</p> <p><i>Response:</i> shutdown</p> 3. Specify all modules are to be shut down. <p><i>Prompt:</i> hosts to shutdown?</p> <p><i>Response:</i> Enter the a for all modules.</p> <p><i>Prompt:</i> Wait for Message Waiting?</p> <p><i>Response:</i> Y to wait for the message waiting queue to clear,</p> <p>System displays the status of each line for the modules as "idle," "active," or "stopped."</p> 4. When the AIP system has taken all lines off-hook, it continues by asking if a verify is to be executed. <p><i>Prompt:</i> Perform Offline System Verification?</p> <p><i>Response:</i> N</p> 5. Reach the Host Maintenance Menu. <p><i>Prompt:</i> Enable or Disable Hosts?</p> <p><i>Response:</i> Y</p> 6. Change the status of all modules to disabled, changing the status of the module the console is attached to last. 	<p>Menu Map 1</p>

StepReference

Select: (D) Disable a Host

Prompt: Which host to disable?

Response: Number of a module to be disabled.

Change the status of the module the console is attached to last.

7. Boot the module in the Maintenance From Hard Disk Menu.

Prompt: Run MAINTENANCE from Hard Disk?

Response: **Y**

8. Select the **prompts.add** program.

Prompt: Enter one of the names:

Response: prompts.add

9. Load the prompts.

Prompt: Insert Prompt Diskette 1 in floppy drive.
Enter 'Y' when ready, 'N' to quit:

Response: Insert the diskette and type Y. The system is case sensitive on this response.

10. The system reads from the floppy disk and prompts for each of the remaining diskettes.

Prompt: Verifying diskette....
Insert Prompt Diskette 2 in floppy drive.
Enter 'Y' when ready, 'N' to quit:

Response: Insert ~~the~~ diskette and type Y.

11. When the prompts diskettes are complete, the system displays the number of speech blocks that have been used for the system prompts.

Prompt: ~~xxxx~~ speech blocks allocated out of 4000 available
Press <CR> to continue...

Response: Press Enter.

12. Enable all modules.

Prompt: Enter one of the names:

Response: hoststatus

Select: (E) Enable Hosts

Prompt: Which host to enable:

Response: Number of all modules, changing the status of the module the console is attached to last.

The system automatically resets and returns to normal operation.

Program Override From a Callbox to Another Callbox by Phone

DP **8050**

Page 1 of 1

VoiceMemo Release 5.04 and later

This procedure explains how to set the CallAgent Override function in one Callbox to route calls to another Callbox by telephone.

Step	Reference
1. Enter the Callbox number you want to program. Press * after the Callbox number (to designate owner access) and enter the assigned password. You should then hear the Main Menu.	CallAgent Main Menu
2. Press 1 to reach the Override Functions Menu.	CallAgent Menu 1
3. Press 2 to review the current Override settings. The current Override function is announced.	
4. Press 2 again to set the function to move callers to another Callbox.	
5. Enter the number of the Callbox you want to send callers to.	
6. Press 9 to exit with the new Override function.	
7. Press 9 again to exit the Callbox.	

Program Override From a Callbox to an Extension by Phone

DP **8052**
Page 1 of 1

VoiceMemo Release 5.04A and later

This procedure explains how to set the CallAgent Override function in a Callbox to transfer calls to an extension by telephone.

Step	Reference
1. Enter the Callbox number you want to program. Press * after the Callbox number (to designate owner access) and enter the assigned password. You should then hear the Main Menu.	CallAgent Main Menu
2. Press 1 to reach the Override Functions Menu.	CallAgent Menu 1
3. Press 2 to review the current Override settings. The current Override function is announced.	
4. Press 3 to set the function to transfer callers to an extension.	
5. Enter the extension number you want to transfer callers to. Press 1 , then enter the extension number.	
6. Define the transfer method. Press 2 , then press 1 for blind transfer, 2 for monitor transfer, or 9 to exit this menu.	
7. Set the Ring Busy options. Press 3 , then press 2 to move caller to a Callbox , 4 to transfer caller to the attendant, 5 to disconnect caller, 6 to transfer caller to voice mail, or 7 to keep caller in this Callbox .	
8. Set the Rin No Answer options. Press 4 , then press 2 to move caller to a Callbox , 4 to transfer caller to the attendant, 5 to disconnect caller, 6 to transfer caller to voice mail, or 7 to keep caller in this Callbox .	
9. Set the Invalid Transfer options. Press 5 , then press 2 to move caller to a Callbox , 4 to transfer caller to the attendant, 5 to disconnect caller, 6 to transfer caller to voice mail, or 7 to keep caller in this Callbox .	
10. Press 9 to exit with the new Override function.	
11. Press 9 again to exit the Callbox .	

This procedure explains how to access the Administrator's Callbox by telephone. You can then change your passcode or create, delete, and program Callboxes. You should have already installed CallAgent on your VoiceMemo system, and assigned CallAgent to lines or line groups.

*Step**Reference*

☎ Access the Administrator's Callbox From Your Mailbox

1. Dial the VoiceMemo access number.
2. Enter your mailbox passcode when prompted. (On non-integrated systems, enter your mailbox number followed by * and your passcode.)
3. Press * key to login to your Callbox.
4. Enter your Callbox passcode when prompted.
5. Press # key to reach top level CallAgent.
6. Enter the Administrator's Callbox number (the default is 9995).

☎ Access the Administrator's Callbox From an Outside Line

1. Place a call to the CallAgent automated attendant application and dial 9995 (the default CallAgent Administrator's Callbox). (Ensure that 9 is a valid first digit in the Callbox Environment screen).
2. Enter your Callbox passcode when prompted.
3. Press 2 to create a C&box. If the Callbox does not already exist, enter the Callbox number to create.
4. Press 1 to verify that the Callbox was created or press 9 to exit.
5. Press 9 to delete an existing Callbox. If the Callbox exists, enter the Callbox number to delete.
6. When you hear the prompt telling you that the Callbox is being deleted, press 1 to accept the action or press 9 to exit.
7. Press 1 to access a Callbox for programming, then enter the Callbox number to program immediately followed by 6* to access owner functions of the Callbox. The Callbox asks you for your passcode. All newly created Callboxes have a default passcode of 0. If you do not enter * you hear the Callbox as a caller.

Note: You can press # after you finish entering your passcode. The # key tells CallAgent that you are done entering digits. Since CallAgent normally waits two or three seconds to see if you might enter more keys, you avoid any delay by pressing #

step

Reference

8. Press **8** to change your passcode. You are prompted for your new passcode.
9. Enter up to 16 digits. **CallAgent** confirms your new **passcode** and allows you to accept or change it.
10. When you hear the prompt telling you your new passcode, press **1** to accept the action or press **8** to cancel the change.

Note: The **CallAgent** Administrator's **passcode** works on any **Callbox** created on your system. This allows the Administrator to access any **Callbox** as that **Callbox**'s owner through the telephone program.

CallAgent Worksheet

Application Name:

Mailbox #:

Callbox #:

Override

Route to:

On Busy, route to:

On RNA, route to:

On Invalid, route to:

Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Time:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Route to:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Route to:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Route to:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Route to:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Repeat Menu

times

Multikey

Action:

On Busy, route to:

On RNA, route to:

On Invalid, route to:

Program Keys

	Route to:	On Busy, route to:	On RNA, route to:	On Invalid, route to:
Key 0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Key 9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Auto-Exit

Route to:

On Busy, route to:

On RNA, route to:

On Invalid, route to:

CallAgent Environment Worksheet

Global Environment

q

Administrator Box #:

OR

Callbox Environment

1

General Environment

Allow Owner Access:

Yes No q

Maximum Loops:

Statistics On:

Yes No

Attendant's Extension:

Dialing Plan

First Digit: 1 2 3 4 5 6 7 8 9

Minimum:

Maximum:

Transfer Sequences

Attendant

Reconnect Busy

Blind

Reconnect RNA

Supervised

Reconnect Invalid

Reconnect Reject

Alternate Transfer Sequences

All

Key 0

Override

Key 1

Schedule

Key 2

Multikey

Key 3

Auto Exit

Key 4

Key 5

Key 6

Key 7

Key 8

Key 9

TUNA

Number of seconds:

CallAgent Holiday Worksheet

Applicati
Name:

Mailbox #:

Callbox #:

Standard
Holidays

Holiday Code

Holiday

Callbox Number

NEWYR

New Year's Day

KING

Martin Luther King's Day

PRES

President's Day

GFRI

Good Friday

MEM

Memorial Day

INDEP

independence Day /4th of July

LABOR

Labor Day

COLUM

Columbus Day

VETERAN

Veteran's Day

THANK

Thanksgiving

XMAS

Christmas

User-Defined
Holidays

Holiday Code

Holiday Name

Holiday Dates

Callbox Number

USER

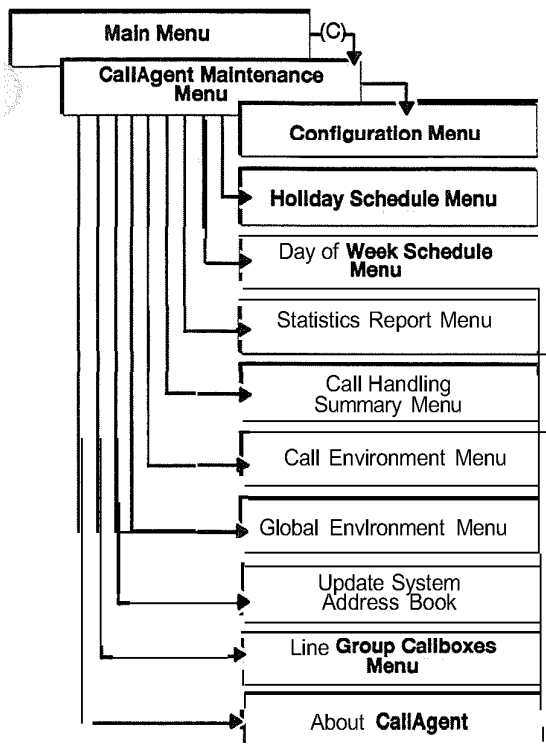
USER

USER

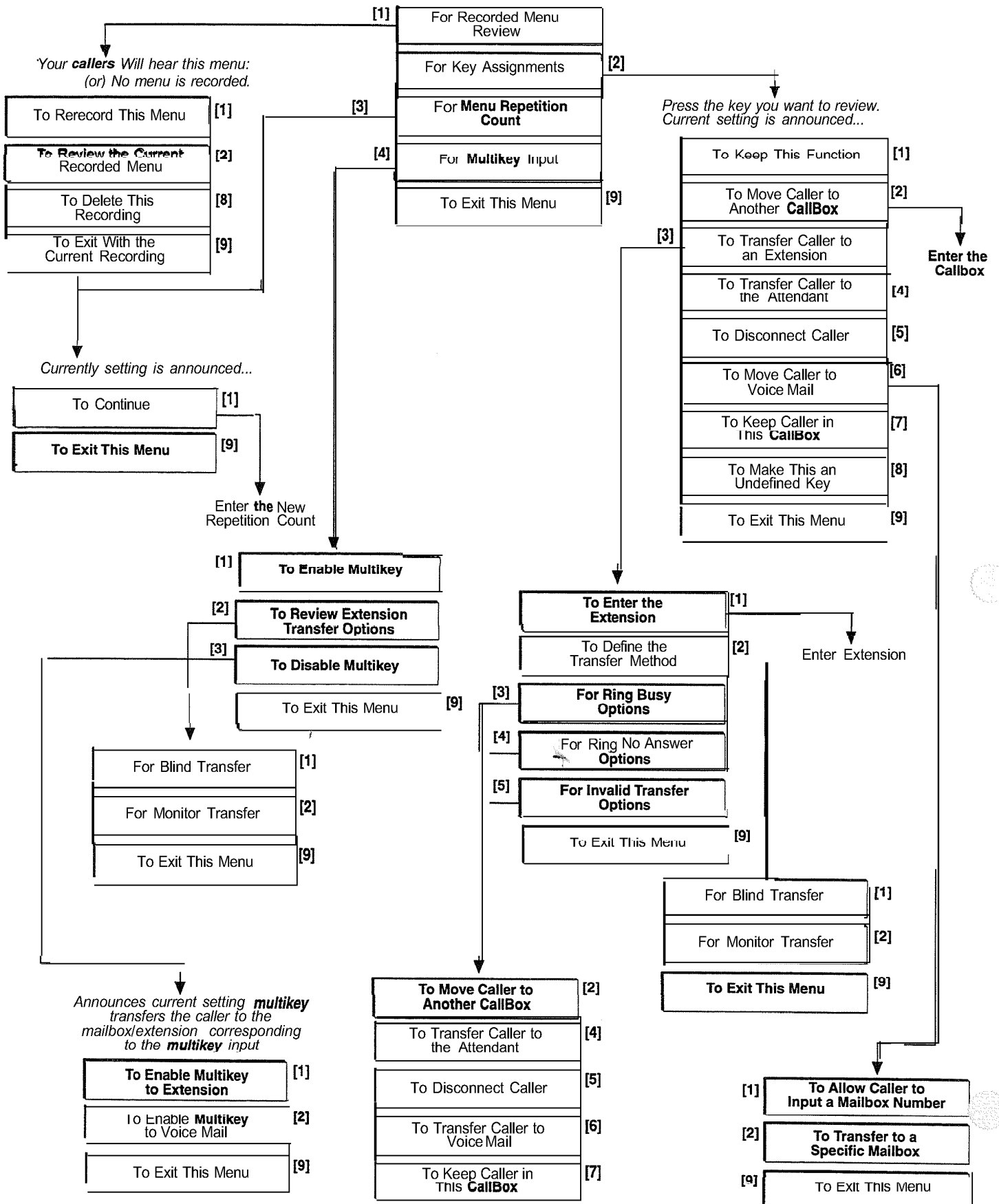
USER

USER

13 CallAgent Maintenance



5 Menu Functions



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MITEL MAIL™

Voice Processing Solutions



Cut-Through Paging User's Guide



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1.0 Feature Description

Cut Through Paging is available in **VoiceMemo II** Release 5.01 Revision G . Cut Through Page is only supported in the English language.

Cut Through Paging (**CTP**) is an enhancement to the current paging feature **CTP** allows the caller/user to input a telephone number for the page **recipient** to call. The telephone number can be between 1 to **25** digits. The telephone number will be sent to the recipient's pager as part of the paging notification.

In addition, the **CTP** feature allows the page recipient the option of requesting a page **notification** receipt. If requested, a page notification receipt is deposited in the page recipient's mailbox after each cut-through page. A page **notification** receipt allows a page recipient to keep a record, **through VoiceMemo** messages, of all pages received.

The **CTP** feature is configurable by Feature Class of Service (**FCOS**) bits. A page recipient's mailbox can be configured four different ways:

- 1) The mailbox can receive a telephone number or a recorded message but not both. And the mailbox **will** not receive page notification receipts.
- 2) The mailbox can receive a telephone number, a recorded message, or both a telephone number and a recorded message. And the mailbox will not receive page notification receipts.
- 3) The mailbox can receive a telephone number or a recorded message but not both. And the mailbox **will** receive page **notification** receipts.
- 4) The mailbox can receive a telephone number, a recorded message, or both. And the mailbox will receive page notification receipts.

CTP is only supported for single addressee messages. A system user creating a multiple addressee message will not be able to access **CTP**.

Like all pages, the cut-through page will only be sent when the current time is within the mailbox's configured page "start" time and "stop" time window. In addition, the **CTP** recipient will only be paged once.

The page notification receipt is not supported for broadcast mailboxes.

2.0 Configuration

CTP is controlled at the mailbox level through **FCOS** bits. There are no other **configuration** changes to the system. Configure the **VoiceMemo** system as before. Configure Pager line groups and regular pager mailboxes as before.

2.1 CTP FCOS bits.

CTP introduces three new FCOS bits. The **CTP** FCOS bits are as follows:

- 1) FCOS bit 171: If added to a mailbox's FCOS, it activates **CTP** for the mailbox. The caller/user can leave a telephone **number** or a message. However, the caller/user cannot leave both a telephone number and a message at the **same** time.
- 2) FCOS bit 172: If added to a mailbox's FCOS, it activates **CTP** for the mailbox. The caller/user can leave a telephone number, can leave a message, or can leave both a telephone number and a message at the same time.
- 3) FCOS bit 173: If added to a mailbox's FCOS, the mailbox **will** receive a notification receipt for each **CTP** page. Otherwise, the mailbox will not receive a notification receipt for each **CTP** page.

2.2 Other FCOS bits.

This section describes the other FCOS bits which affect the functionality of the **CTP** feature.

- 1) FCOS bit 70 & 77 - **Paging. CTP** is an extension of regular paging, therefore, Paging must also be **configured**.
- 2) FCOS bit 10 - English prompts. **CTP** is only supported in English, therefore, the English prompts **FCOS** bit should be set.
- 3) FCOS bit 4 - Outside Caller Functions On/Off. If On, the caller must enter the feature activation key ("I" the 4 key) to activate **CTP**. If Off, the caller can enter the telephone number directly, without using the feature activation key.
- 4) FCOS bit 5 - Outside Caller Menu On/Off. If the outside caller menu is off, the outside caller will not receive outside caller function prompts. Note FCOS bit 5 requires FCOS bit 4 to be set.
- 5) FCOS bit 75 - Audit Receipt Messages. If not **configured(i.e** not on), the page recipient **configured** for page receipt notification **will** not be able to play the message **associated** with the page receipt.

For example: **Caller** A leaves a telephone number and a message for mailbox B. Mailbox B is configured with **CTP** (FCOS bit 172 & 173) but no FCOS bit 75. Mailbox B's owner will be **paged** with a telephone number and receive a page receipt in the his/her mail box. When B **calls** into his/her mailbox, it will have a receipt. When B plays the receipt message, he/she will only hear the phone number. The message will not be played and B will have no way to play the associated message.

A mailbox configure with page receipt notification should be configured with FCOS bit 75 set on.

2.3 Configuring a CTP Mailbox

To configure a CTP Mailbox follow these steps:

- 1) Define a **CTP** FCOS. Refer to the **VoiceMemo II Administrator's Manual** for general information on Defining **FCOSs**.
 - a) First, copy/add all FCOS bits from your regular pager mailboxes FCOS to the **CTP** FCOS.
 - b) Next, If not **already** included, add the English **prompts** feature (FCOS bit **#10**) to the **CTP** FCOS. **This is because the CTP** feature is only supported in English. It would be a good idea to delete all other language prompts from the **CTP** FCOS.
 - c) Then, add the desired **CTP** features.
 - i) FCOS bit 171. A mailbox which can receive a telephone number or a recorded message but not both; no page notification receipt.
 - ii) FCOS bit 172. A mailbox which can receive a telephone number and/or a recorded message; no page notification receipt.
 - iii) FCOS bits **171 &** 173. A mailbox which can receive a telephone number or a recorded message but not both; with page notification receipt.
 - iv) FCOS bits 172 **&** 173. A mailbox which can receive a telephone number and/or a recorded message; with page notification receipt.
- 2) Define a **CTP** Mailbox. Refer to the **Voice Memo II Administrator's Manual** for general information on Defining Mailboxes and Paging.
 - a) Assign the CTP FCOS, defined above, to the mailbox.
 - b) Set the message waiting type to "5". This is required for ail pager mailboxes (**CTP** or regular).
 - c) Set **all** other page parameter as before.
- 3) To define another **CTP** Mailbox of the same type, repeat step 2. To defined another type of CTP Mailbox, repeat step 1 and 2.

3.0 User Interface

There are five parts to the user interface for **CTP**. First, how the **CTP** mailbox owner should setup his/her greeting. Second, the feature activation key. Third, the Outside Caller interface. Fourth, the System User interface. Fifth, the **CTP** Recipient (Mailbox Owner) interface.

3.1 CTP Mailbox Owner Greeting

The **CTP** mailbox owner's greeting should inform the caller that **CTP** is available. This is because **VoiceMemo** greeting will not prompt the caller to access **CTP**.

3.2 Feature Activation Key

The feature activation key defined for **CTP** is "1" the 4 key on the telephone set. This key is used by the caller/system user to access **CTP**.

3.3 Outside Caller Interface

This section describes the outside caller CD? access scenarios. Depending on the mailbox configuration, the outside caller can access **CTP** at two different points within the **VoiceMemo** session. Either immediately after the mailbox owner greeting or after recording a message. As previously mentioned, it is the responsibility of the mailbox owner to inform the caller about CT?? in his/her greeting. The **VoiceMemo** greeting will not prompt the caller for **CTP**.

Scenario 1: Leave a telephone number (**activate CTP**), for a **CTP** Mailbox which has Outside Caller Functions On and **Outside Caller Menu On**)

- 1) Dial the desired party. **If** the called party is unavailable, you will be forwarded to the **VoiceMemo** system.
- 2) After the mailbox owner greeting, Enter "1" the 4 key.
- 3) **VoiceMemo** will prompt you to leave a telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 5) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 6) **VoiceMemo** will prompt you with options as before; including the new option to delete and re-enter your telephone number.
- 7) If you do not wish to delete and re-enter your telephone number, skip to step 13.
- 8) Enter "1" the 4 key.
- 9) **VoiceMemo** will prompt you to leave a telephone number.

- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 11) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 12) **VoiceMemo** will prompt you with options as before.
- 13) Enter "X" the 9 key.
- 14) **VoiceMemo** will confirm the sending of your telephone number with "Your Page Sent."
- 15) Hang up.

Scenario 2: Leave a telephone number (activate **CTP**), for a **CTP** Mailbox which has Outside Caller **Functions** Off:

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the **VoiceMemo** system.
- 2) After the mailbox owner greeting, Enter your telephone number (1-25 digits) followed by a "#". The feature activation key is not required when the outside caller functions are off. If you do nothing, **VoiceMemo** assume you are recording a message.
- 5) If a telephone number was entered, **VoiceMemo** will repeat the telephone number entered.
- 6) **VoiceMemo** will confirm the sending of your telephone number with "Your gage sent."
- 7) **VoiceMemo** will hang up unless the line group is configured for caller multiple messages. If the line group is configured for multiple messages, **VoiceMemo** will prompt the caller to send another message or forward to the attendant.
- 8) Hang up.

Scenario 3: Leave a telephone number after recording a message (Note: this option is only available if the CTP mailbox is configured with **CTP** FCOS bit 172 and Outside Caller Functions On and Outside Caller Menu On)

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the **VoiceMemo** system.
- 2) After the mailbox owner greeting, Record a message.
- 3) **VoiceMemo** will prompt you with options as before; including the option to enter your telephone number.
- 4) Enter "I" the 4 key.
- 5) **VoiceMemo** will prompt you to leave a telephone number.
- 6) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 7) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 8) **VoiceMemo** will prompt you with options as before; including the new option to delete and re-enter your telephone number.
- 9) If you do not wish to delete and re-enter your telephone number, skip to step 15
- 10) Enter "I" the 4 key.
- 11) **VoiceMemo** will prompt you to leave a telephone number.

- 12) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 13) **VoiceMemo** will repeat the telephone number entered.
- 14) **VoiceMemo** will prompt you with options as before.
- 15) Enter "X" the 9 key.
- 16) **VoiceMemo** will confirm the sending of your telephone **number** and message with "Your message and page sent."
- 17) Hang up.

Scenario 4: Leave a telephone number after recording a message (Note: this option is only available if the **CTP** mailbox is configured with **CTP** FCOS bit 172 and Outside Caller Functions Off):

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the **VoiceMemo** system
- 2) After the mailbox owner greeting, Record a message.
- 3) Enter your telephone number (1-25 digits) followed by a "#", before the end of recording timeout. If you do nothing, **VoiceMemo** will timeout the recording.
- 4) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 5) **VoiceMemo** will confirm the sending of your telephone number and message with "Your message and page sent."
- 6) **VoiceMemo** will hang up unless the line group is configured for **caller** multiple **messages**. If the line group is configured for multiple messages, **VoiceMemo** will prompt the caller to sent another message or forward to the attendant.
- 7) Hang up.

Scenario 5: Leave a telephone number before recording a message (Note: this option is only available if the **CTP** mailbox is configured with **CTP** FCOS bit 172 and Outside Caller Functions On and Outside Caller Menu On)

- 1) Dial the **desired** party. If the called party is unavailable, you will be forwarded to the **VoiceMemo** system
- 2) After the mailbox owner greeting, Enter "I" the 4 key.
- 3) **VoiceMemo** will prompt you to leave a telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 5) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 6) **VoiceMemo** will prompt you with options as before; including the option to delete and re-enter your telephone number.
- 7) **If you** do not **wish** to delete and re-enter your **telephone** number, skip to step 13.
- 8) Enter "I" the 4 key.
- 9) **VoiceMemo** will prompt you to leave a telephone number.
- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will hang-up.
- 11) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.

- 12) **VoiceMemo** will prompt you with options as before.
- 13) Enter "D" the 3 key. **VoiceMemo** will prompt you to record a message.
- 14) Record message. **VoiceMemo** will confirm the completion of your recording.
- 15) **VoiceMemo** will prompt you with options as before.
- 16) Enter "X" the 9 key.
- 17) **VoiceMemo** will confirm the sending of your telephone number and message with "Your message and page sent."
- 18) Hang up.

Scenario 6: Leave a message only, dial the party as always and record your message after the **VoiceMemo** recording beep.

3.3 System User Interface

The **CTP** feature is only available for single addressee messages. It is not available for multiple addressee messages.

Scenario 1: Leave a telephone number (activate **CTP**):

- 1) Dial **VoiceMemo** and enter as a system user.
- 2) Select to make a new message a normal. However, address the message to only one addressee.
- 3) After the recording beep, Enter "I" the 4 key. **VoiceMemo** will prompt you to leave your telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will return you to the "make" menu.
- 5) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 6) **VoiceMemo** will prompt you with options as before; including the option to delete and re-enter your telephone number.
- 7) If you do not wish to delete and re-enter your telephone number, skip to step 13.
- 8) Enter "I" the 4 key.
- 9) **VoiceMemo** will prompt you to leave a telephone number.
- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will return you to the "make" menu.
- 11) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 12) **VoiceMemo** will prompt you with options as before.
- 13) Enter "X" the 9 key.
- 14) **VoiceMemo** will confirm the sending of your telephone number with "Your page sent."
- 15) Hang up.

Scenario 2: Leave a **eleph** one number after recording a message (Note: this option is only available if the **CTP** mailbox is configured with **CTP** FCOS bit 172).

- 1) Dial **VoiceMemo** and enter as a system user.
- 2) Select to make a new message a normal. However, address the message to only one addressee.
- 3) **Record your** message. **VoiceMemo** will prompt you to leave your telephone number.
- 4) **VoiceMemo** will prompt you with options as before; including the option to enter your telephone number.
- 5) Enter **"I"** the 4 key. **VoiceMemo** will prompt you to leave your telephone number.
- 6) Enter your telephone number (1-25 digits) followed by a **"#"**. If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will return you to the "make" menu.
- 7) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 8) **VoiceMemo** will prompt you with options as before; including the option to delete and re-enter your telephone number.
- 9) **If you** do not **wish** to delete and re-enter your telephone number, skip to step 15.
- 10) Enter **"I"** the 4 key.
- 11) **VoiceMemo** will prompt you to leave a telephone number.
- 12) Enter your telephone number (1-25 digits) followed by a **"#"**. If you do nothing, **VoiceMemo** will timeout and prompt you again for the telephone number. After the second time out **VoiceMemo** will return you to the "make" menu.
- 13) After the telephone number is entered, **VoiceMemo** will repeat the telephone number entered.
- 14) **VoiceMemo** will prompt you with options as before.
- 15) Enter **"X"** the 9 key.
- 16) **VoiceMemo** will confirm the sending of your telephone number and message with "Your message and page sent."
- 17) Hang up.

Scenario 3: **Leave** a message only, enter **VoiceMemo** as a system user and address and record your message as always.

3.4 CTP Recipient Interface

The User Interface for the **CTP** recipient is divided into two areas: Pager Interface and Mailbox Interface. The **P**ager Interface describes what the **CTP** recipient will receive through his/her pager. The **M**ailbox Interface describes what the **CTP** recipient will receive in his/her mailbox.

3.4.1 CTP Recipient Pager Interface

The cut-through page will only be sent when the current time is within the mailbox's configured page "start" time and "stop" time window. The cut-through page **will** be sent only once (pager frequency = 1). If the cut-through page is unsuccessful then the page **will** follow the regular page recovery process as defined for the recipient's mailbox.

The telephone number entered by the caller/user will be sent as a post-pager string prefix with a "greet" command. The "greet" command signals **VoiceMemo** not to send the telephone number until the pager has answered. The telephone number will **override** the recipient's default post-pager string (@e-defined in the mailbox configuration). If the recipient's pager is analog, the pager unit will beep and then play the DTMF tones for the telephone number to call. If the **recipient's pager is digital**, the digital readout will display the telephone number to call. **If the recipient's pager is voice**, the pager unit will say "Please call **NNX-XXXX**." Where **NNX-XXXX** is the telephone number entered by the caller/user.

If the page recipient's mailbox is configured for **notification** receipt, the recipient will receive one page if the **caller/user** leaves both a telephone number and a message. However, if the page recipient's mailbox is configured for no notification receipt, the recipient will be paged twice if the caller/user leaves both a telephone number and a message. Once for the telephone number and once for the message.

3.4.2 CTP Recipient Mailbox interface

3.4.2.1 Messages Received

The messages received in the **CTP** recipient's mailbox depends on the caller/user action and the mailbox configuration.

Case 1 - Caller/user leaves only a telephone number:

- a) If the mailbox is configured for no page notification receipt, the mailbox will have no page notification receipt and no message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one page notification receipt.

Case 2 - Caller/user leaves only a recorded message:

- a) If the mailbox is configured for no page notification receipt, the mailbox will have one message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one message.

Case 3 - Caller/user leaves a telephone number and a recorded message:

- a) If the mailbox is **configured** for no page **notification** receipt, the mailbox will have no page notification receipt and one message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one page notification receipt and no message.

3.4.2.2 **VoiceMemo** Interface

CTP results in two **VoiceMemo** interface changes for the **CTP** mailbox owner.

- 1) When the **CTP** mailbox owner accesses **VoiceMemo**, the greeting will now list the number of page receipts, number of unplayed messages, and the total

10 *Cut-Through Paging User's Guide*

number of messages. If there are no page receipts, the greeting will list the number of unplayed messages and the total number of message, as before.

- 2) When the **CTP** mailbox owner listens to the page notification receipt, **VoiceMemo** will say:

"Receipt for page received < time stamp > . You were paged by **NNX-XXXX**.
<recorded message > ."

< time stamp > : gives the time the receipt was received.
< recorded message > : plays the recorded message. If nothing was recorded, <**recorded** message> will be empty.

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MITEL MAIL™

Voice Processing Solutions 1



OneView
Administrator's
Guide



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Table of Contents

About This Guide

Who Should Read This Guide	vii
How to Use This Guide	vii
Reference Chapters.....	viii
Task List	ix
Procedures	ix
Worksheets	x
Menu Maps and Other Navigation Aids.....	x
Conventions Used in This Guide.. ..	.x
Reader Advisories	xi
Before You Start	xii
Console Tips and Techniques.. ..	xii
Viewing Menus.....	xii
Accepting Defaults	xii
Avoiding Automatic Exit	xii
Quitting an Entry Session.....	xiii
Shortcut Commands.....	xiii
Before Installing OneView.....	xiv

1 Introduction

What+ Is OneView?.....	1- 1
OneView Client, Server, and Network Requirements	1-2
PC Requirements.....	1-2
Series 6 Server Requirements.. ..	1-3
Requirements for Remote Access.. ..	.1-4
Supported Networks.. ..	1-4
Supported Configurations.. ..	1-5
Overview of OneView Tasks.. ..	1-6
Checklists.. ..	1-8
Checklist for the Server Technician	1-8
Server Tasks.....	1-8
Network Connection and Configuration Task.. ..	.1-9
OneView Testing Tasks.....	1- 10
Checklist for the Network Administrator.....	1- 10

2 Installing and Configuring OneView on the Series 6 Server

EtherTPI-1 6+T Card	2-1
Installing OneView	2-2
OneView Administration Menu	2-2
Setting the OneView Module.....	2-3
Setting the Administrator Mailbox for OneView.....	2-3
Setting the OneView“Call-Me” Pager System	2-3
Setting the Maximum Session Length	2-3
Adding OneView Licenses	2-4
Updating the System Address Book	2-5
Generating an Active Sessions Report.. ..	2-5
Generating a Report of Installed Licenses.. ..	2-5
Testing the Ethernet Connection With Ping.....	2-5
Setting the Default Name and Greeting Speech Quality.. ..	2-5
Setting the Default Message Speech Quality.....	2-6
OneView Status Messages	2-6
Adding OneView Feature Bits	2-G

3 Testing the Network Connection

Connecting to a Token Ring Network	3-1
Testing the Network Connection With Ping.....	3-2
Testing That OneView Is Up and Running	3-3

4 Installina Client Software

Client Hardware and Information Requirements.. ..	4-1
Information for the Users	4-1
Client Directories	4-2
Installation and Verification	4-3
Installing OneView on a PC From Diskettes.. ..	4-3
Installing OneView on a PC From the Network.....	4-3
Verifying Successful Installation.....	4-3

5 After Installing OneView

Naming System Distribution Lists	5-1
Updating the System Address Book	5-1
Generating OneView Reports	5-2

6 Remotely Accessin g OneView

7 OneView Client Error Messages

Worksheets

List of CentiView Procedures

Glossary

Index

Menu Maps

List of Tables

Table 1-1 Validated Configurations..	1-5
Table 1-2 Overview of OneView Tasks	1-7
Table 2-1 Ethernet Card Configurations..	2-1

list of Figures

Figure 1-1 Basic OneView Configuration..	1-2
Figure 2- 1 OneView Administration Menu	2-2
Figure 3-1 Connecting to a Token Ring Network	3-1
Figure 3-2 Successful Ping Results..	3-2
Figure 3-3 Ping Status Report	3-2
Figure 6- 1 Remote Access	6-1

About This Guide

This guide describes how to install and configure **OneView** on a Centigram Series 6 server. **OneView** is an optional feature of **VoiceMemo** Release 6.0 that integrates voice, fax, and compound (voice and fax) messages on a user's PC. This guide also provides troubleshooting tips and guidelines.

For information on installing and configuring **OneView** on client PCs, refer to the *OneView for Windows User's Guide*

Who Should Read This Guide

This guide is written for two distinct audiences: Series 6 server technicians and network administrators. In installing and configuring **OneView**, the technician and the administrator perform specific **OneView** tasks, as described in the section "Overview of **OneView** Tasks" in Chapter 1.

This guide assumes that if you are a Series 6 server technician, you are already familiar with the server. If you have any questions about using the server, refer to the *VoiceMemo Reference and Configuration Manual*. In addition, you should be familiar with basic networking terms and concepts. For instance, you should understand what is meant by Ethernet and Token Ring networks, TCP/IP protocols, and IP addresses.

How to Use This Guide

This guide contains seven reference chapters. At the end of Chapters 2, 3, and 5 are the Centigram procedures (CPs) that are pertinent to the subject matter of that chapter. The procedures are preceded by a task list, which lists them in alphabetical order. A reference column in each CP contains pointers to supplemental information such as another procedure, another manual, a table, or menu maps.

The reference chapters are followed by reader aids including the complete list of Centigram procedures included in this guide, worksheets, a glossary, an index, and Menu Maps.

If you want to have a solid understanding of what is involved in administering **OneView**—from both a network and **VoiceMemo** standpoint—read the entire reference section of this guide (Chapters 1 through 7).

To find only those parts of the guide that directly apply to you, read the section "Overview of **OneView** Tasks" in Chapter 1 first. This section summarizes the

OneView tasks, tells you who is responsible for the task, and points you to the chapter, CP, or other document that describes the tasks. Chapter 1 also provides checklists of the information that you must gather or arrangements you must make before **OneView** is installed.

Reference Chapters



Use the material in Chapters 1 through 7 for reference information about **OneView** installation and configuration. These chapters provide you with the background details you need to understand **OneView** and to perform **OneView** tasks, such as configuring **OneView** on the Series 6 server or installing **OneView** client software. The following list briefly describes what is in each reference chapter:

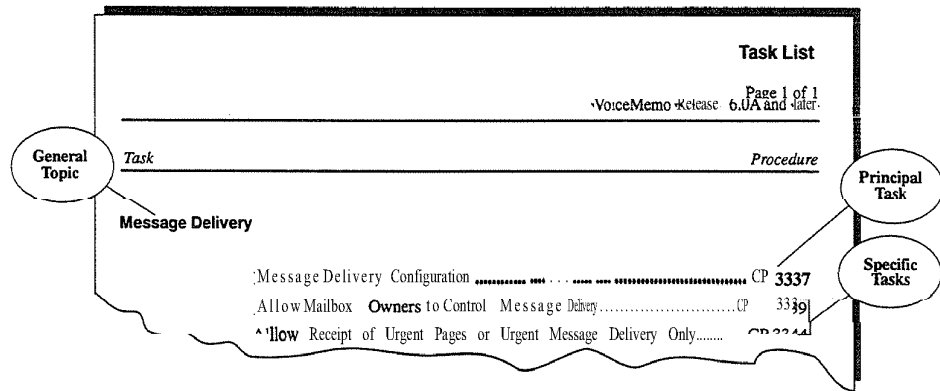
- Chapter 1 provides an overview of **OneView** and **OneView** tasks.
- Chapter 2 provides background information about installing and configuring **OneView** on the Series 6 server. It lists the files on the **OneView** Optional Feature diskette, describes the **OneView** Administration Menu you use to configure **OneView**, discusses the **OneView** feature bits. At the end of Chapter 2 are procedures related to configuration.
- Chapter 3 focuses on connecting the Series 6 server to the network and gives procedures for these tasks.
- Chapter 4 describes issues related to installing the **OneView** client software.
- Chapter 5 discusses administrative and maintenance tasks that may need to be performed after **OneView** is installed, such as naming system distribution lists and generating reports about **OneView** usage, and gives procedures for these tasks.
- Chapter 6 describes how remote users can access **OneView** and how to set up a remote access connection.
- Chapter 7 lists error messages, gives explanations, and suggests solutions.

Note that the Centigram procedures themselves are included in the chapter to whose subject matter they pertain. For example, at the end of Chapter 2 are the procedures for installing and configuring **OneView** on an Series 6 server. The procedures are preceded by an alphabetical list of the procedures in that chapter.

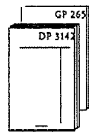
Task List



Task lists follow Reference chapters 2, 3 and 5. Use the task list, starting with a principal task (shown **in boldface**), to configure a new server. Each task listed is described in more detail in a procedure. If you want to perform other tasks on a system that is already configured, look up the task you want to perform in the task list. The list is alphabetized, which helps most readers find the desired task (and procedure) quickly. No particular sequence of tasks is implied. The following example shows how a task list is organized:



Procedures

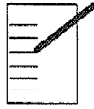


Procedures follow the Task List in Reference chapters 2, 3 and 5. Follow the steps in Centigram procedures (CPs) to accomplish the desired tasks. Readers familiar with a Centigram Series 6 server can use the CPs as a checklist if desired, while readers new to a Centigram Series 6 server can use CPs for step-by-step instructions.

A reference column in each CP contains pointers, when necessary, to supplemental information such as another procedure, another manual, a table, or menu maps.

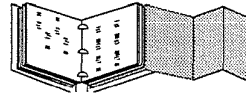
Each CP is numbered for document identification and referencing; numbering does not indicate a sequence of performance. A numerical list of all CPs in this guide is also provided. It gives each CP's title, Chapter number, and which other procedures either call it or are called by it.

Worksheets



This guide contains checklists and worksheets for both the Series 6 server technician and the network administrator. You will find blank worksheets in the back of this guide. Instructions for completing the worksheets are in the Reference chapters. Many of the Procedural sections assume you have completed the appropriate worksheet.

Menu Maps and Other Navigation Aids



Most of the documents in the new Centigram Series 6 document library have Menu Maps. You can refer to these document navigation aids at any point to help you reach a menu or show you which task to perform next.

The List of Centigram Procedures enumerates all CPs included in this guide, indicating the chapter in which each is included.

In this guide, you will also find a Glossary of Centigram, networking, telecommunications, and telephony terms. And don't overlook the Index; it is the fastest way to find all references to a specific topic.

Conventions Used in This Guide

The procedures in this guide use the following conventions to describe how you enter OneView configuration information and how information is displayed on the Series 6 server console:

- | | |
|-------------|---|
| Press Enter | Press thEnter key. For example, "Press Enter if the current number is correct." On some keyboards, this keys labeled "Return" or has a return arrow (↵) on it. |
| Enter | Type the text shown, then press thEnter key. For example, "Enter the line number (1-24)" means type a number from 1 through 24, and then press thEnter key. |
| bold | Words or characters in bold type indicate either a value to be entered by you exactly as shown or, when used to indicate a variable entry, describe the type of value to be supplied by you. See example above. |

What you select from
a displayed menu

A displayed prompt
for information

Select: (G) Current Group

Prompt: Enter a group number =

Response: Number of the line group (1-24) to be used for the application.

What you enter in
response to the prompt

Note: Unless otherwise stated, **press Enter** after each response you enter.

Reader Advisories

Reader advisories used in this guide are shown below.

Note: Information that is of special importance or that is relevant only to some users or in certain situations.



CAUTION!

Information that helps you prevent equipment or software damage.



WARNING!

Information that helps you prevent an interruption to telecommunications traffic.

Before You Start

This guide assumes that you are familiar with using a console and keyboard. This section describes how to use the Centigram Series 6 server effectively.

Console Tips and Techniques

The tips and techniques offered in the following paragraphs can make configuration entry sessions at the Centigram Series 6 server maintenance console more productive.

Viewing Menus

- When you finish entering a value for a parameter, the server displays an abbreviated form of the current menu, called **the short menu.** To view the complete current **menu** when a short menu is displayed, just press Enter.
- To return to the Main Menu from any VoiceMemo application configuration menu, press **X** (Exit), until the Main Menu appears.

Accepting Defaults

- To accept a default displayed in *prompt*, just press **Enter**.
- To accept a default displayed in a *menu*, no action is necessary.

Avoiding Automatic Exit



CAUTION!

The Centigram Series 6 server “times out” after 15 minutes. This means that if you do not enter anything at the console for 15 minutes, the server automatically exits from the current program. When this happens, all work that has not been saved on the disk is lost.

To avoid being timed out and losing your work, follow these steps:

1. When you need time to think, write down the name of the current menu.
2. Exit to the (server) Main Menu.
3. When you want to continue your work, enter the appropriate menu options to regain your place.

If you find that the Centigram Series 6 server has timed out, follow the steps below. If your screen is blank, press any key to reactivate the screen and then continue with these steps.

1. Press any key to start the **login** sequence.
2. Enter your user ID and password (if requested).
3. Starting from the Main Menu, enter menu options to proceed to the menu from which the server timed out.
4. Reenter data as needed to regain lost work.

Quitting can Entry Session

At any point during entry of offline or online parameters, you can quit. Quitting discards all parameter entries you have made and leaves the VoiceMemo application configuration the way it was before you started entering parameters.

To quit from the VoiceMemo Configuration Offline or Online menu:

Select: (Q) Quit -- Forget Changes

Prompt: Quit and forget changes? (y/n) =

Response: Y to return to the VoiceMemo Configuration Main Menu.

Shortcut Commands

You can use the Ctrl (Control) key or the / (slash) key while simultaneously pressing another key to execute shortcut **command** on a Centigram Series 6 server maintenance console.

To do this...	Type...
Activate a timed-out console.	any key
From the offline or online menus, or FCOS, LCOS, GCOS menus, return to the VoiceMemo Configuration Menu and save any entries.	/X
From the offline or online menus, or FCOS, LCOS, GCOS menus, return to the VoiceMemo Configuration Menu without saving any entries.	/Q Y
Stop scrolling a displayed report.	Ctrl-S
Resume scrolling a displayed report.	Ctrl-Q
Return to the VoiceMemo application when a # or \$ prompt is displayed.	Ctrl-D or type exit



Before Installing OneView

Before installing **OneView**, the Series 6 server technician should make sure that **VoiceMemo Release 6.0A** or later is installed on the server.

In addition, before installing **OneView**, the technician must perform any tasks that result from the sales engineer's sizing calculations for the **OneView Series 6** server. For example, the technician may need to remove line cards from a module, add another module to accommodate **OneView** resource needs, or add a hard drive to accommodate extra storage needs for **OneView**. If you have any questions about the system sizing requirements for a particular site, consult with the sales engineer.

Finally, before installing **OneView**, it is essential that the network administrator and the Series 6 server technician review the checklists in the section **'Overview of OneView Tasks'**. These checklists tell you the information you must gather or the arrangements you must make in order for **OneView** installation to proceed as efficiently as possible.

1 Introduction

This chapter introduces **OneView**, describing what it is, how it works, and what the key components are. It also discusses the hardware and software requirements for **OneView** and the network operating environments with which it is compatible. In addition, this chapter provides an overview of **OneView** tasks, describing which tasks are performed by the network administrator and which ones are performed by the Centigram Series 6 communications server technician. Finally, the chapter provides checklists for the technician and the network administrator to use in preparation for **OneView** installation and configuration.

For detailed information about how to use the **OneView** client software, refer to the *OneView for Windows User's Guide*

What Is OneView?

OneView is an optional feature of Centigram's **VoiceMemo** product. It allows users to send, receive, edit, manage, and store **VoiceMemo** and **FaxMemo** messages (voice, fax, and compound voice/fax messages) on their networked PCs.

OneView brings all of the advantages of the graphical PC interface to voice and fax messaging. Users can now see all of their voice and fax messages at a glance and play or read important messages first, rather than having to listen sequentially to each message as required by a phone. They can view fax messages on a PC or print them out on network printers or fax machines, protecting the confidentiality of faxed information. They can even combine voice and fax messages so that the recipients receive a running commentary on the fax or a short message about the fax.

If a user's PC includes a sound card with speakers and a microphone, the user can play or record messages directly on the PC's sound system. Users who do not have sound systems on their PCs can use a telephone to record and play back **OneView** messages.

OneView is based on the standard client-server model. The **OneView** server software runs on Centigram Series 6 servers with **VoiceMemo** Release 6.0A or later. The **OneView** client software, called **OneView** for Windows, runs on PCs under Microsoft Windows. The client PCs and the Series 6 server communicate with one another over an Ethernet network or a Token Ring network using **TCP/IRemote** users can also access **OneView** using a high-speed modem and a communications server (see Chapter 6, "Remotely Accessing **OneView**", for more information about remote access connections).

Figure 1-1 illustrates a typical OneView system configuration.

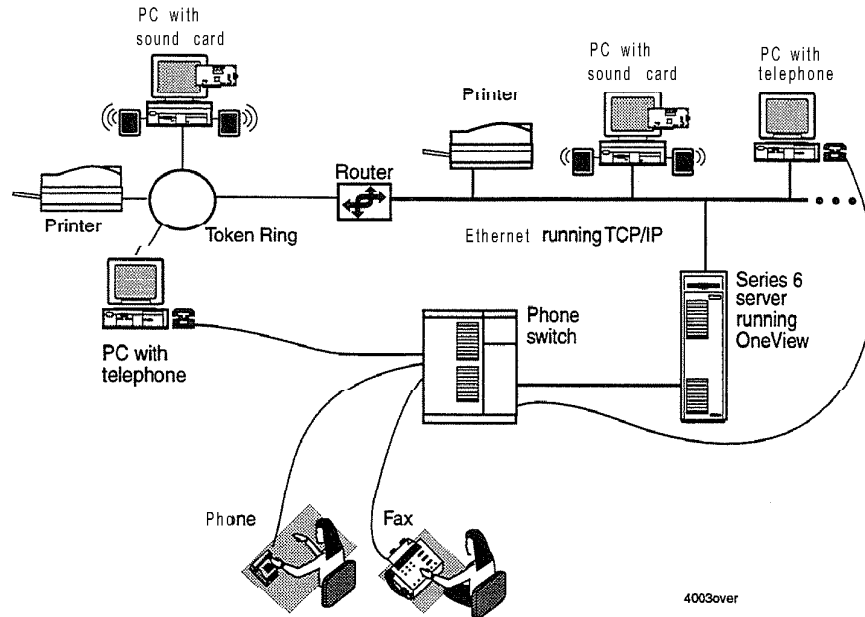


Figure 1-1 Basic OneView Configuration

OneView Client, Server, and Network Requirements

This section provides information on the minimum requirements (and recommended configuration) for the OneView client PC and for the Series 6 server, and also lists the networks that OneView runs on. In addition, this section lists the additional requirements for remote access and provides a table of OneView configurations that are supported by Centigram.

PC Requirements

- IBM PC (or compatible) with Intel 80386 processor, 25 MHz (Intel 80486 processor recommended)
- 6 MB of RAM (8 MB recommended)
- 6 MB of disk space (20 MB recommended to save voice and fax messages)
- VGA monitor (SVGA monitor recommended)

- Ethernet card or Token Ring card (these cards are not needed for remote access **connections**)
- TCP/IP protocol stack (Chameleon TCP/IP for Windows version 4.0 from NetManage, MS TCP/IP version 1.0 from Microsoft, LAN Workplace version 4.2 from Novell, or other qualified TCP/IP protocol stacks)
- MS-DOS 6.2 or later
- Microsoft Windows 3.11, Microsoft Windows for Workgroups 3.11, or Windows 95
- Access to a telephone for playing and recording **OneView** messages or
A sound card with speakers (or headphones) and a microphone installed in the PC (cards from Creative Labs or Media Vision recommended)
- **OneView** for Windows or **Oneview** Remote client application

Series 6 Server Requirements

- A Model 70 or Model 1201 system with an Intel 80486 processor, or a Model 120S or Model 640 with a Pentium processor
- **VoiceMemo** Release 6.0A or later
- 3.5-inch floppy drive
- Ethernet card **EtherTPI-16+T** (part number 241 O-0208-01) already installed, as explained in the *VoiceMemo TCP/IP Interface Manual* (Ethernet cards used in 5.x AIP systems are not usable with **VoiceMemo** Release 6.0A)
- TCP/IP stack and driver already installed and configured according to instructions in the *VoiceMemo TCP/IP Interface Manual*
- **OneView** starter kit: Includes **OneView** server software (on the Optional Feature diskette), **OneView** network session license diskette, and **OneView** client license diskette
- **FaxMemo** to use the fax capabilities of **OneView**

Requirements for Remote Access

For remote access to OneView, the OneView Remote client does not need an Ethernet or Token Ring card. Additionally, remote access requires:

- A 14.4 Kbps or 28.8 Kbps modem
- A communications server

Refer to Chapter 6, "Remotely Accessing OneView", for more information.

Requirements for Wide Area Networks

When using OneView or OneView Remote via a WAN, you must enable UDP traffic to and from your OneView Server IP address on ports 772, 773, and 774. Any firewall in your network should have these ports enabled.

Supported Networks

OneView is compatible with the following networks:

- Microsoft LAN Manager-version 2.1 running TCP/IP on Ethernet
- Novell NetWare version 3.12 running IPX/SPX with TCP/IP on Ethernet
- Novell NetWare version 3.12 running IPX/SPX with TCP/IP on Token Ring
- Microsoft Windows for Workgroups 3.11 running TCP/IP on Ethernet

Supported Configurations

Table 1 shows the specific OneView configurations that are supported by Centigram. Other configuration options (such as other TCP/IP stacks) might also work with OneView, but they have not been tested by Centigram.

Table 1 • 1 Supported Configurations

Network Protocol	Network Operating System	Desktop Operating System	TCP/IP Stack
Ethernet	Novell NetWare 3.12	Windows 3.1	LAN Workplace 4.2
Ethernet	Novell NetWare 3.12	Windows 3.1	Chameleon 4.01 TCP/IP for Windows
Ethernet	Novell NetWare 3.12	Windows 3.1	PC/TCP 2.3
Ethernet	Novell NetWare 3.12	Windows for Workgroups 3.11	PC/TCP 2.3
Token Ring	Novell NetWare 3.12	Windows 3.1	LAN Workplace 4.2
Ethernet	LAN Manager 2.1	Windows for Workgroups 3.11	MS TCP/IP 1.0
PPP (remote access)	LAN Manager 2.1 or Novell NetWare 3.12	Windows for Workgroups 3.11	Chameleon 4.01 TCP/IP for Windows
Ethernet	Novell NetWare 3.12	Windows 95	MS TCP/IP
Ethernet	LAN Manager 2.1	Windows 95	MS TCP/IP

Overview of OneView Tasks

Installing and configuring OneView is a joint project shared by the Series 6 server technician and the network administrator. Generally speaking, the server technician performs the tasks associated with the server, and the network administrator performs the tasks that involve the PCs on the network. However, some tasks require a cooperative effort. For example, the technician is responsible for connecting the Series 6 server to the network cable, but the network administrator must first ensure that the cable is pulled to the server.

Table 1-2 lists the tasks involved in installing, configuring, and administering OneView and the person responsible for performing them. The table also refers you to the chapter that provides background information about the task.

Note: You can use this table as a road map for OneView installation and configuration. The tasks are listed in the order in which they should be performed. To understand issues related to a task, make sure that you read the reference chapter associated with the task.

To perform the task, go to the end of the chapter in which the task is documented. The Task List is followed by the relevant CPs (Centigram Procedures).

Table 1-2 Overview of OneView Tasks

Task	Person Responsible	Reference Information Documented in...	Step-by-Step Procedure or Other Document
Complete the checklists and worksheet for OneView installation and configuration.	Series 6 server technician and network administrator	<i>Chapter 1</i> Introduction	(Blank worksheets in the back of this manual)
Install TCP/IP Interface and Ethernet card in the Series 6 server, if necessary.	Series 6 server technician	<i>N/A</i>	<i>VoiceMemo TCP/IP Interface Manual</i>
Install OneView on the server.	Series 6 server technician	Chapter 2 Installing and Configuring OneView on the Series 6 Server	CP 4500
Configure OneView on the server. Troubleshoot OneView .	Series 6 server technician	<i>Chapter 2</i> Installing and Configuring OneView on the Series 6 Server	CI? 6531, CI? 4501, CP 4503, CP 4504, CP 4505, CP 4506, CP 4508, CP 4527, CP 4528, CP 5700, CP 4512, CP 4336, CP 4337, CP 5010, CP 5012
Connect server (and laptop with OneView installed) to network cable. Test network connection and server software.	Series 6 server technician and network administrator	Chapter 3 Testing the Network Connection	CP 4511, CP 4514 <i>VoiceMemo TCP/IP Interface Manual</i> if necessary
Use basic OneView functions to make sure that OneView is up and running. Troubleshoot as necessary.	Series 6 server technician	Chapter 3 Testing the Network Connection	CP 4512, <i>OneView for Windows User's Guide</i>
Install OneView on the client PCs.	Network administrator and Series 6 server technician	<i>Chapter 4</i> Installing Client Software	<i>OneView for Windows User's Guide</i>
Use basic OneView functions to make sure that OneView is up and running.	Network administrator	<i>Chapter 4</i> Installing Client Software	<i>OneView for Windows User's Guide</i>
Perform post-installation tasks	Series 6 server technician	<i>Chapter 5</i> After Installing OneView	CP 4508, CP 4509, CP 4510, <i>OneView for Windows User's Guide</i>

Checklists

This section provides checklists for both the Series 6 server technician and the network administrator. These checklists are intended to serve as reminders of what each person must do prior to **OneView** installation and **configuration**.

Note: At the back of this manual are checklist forms and a companion worksheet that you should complete. Perform as many items on the checklist as possible two weeks before the scheduled **OneView** installation. On the day of installation, verify that each checklist item has been done.

Checklist for the Server Technician

The checklist is organized into three areas: Series 6 server tasks, network connection and configuration tasks, and **OneView** testing tasks. Before you install and configure **OneView**, make sure that you complete each item on this checklist.

Server Tasks

- Perform any tasks that result from the system sizing calculations performed by the sales engineer. For example, to accommodate **OneView** resource needs, you may need to add another module, add line cards, move line cards from one module to another, or add a hard drive. If you have any questions about sizing calculations, contact the sales engineer.

- Install **VoiceMemo 6.0A** or later on the Series 6 server (if it is not already installed).

- If **TCP/IP** (stack and driver) is not already installed, install and configure it from the two **TCP/IP** Interface Optional Feature diskettes, following instructions in the *VoiceMemo TCP/IP Interface Manual*

- If the **EtherTPI-16+T** card (part number 2410-0208-01 or 2410-0208-03) is not already installed, install it and connect it to the network following instructions in the *VoiceMemo TCP/IP Interface Manual*

- Test the **TCP/IP** and **EtherTPI-16+T** card installation and configuration according to instructions in the *VoiceMemo TCP/IP Interface Manual*

- If necessary, install **FaxMemo** on the Series 6 server. (**FaxMemo** is required for using the fax capabilities of **OneView**.)

- Confirm that the **VoiceMemo** error log is free of errors before installing **OneView**.

- Confirm that all minimum Series 6 server requirements for **OneView** have been met (see the section "OneView Client, Server, and Network Requirement3" earlier in this chapter).
- Obtain all of the **OneView** server diskettes (the Optional Feature diskette, the session license diskette, the client license diskette, and the remote client license diskette). Confirm that the diskettes are properly serialized.
- Obtain information (from the sales engineer) as to which outdial ports (if any) have been allocated to **OneView**.
- Determine the Call-Me pager index for the ports used to dial out to **OneView** users.
- Define the line group for **OneView**.
- Determine the administrator mailbox number for **OneView**. (This number should be the same as that used for **VoiceMemo**.)
- Determine the maximum session length for **OneView**.

Network Connection and **Configuration** Tasks

- Make arrangements with the network administrator to have two Ethernet connections and two IP addresses. (One connection and address is for the Series 6 server; the other connection and address is for your laptop computer.)
- Obtain the IP **subnet address** (mask) and the gateway IP address from the network administrator.
- If the site is using **OneView** on a Token Ring network, confirm that the network administrator has set up a router between the Token Ring network and the Ethernet network to which the Series 6 server will be connected



OneView Testing Tasks

- Install all necessary hardware and software on your laptop computer: **OneView** for Windows client software, TCP/IP stack, and an Ethernet card and driver. You use this laptop at the customer site to verify that **OneView** is working properly. To install the client software, refer to the *OneView for Windows User's Guide* (For more information about using the laptop to test **OneView**, see Chapter 4, **Connecting the Series 6 server to the Network**.)
- Bring the *OneView for Windows User's Guide* with you to refer to when you are testing **OneView**.
- Make sure that you will have a telephone available next to your laptop computer for playing and recording **OneView** messages.

Checklist for the Network Administrator

You need to perform the following **OneView** tasks prior to **OneView** installation:

- Provide the technician with the Ethernet connection and IP address used for the Series 6 server, and an additional Ethernet connection and IP address for the laptop computer that the technician will bring for testing **OneView**.
- If necessary, provide the technician with the IP **subnet** address (mask) and the gateway IP address if the Series 6 server is on a **subnet**.
- If your client PCs are on a **Token Ring network**, set up a router between the Token Ring network and the Ethernet network to which the server will be connected.
- Make sure that your domain name servemaps the Series 6 server name to the correct IP address. The default server name (or host name) is **oneview**. If you do not use a name server, you need to provide the system's IP address to the users for input during client setup.
- Verify that the minimum PC requirements for **OneView** have been met (see the section "OneView Client, Server, and Network Requirements" earlier in this chapter).
- If users will be accessing **OneView** remotely, confirm that all necessary hardware and software is in place.

- Confirm that the **OneView** or **OneView Remote** client installation disks are available.
- Provide each **OneView** user with a unique license number. This number will be used to log into **OneView**. (You may want to create a small PC database to keep track of the license numbers.)
- If users will be installing **OneView**, provide them with the appropriate installation information. Let them know whether they will be installing from diskettes or from a network file server. In addition, make sure that each user has a copy of the *OneView for Windows User? Guide*

2 Installing and Configuring OneView on the Series 6 Server

This chapter provides background information about installing OneView on the Series 6 server. It also describes the OneView Administration Menu you use to configure OneView on the server console and OneView status messages you receive on the console. In addition, the chapter discusses the feature bits specific to OneView.

For step-by-step instructions on installing OneView on the Series 6 server, configuring OneView parameters, creating a OneView FCOS, and assigning the OneView FCOS to a mailbox, refer to the procedures at the end of this chapter.

Note: All of the standard VoiceMemo operating procedures, such as entering a question mark (?) at the command line when you need help, also apply to configuring OneView. For detailed information about console tips and techniques, refer to the *VoiceMemo Reference and Configuration Manual*.

EtherTPI-16+T Card

The Ethernet local area network adapter card used for OneView is the EtherTPI-16+T card. This card has one network connector port, an RJ-45 port, which connects to 10BASE-T unshielded twisted-pair cable through standard telephone-type modular plugs.

Centigram configures this Ethernet card two ways for use with the TCP/IP Interface optional feature. Table 2-1 summarizes the configuration characteristics for Ethernet 1 (part number 2410-0208-01) and Ethernet 3 (part number 2410-0208-03).

Table 2-1 Ethernet Card Configurations

	Ethernet 1	Ethernet 3
I/O address	280-29F	360-37F
IRQ	10	15

If you need to install the EtherTPI-16+T card, consult the *VoiceMemo TCP/IP Interface Manual*.

Installing **OneView**

You install **OneView** on the Series 6 server by following the standard procedure for installing **VoiceMemo** Optional Feature software. This procedure is documented in the second part of this chapter.

The **OneView** Optional Feature diskette contains all of the files needed to run and configure **OneView** on the server. The diskette also contains some tools to automatically monitor **OneView** installation. You must install the software on the Optional Feature diskette before you can access the **OneView** Administration Menu.

OneView Administration Menu

You configure **OneView** using the **OneView** Administration Menu, which is a submenu of the **VoiceMemo** System Configuration Menu. (See the Menu Maps at the end of this guide to learn how to reach the **OneView** Administration Menu.) The **OneView** Administration Menu provides the following configuration and maintenance options:

```
OneView Administration Menu
-----
(A) Set OneView module [1]
(B) Set administrator mailbox for OneView El
(C) Set OneView "Call-Me" pager system []
(D) Set maximum session length [0 seconds]
(E) Add OneView licenses [0 sessions, 0 clients, 0
remote]
(F) Update system address book
(G) Generate active sessions report
(H) Generate report of installed licenses
(I) Test Ethernet connection with 'ping'
(J) Set default name and greeting speech quality [0]
(K) Set default message speech quality [0]
(X) Exit
If you need help later, type ?

COMMAND (A/B/C/D/E/F/G/H/I/J/K/X)
```

Figure 2-1 **OneView** Administration Menu

Note: Default values appear in brackets after the option. After you set a value for one of these options, the new value you set replaces the default value.

The options in the **OneView** Administration Menu are described in the next sections.

Setting the **OneView** Module

This option tells **OneView** which module it should run on in a multi-module system. This is the module in which the Ethernet card is installed. You must reboot the system for this option to take effect.

Setting the Administrator **Mailbox** for **OneView**

This mailbox is used in the same way as the **VoiceMemo** administrator mailbox. The mailbox contains such information as company greetings and system distribution lists. The **OneView** administrator mailbox number should be the same mailbox number used for **VoiceMemo** groups. This setting takes effect immediately.

For details on the administrator mailbox, see the **VoiceMemo** Reference and Configuration Manual.

Setting the **OneView** "Call-Me" Pager System

This is the pager system number (also called the pager index) for the ports used to support Call-Me, which dials the telephones of **OneView** users for audio recording and playback. The new Call-Me pager number takes effect immediately. For details on pager system numbers, see the **VoiceMemo** Reference and Configuration Manual.

Setting the Maximum Session Length

This number determines the maximum length of time (in seconds) that a user can be connected to the **OneView** server. The setting takes effect immediately.

Adding OneView licenses

This option allows you to add OneView network sessions, OneView client licenses, and remote client licenses to the OneView server using the session license diskette, client license diskette, and remote client diskette, respectively.

- A session license defines the number of users that can log into the OneView server at the same time.
- A client license defines the number of users that are licensed to have the OneView client software installed on their PCs.
- A remote client license defines those users that are licensed to have the OneView client software installed on their PCs and that are allowed to use the remote download capabilities.

The license changes take effect immediately.

For information about the maximum number of network sessions you can have, see Configuration Note 15, *Simplified Sizing for OneView* part number 2720-0036-15.

The number of network sessions on each session diskette is absolute; for example, if you install 30 network sessions (from a 30-session diskette) on a Model 640 and then install 60 network sessions (from a 60-session diskette), the total number of network sessions installed on the Model 640 is 60. The current session license inactivates previous session licenses.

There is no limit to the number of client licenses or remote client licenses that can be installed on a Series 6 server. The client licenses are additive; for example, if you install 25 client licenses (from a 25-client license diskette) and then install 100 client licenses (from a 100-client license diskette), the total number of client licenses installed on the Series 6 server is 125.

Note: The actual number of network sessions that can be installed on a Series 6 server may be fewer than the number specified above, depending on how the system is configured. In addition, the number of users that can simultaneously access OneView depends on the users' messaging profile. For further information, refer to the latest version of Configuration Note 1 *Simplified System Sizing for OneView*. You can obtain this document from the sales engineer or from the Regional Operations Manager.

Updating the System Address Book

The system address book contains the names and mailbox numbers of all users on the Series 6 server. When users create a OneView message, they can use this address book to select recipients. Whenever you add or delete mailboxes from the OneView server, you should select this option to automatically update the address book. The update takes effect immediately on the OneView server; however, users do not see the changes until the next time they log into OneView.

Note: OneView creates the system address book from the VoiceMemo Dial-by-Name database, so be sure to keep the names of all mailbox owners in this database accurate and up-to-date. For information about the Dial-by-Name database, refer to the *VoiceMemo Reference and Configuration Manual*

Generating an Active Sessions Report

This option allows you to see which users are connected to the OneView server at any given time. The report shows the user's mailbox number, the length of time the user has been connected to the server, the user's OneView license number, and the IP address of the user's computer. You can display the report on your console, save it in a file, or print it.

Generating a Report of Installed Licenses

This option provides you with a report listing the network session licenses and client licenses that have been installed on the OneView server. You can display the report on your console, save it in a file, or print it.

Testing the Ethernet Connection With Ping

This option allows you to use the `ping` command to test the network connection between the Series 6 server and a known client computer (either your laptop or a PC on the network). If the test is successful, you can assume that the connection between the server and the client is working properly. If the test is unsuccessful, you need to work with the network administrator to check the physical connections between the server and the client computer.

Using `ping` is explained in Chapter 3 of this manual.

Setting the Default Name and Greeting Speech Quality

This option sets the default speech quality for recording the name and greeting. The choices are 18, 24, or 32.

The settings represent compression ratios. Speech is recorded at 64K bits per second; therefore, the setting of 18 (18 Kbits/second) represents the most compression (25%) and the setting of 32 represents the least compression (50%). The setting of 32

yields the highest quality speech reproduction of the three choices, but requires the most storage space.

If no setting is made in the **OneView** Administration Menu, the setting is taken from that for the line group. If no setting is made either place, **OneView** uses a setting of 18.

Setting the Default Message Speech **Quality**

This option sets the default speech quality for recording the message. The choices are 18, 24, or 32. See "Setting the Default Name and Greeting Speech **Quality**" above for an explanation of the settings and the default.

OneView Status Messages

Each time you display the **OneView** Administration Menu, you see a status line that tells you if **OneView** is running:

```
STATUS: OneView is running
```

If **OneView** is not running, the status line explains why. For example, if you haven't yet configured **OneView**, you see the following message:

```
STATUS: You haven't set the OneView module
```

The messages that appear on the **OneView** status line can be particularly useful when you first install and configure **OneView** and can help you troubleshoot any problems that arise.

Adding OneView Feature Bits

There are two feature bits for **OneView**:

- **Feature bit 250: Allow OneView login.** You must add this bit to your **OneView** FCOS to enable users to access **OneView**.
- **Feature bit 251: Allow OneView telephone playback.** If users will not have sound cards, or if they will be using the **OneView** Call-Me feature (**OneView** calls a user's telephone) or Meet-Me feature (users call into the **OneView** server), you must add this bit to your **OneView** FCOS.

You can create a **OneView** FCOS by copying an existing FCOS, adding the **OneView** feature bits, and renaming the FCOS with a meaningful title, such as **OneView Finance**. You then assign the new FCOS to each user's mailbox. The

procedures for creating a **OneView** FCOS and assigning the FCOS to a mailbox are described in the second part of this chapter.

Note: In addition to the **OneView** feature bits, there are several other feature bits that you may need to add to your **OneView** FCOS. If you want to use the **OneView** fax capabilities, make sure that you have added feature bits 190 through 196 and bit 200 to your **OneView** FCOS. (For details on the **FaxMemo** bits, see the *VoiceMemo FaxMemo Manual*) In addition, in order for users to be listed in the **OneView** system address book, you must add bit 92 to your **OneView** FCOS (user will be in the dial-by-name database). After adding these bits, you then assign the **OneView** FCOS to the appropriate mailboxes.

Installation and Configuration Task List

Page 1 of 1
VoiceMemo Release 6.0A and later

Task *Procedure*

Installing and Configuring **Oneview**

OneView Configuration on the Series 6 Server CP	6531
Add OneView Licenses to the Series 6 Server..... CP	4506
Assign Your OneView FCOS to a Mailbox..... CP	4337
Create a OneView FCOS..... CP	4336
Define a Line Group..... CP	5010
Define a Pager System..... CP	5012
Install the OneView Optional Feature Software..... CP	4500
Set the Default Message Speech Quality CP	4528
Set the Default Name and Greeting Speech Quality CP	4527
Set the Maximum Session Length for OneView CP	4505
Set the OneView Administrator Mailbox..... CP	4503
Set the OneView Call-Me Pager System..... CP	4504
Set the OneView Module..... CP	4501
Shut Down a System..... CP	5700
Troubleshoot OneView CP	4512
Update the System Address Book..... CP	4508

Note: If this is the first time you are configuring **OneView**, perform the steps in the order in which they are presented in CP 6531.

Create a OneView FCOS

This procedure describes how to create a **OneView** FCOS by modifying a copy of an existing FCOS .

Step

Reference

1. Choose the existing FCOS you want to use as a basis for your customized **OneView** FCOS.
2. Reach the System Configuration Menu, then go to the Feature Class of Service Menu. Enter the requested information, as described in the following steps.

Menu Map 11

Note: You can quit at any point in the following steps before you exit the Feature Class of Service Menu. Quitting discards all entries you have made and leaves the FCOS settings the way they were before you reached the Feature Class of Service Menu.

To quit:

Make sure the Feature Class of Service Menu is displayed (short form or long form).

Select: (Q) Quit – Forget Changes

Prompt: Quit and forget changes? (y/n) =

Response: Y to quit

3. Number and name the customized FCOS.

Select: (C) Current FCOS

Prompt: FCOS to modify =

Response: A number from 18 through 640.

Select: (N) Name FCOS

Prompt: Enter FCOS name (0-15 chars) =

Response: Enter a descriptive name to accompany the customized FCOS, such as **OneView Finance**.

4. Make a copy of the existing FCOS.

Select: (K) Copy FCOS

Prompt: FCOS to copy (? for help) =

Response: The number of the existing FCOS chosen to be the basis for your customized FCOS. A copy of this FCOS is created and given the number and name you assigned above.

<i>Step</i>	<i>Reference</i>
<p>5. Add feature bits to the FCOS copy, as desired.</p> <p><i>Select:</i> (A) Add Features <i>Prompt:</i> Features to add (? for help) = <i>Response:</i> The numbers of the feature bits to be added.</p> <p style="padding-left: 40px;">Note: There are two feature bits specific to OneView: 250 (allow OneView login) and 251 (allow OneView telephone playback). If you want to use the OneView fax capabilities, make sure that you have added bits 190 through 196 and bit 200 to your OneView FCOS. (For details on the FaxMemo bits, see the <i>VoiceMemo FaxMemo Manual</i>.) In addition, in order for users to be listed in the OneView system address book, you must add bit 92 to your OneView FCOS (user will be in the Dial-by-Name database).</p> <ul style="list-style-type: none">• Bits can be entered in any of the formats shown below:<ul style="list-style-type: none">A single bit, for example, 250A range of bits, for example, 190-196A series of bits, for example, 92,250,251• You can mix types of entries, so you can specify all the bits necessary at the same time. For example, this entry is valid: 92,190-196,250,251• Do not enter spaces after commas, and do not end the entry with a comma. <p>6. Delete feature bits from the FCOS copy, as desired.</p> <p><i>Select:</i> (D) Delete Features <i>Prompt:</i> Features to delete (? for help) = <i>Response:</i> The numbers of the feature bits to be deleted. The rules for deleting bits are the same as those for adding bits.</p> <p>7. Save the customized FCOS by exiting from the Feature Class of Service Menu.</p>	

Set the OneView Module

VoiceMemo Release 6.0A and later

This procedure tells you how to indicate which module OneView is running on in a multi-module system. This will be the module in which the Ethernet card is installed. You must reboot the system for this option to take effect.

Note: OneView for VoiceMemo 6.0A supports only one Ethernet card per Series 6 server.

<i>Step</i>	<i>Reference</i>
1. Reach the OneView Administration Menu.	Menu Map 13
2. Set the OneView module. <div style="margin-left: 2em;">(A) Set OneView module</div> <div style="margin-left: 2em;"><i>Prompt:</i> WARNING: Changing the module number requires that the system be rebooted.</div> <div style="margin-left: 2em;">Enter OneView module number: [1-4]</div> <div style="margin-left: 2em;"><i>Response:</i> Enter the number of the module [1-4] in which the Ethernet card is installed.</div>	
3. If this is the first time you are configuring OneView, proceed directly to CP 4503. If you have previously set the OneView module, you see the following prompt: <div style="margin-left: 2em;"><i>Prompt:</i> **** You have changed the module number for OneView. The system needs to be rebooted. It can be done automatically now, if you so choose. Otherwise, when you are ready, shutdown the system and reboot. Shutdown system now? [Y/N]: --</div> <div style="margin-left: 2em;"><i>Response:</i> N to configure more OneView parameters. You can then choose another option from the OneView Administration Menu. Y if you are done configuring OneView parameters and you want to shut down the system immediately and reboot.</div>	CP 4503
4. When the shutdown is complete, you see the following prompt: <div style="margin-left: 2em;"><i>Prompt:</i> The system is now ready to be rebooted. Turn off all modules, wait 30 seconds or until the fans stop, then turn the modules back on.</div> <div style="margin-left: 2em;"><i>Response:</i> Follow the instructions in this prompt. After you turn the modules back on, the new module number you have set for OneView takes effect.</div>	

Set the OneView Administrator Mailbox

VoiceMemo Release 6.0A and later

This procedure tells you how to set the administrator's mailbox for OneView. This mailbox is used in the same way as the administrator mailboxes for the VoiceMemo application and the DID VoiceMemo application. The mailbox contains such information as company greetings and system distribution lists. The administrator mailbox number for OneView should be the same as that used for VoiceMemo. For details on VoiceMemo administrator mailboxes, refer to the *VoiceMemo Reference and Configuration Manual*.

Note: OneView creates system distribution lists from the personal distribution lists in the administrator's mailbox. Be sure to assign a name to each of these personal distribution lists as described in the "Remotely Accessing OneView" chapter of this guide.

<i>Step</i>	<i>Reference</i>
1. Reach the OneView Administration Menu.	Menu Map 13
2. Set the OneView administrator mailbox for OneView. <div style="margin-left: 2em;">(B) Set administrator mailbox for OneView</div> <div style="margin-left: 2em;"><i>Prompt:</i> Enter administrator's mailbox number:</div> <div style="margin-left: 2em;"><i>Response:</i> Enter the administrator mailbox number for OneView. You can enter up to 11 digits. The number you enter takes effect immediately. At this point, you can either continue configuring OneView parameters or exit the OneView Administration Menu by pressing X.</div>	
3. If this is the first time you are configuring OneView, set the OneView Call-Me pager system.	CP 4504

Set the OneView Call-Me Pager System

VoiceMemo Release 6.0A and later

This procedure tells you how to set the pager system number for the ports used to dial OneView. For details on VoiceMemo pager system numbers, refer to the *VoiceMemo Reference and Configuration Manual*.

Note: To help troubleshoot outdial pager activity, use the VoiceMemo Event Monitor. For information about Event Monitor, refer to the *Centigram Series 6 Diagnostics Manual*.

<i>Step</i>	<i>Reference</i>
<ol style="list-style-type: none"> 1. Reach the OneView Administration Menu. 2. Set the OneView Call-Me pager system. <ul style="list-style-type: none"> (C) Set OneView Call-Me pager system. <i>Prompt:</i> Enter pager system: <i>Response:</i> Enter the pager system number for the ports used to dial OneView. This number can be from 0 to 15. The pager system number you enter takes effect immediately. At this point, you can either continue configuring OneView parameters or exit the OneView Administration Menu by entering X. 3. If this is the first time you are configuring OneView, set the maximum session length for OneView. 	<p>Menu Map 13</p> <p>CP 4505</p>

Set the Maximum Session Length for OneView

CP **4505**
Page 1 of 1

VoiceMemo Release 6.0A and later

This procedure tells you how to set the maximum length of time that a OneView session can be kept active. The suggested setting is 15 to 30 minutes.

Step	Reference
<ol style="list-style-type: none"><li data-bbox="250 506 781 541">1. Reach the OneView Administration Menu.<li data-bbox="250 558 826 594">2. Set the maximum session length for OneView.<ol style="list-style-type: none"><li data-bbox="428 606 812 642">(D) Set maximum session length <p data-bbox="310 640 1112 667"><i>Prompt:</i> Enter maximum session length in seconds:</p> <p data-bbox="310 667 1170 737"><i>Response:</i> Enter the number, in seconds, that a OneView session can remain active. To indicate no time limit, enter 0.</p> <p data-bbox="428 770 695 806">Quick conversion guide:</p> <ul data-bbox="428 806 737 1008" style="list-style-type: none">5 minutes = 300 seconds10 minutes = 600 seconds15 minutes = 900 seconds20 minutes = 1200 seconds25 minutes = 1500 seconds30 minutes = 1800 seconds <p data-bbox="428 1039 1234 1140">The number you enter takes effect immediately. At this point, you can either continue configuring OneView parameters or exit the OneView Administration Menu by entering X.</p> <ol style="list-style-type: none"><li data-bbox="250 1171 1239 1234">3. If this is the first time you are configuring OneView, add OneView licenses to the Series 6 server.	<p data-bbox="1295 506 1455 541">Menu Map 13</p> <p data-bbox="1295 1171 1398 1207">CP 4506</p>

Add OneView Licenses to the Series 6 Server

VoiceMemo Release 6.0A and later

This procedure tells you how to add OneView network sessions and OneView or OneView Remote client licenses to the Series 6 server. You must obtain the session license, client license, or remote client license diskette(s) before performing this procedure.

The number of network sessions on each session diskette is absolute; for example, if you install 30 network sessions (from a 30-session diskette) on a Model 640 and then install 60 network sessions (from a 60-session diskette), the total number of network sessions installed on the Model 640 is 60. The current session license inactivates previous session licenses.

There is no limit to the number of client licenses that can be installed on a Series 6 server. The client licenses are additive; for example, if you install 25 client licenses (from a 25-client license diskette) and then install 100 client licenses (from a 100-client license diskette), the total number of client licenses installed on the server is 125.

The serial numbers on the session license diskette and the client license diskette must match the serial numbers of the hard drives on which OneView is being installed. If you receive an error message about an incorrect serial number, contact your support organization.

Note: The actual number of network sessions that can be installed on a Series 6 server can be fewer than the number specified above, depending on how the system is configured. In addition, the number of users that can simultaneously access OneView depends on the users' messaging profile. For further information, refer to the latest version of Configuration Note 15, *Simplified System Sizing for OneView*. You can obtain this document from the sales engineer or from the Regional Operations Manager.

<i>Step</i>	<i>Reference</i>
<p>1. Reach the OneView Administration Menu.</p> <p>2. Add the OneView licenses to the Series 6 server.</p> <p style="margin-left: 2em;"><i>Select:</i> (E) Add OneView licenses</p> <p style="margin-left: 2em;"><i>Prompt:</i> Insert license diskette. Ready? [Y/N]:</p> <p style="margin-left: 2em;"><i>Response:</i> Insert the OneView session license diskette, client license diskette, or remote client license diskette and press Y.</p> <p style="margin-left: 2em;">Status messages similar to the following appear as the client licenses are added:</p> <p style="margin-left: 2em;">Opening diskette for read... Verifying license validity... License has been validated... Adding a 20 remote client license to hard disk...</p>	<p>Menu Map 13</p>

<i>Step</i>	<i>Reference</i>
<p>Status messages similar to the following appear as the session licenses are added:</p> <pre>Opening diskette for read... Verifying license validity... License has been validated... Setting a 25 session license to hard disk...</pre> <p>After adding the licenses, you can either continue configuring OneView parameters or exit the OneView Administration Menu by pressing X.</p> <p>3. If this is the first time you are configuring OneView, update the system address book.</p>	<p>CP 4508</p>

Update the System Address Book

VoiceMemo Release 6.0A and later

This procedure tells you how to update the system address book, which contains the names and mailbox numbers of all VoiceMemo users. Use this procedure when you configure OneView for the first time, when you add or delete mailboxes from the server, and when you make any modifications to the mailboxes.

<i>Step</i>	<i>Reference</i>
<p>1. Reach the OneView Administration Menu.</p>	Menu Map 13
<p>2. Update the system address book.</p> <p style="margin-left: 2em;"><i>Select:</i> (GF) Update system address book</p> <p style="margin-left: 2em;"><i>Prompt:</i> Status messages such as the following appear as the system address book is updated:</p> <pre style="margin-left: 4em;"> Creating address book and storing 64 byte records in O... Creating address book and storing 64 byte records in 163072... Doing mbox 000000000001234, fcos 9.Closing 163072... Updating the server... Done!</pre> <p>If you have updated the system address book previously, the address book changes take effect immediately.</p>	
<p>3. If this is the first time you are configuring OneView, shut down the system. You can either shut down by exiting the OneView Administration Menu and answering Y when prompted to shut down the system, or you can shut down by following CP 5700. Then reset the system by pressing the system reset button on all modules.</p>	CP 5700
<p>4. If this is the first time you are configuring OneView, troubleshoot OneView.</p>	CP 4512

Generate a **OneView** Active Sessions Report

VoiceMemo Release 6.0A or later

This procedure tells you how to produce a report of the currently active **OneView** sessions. The report lists the user's mailbox number, the amount of time that the user has been connected, the user's **OneView** license number, and the IP address of the user's computer.

Step

Reference

1. Reach the **OneView** Administration Menu.
2. Generate a report about the active **OneView** sessions.

Menu Map 13

Select: (G) Generate active sessions report

Prompt: Enter pathname for report, or <CR> for current terminal:

Response: To display the report on the console, press Enter. You can also save the report in a file by specifying the pathname, or you can print the report by specifying the name of the print device attached to the Series 6 server (for example, \$tty6).

You see a report similar to the following one:

```
Current Active Sessions at Wed Sept 6 1:12:30
1995
```

Mailbox	Duration	License	IP Address
00000000100	00:05:23	23	192.002.200.001

Generate a OneView License Report

VoiceMemo Release 6.0A and later

This procedure tells you how to produce a report listing the OneView licenses that have been installed on the OneView server. This report lists the type of license (session or client), the number of licenses on the diskette, and the serial number of the diskette. The session licenses that are no longer active are marked with an asterisk (*).

Note: If the serial number of the session license diskette or client license diskette contains a non-printing character, it is replaced with an at sign (@).

Step

Reference

1. Reach the OneView Administration Menu.
2. Generate a report of installed licenses.

Menu Map 13

Select: (H) Generate report of installed licenses
Prompt: Enter **pathname** for report, or <CR> for current terminal:
Response: To display the report on the console, press Enter. You can also save the report in a file by specifying the pathname, or you can print the report by specifying the name of the print device attached to the Series 6 server (for example, \$tty6).

You see a report similar to the following one:

OneView License Report

```
-----
TYPE          AMOUNT SERIAL NUMBER
-----
CLIENT      0150      ad13asdfasdfasdfasdfsdsdkk1
*SESSION    0020      1#a98213afdsaADSF21d37jk6986
SESSION     0025      8sjk35678bhil@kn9075khhGGD#9
REMOTE      0005      6909wePLMr01RS8fn4@el#4kpkpo
```

Test the Internet Connection With Ping

VoiceMemo Release 6.0A and later

This procedure tells you how to use the *ping* command to test the network connection between the Series 6 server and a known client computer (either your laptop or a client PC on the network).

Note: Before you can do the ping test, the network administrator must have given you an IP address for your laptop computer (or a client PC on the network).

Reference

1. Reach the OneView Administration Menu.
2. Test the Ethernet connection with ping.

Menu Map 13

Select: (I) Test Ethernet connection with ping.
Prompt: Enter IP address (format: xxx.xxx.xxx.xxx):
Response: Enter the IP address of the laptop computer or the client PC. Enter the address in the numeric format shown above, separating each set of numbers with a period, for example, 192.2.20.5 1.

If the test is successful, you see output like the following:

```
ping 129.1.230.14
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
```

The ping output continues until interrupted.

3. Press Ctrl-C to interrupt the ping output. A status report like the following appears:

```
129.1.230.14 ping statistics
50 packets transmitted; 50 packets received;
0% packet lost
round trip min/avg/max = 0/0/0 ms
```

If the Ping test is successful, you can assume that the network connection between the Series 6 server and the computer you are using is working properly. If the Ping test is **unsuccessful**, you will receive an error message (for example, the message might say that the network is unreachable). If the test is unsuccessful, check the physical connections between the server and the laptop computer or client PC, including the Ethernet cards, the cable, and the connectors. If you continue to have problems, consult with the network administrator at the customer site.

Troubleshoot OneView

VoiceMemo Release 6.0A and later

This procedure tells you how to troubleshoot certain problems in the OneView server.

Step

Reference

1. Watch the boot process to see if any errors appear indicating that the Ethernet card is missing or is not seated properly. The messages appear after about one or two minutes. For example:

```
Net.ether1000: INITIALIZATION ERROR 10      Net.ether1000:
INITIALIZATION
ERROR 04
```



CAUTION!

Do an orderly shutdown of the Series 6 server and turn off the module before doing the next step.

2. If any of these errors appear, remove the front cover of the CPU assembly and reseal the Ethernet card. If you continue to see these errors, replace the Ethernet card with a new one.
3. If the error message indicates that the Smartcard conflicts with the Ethernet card (Model 701, Model 1201, and Model 120S only), do not use them in the same module. Use Ethernet 1 instead, or substitute a Serial 16/32 card for the Smartcard.
4. Reach the **OneView Administration Menu**. Read the status message above the menu.

```
STATUS: The network driver "emul" isn't
running.
The network stack "netd" isn't loaded.
The data server "cm-server" is down.
The speech server "cm_spcserver" is down.
Check configuration. Check iogfile. Try
rebooting.
```

Response: Reconfigure the OneView system parameters and reboot the OneView server module. If the same message appears, reload the OneView optional feature, reconfigure, and reboot. If the same message appears, reseal the Ethernet card. If the same message appears, replace the Ethernet card.

If none of these actions fix the problem, call your support organization.

5. Check the Error Log to see if the Ethernet card installation has introduced any errors.

VoiceMemo
TCPIIP Interface
Manual

Menu Map 13

CP 4500

VoiceMemo
TCPIIP Interface
Manual

Test the Network Connection and Server Software

CP 4514
Page 1 of 1

VoiceMemo Release 6.0A and later

This procedure tells you how to run a program, called TESTNET, on a client PC to test the network and server software.

Step

Reference

1. Open the File Manager and select TESTNET.EXE, which is in the directory C:\ONEVIEW\BIN if OneView is installed on the C: drive. (If OneView is on another drive, select that drive.) Choose the Run command from the Windows File menu and click on OK.

A window containing a lightbulb icon appears. Click on TEST. The lightbulb turns yellow if the network connection and the OneView server software are functioning correctly. In addition, the version number of the server software appears in the window.

2. If an error message indicates a network connection problem, check the physical connections between the Series 6 server system and the PC, including the Ethernet cards, the cable, and the connectors. If you continue to have problems, consult with the network administrator at the customer site.
3. If an error message indicates that the server name was not valid, check the server name or the IP address of the server in the TESTNET window. If necessary, change the address. If messages continue to appear, reload and reconfigure OneView.

CP 4500, Ch. 2

Set the Default Name and Greeting Speech Quality

CP **4527**
Page 1 of 1

VoiceMemo Release 6.0A and later

This procedure tells you how to set the default speech quality for the name and greeting.

You can also use the speech quality set in the line group to which this system belongs, instead of setting it as explained in this procedure.

<i>Step</i>	<i>Reference</i>
<ol style="list-style-type: none">1. Reach the OneView Administration Menu.2. Set the default name and greeting speech quality. <i>Select:</i> (J) Set default name and greeting speech quality [0] <i>Prompt:</i> Set default name and greeting speech quality (18, 24, 32) <i>Response:</i> Enter the number of the quality setting desired. The choices represent compression ratios, where 18 is the most compression (25%) and 32 is the least compression (50%). A setting of 32 yields the highest quality speech reproduction of the three choices, but requires the most storage space. If you do not choose a number or use the setting from a line group, OneView uses a setting of 18. After you make the setting, the choice appears in the OneView Administration Menu in brackets after the menu item; for example: Set default message speech quality [24]	Menu Map 13

Set the Default Message Speech Quality

VoiceMemo Release 6.0A and later

This procedure tells you how to set the default speech quality for recording the message.

You can also use the speech quality set in the line group to which this system belongs, instead of setting it as explained in this procedure.

Step

Reference

1. Reach the **OneView** Administration Menu.
2. Set the default message speech quality.

Menu Map 13

Select: (K) Set default message speech quality [0]
Prompt: Set default message speech quality (18, 24, 32)

Response: Enter the number of the quality setting desired.

The choices represent compression ratios, where 18 is the most compression (25%) and 32 is the least compression (50%). A setting of 32 yields the highest quality speech reproduction of the three choices, but requires the most storage space.

If you do not choose a number or use the setting from a line group, **OneView** uses a setting of 18.

After you make the setting, the choice appears in the **OneView** Administration Menu in brackets after the menu item; for example:


Set default message speech quality [24]

Define a Line Group

VoiceMemo Release 6.0A and later

This procedure describes how to **define** a line group for any of these applications:

- VoiceMemo
- DID VoiceMemo
- Paging
- Message Delivery
- DTMF-to-PBX Message Lights

<i>Step</i>	<i>Reference</i>
<p>1. Reach the VoiceMemo Configuration Offline Menu.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>CAUTION!</p> <p>You should make all offline configuration entries on a duplicate of the active configuration so that you can easily check them, and easily correct them if necessary, before activating the configuration.</p> </div> <p>2. If desired, duplicate the configuration.</p> <p style="margin-left: 20px;">(B) Duplicate Active Configuration</p> <p><i>Response:</i> The system copies the current (active) configuration. When copying is completed, the short form of the Offline Menu appears.</p> <p style="margin-left: 40px;">All subsequent steps in this procedure – along with any other configuration entries – affect just the copy, and take effect only after you activate the configuration.</p>	<p>Menu Map 2</p>
<p>3. Go to the Line Groups menu.</p> <p>4. Enter the requested information, as described in the following steps, from your completed worksheet.</p> <p>5. Specify the line group number.</p> <p style="margin-left: 20px;"><i>Select:</i> (G) Current Group</p> <p style="margin-left: 20px;"><i>Prompt:</i> Enter a group number =</p> <p style="margin-left: 20px;"><i>Response:</i> Number of the line group (1-24) to be used for the application.</p> <p>6. Name the line group.</p> <p style="margin-left: 20px;"><i>Select:</i> (N) Name of Current Group</p> <p style="margin-left: 20px;"><i>Prompt:</i> Enter group name =</p> <p style="margin-left: 20px;"><i>Response:</i> Descriptive name of the application line group.</p>	<p>Menu Map 2</p>

Step

Reference

7. Add the desired lines.

(A) Add Lines to Current Group
Prompt: Enter lines to add =
Response: In a single-module system, the slot or line card number (0-15) and port number (0-n, where n+1 is the number of ports on the card) to add to the line group. Any of the formats shown in the following examples are valid:

<i>Example</i>	<i>Specifies</i>
1:"	All lines
1:0:0-1:15:0	All lines
1:0:*-1:2:*	All lines on slots 0-2
2	All lines on slot 2
2:1,2:3	Ports 1 and 3 on slot 2

In a multi-module system, the module number (1-4), slot or line card number (0-15), and port number (0-n, where n+1 is the number of ports on the card) to add to the line group. Any of the formats shown in the following examples are valid:

<i>Example</i>	<i>Specifies</i>
*	All lines, all modules
2:*	All lines in module 2
2:0:*	All ports on module 2, slot 0
1:0:0-2:4:4	All ports from module 1, slot 0 through module 2, slot 4, port 4
1:*,2:*	All lines in modules 1 and 2

8. Drop the desired lines.

(D) Drop Lines From Current Group
Select:
Prompt: Enter lines to drop =
Response: Line(s) to remove from the line group; values and formats are the same as described above for adding lines.

9. Exit to the VoiceMemo Configuration Offline Menu.

Step	Reference
<p>10. Assign the application to the current line group.</p> <ul style="list-style-type: none">• For VoiceMemo, DID VoiceMemo, Pagers, and Message Delivery, go to the Lit-regroup Only Applications Menu. <i>Select:</i> (G) Group Selected <i>Prompt:</i> Enter a group number = <i>Response:</i> If the current line group number is the one you want, press Enter; otherwise, enter the line group number for the application you are assigning. <i>Prompt:</i> APPL (G,U,D,E,M,P,R,V,W,X) <i>Response:</i> V for VoiceMemo. D for DID VoiceMemo. P for Pagers and/or Message Delivery. <i>Prompt:</i> APPL (G,U,D,E,M,P,R,V,W,X) : <i>Response:</i> Save the assignment by exiting to the VoiceMemo Configuration Main Menu.	Menu Map 2
<ul style="list-style-type: none">• For the DTMF-to-PBX Message Lights application, select “DTMF to PBX Message Light” to reach the DTMF Applications Menu. <i>Select:</i> (G) Group Selected <i>Prompt:</i> Enter a group number = <i>Response:</i> If the current line group number is the one you want, press Enter; otherwise, enter the line group number for DTMF-to-PBX Message Lights. <i>Prompt:</i> APPL (G,D,W,X) : <i>Response:</i> D <p>The system confirms the assignment of the DTMF-to-PBX Message Lights application to the current group, then displays the DTMF to PBX Menu. <i>Prompt:</i> DTMF: <i>Response:</i> Save the assignment by exiting to the VoiceMemo Configuration Main Menu.</p>	Menu Map 6

Define a Pager System

VoiceMemo Release 6.0A and later

This procedure describes how to assign an identification (index) number to each supported pager system, how to name each supported pager system, and how to specify an access code and hold time for each supported pager system.

<i>Step</i>	<i>Reference</i>
<p>1. Reach the VoiceMemo Configuration Main Menu.</p> <p>2. Go to the VoiceMemo Configuration Online Menu in the active or inactive configuration. Select Inactive Configuration if you just made a change through the Offline Menu without activating it, or Active Configuration otherwise.</p> <p style="padding-left: 20px;"><i>Select:</i> (E) Modify Active Configuration or (F) Modify Inactive Configuration</p> <p>3. Specify the line group to which the Pager application is assigned.</p> <p style="padding-left: 20px;"><i>Select:</i> (G) Group Selected <i>Prompt:</i> Enter a group number = <i>Response:</i> The number of the line group (1-24) to which the Pager application is assigned,</p> <p style="padding-left: 40px;">or</p> <p style="padding-left: 40px;">Press Enter if the current number is the Pager application line group.</p>	Menu Map 1
<p>4. Go to the Pagers Menu.</p> <p>5. Enter the requested information, as described in the following steps, from your completed Outdial Line Group Worksheet.</p> <p>6. Assign identification (index) numbers to all supported pager systems.</p> <p style="padding-left: 20px;"><i>Select:</i> (P) Pager Systems Supported <i>Prompt:</i> Paging systems supported by this dialer = <i>Response:</i> The pager system index numbers (0-15) of the supported pager systems in the format n,n,n...</p>	Menu Map 5
<p>7. Go to the Define Pagers Menu.</p> <p>8. Identify the pager system to be defined.</p> <p style="padding-left: 20px;"><i>Select:</i> (P) Current Pager System <i>Prompt:</i> Enter a pager system number (0 thru 15) = <i>Response:</i> The index number of the first supported pager system.</p>	Menu Map 5

Stev

Reference

9. Name the pager system.

Select: (N) Pager Name

Prompt: Enter pager system name (0 - 30 chars) =

Response: A descriptive name that identifies this pager system. Up to 30 alphanumeric characters are allowed. Examples are "553 exchange" and "South County route".

10. Specify the dial string for outdialing (access code).

Select: (D) Access Code

Prompt: Enter pager system access code (0 - 24 chars) =

Response: The code (1-24 characters) that is common to mailbox owners using this pager system. This code indicates what the system should dial before the unique number. It comprises the first part of the dial string. Use the characters in Table 1 at the end of this procedure to create the code.

or

Press Enter if the current access code is correct.

or

A period (.) to delete an existing access code.

11. Specify the hold time.

Select: (H) Hold Time

Prompt: Hold time in seconds (90 secs. maximum) =

Response: Seconds (0-90) the system holds a call before hanging up after a successful send attempt. Centigram recommends 2-5 seconds.

12. Save the parameter settings by exiting to the VoiceMemo Configuration Main Menu.

Step

Reference

Table 1 Access Code Characters

Character	Explanation
0-9, *, #	Keys on a standard pushbutton telephone
(The following digits should be dial pulsed (10 PPS)
)	Stop pulsing; resume sending DTMF tones
+	Pause for one second
A-D	Fourth column DTMF keys
E	Go off-hook, wait for dial tone or other steady tone (pager go-ahead or confirmation tone, for example), then do next item in string
F	Switch hook flash and wait for dial tone
G	Greet - Wait for a voice or computer tone answer
H	Hang up (go on-hook)
L	Wait for an answer supervision signal that indicates the receiving phone has gone off-hook, then dial remaining characters after receiving the signal. Valid only with four-wire connections, not with loop start or ground start phone lines.
N	Start a new activity; do not go off-hook
O	Ring once
P	Go off-hook, do not wait for dial tone
S	Switch hook flash, no wait required
T	Go off-hook, wait for dial tone. Centigram recommends T as the first character in the access code.
V	Play three seconds of the message for voice pager.

Shut Down a System

VoiceMemo Release 6.0A and later

This procedure describes how to shut down a module or an entire Series 6 server. You should use this procedure before turning off the power to a module, as the shutdown command halts call processing in a clean and orderly fashion.



WARNING!

You should follow the policies of the site to warn users prior to the system shutdown. This process removes the system from call processing. Centigram recommends that you perform this procedure only during periods of low call traffic.

step

Reference

1. Reach the System Maintenance Menu.
2. Execute a shutdown command.

Select: (S) System Shutdown

- The system displays the status of each line and the lengths of the message indicator request queues.

Prompt: WARNING!! This will terminate call processing.
Type "shutdown" if you really want to do this.

Response: shutdown

3. If you have a multi-module system, specify which modules (hosts) to shut down.

Prompt: hosts to shutdown:

Response: a for all modules (hosts), or the number of a specific module (1, 2, 3, or 4). You can select multiple modules by entering the IDs separated by commas (3,4), or a range by using a hyphen (2-4).

- The system displays the status of each line of the specified modules as "idle," "active," or "stopped," and updates the status every minute until all lines are stopped. The system stops any calls still in progress after five minutes.

4. If you are executing a *system* shutdown, wait for the message waiting queue to clear.

If you are executing a *module* shutdown on a multi-module system, do not wait for the message waiting queue to clear.

Prompt: Wait for message waiting queues to be empty?

Response: Y to wait for the queue to clear,
N to continue immediately with the shutdown.

Menu Map 1

<i>Step</i>	<i>Reference</i>
5. When the system has taken all lines of the specified modules off-hook, it continues by asking if a verify is to be executed.	
<i>Prompt:</i> Perform Offline System Verification? (Y/N):	
<i>Response:</i> Y to execute the verify, N to skip verify and continue with the shutdown.	
6. Specify if changes to the status of each module are to be made.	
<i>Prompt:</i> Enable or Disable Hosts?	
<i>Response:</i> Y to change the status of modules, N to keep the module status the same and continue at step 11	
7. If you answered yes in step 6, the Host Maintenance Menu is displayed.	
<i>Select:</i> (S) Show Status of Hosts	
<i>Prompt:</i> A chart with the status of each host will be displayed	
<i>Response:</i> Press Enter to continue.	
8. Enable a module, if necessary:	
<i>Select:</i> (E) Enable a Host	
<i>Prompt:</i> Which host?	
<i>Response:</i> The number of the module.	
9. Disable a module, if necessary:	
<i>Select:</i> (D) Disable a Host	
<i>Prompt:</i> Which host?	
<i>Response:</i> The number of the module. If you are disabling multiple modules, disable the module attached to the console last.	
<i>Prompt:</i> type "disable" to confirm your request:	
<i>Response:</i> disable	
If you are disabling multiple modules, repeat step 9. If the status of the module attached to the console was changed to disabled, the balance of this procedure is not seen, due to the module resetting. The console then resets to the Maintenance From Hard Disk Menu.	
10. When you are done configuring the modules, exit the menu.	
11. The system completes the shutdown.	
<i>Prompt:</i> ****SHUTDOWN COMPLETE****	
The System Maintenance Menu is displayed. You can now either reboot the module(s) or remove power to the module(s).	

**OneView Configuration on the Series 6
Server**

VoiceMemo Release 6.0A and later

This procedure summarizes the steps involved in configuring OneView on the Series 6 server.

Note: If this is the first time you are configuring OneView, perform the steps in this procedure in the order in which they are presented.

<i>Step</i>	<i>Reference</i>
1. Reach the OneView Administration Menu to perform the following OneView configuration tasks:	Menu Map 13
a. Set the OneView module.	CP 4501
b. Set the OneView administrator mailbox.	CP 4503
c. Set the OneView Call-Me pager system.	CP 4504
d. Set the maximum session length for OneView.	CP 4505
e. Add OneView client and session licenses.	CP 4506
f. Update the OneView system address book.	CP 4508
g. Set the default message speech quality.	CP 4521
h. Set the default name and greeting speech quality	CP 4528
i. Shut down the server and reboot.	CP 5700
j. Troubleshoot OneView.	CP 4512
2. Create an FCOS for OneView.	CP 4336
3. Assign the OneView FCOS to the mailbox of each user who will access OneView.	CP 4337
4. Either create a new line group for OneView or assign the OneView ports to an existing line group.	CP 5010
5. Assign the OneView Call-Me pager system number to a supported pager system.	CP 5012

3 Testing the Network Connection

In most sites, the EtherTPI-16+T card and TCP/IP are installed in the Series 6 server and connected to the network following instructions in the *OneView TCP/IP Interface Manual*. The network connection is tested at that time. This chapter provides you with additional information about connecting to a Token Ring network. It also gives background information on testing the network connection. Procedures at the end of this chapter contain step-by-step instructions for testing the network connection.

Note: Whether you use a laptop or the Series 6 server itself for testing, arrange with the network administrator beforehand to provide you with an Ethernet connection and an IP address for the laptop, as well as the IP address for the server. The connection for the laptop should be near the server.

Connecting to a Token Ring Network

If the OneView clients are connected to a Token Ring network, a router acts as a translator between the Ethernet packets understood by the Series 6 server and the Token Ring packets understood by the clients. Figure 3-1 shows an example of this type of configuration. The router is set up by the network administrator. You connect the server to one of the three types of cable.

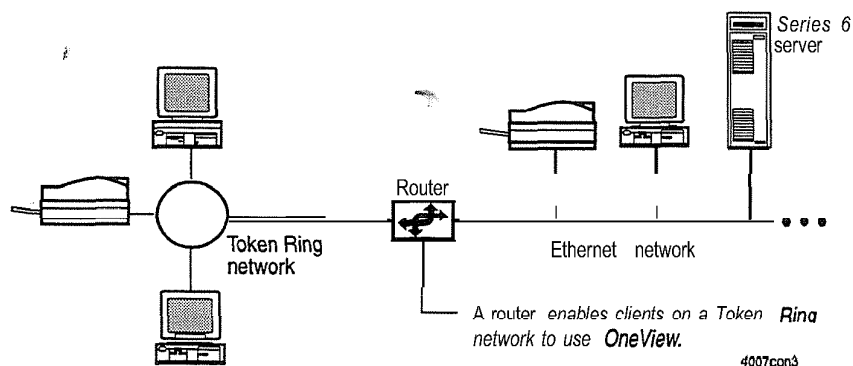


Figure 3-1 Connecting to a Token Ring Network

Testing the Network Connection With Ping

You can test the network connection between the Series 6 server and the laptop (or a PC on the customer's network) by using the `ping` command. You issue this command through the OneView Administration Menu, as explained in Chapter 2.

To do so, ask the network administrator for

- An IP address for your laptop or for the IP address
- or
- The host name of the PC you will be using for the test

From the Series 6 server ping your laptop or the PC on the network. The example results in Figure 3-2 show that the network was set up successfully and that the connection between the server and the target computer is working properly.

```
ping 129.1.230.14
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255 time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255 time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255 time=10 ms
```

Figure 3-2 Successful Ping Results

Ping output continues until it is interrupted by `Ctrl-C`. When you press `Ctrl-C`, a status report like that shown in Figure 3-3 appears.

```
129.1.230.14 ping statistics
50 packets transmitted; 50 packets received; 0% packet
lost
round trip min/avg/max = 0/0/0 ms
```

Figure 3-3 Ping Status Report

Ping each module in the system to verify that all TCP/IP modules can communicate with each other. To do so, ask the network administrator for the IP addresses and names of all modules in the system. If pinging the module name succeeds, the software is probably set correctly.

If pinging the module name does not work, ping the module IP address. If the IP address works, there is a problem with name services on your network (or hosts has the wrong values or DNS is not working properly).

If the ping test is still unsuccessful, check the physical connections between the Series 6 server and the laptop, including the Ethernet cards, the connectors, and the network cable. If you continue to have connection difficulties, consult with the network administrator.

Another program that tests the network connection is `\\oneview\bin\testnet.exe`. To use this program, run it using the Run command from the user's Windows File menu.

Testing That OneView Is Up and Running

After you have connected the Series 6 server and a laptop computer to the network and verified that the two are "talking" to one another, make sure that OneView is working properly.

To do so, use the OneView client software on your laptop to test basic OneView functions: making a message (using the system address book), sending a message, sending a fax, playing a message by having OneView call out to your telephone (Call-Me function), viewing a message, and answering a message. For instructions on performing each of these OneView tasks, refer to *the OneView for Windows User's Guide*.

Network Connection Task List

Page 1 of 1

VoiceMemo Release 6.0A and later



Task

Procedure

Testing the Network Connection

Test the Ethernet Connection With Ping	CP	45 11
Test the Network Connection and Server Software	CP	45 14



Test the Internet Connection With Ping

VoiceMemo Release 6.0A and later

This procedure tells you how to use the **ping** command to test the network connection between the Series 6 server and a known client computer (either your laptop or a client PC on the network).

Note: Before you can do the ping test, the network administrator must have given you an IP address for your laptop computer (or a client PC on the network).

Step

Reference

1. Reach the OneView Administration Menu.

Menu Map 13

2. Test the Ethernet connection with **ping**.

Select: (I) Test Ethernet connection with ping.

Prompt: Enter IP address (format: xxx.xxx.xxx.xxx):

Response: Enter the IP address of the laptop computer or the client PC. Enter the address in the numeric format shown above, separating each set of numbers with a period, for example, 192.2.20.51.

If the test is successful, you see output like the following:

```
ping 129.1.230.14
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
64 bytes from 129.1.230.14: icmp_seq=0 ttl=255
time=10 ms
```

The ping output continues until interrupted.

3. Press **Ctrl-C** to interrupt the ping output. A status report like the following appears

```
129.1.230.14 ping statistics
50 packets transmitted; 50 packets received;
0% packet lost
round trip min/avg/max = 0/0/0 ms
```

If the Ping test is successful, you can assume that the network connection between the Series 6 server and the computer you are using is working properly. If the Ping test is unsuccessful, you will receive an error message (for example, the message might say that the network is unreachable). If the test is unsuccessful, check the physical connections between the server and the laptop computer or client PC, including the Ethernet cards, the cable, and the connectors. If you continue to have problems, consult with the network administrator at the customer site.

Test the Network Connection and Server Software

CP 4514

Page 1 of 1

VoiceMemo Release 6.0A and later

This procedure tells you how to run a program, called TESTNET, on a client PC to test the network and server software.

Step

Reference

1. Open the File Manager and select TESTNET.EXE, which is in the directory C:\ONEVIEW\BIN if OneView is installed on the C: drive. (If OneView is on another drive, select that drive.) Choose the Run command from the Windows File menu and click on OK.

A window containing a lightbulb icon appears. Click on TEST. The lightbulb turns yellow if the network connection and the OneView server software are functioning correctly. In addition, the version number of the server software appears in the window.

2. If an error message indicates a network connection problem, check the physical connections between the Series 6 server system and the PC, including the Ethernet cards, the cable, and the connectors. If you continue to have problems, consult with network administrator at the customer site.
3. If an error message indicates that the server name was not valid, check the server name or the IP address of the server in the TESTNET window. If necessary, change the address. If messages continue to appear, reload and reconfigure OneView.

CP 4500, Ch. 2

4 Installing Client Software

This chapter describes issues related to installing the **OneView** or **OneView Remote** client software

- Client hardware and information requirements
- Directories on the installation diskettes
- Two scenarios for installation
- Procedures

For step-by-step instructions on installing the client software, refer to *the OneView for Windows User's Guide*

Note: The Series 6 server technician should install the software on at least one client PC and remain on-site to verify that **OneView** is up and running on that PC.

Client Hardware and Information Requirements

Before installing the client software, verify that the **OneView** client PC meets the requirements listed in the **OneView Client, Server, and Network Requirements** section in Chapter 1. In addition, the user needs certain information before installation.

Information for the Users

The installation program asks for the following information:

- **OneView** license number, which is assigned by the network administrator
- User name
- Company name
- Server **hostname** (default is **oneview**) or IP address
- Timeout value (minutes before **OneView** is logged off; default is 5 minutes)

Installing Client Software

- Call-Me phone number
- E-mail package path

The **OneView** license number, user name, and company name are required, as is the server **hostname** if you use a name other than **oneview**. The rest of the fields are optional.

Client Directories

The following default directories are installed or modified by the **OneView** installation diskette:

<i>\oneview\bin</i>	Contains the executable files and DLLs (dynamic-link libraries)
<i>\oneview\addrbook</i>	Contains the system and personal address books
<i>\oneview\config</i>	Contains the user's mailbox information (one file per user)
<i>\oneview\folders</i>	Contains messages archived on the client workstation
<i>\oneview\spool</i>	Spool for outgoing documents
<i>\oneview\temp</i>	Scratch pad for message creation
<i>\windows</i>	Installs theoneview. <i>inifile</i>
<i>\windows\system</i>	Installs the <i>bffpro.drv</i> file for fax capabilities



Installation and Verification

The two methods of installing the client software are as follows:

- The administrator or the user can install the software from diskettes onto the PC.
- The network administrator can copy the necessary files and programs to a network server and have the Series 6 server technician or the users install the software from the network.

Installing OneView on a PC From Diskettes

To install OneView on a client PC, see the OneView for Windows User's Guide.

Installing OneView on a PC From the Network

The network administrator can make the OneView user files available on a network server by copying all the files on the installation diskettes onto the server. Then users with valid OneView licenses can install OneView from the network, as described in the *OneView for Windows User's Guide*



Verifying Successful Installation

To test that the client installation succeeded, the administrator or the user should perform some basic OneView functions: making a message (using the system address book), sending a message, playing a voice message, viewing a fax message, and answering a message. See the *OneView for Windows User's Guide* for instructions on performing each of these functions.

To insure that the printer driver was installed correctly, create a fax from the Windows Notepad.

5 After Installing OneView

After **OneView** has been installed and configured, there are several administrative and maintenance tasks that the Series 6 server technician might need to do. This chapter describes those tasks:

- Naming system distribution lists
- Updating the system address book
- Generating **OneView** reports

For step-by-step instructions on performing these tasks, refer to the procedures at the end of this chapter.

Naming System Distribution Lists

System distribution lists are used by **OneView** users to send messages to a group of people simultaneously. **OneView** creates these system distribution lists from the personal distribution lists in the administrator's mailbox. Initially the name of each distribution list is generic, for example, *Distrib. Sys 03*, *Distrib. Sys 04*, and so on. To make these distribution lists meaningful to **OneView** users, you need to associate each list with a name, such as *Department Fax Machine* or *Engineering*.

To name the personal distribution lists in the administrator's mailbox (and therefore the system distribution lists), log into **OneView** using your **OneView** administrator mailbox number. Then follow the instructions for renaming a distribution list in the *OneView for Windows User's Guide*.

Updating the System Address Book

The system address book contains the names and mailbox numbers of all **VoiceMemo** users, enabling **OneView** users to easily choose recipients for their messages. Because this list is a current snapshot of **all VoiceMemo** users, it is essential that you update the address book whenever you add or delete mailboxes, or make any modifications to the mailboxes.

Note: **OneView** creates the system address book from the **VoiceMemo** dial-by-name database, so be sure to keep the names of all mailbox owners in this database accurate and up-to-date. For information about the dial-by-name database, refer to the *VoiceMemo Reference and Configuration Manual*.



Generating OneView Reports

Periodically, you may need to produce reports about OneView usage. Two such reports—the Active Sessions Report and the OneView License Report—can be produced directly from the OneView Administration Menu (see Chapter 3 for a discussion of this menu).

The Active Sessions Report allows you to see which users are connected to the OneView server at any given time. The report shows the user's mailbox number, the length of time that the user has been connected to the server, the user's OneView license number, and the IP address of the user's computer. You can display the report on your VoiceMemo console, save the report in a file, or print it. The following example shows a sample Active Sessions Report.

```
Current Active Sessions at Wed Sept 7 1:12:30 1994

Mailbox      Duration    License     IP Address
-----
00000000100  00:05:23   23          192.002.200.001
```

The OneView License Report provides you with information about the network session licenses and client licenses that have been installed on the OneView server. A session license defines the number of users that can log into the OneView server at the same time. A client license defines the number of users that are licensed to have the OneView client software installed on their PCs.

The license report lists the type of license (session or client), the number of licenses on the diskette, and the serial number of the diskette. The session licenses that have been inactivated by the current session license are marked with an asterisk. You can display the report on your console, save the report in a file, or print it. The following example shows a sample OneView License Report.

```
-----
TYPE          AMOUNT SERIAL NUMBER
-----
CLIENT       0150   ad13asdfasdfasdfdsdskk1
*SESSION     0020   1#a98213afdsaADSF21d37jk6986
SESSION      0025   8sjk35678bhil@kn9075khhGGD#9
REMOTE       0005   6909wePLMr01RS8fn4@el#4kpkpc
```

Occasionally, you may need to gather information about OneView traffic and about OneView license violations. You can extract OneView traffic statistics from Call Detail Recorder (an optional feature of VoiceMemo). You can gather information about any OneView license violations from the VoiceMemo error logfile. For details about Call Detail Recorder, refer to the *VoiceMemo Call Detail Recorder Manual*. For details about the VoiceMemo error logfile, refer to the *Centigram Series 6 Systems Diagnostics Manual*.

Post-Installation Task List

Page 1 of 1

VoiceMemo Release 6.0A and later

Task

Procedure

After Installing Oneview

Generate a OneView Active Sessions Report.....	CP 4509
Generate a OneView License Report.....	CP 4510

Generate a **OneView** Active Sessions Report

VoiceMemo Release 6.0A or later

This procedure tells you how to produce a report of the currently active **OneView** sessions. The report lists the user's mailbox number, the amount of time that the user has been connected, the user's **OneView** license number, and the IP address of the user's computer.

Step	Reference
------	-----------

1. Reach the **OneView** Administration Menu.
2. Generate a report about the active **OneView** sessions.

Menu Map 13

Select: (G) Generate active sessions report

Prompt: Enter **pathname** for report, or <CR> for current terminal:

Response: To display the report on the console, **press Enter**. You can also save the report in a file by specifying the pathname, or you can print the report by specifying the name of the print device attached to the **Series 6** server (for example, **\$tty6**).

You see a report similar to the following one:

```
Current Active Sessions at Wed Sept 6 1 12:30
1995
```

Mailbox	Duration	License	IP Address
00000000100	00:05:23	23	192.002.200.001

Generate a **OneView** License Report

VoiceMemo Release 6.0A and later

This procedure tells you how to produce a report listing the **OneView** licenses that have been installed on the **OneView** server. This report lists the type of license (session or client), the number of licenses on the diskette, and the serial number of the diskette. The session licenses that are no longer active are marked with an asterisk (*).

Note: If the serial number of the session license diskette or client license diskette contains a non-printing character, it is replaced with an at sign (@).

*Step**Reference*

1. Reach the **OneView** Administration Menu.

Menu Map 13

2. Generate a report of installed licenses.

Select: (H) Generate report of installed licenses

Prompt: Enter **pathname** for report, or <CR> for current terminal:

Response: To display the report on the console, **press Enter**. You can also save the report in a file by specifying the pathname, or you can print the report by specifying the name of the print device attached to the Series 6 server (for example, \$**ty6**).

You see a report similar to the following one:

OneView License Report

```
-----
TYPE          AMOUNT SERIAL NUMBER
-----
CLIENT       0150      ad13asdfasdfasdfasdfsdsdkk1
*SESSION     0020      1#a98213afdsaADSF21d37jk6986
SESSION      0025      8sjk35678bhil@kn9075khhGGD#9
REMOTE       0005      6909 wePLMr o1RS8fn4@el#4kpkpo
```

6 Remotely Accessing OneView

With a modem, a user can access **OneView** from a remote site, for example, a home or a hotel. This chapter describes the equipment and connections necessary for a user to access **OneView** remotely. To access **OneView** remotely, a user must run the **OneView** Remote client application on a remote PC.

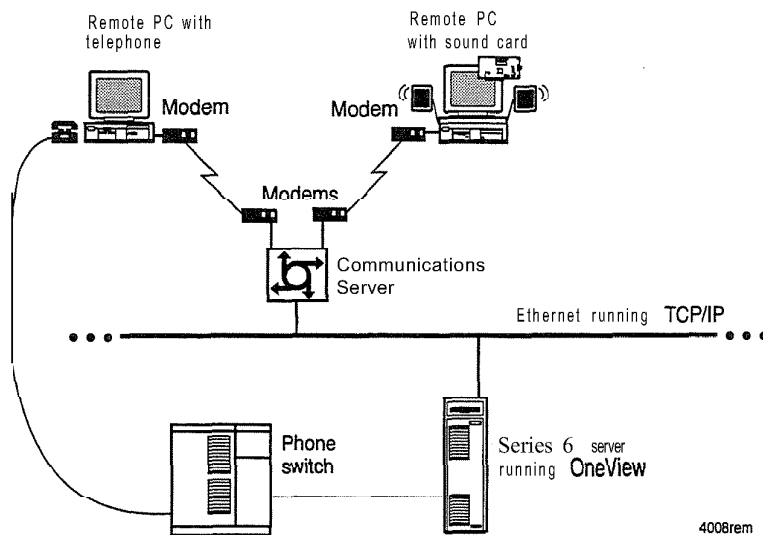


Figure 6-1 Remote Access

Figure 6-1 shows two remote PCs accessing **OneView**, one with a sound card and one without. In each case, a dial-up connection between two modems allows the remote PC to connect to a communications server that is in turn connected to the Series 6 server. In the figure, the communications server is connected to an Ethernet network; however, it can also be connected to a Token Ring network.

Two examples of communications servers are the Port Master from Livingston and the Netblazer from Telebit. Centigram recommends that you use a communications server with IP address pooling to make administration easier.

Centigram recommends that the connection between the remote PC and the communications server use the point-to-point protocol (PPP). Refer to the documentation that came with the TCP/IP software used to configure PPP the remote PC and on the communications server.

Remotely Accessing OneView

If either of the following conditions exist, identify the communications server as the gateway (router) between the remote PCs and the Series 6 server: See *the Memo TCP/IP Interface Manual* for details.

- The communications server does not use proxy ARP address resolution
- There is no other gateway already identified on the Series 6 server

Using “one-line remote access”, users play and record messages using the speakers and microphone on the remote PC just as they would on a local PC with a sound card. Centigram recommends that a V.34 modem running at 28.8 Kbps be used for this type of connection. In addition, line quality of at least 20 Kbps is required.

To use “two-line remote access”: users must establish a telephone connection to the phone switch in addition to the modem connection to the communications server. Then they play and record messages using the telephone just as they would on-site. Centigram recommends that a 14.4 Kbps modem be used for this type of connection. In addition, line quality of at least 9600 bps is required.

Note: If the telephone at the remote site has a DID number, users can play messages using the Call-Me function. If there is no DID number, users should leave the callback number in the User Preference Setup window blank. This causes the Meet-Me function to be activated. See *the OneView for Windows User's Guide* for more information.

MESA-Net and Shadow Mailboxes

For multiple systems connected via MESA-Net, Centigram provides support for shadow mailboxes. With MESA-Net, the shadow mailboxes have a prefix. OneView can display the correct name of the sender by stripping off the prefix and looking up the name in the local address book. If the name associated with the mailbox is found, it is displayed with the message. Otherwise it displays “Remote sender” in the Caller field.

In addition, these systems display the following added menu option in the OneView Administration Menu:

(L) Set the **mesanet** prefixes for shadow mailboxes []

The prefix list is limited to 128 characters, with prefixes separated by commas.

7 OneView Client Error Messages

The messages listed and explained in this chapter appear on the client PC when **OneView** detects conflicts in the system. These conflicts can arise from user actions, network problems, or **OneView** problems.

The messages are organized in alphabetical order. Each error message contains the actual message that the user sees, a description of the error message, an indication of how severe the error message is, and a recommended course of action. The severity levels are classified as follows:

- 1 The server is down or the server requires immediate attention.
- 2 The server is up, but there are major service impacts.
- 3 The server is up, but there are minor service impacts.
- 4 The server is up and the error is benign. No action is required.

Address Book Error! Cannot locate record.

Description: The personal address book is corrupted. The system was not able to locate the record of the details on a name in the personal address book database.

Severity: 2

Action: **Reenter** names and information into the personal address book.

An error occurred while converting and saving the file.

Description: The system could not convert the message to a .WAV file when saving to the local PC.

Severity: 2

Action: Check the local PC hard disk or target disk to make sure that the disk is not full.

Cannot attach item number: >

Description: This error message can appear under any of the following conditions:

- The mailbox does not contain feature bit 21 (make and request receipt).
- The reference to the link between the mailbox (from the **OneView** PC session) and the server could not be made.
- The server is not responding to requests made by the client (PC session).

Severity: 2

Action: Check the FCOS configuration for the mailbox and the Ethernet connection.

Cannot create *filename*

Description: OneView was unable to write to the local hard disk while creating a temporary file to save the recording.

Severity: 2

Action: Check to make sure the local hard disk has available disk space. Restart Windows. Check to make sure that the OneView Setup path directories exist on the PC.

Cannot open *filename*

Description: OneView was unable to open a file that is located locally on the PC's hard disk while the user was attempting to play a message or record speech (for a message, name speech, or greeting).

Severity: 2

Action: The PC files and database may be corrupted. Send the message back to the InBox and try to play the message again or make more attempts to record the speech. If this fails, restart Windows and reload OneView on the client PC.

Cannot open for read *filename*

Description: OneView was unable to open a file located on the local hard disk to read it. This can occur when the user has recorded a message and OneView is trying to open that record in order to read it and transfer the speech to the server. This can also occur while playing back a message.

Severity: 2

Action: Exit OneView and then log back into OneView. Try to record the message again. If problems persist, contact TAC.

Cannot open specified folder!

Description: The *folders.dat* file on the client (defaults to *oneview\folder*) could not be opened or could not be found due to possible corruption.

Severity: 2

Action: Try again. If further attempts are unsuccessful, then the folder must be created again (messages in corrupted folders cannot be recovered). The *folders.dat* file can be deleted from the *oneview\folders* directory (or the path defined for the OneView folder files). This file will automatically be recreated upon the next access to the folders from OneView.

Cannot retrieve text name from server.

Description: Access to the server has failed when the system attempted to retrieve the ASCII name for the mailbox.

Severity: 1

Action: Check the server Ethernet connections.

Cannot send a message with no items.

Description: The user is attempting to send a message with no items attached (including the original message itself)

Severity: 4

Action: Informational only.

Cannot send a message with no recipients.

Description: The user is attempting to send a message with no recipients specified for the message.

Severity: 4

Action: Informational only; check to make sure that a recipient or list was added and a message was recorded.

Cannot set new password.

Description: This error can appear under any of the following conditions:

- There was an error in opening or closing the mailbox record.
- The access to the server has failed.
- The length of the password has exceeded the limit.

Severity: 2

Action: Check the server Ethernet connections. Check the length of the password. Run a verify to clean up possible corruption with the mailbox.

Cannot set the subject properly.

Please try again later.

Description: The server could not open a message record **tw**rite the subject when the user annotated a message.

Severity: 2

Action: Possible server problem or connection problem. Run a verify on account records.

Cannot start Help! Please retry later.

Description: **OneView** was not able to run the Help program due to a possible problem with the path defined in the **OneView Setup**, or the file does not exist.

Severity: 3

Action: Check the client for the existence of the file **oneview.hlp**. This defaults to **the\oneview\bindirectory** unless an alternate path was specified during the installation. Check the path defined in **OneView Setup** for the Help file.

**Cannot start the application!
Please use the OneView Setup program to check the path and
retry. Or unload one or more applications, and retry.**

Description: **OneView** was not able to access the specified e-mail application.

Severity: 3

Action: Check the path defined in the **OneView Setup** for the mail application. Ensure that the e-mail application is working independently of **OneView**.

Destination Mailbox is Full.

Description: There is no room for this message in the recipient's mailbox.

Severity: 2

Action: Try again later. If appropriate, contact the recipient by another means.

**Distribution list <x> already exists.
Please enter a new number,,**

Description: The user has **attempted** to create a new list by using the same list number.

Severity: 3

Action: Use a list number that is not being used or delete the existing list in order to reuse the same number.

**Distribution list <x> is empty. Add new members?
(Pressing <No> button will delete the empty list.)**

Description: The user is exiting the Distribution List Management window without adding new members to a newly created distribution list.

Severity: 3

Action: Add members to the list to create a new list.

Duplicate message encountered! Cannot perform a copy.

Description: The user is trying to drop a message into a folder that already contains that message or the folder is corrupted and cannot be opened. If the message does not appear in the folder, then the folder or database could be corrupted.

Severity: 2

Action: Try again; if further attempts are unsuccessful, then the folder must be created again (messages in corrupted folders cannot be recovered). The **folders.dat** file can be deleted from the \oneview\foldersdirectory (or the path defined for the OneView folder files). This file is automatically recreated upon the next access to the folders from OneView.

Error creating a new distribution list. Please try again.

Description: The request to the server might have failed and the system could not open the record for the distribution list or the distribution list number might be out of the valid range of numbers.

Severity: 2

Action: Check the Ethernet connection and try to create the list again with valid distribution list numbers.

Error making the new recording. Please try again.

Description: The request could not be sent to the server.

Severity: 2

Action: Check the Ethernet connection and make the recording again. If the error persists and recordings are successful without OneView as the interface, then troubleshoot from a hardware point of view (that is, check the Ethernet card, cables).

Error: Message cannot be deleted properly.

Description: The request could not be sent to the server or the server could not open the mailbox record in order to update information about the message.

Severity: 2

Action: Possible server problem or mailbox corruption. Run a verify on account records and try to delete the message again. Call TAC if this continues to be a problem.

Error! Message could not be delivered.

Description: When making or giving a message, the system could not successfully merge two or more faxes. Or when making a message, errors occurred with the Speech File Administrator (SFA) task. Or the attachment or a message to another failed.

Severity: 2

Action: Confirm the validity of the faxes through a Fax Viewer. Try to append the attachment to the message again. If this error continues to appear, call TAC to investigate the problem with SFA.

Error playing name

Description: The Windows program could not bring up the Player dialog box to verify the name.

Severity: 3

Action: Exit **OneView** and restart Windows. Verify that the Player dialog box is displayed for other speech applications, such as when playing back a message or a greeting. Then, try to verify the name again.

Error playing the selected distribution lists.

Description: The Windows program could not bring up the Player dialog box.

Severity: 2

Action: Restart windows.

Error renaming the distribution list, Please try again.

Description: The connection to the server is not active or the distribution list record could not be opened.

Severity: 2

Action: Check the Ethernet connection to the server. If this is not faulty, then run an accounts verify and try to rename the distribution list again.

Error retrieving the greetings. Please try again later.

Description: **OneView** could not open the Greetings dialog box because the information could not be obtained from the server.

Severity: 2

Action:, Possible corruption on the mailbox. Run a verify on accounts and speech records.

Error saving the greetings. Please try again later.

Description: The request could not be sent to the server or the software book that was placed on the greeting while the recording was being made could not be unlocked after the recording was completed. This message appears in the Greetings dialog box.

Severity: 2

Action: Check the Ethernet connection and run a speech verify.

Error: Unable to continue OneView initialization.

Description: The **hostname** IP address is not configured.

Severity: 1

Action: Configure the **hostname** IP address in the OneView Setup.

Error! Unable to continue to make a message.

Description: This error can appear under any of the following conditions:

- Memory could not be allocated for the reference to the new message.
- The reference to the link between the mailbox (from the OneView PC session) and the server could not be made.
- The server is not responding to requests made by the client (PC session).

Severity: 2

Action: Check the Ethernet connection.

Error: Unable to open System Address Book.

Description: The System Address Book does not exist or couldn't be displayed or read from the local PC hard disk.

Severity: 2

Action: Check the **\oneview\addrbook** directory on the hard disk for the existence of a file called **address.dat**. If this does not exist, create a new System Address Book from the server through the OneView Administration menu.

Error updating personal address book. Please try again.

Description: While adding a new entry to the personal address book, the system ran into an error or determined that the personal address book was corrupted.

Severity: 2

Action: Reenter the name and information into the personal address book.

File access error or disk full.

Description: The file could not be opened for read/write or the server ran into an error when attempting to write to the database.

Severity: 2

Action: Check the Ethernet connection.

Folder ~~folder name~~ is not empty! You cannot delete a folder with messages.

Description: The user has attempted to delete a folder that still contains messages.

Severity: 3

Action: Discard all messages from the folder first before deleting the folder.

Folder name already exists. Please enter a different name.

Description: The folder name specified is a duplicate. Click off "Folder - Open" to obtain a list of existing folders for this mailbox.

Severity: 3

Action: Create a new folder with a name that does not already exist for this mailbox.

Invalid file specified!

Description: An invalid bitmap file was specified in the Details dialog box of the personal address book.

Severity: 3

Action: Specify a valid bitmap file for the Details dialog box for an entry in the personal address book.

invalid license! Please use **Setup.exe** to verify your license number.

Description: A user is trying to log in using a license number that exceeds the number of licenses that are installed on the system or the license number contains invalid characters.

Severity: 2

Action: Make sure the user has been assigned a unique license number and that the license number falls within the range of numbers of licenses purchased. Use the setup program as instructed. If necessary, contact a Centigram Sales Representative to purchase more licenses.

Invalid password values entered!

Description: One or more invalid characters were used in entering the password.

Severity: 3

Action: Reenter the password, ensuring that only valid characters are being used (use digits 0-9).

Invalid value, please enter again.

Description: Non-numeric values were entered in the Enter the mailbox number to set up text box, the personal address book Details dialog box, the Distribution List Management dialog box, the Make Recipient List dialog box, or the User Preference Setup dialog box Callback Phone # or Time Out field.

Severity: 3

Action: Enter valid numeric values in those fields.

License violation! Contact your system administrator.

Description: Two clients tried to log in with the same license number.

Severity: 2

Action: A correspond& message will be logged in the System Error Logfile. Make sure all users have unique license numbers. Contact a Centigram Sales Representative to purchase more OneView client licenses.

License violation! There is another copy of OneView with the same license as yours!

Please ensure that there is only one copy of OneView per license.

Description: One or more mailboxes are using the same OneView license number.

Severity: 2

Action: Check the system error logfile for the mailboxes that are using the same license numbers.

**Mailbox is in use by another person?
Please try again later.**

Description: There is an attempt to have more than one simultaneous access to the same mailbox.

Severity: 2

Action: Make sure that the user is not logged in from another phone or OneView session. Take precautions to ensure that hackers are not accessing the system.

Mailbox number does not exist.

Description: The mailbox number entered at the **OneView login** screen has not been created in the **VoiceMemo** application.

Severity: 2

Action: Make sure the correct mailbox number was entered at the **login** screen. Check with the system administrator to make sure that the mailbox has been created.

Mailbox/Record does not exist.

Description: The user is trying through **OneView** to log into a mailbox that does not exist on the server.

Severity: 2

Action: Check with the system administrator to get a mailbox created.

Max number of recipients reached.

Description: The user tried to exceed the limit on the number of members allowed on a distribution list.

Severity: 3

Action: Check LCOS on originating mailbox.

Message was not sent?

Description: The system was not able to send the attachment to a message (in a compound messages) due to a possible server problem.

Severity: 2

Action: Check the Ethernet connection.

New password and verification password are different.

Description: Password changes must be entered twice. If the password entered the second time is different than the password entered the first time, this error message will appear.

Severity: 3

Action: Reenter the password. Make sure that the second time the password is entered for verification, it is the same as the password entered the first time.

No message to send!

Description: The user tried to send a message that has not been recorded.

Severity: 3

Action: Check to make sure that a message was recorded.

No names found!

Description: The client (PC) was not able to obtain the System Address Book information from the server.

Severity: 2

Action: Check the Ethernet connection to the server.

**No Recipient specified!
Cannot perform a send message function?**

Description: The user has recorded a message, but has not specified a recipient.

Severity: 3

Action: Specify a recipient to send the message to.

Not successful in converting and saving the file.

Description: The system could not convert the message to a .WAV file when saving to the local PC.

Severity: 2

Action: Check the local PC hard disk or target disk to make sure that the disk is not full.

Not supported in this version.

Description: The user is trying to drag and drop a file into the list box of the Make dialog box and that is not a .WAV or a .TIF file.

Severity: 4

Action: Informational only. Make sure the user is using only valid file formats when creating and attaching files to messages through OneView.

Old and New passwords are the same. No changes made.

Description: The old password and new passwords that were entered are the same.

Severity: 4

Action: Informational only.

Old Password entered does not match with login password!

Description: In changing the password, the user has left the Old and New password fields blank.

Severity: 3

Action: Enter the old password and the new one to change the password.

Only password can be empty! Other fields must be filled in.

Description: The mailbox number field was left empty in the OneView Login dialog box.

Severity: 3

Action: Enter the mailbox that the user wants to log into in the OneView Login dialog box.

Operation not allowed when line in this state.

Description: The call is not in a connected state.

Severity: 2

Action: Initiate another Call-Me/Meet-Me session or exit the OneView session and restart to establish a new session.

Partial failure in server.

Description: This error message can appear under any of the following conditions:

- The **configuration** record for the mailbox or distribution list could not be opened or closed by the client.
- The server had problems with the Address Book.
- The link or association between the server and client could not be created (the connection is problematic).
- Memory could not be allocated for the record.
- The recipient could not be added to the list.
- The message could not be located in the message queue on the server.
- The sibling or **copylist** could not be created.

Severity: 2

Action: Check the OneView Administration menu to confirm that the event-handlertask is running on the system. Check the Ethernet connection.

Password is incorrect.

Description: The password that was entered is incorrect.

Severity: 3

Action: Reenter the password. If this fails, check with the system administrator.

Server not responding to requests.

Description: Data could not be received from the server because the server is not responding to requests from the client.

Severity: 1

Action: Check the Ethernet connection between the Series 6 server system and the network.

That is not a valid recipient.

Description: This message can appear under any of the following conditions:

- The sending mailbox does not contain NCOS bit 2 (allow user to make network messages).
- The sending mailbox does not contain feature bit 110 (make/give to a telephone number).
- The Call Placement pager access type is not defined for the originating mailbox.
- The GCOS of the recipient mailbox is empty and the originating mailbox does not contain feature bit 126 (make/give to a mailbox with an empty GCOS).
- The network mailbox specified is not valid (the node number is invalid/not in the network node table).
- The telephone recipient number is out of range (too many or not enough digits).
- The RCOS restricts messages to the area code or telephone number of the recipient.
- The recipient mailbox contains either feature bit 40 (receive messages from other users) or feature bit 122 (broadcast mailbox), but not both. The mailbox must contain both bits in order for the message to be sent.
- The AMIS Analog recipient mailbox or the sending mailbox does not contain feature bit 166 (AMIS Analog networking).
- The AMIS Analog recipient mailbox and the sending mailbox contain feature bit 166, but the Call Placement pager access type is not **valid** (less than 0).
- The recipient and sending mailbox do not belong to the same GCOS group (no common GCOS bits).
- The distribution list could not be accessed when the sending mailbox specified a distribution list as the recipient (an internal error occurred).
- The recipient has already been added to the list.

Severity: 3

Action: Check for the existence of the NCOS/FCOS/GCOS/RCOS bits mentioned above, the telephone number of the recipient or the configuration of the pager access type in the mailbox.

The format you want is not supported by OneView.

Description: This message appears when making or giving a message and a file that is not a .WAV or .TIF file is dragged and dropped into the message.

Severity: 3
Action: Only files of format .WAV or .TIF can be appended to VoiceMemo messages through OneView.

The message you tried to open no longer exists.

Description: There was an inconsistency found between the time stamp of the message on the server and the time stamp of the message displayed on the client PC.

Severity: 3
Action: Check the Ethernet connection between the server and the client. Check the System Error Logfile on the server. Obtain a listing of the mailbox dump for the mailbox experiencing the problem to confirm the time stamp of the message.

The object handle used is not valid.

Description: The reference to the link between the client (the PC running the OneView session) and the Series 6 server system is no longer active.

Severity: 2
Action: Check the Ethernet connection (cables)Initiate another Call-Me/Meet-Me session or restart the OneView application.

The passcode is incorrect,

Description: The password entered contains non-numeric characters or the length of the password does not fall within the valid range of 4-10 digits.

Severity: 3
Action: Confirm that the password contains only numeric characters and is 4-10 digits in length.

There is no entry to print. Printing aborted!

Description: The user tried to print a list of messages for an empty open folder (when this folder is in the foreground).

Severity: 4
Action: Informational only.

**There was no recording for this list.
Make a recording?**

Description: A name was not recorded for the distribution list.

Severity: 3
Action: Initiate a Call-Me/Meet-Me session or record a name for the distribution list through the sound board.

OneView Client Error Messages

The selected greeting does not **have** any **recording**. **Please** make a recording or **choose** other greeting

Description: The user has selected/enabled a greeting in which there is no recording for and pressed the Done button.

Severity: 4

Action: Informational only - record a new greeting or select one for which there is a recording.

This fax will be merged at the beginning of the other faxes.

Description: The fax will be appended at the beginning of the other faxes in the message when the Send button is pressed.

Severity: 4

Action: Informational only.

This feature is not enabled.

Description: The mailbox FCOS does not contain the bits necessary to allow the user to use this feature.

Severity: 3

Action: **Check** the FCOS of the mailbox for the bit(s) necessary to obtain this feature.

This is a no comment message **forwarded**.

Description: The user is playing a part of a compound message in which the voice message attachment is empty (there was no voice comment made).

Severity: 4

Action: Informational only.

This is a sibling message. **You** cannot annotate a sibling message.

Description: The user tried to add a **subject** description to an attachment to a message.

Severity: 4

Action: Informational only.

Unable to deliver message to the following **recipient(s)** :

Description: This message can appear under any of the following conditions:

- The sending mailbox does not contain NCOS bit 2 (allow user to make network messages).
- The sending mailbox does not contain feature bit 110 (make/give to a telephone number).
- The Call Placement pager access type is not defined for the originating mailbox.

- The GCOS of the recipient mailbox is empty and the originating mailbox does not contain feature bit 126 (make/give to a mailbox with an empty GCOS).
- The network mailbox specified is not valid (the node number is invalid/not in the network node table).
- The telephone recipient number is out of range (too many or not enough digits).
- The RCOS restricts messages to the area code or telephone number of the recipient.
- The recipient mailbox contains either feature bit 40 (receive messages from other users) or feature bit 122 (broadcast mailbox), but not both. The mailbox must contain both bits in order for the message to be sent.
- The AMIS Analog recipient mailbox or the sending mailbox does not contain feature bit 166 (AMIS Analog networking).
- The AMIS Analog recipient mailbox and the sending mailbox contain feature bit 166, but the Call Placement pager access type is not valid (less than 0).
- The recipient and sending mailbox do not belong to the same GCOS group (no common GCOS bits).
- The distribution list could not be accessed when the sending mailbox specified a distribution list as the recipient (an internal error occurred).

Severity: 3

Action: **Check** for the existence of the NCOS/FCOS/GCOS/RCOS bits mentioned above, the telephone number of the recipient or the configuration of the pager access type in the mailbox.

**Unable to play message compressed at <speechrate>.
Use Call-Me/Meet-Me to play message.**

Description: The user has attempted to play a voice recording compressed at a rate that **OneView** does not support.

Severity: 3

Action: Play the message using the Call-Me or Meet-Me facility.

Unable to play message. Item selected is not a voice message,

Description: The user has attempted to use the sound card to play a non-voice recording or has attempted to drag and drop a non-voice file.

Severity: 3

Action: No action; informational only.

Unable to play the name <name>

Description: The system was unable to play back the name of a distribution list, an address book entry, or mailbox because the mailbox type does not have a recorded name associated with it (that is, phone number, MESA-Net, fax).

Severity: 3

Action: This could be an informational only ~~one~~ message could indicate a possible problem with the server connection.

Unable to save the following new member(s) to the distribution list.

Description: This error message can appear under any of the following conditions:

- The connection to the server is not valid.
- The sending mailbox does not contain NCOS bit 2 (allow user to make network messages).
- The sending mailbox does not contain feature bit 110 (make/give to a telephone number).
- The Call Placement pager access type is not defined for the originating mailbox.
- The GCOS of the recipient mailbox is empty and the originating mailbox does not contain feature bit 126 (make/give to a mailbox with an empty GCOS).
- The network mailbox specified is not valid (the node number is invalid/not in the network node table).
- The telephone recipient number is out of range (too many or not enough digits).
- The RCOS restricts messages to the area code or telephone number of the recipient.
- The recipient mailbox contains either feature bit 40 (receive messages from other users) or feature bit 122 (broadcast mailbox), but not both. The mailbox must contain both bits in order for the message to be sent.
- The AMIS Analog recipient mailbox or the sending mailbox does not contain feature bit 166 (AMIS Analog networking).
- The AMIS Analog recipient mailbox and the sending mailbox contain feature bit 166, but the Call Placement pager access type is not valid (less than 0).
- The recipient and sending mailbox do not belong to the same GCOS group (no common GCOS bits).
- The distribution list could not be accessed when the sending mailbox specified a distribution list as the recipient (an internal error occurred).

Severity: 3
Action: Check for the existence of the above NCOS/FCOS/GCOS/RCOS bits, the telephone number of the recipient or the configuration of the pager access type in the mailbox.

**Unknown Error Code <number>.
Please call Centigram Support.**

Description: The login to the server has failed through OneView due to a possible server problem.

Severity: 1
Action: Check the Ethernet connection. Confirm that logins without OneView are successful. Run a verify on accounts and speech records. Make sure that the mailbox has the correct Ethernet II? address configured and that the OneView tasks are up and running. Contact TAC if the problem still exists after trying the above.

You are not allowed to Give a Confidential message!

Description: The message was marked confidential and cannot be given to other users.

Severity: 4
Action: Informational only.

You are not allowed to Give or Answer a Receipt message!

Description: The user is trying to give or answer a receipt.

Severity: 4
Action: Informational only - receipts cannot be given to other mailboxes or answered.

You can only answer a message from a valid mailbox or MESA-Net address.

Description: The user tried to answer a message that does not have a return mailbox associated with it (that is, from an outside caller message).

Severity: 4
Action: Informational only.

You cannot attach that to this message.

Description: The user is trying to attach a message that was marked confidential by the sender.

Severity: 4

Action: Confidential messages cannot be attached as siblings to messages (informational only).

**You cannot delete a portion of the compound message!
Do you want to delete the whole compound message?**

Description: The user selected only a part of the compound message and has tried to delete it.

Severity: 3

Action: If you receive this message, click on the Yes button to delete the entire compound message. In the future, to delete an entire compound message, select the top part of the compound message and then click on the trash can button.

You cannot embed distribution list x> in itself.

Description: The user tried to nest the distribution lists so that a list contains itself as a member.

Severity: 2

Action: Check for and avoid "nesting" of distribution lists.

You cannot send to that recipient.

Description: The user tried to send a message to a recipient who is not in the same GCOS group.

Severity: 3

Action: Check the GCOS of the sender and recipient to make sure there are common GCOS bits for both mailboxes or that they are in the same Affinity GCOS group.

You cannot use a Confidential message as an attachment!

Description: The user has attempted to attach a confidential message to another message.

Severity: 4

Action: Informational only.

You cannot use this mailbox.

Description: The user has tried to log into a mailbox that does not contain feature bit 1 (allow login).

Severity: 3

Action: Check the feature bits on the mailbox.

You do not have a sound card installed!

Description: The PC does not contain a sound card and the user is trying to play a message or record speech (name, greetings, new message) without initiating a Call-Me/Meet-Me session.



OneView Client Error Messages

Severity: 4
Action: Informational only - the user must initiate a phone session by clicking on the telephone icon on the **toolbar** before recording speech or playing a message.

You have not created a new message!

Description: The user recorded a message, canceled the recording, and trying to play back the canceled message.

Severity: 4
Action: Informational only.

You have not created a new voice message. Continue to send?

Description: This error message appears if the user either tries to answer a message or make a message by dragging and dropping another message into the message they are making, and then cancels the recording but presses the Send button anyway.

Severity: 3
Action: Record a message successfully, click the OK button in the Player dialog box, and then click on the Send button.

You have not initiated a phone call back. Please initiate and repeat last action.

Description: The Call-Me/Meet-Me session is no longer active.

Severity: 2
Action: Press the telephone icon to initiate another Call-Me/Meet-Me session.

You have not selected any item!

Description: The user opened an empty folder and tried to answer or give a message from the empty folder.

Severity: 4
Action: Informational only.

You must enter a distribution list number.

Description: The user clicked on the **OK** button without adding a new distribution list number when creating a distribution list.

Severity: 4
Action: Informational only.

You must enter a mailbox number.

Description: This message appears when a user accesses **OneView Setup** without specifying a mailbox number to set up.

Severity: 3

Action: Enter the mailbox number that is being set up.

You must enter a name.

Description: The personal address book is indexed by name, so the name field must not be empty in order for the system to create new records for the personal address book.

Severity: 4

Action: Informational: entries in the personal address book must contain names.

You must enter your OneView license number.

Description: The user has not entered a license number in the **OneView Setup** dialog box.

Severity: 2

Action: Check with the system administrator to confirm the license number assigned to the user. Enter this value into the License # field.

OneView Worksheet for the Series 6 Server Technician

Series 6
Server
Information

One View *outdial* ports:

Node 1

Node 2

Node 3

Node 4

One View line group

Administrator mailbox
number

Call-Me pager index

Maximum session
length

Network
Connection
and
Configuration
Information

Date for cable drop

IP address for
Series 6 server

IP address for laptop

IP subnet address

Gateway IP address

List of Centigram Procedures

Page 1 of 2

Procedure Number	Chapter Number	Title	CPs Called	Called By
CI? 4336	2	Create a OneView FCOS		CI? 6531
cl? 4337	2	Assign Your OneView FCOS to a Mailbox		CI? 6531
cl? 4500	2	Install the OneView Optional Feature Software		CI? 4512, CP 4514
CP 4501	2	Set the OneView Module	CP 4503	CP 6531
CP 4503	2	Set the OneView Administrator Mailbox	CP 4504	CP 4501, CP 6531
CP 4504	2	Set the OneView Call-Me Pager System	CP 4505	CP 4503, CP 6531
CP 4505	2	Set the Maximum Session Length for OneView		CP 4504, CP 6531
CP 4506	2	Add OneView Licenses to the Series 6 Server	CP 4508	CP 4512 CP 6531
CI? 4508	2	Update the System Address Book	CP 4512, CP 5700	CP 4506 CP 6531
CP 4509	2	Generate a OneView Active Sessions Report		
CP 4510	5	Generate a OneView License Report		
CP 4511	3	Test the Ethernet Connection With Ping		
CP 4512	2	Troubleshoot OneView	CP 4500	CP 4508, CP 6531
CP 4514	3	Test the Network Connection and Server Software	CP 4500	
CP 4527	2	Set the Default Message Speech Quality		
CP 4528	2	Set the Default Name and Greeting Speech Quality		
CP 5010	2	Define a Line Group		CI? 6531
CP 5012	2	Define a Pager System		CI? 6531
CP 5700	2	Shut Down a System		CP 4508, CI? 6531

List of Centigram Procedures
Page 2 of 2

Procedure Number	Chapter Number	Title	CPs Called	Called By
CP 6531	2	OneView Configuration on the Series 6 Server	cl? 4501, cl? 4503, cl? 4504, CP 4505, CP 4506, CP 4507, CP 4508, CP 4512, CP 4336, cl? 4337, CP 5010, CP 5012, CP 5700	

Glossary

10BASE-2. An IEEE standard for thin Ethernet networks. See also *thin Ethernet cable*

10BASE-5. An IEEE standard for thick Ethernet networks. See also *thick Ethernet cable*

10BASE-T. An IEEE standard for unshielded twisted-pair Ethernet networks. See also *wisted-pair cable*

Administrator mailbox. A special mailbox belonging to the **VoiceMemo** administrator that contains such information as company greetings and system distribution lists.

AUI. Attachment unit interface. The 15-pin, D-type connector used with an external transceiver.

Call Me. A mode of operation in which users play and record voice messages by having **OneView** call their telephones. Call-Me uses dedicated **OneView** **outdial** ports.

Call-Me pager system number. Also called the Call-Me pager index. The number for the ports used to support Call-Me, which dials the telephones of **OneView** users for audio recording and playback.

Client license. Defines the number of users who are licensed to have the **OneView** client software installed on their PCs. Every **OneView** client must have a unique license number. Client licenses are installed from the client license diskette.

Client-server model. A type of distributed network processing in which transaction responsibilities are divided into two parts: client (front end) and server (back end). The **client**—usually a desktop computing **device**—requests services from a server and performs local processing. The **server**—a shared computer on the **network**—provides the information and services requested by the client.

Coaxial cable. A cable composed of an inner conducting wire and an outer ground wire, each of which is sheathed with insulation. Coaxial cable is typically used to carry high-speed data and cable television signals.

Communications server. A device located on a network that translates network signals into asynchronous signals used on telephone lines. A communications server can handle different asynchronous protocols and allows devices on a network to share modems.

Compound message. A **OneView** message that can contain two or more voice and/or fax messages.

Distribution list. A list of recipients that you can send messages to simultaneously.

Domain name server. A server on the network that maps network names to network addresses.

Ethernet. A 10 megabits-per-second IEEE 802.3 network standard. Ethernet networks run over coaxial cable and use a logical bus architecture.

FaxMemo. A Centigram application that lets you create, send, and receive fax messages.

FCOS. Feature Class of Service; a combination of **VoiceMemo** features (or bits). By assigning an FCOS to a mailbox, the administrator determines what capabilities the mailbox has.

Glossary

Feature bit. Features that can be assigned to an FCOS. Each feature bit has a number and a name. For example, feature bit 053 (Keep Messages) allows users to store messages in their mailboxes after they have played them.

Gateway. In the TCP/IP community, this term refers to a routing device. See *router*.

IEEE. Institute of Electrical and Electronic Engineers. An association of engineering societies that develops industry standards. The IEEE 802 committee defined many of the standards for today's local area networks.

IP address. Also called an **internet** address, it is a unique 32-bit address assigned to each device using TCP/IP. The address is written in dotted decimal format, for example, 122.126.60.225. See *TCP/IP*.

Line. Telephone line input to a **VoiceMemo** port.

Line card. Hardware circuit board in an Series 6 server with ports for each telephone line. Each line card has two ports. The line card acts as an interface between the caller and the **VoiceMemo** software

Line group. A set of one or more lines that are configured the same way. Line groups are assigned to specific applications such as **VoiceMemo**.

Mailbox. The area set apart for each user's messages, distribution lists, and other options.

Meet-Me. A mode of operation in which users play and record messages by calling into the Series 6 server from their telephones. The server connects the user's phone session into **OneView**. Meet-Me uses standard in-dial ports.

MESA-Net. An optional feature of **VoiceMemo** used for networking Series 6 servers together.

Message. The basic unit of communication in **OneView**.

Module. An individual processor on an Series 6 server. Also referred to as a node or host. You can connect up to four modules per server.

Network administrator. The person responsible for overall management of a local area network. The network administrator sets up the network cabling, sets up and configures computers and other devices on the network, and maintains network equipment.

Network session. A client logged into **OneView**. Network sessions are installed on the **OneView** server using the session license diskette. This license defines the number of users that can simultaneously log into the **OneView** server.

One-line remote access. A type of remote access in which users play and record messages via speakers and a microphone attached to a remote PC just as they would on a local PC with a sound card.

OneView. An optional feature of **VoiceMemo** Release 5.04A. It enables users to send, receive, edit, manage, and store voice, fax, and compound voice/fax messages on networked PCs.

OneView for Windows. The name of the **OneView** client software that is installed on networked PCs.

OneView Remote. The name of the client software that is installed on remote PCs.

Optional Feature. A capability that is not included in the base **VoiceMemo** software and must be specifically installed and configured.

Ping. A program that is used to test whether or not a network device is reachable.

QNX. The UNIX-like operating system used by the Series 6 server.

Remote access. The ability to use an application, such as **OneView Remote**, from a remote location (for example, from home or a hotel) using standard telephone lines.

Router. A device that connects networks or **subnets** together, sending data along the most efficient path possible. Each network or **subnet** connected to a router has its own network address.

Series 6 server. The hardware and software used to run Centigram's products, such as **OneView**, **VoiceMemo**, and **FaxMemo**.

Series 6 server technician. The person responsible for overall administration of Centigram Series 6 servers. The Series 6 server technician performs such tasks as installing and configuring optional features, installing hardware in Series 6 servers, assigning mailboxes to users, and servicing Series 6 servers.

Server console. The video display monitor and keyboard connected to the Series 6 server.

Subnet. A subdivision of a large **TCP/IP** network.

Subnet address. Also referred to as a **subnet mask**, an **IP** address that identifies a particular **subnet** on a large **TCP/IP** network.

System address book. A database that contains the names and mailbox numbers of people with whom **OneView** users can exchange messages.

TCP/IP. Transmission Control Protocol/Internet Protocol. A suite of protocols developed by the US Department of Defense in the 1970s to support the construction of worldwide internetworks.

Thick Ethernet cable. 0.4-inch, W-ohm coaxial cable that can extend almost two miles without substantial signal degradation. Because of its thickness and rigidity, it can be difficult to install. The transceiver for thick Ethernet is an external box. Based on the IEEE 802.3 10BASE-5 standard.

Thin Ethernet cable. A coaxial cable with a smaller diameter than standard thick Ethernet cable. It can span less distance than thick Ethernet, but it is easier to install. Thin Ethernet systems usually have transceivers on the network interface card, rather than in external boxes. Based on the IEEE 802.3 10BASE-2 standard. (Compare with *thick Ethernet cable*)

Token Ring. A network in which devices are arranged in a logical ring architecture. A device can transmit data only when it has possession of a unique combination of bits called a **token**. Based on the IEEE 802.5 standard.

Transceiver. A hardware device through which network transmissions are sent and received. A combination of the terms transmitter and receiver.

Twisted-pair cable. A type of transmission media that consists of two pairs of copper wires that are individually insulated and then twisted together to reduce interference from one wire to the other. Includes standard telephone wire as well as cable used for data communications applications. Based on the IEEE 802.3 10BASE-T standard.

Two-line remote access. A type of remote access in which users play and record messages via the telephone just as they would on-site.

VoiceMemo. A Centigram application that lets you create, send, and receive voice messages.

Index



A

Active Sessions Report
description, 5-2
generating, 2-5, CP 4509
address book, updating, 2-5, 5-1, CP 4508
Administration Menu, 2-2
administrator's mailbox, setting, 2-3, CP 4503
automatic exit, avoiding, xiii

C

checklists, 1-8-1-1 1
client
installing software, 4-1
licenses. see license
requirements for OneView, 1-2
testing installation, 4-3
console, tips, xii

D

default message speech quality, setting, CP 4528
default name, setting, CP 4527
defaults, accepting, xii
DID number at remote site, 6-2
distribution lists, naming, 5-1
domain name server, 1-10

E

error messages, 7 1-7-21
Ethernet card
configurations, 2-1
description, 2-1
troubleshooting, CP 45 12
Ethernet card, requirements, 1-3

F

FaxMemo, 1-8
FCOS
assigning to a mailbox, CP 4337
creating, CP 4336
feature bits, adding, 2-6

G

greeting speech quality, setting, CP 4527

I

installation
OneView client software, 4-1
Optional Feature (on server), 2-2, CP 4500
program, required information, 4-1

L

LAN Manager, 1-4
license
adding, 2-4, CP 4506
report, 2-5, 5-2, CP 4510
session, inactive, 2-4, 5-2, CP 4510
line groups, defining, CP 5010

M

menus
returning to main, xii
viewing complete, xii

N

NetWare, 1-4
network
administrator, OneView tasks for, 1-10
compatible with OneView, 1-4
domain name server, 1-10
testing the connection, 3-2, CP 45 14, CP 45 11

O

OneView. see also Series 6 server
Active Sessions Report
description, 5-2
generating, 2-5, CP 4509
Administration Menu, 2-2
administrator's mailbox, setting, 2-3, CP 4503
assigning FCOS to a mailbox, CP 4337
basic configuration, 1-2
client software installation, 4-1
configurations, supported, 1-5

Index

configuring, CP 653 1
creating an FCOS, CP 4336
definition, 1-1
feature bits, adding, 2-6
files on client installation diskette, 4-2
installing over the network, 4-3
licenses, adding, 2-4, CP 4506
module, setting, 2-3, CP 4501
OneView License Report
description, 5-2
generating, 2-5, CP 4510
Optional Feature, installing, 2-2, CP 4500
overview, 1-1
pager system number, setting, 2-3, CP 4504
remote access, 6-1
reports, generating, 5-2
requirements, 1-2-1-5
session length, setting maximum, 2-3, CP 4505
status messages, 2-6
system address book, updating, 5-1, CP 4508
system distribution lists, 5-1
tasks, overview, 1-6
TESTNET.EXE, using, CP 45 14
troubleshooting server, CP 45 12

OneView License Report
description, 5-2
generating, 2-5, CP 45 10
Optional Feature, installing, 2-2, CP 4500

P

pager system number for **OneView**, 2-3, CP 4504
pager system, defining, CP 5012
PC, requirements for **OneView**, 1-2
ping command, 2-5, 3-2, CP 45 11
PPP, 1-5, 6-1
procedures
documentation conventions for, x
overview, 1-6

R

remote access
description, 6-1
one-line, 6-2
requirements, 1-4
two-line, 6-2
reports, 5-2, CP 45 10, CP 4509

S

Series 6 server. see *also* **OneView**
OneView tasks for technician, 1-8
requirements for **OneView**, 1-3
Token Ring, connecting to, 3-1
troubleshooting, CP 45 12
session
active session report, 2-5
licenses. see license
maximum, 2-4
session length, setting maximum, 2-3, CP 4505
setting
default message speech quality, CP 4528
default name and greeting speech quality, CP 4527
shortcut commands, xiii
Smartcard. avoiding conflicts with, CP 45 12
speech quality, setting
message, 2-6
name and greeting, 2-5
system
distribution lists, naming, 5-1
shutdown, CP 5700
sizing, 1-8

T

TCP/IP
interface, 1-1
recommended protocol stacks, 1-3
testing the network connection, CP 45 14, CP 45 11

testing

client installation, 4-3
`\oneview\bin\testnet.exe`, 3-3
ping, 3-2

TESTNET.EXE, CP 45 14

timeouts, avoiding, xiii

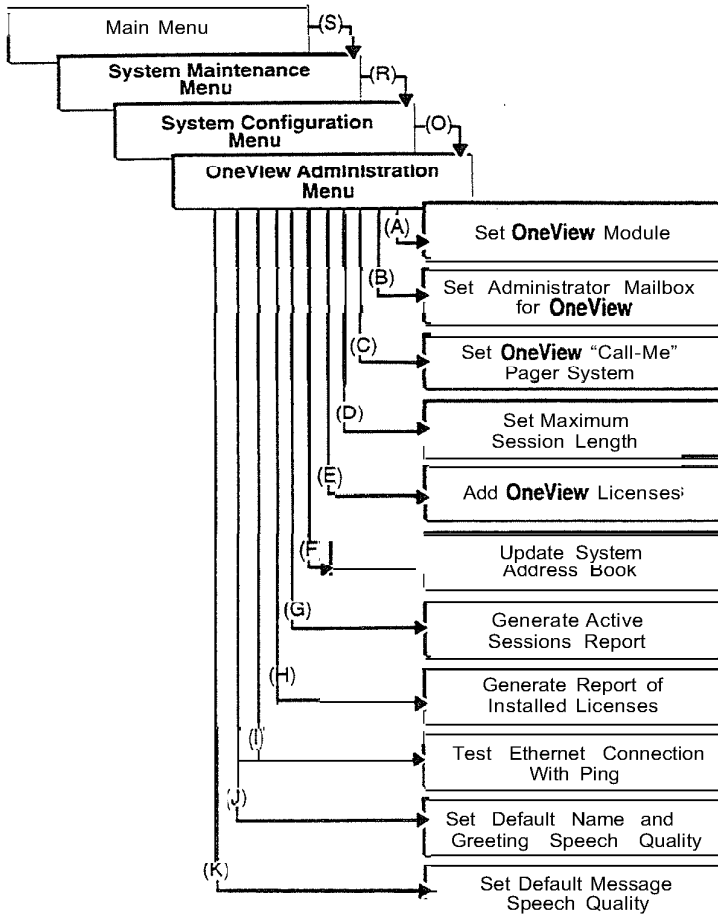
Token Ring

compatibility, 1-4
connecting to, 3-1
router, 1-10, 3-1
troubleshooting, server, CP 45 12

W

warnings, documentation conventions for, xi
Windows, 1-3
Windows for Workgroups, 1-3

13 OneView Configuration



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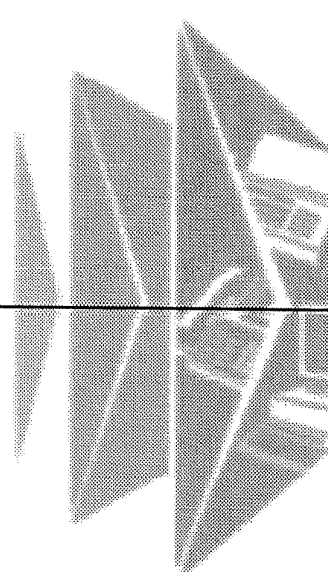


OneView & OneView Remote

Simplified System Sizing



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OneView and OneView Remote

SIMPLIFIED SYSTEM SIZING

Configuration Note 15D
Part Number 2720-0036-15 Rev. D

INTRODUCTION

This note outlines the process necessary to configure a Centigram system to support **OneView™** Release 1.1 and **OneView Remote**, Release 1.1. **OneView 1 .1** clients support both the Series 6 server or a Centigram server running Software Release 5.04 A. **OneView Remote** requires a Series 6 server. This note also includes the minimum requirements for the Centigram system and the **OneView** client PCs. **OneView 1.1** and **OneView Remote 1.1** adds support for Microsoft Windows 95 desktop operating system.

<u>OneView Client</u>	<u>Series 6</u>	<u>Release 5.04 A</u>
OneView 1.0	Yes, but not recommended	Yes
OneView 1.1	Yes	Yes
OneView Remote 1 .1	Yes	No

This note focuses on the requirements for resource sharing between **OneView** network sessions and **VoiceMemo** phone ports. Additional considerations for integrations, MESA-Net, **AMIS**, pager ports, etc., are not addressed. If your system includes any of these functions, you will need to further reduce the number of **OneView** network sessions as derived from this Configuration Note. Standard **VoiceMemo** and/or **FaxMemo** system configuration and sizing should be completed prior to sizing the system to support **OneView**.

Previous Version'

This Configuration Note supersedes the "Simplified System Sizing For **OneView**" Configuration Note 15C dated May 1995. All copies of this previous version should be discarded.

Table of Contents

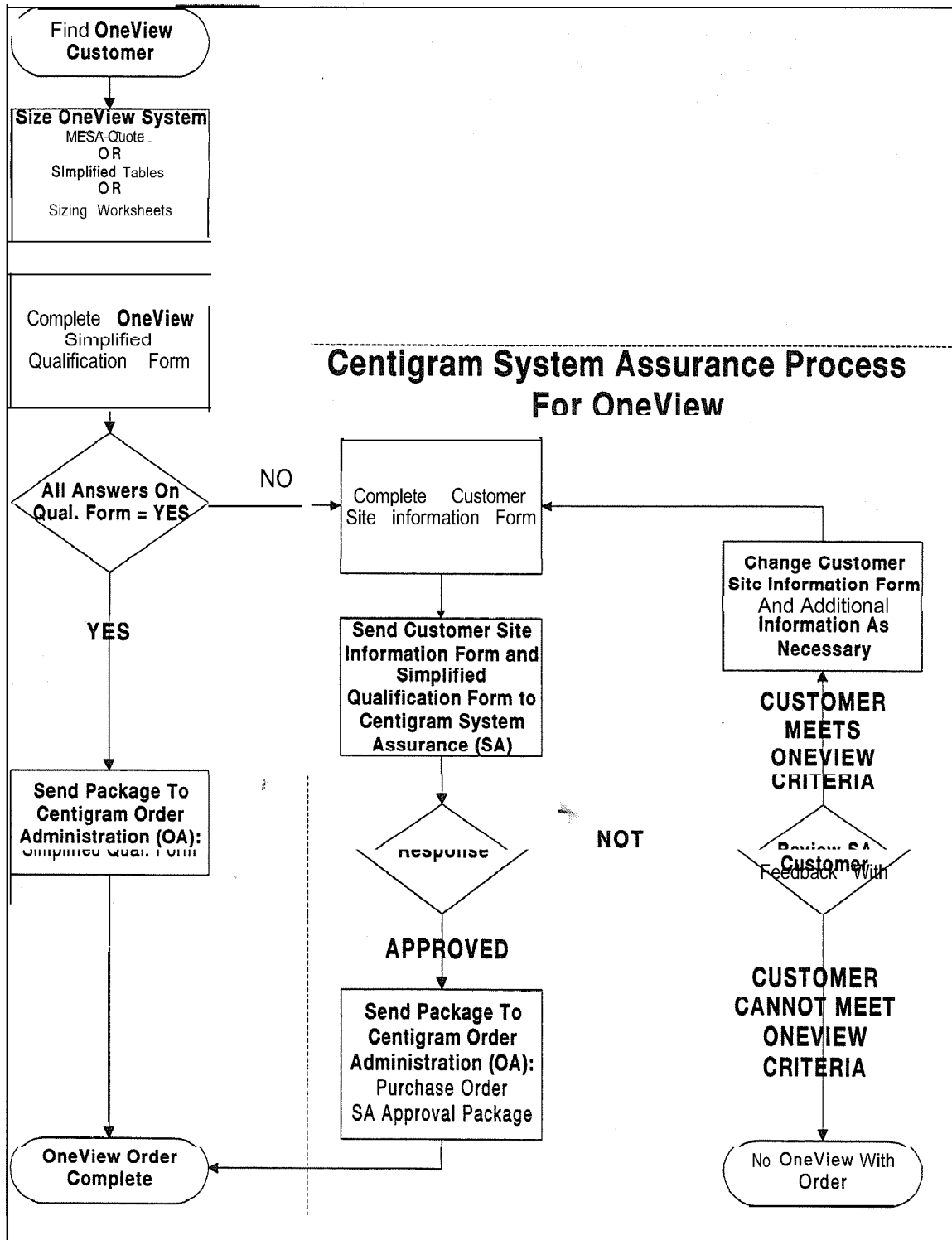
ONEVIEW QUALIFICATION PROCESS	3
ONEVIEW QUALIFICATION PROCESS FLOWCHART.4
REVIEWING ONEVIEW REQUIREMENTS AND SIZING THE ONEVIEW SYSTEM	5
THE ONEVIEW SIMPLIFIED QUALIFICATION FORM	5
ONEVIEW SYSTEM ASSURANCE PROCESS	6
2. REQUIREMENTS TO RUN ONEVIEW	7
CENTIGRAM SYSTEM REQUIREMENTS	7
CLIENT PC REQUIREMENTS FOR ONEVIEW 1.18
REQUIREMENTS FOR ONEVIEW REMOTE9
3. ONEVIEW SIZING INFORMATION	10
ONEVIEW AND ONEVIEW REMOTE CLIENT LICENSES	10
ONEVIEW NETWORK SESSIONS	11
"CALL-ME" AND "MEET-ME" PORTS	12
4. SIZING THE SYSTEM.....	13
MESA-QUOTE	13
ONEVIEW SIMPLIFIED SIZING TABLES	13
ONEVIEW SIZING WORKSHEETS: NETWORK SESSIONS AND CALL-ME WORKSHEETS	15
TOTAL NUMBER OF ONEVIEW NETWORK SESSIONS AND VOICEMEMO PORTS	16
TOTAL NUMBER OF VOICEMEMO/CALL-ME PORTS	17
5. ADDITIONAL 'CONSIDERATIONS	18
MULTIMODULE CONFIGURATIONS	18
FAX PORTS	18
STORAGE HOURS	18
CONTINUOUS SYSTEM OPERATION	18
RUNNING ONEVIEW AND MESA-NET TCP/IP ON THE SERIES 6	18
WAN CONSIDERATIONS	19
PLAYING VOICE OVER A & MOTE CONNECTION	19
6. NETWORK BANDWIDTH REQUIREMENTS	20
7. TECHNIQUES TO IMPROVE ONEVIEW PERFORMANCE.....	21
APPENDIX A - ONEVIEW SIMPLIFIED SIZING TABLES	22
APPENDIX B - ONEVIEW SIMPLIFIED QUALIFICATION FORM	27
APPENDIX C - ONEVIEW SITE INFORMATION FORM	29
APPENDIX D - ONEVIEW SYSTEM CONFIGURATION DIAGRAM	36
APPENDIX E - ONEVIEW SIZING WORKSHEETS	38

ONEVIEW QUALIFICATION PROCESS

The **OneView** qualification process was established to ensure the smooth installation of **OneView** systems. Based on Centigram's experiences qualifying and installing **OneView** sites we have simplified the process. The new process will streamline the qualification of **OneView** at many customer sites. The new process is made up of two major components, the **OneView** Simplified Qualification Form and the **OneView** System Assurance Process.

The **OneView** Simplified Qualification Form is filled out by the customer and distributor and does not require authorization by Centigram System Assurance. If the customer passes all criteria in the Simplified Qualification Form, no further action is required. All customers that do **not** pass the Simplified Qualification process must use the **OneView** System Assurance process. The flowchart on the next page depicts the process used for qualifying a **OneView** site.

OneView Qualification Process Flowchart



Reviewing **OneView** Requirements and Sizing the **OneView** System

The first step in qualifying a **OneView** site is to review the LAN and computer requirements of **OneView** with the customer. The customer needs to understand the network and PC requirements necessary for **OneView** and generally meet those requirements. Exceptions should be handled through the Systems Assurance process. The distributor should then appropriately size the **OneView** system. This information **will** help determine the appropriate Centigram server and software necessary to support the customer site. The three methods for sizing a **OneView** system. Only one is required. In order of Centigram preference, they are:

1. MESA-Quote (See MESA-Quote manual)
2. Simplified Sizing Tables (See Appendix A)
3. **OneView** Worksheets (See Appendix E)

Any one of these methods can be used to size the **OneView** system. Details for using each of these methods are included in Chapter 4 of this document.

The **OneView** Simplified Qualification Form

After sizing the **OneView** system, the customer site must now be examined to ensure it can support **OneView**. After reviewing the LAN and PC requirements of **OneView** with the customer, the distributor should have the customer complete the **OneView** Simplified Qualification Form (Appendix B). If the customer site can answer YES to the six questions on the form and has been signed off by a customer and distributor representative, no further qualification is needed. (You can skip the next page.) The distributor should then send the Simplified Qualification Form with the purchase order to Centigram's Order Administration Department.

If any answer on the **OneView** Simplified **Qualification** Form is NO, the distributor must use the **OneView** System Assurance Process to insure the customer site can support **OneView**. Centigram recommends that all large and complex system orders use the **OneView** System Assurance process to facilitate a quality **OneView** installation.

OneView System Assurance Process

For large systems, complex configurations, and customers that do not qualify using the Simplified Qualification Form, the **OneView** System Assurance Process must be used. The steps for **OneView** System Assurance are as follows:

1. The customer and distributor should complete the **OneView** Site Information Form.
2. Before presenting a **final** proposal to the customer, the distributor must send the complete **OneView** package to Centigram System Assurance for approval. Please make sure to identify the qualified **OneView** installer for this customer site on the **OneView** Site Information Form. The **OneView** package should include:
 - Simplified Qualification Form (Appendix B)
 - Customer Site Information Form (Appendix C)
 - Centigram System Diagram (Appendix D) or MESA-Quote Diagram
 - **OneView** Sizing Worksheets (Appendix E), if used to size the system
3. Depending on the information provided, System Assurance will return the System Assurance Review Form with an approval, “changes required” status, or request for more information. If changes are required or more information is needed, the package will be returned to the distributor with comments.
4. After receiving a System Assurance approval, the distributor should present the final proposal to the customer for final review and purchase.
5. The distributor should then send the approved System Assurance Review Form with a purchase order to Centigram’s Order **Administration** department.

Orders will not be accepted without all accompanying documentation. This process is necessary to ensure smooth customer installations. For more details on-the System Assurance process, see Configuration Note 12.

2. REQUIREMENTS TO RUN ONEVIEW

OneView requires certain minimum hardware and software configurations on the Centigram server and each individual client PC running **OneView**. These configurations will ensure that each customer can run **OneView** efficiently on their Centigram server, LAN and client PCs. The following two sections outline the requirements to run **OneView**. The qualification processes discussed above are used to ensure that the customer sites have the appropriate system to run **OneView**. The requirements differ for **OneView 1.1** and **OneView Remote**.

Centigram System Requirements

Your Centigram system must meet the following requirements:

- Centigram Server
 - To run **OneView 1.1** requires either a Series 6 or a Release 5.04 A server
 - To run **OneView 1.1 Remote** requires a Series 6 server
- 3 ½" floppy drive
- One free backplane slot for an Ethernet card supporting **10BaseT** (twisted pair)
- LAN connection to
 - Microsoft LAN Manager with **TCP/IP** over Ethernet
 - Microsoft LAN Manager with **TCP/IP** over Token Ring via router
 - Novell NetWare 3.11 with **TCP/IP** over Ethernet
 - Novell NetWare 3.11 with **TCP/IP** over Token Ring via router
 - Windows NT 3.1 with **TCP/IP** over Ethernet
 - Windows NT 3.1 with **TCP/IP** over **Token** Ring via router
- **OneView** Desktop Messaging Starter Kit 25 or 100
- Ethernet card (part numbers 6262-01 or 6262-03 for bundled systems or part numbers 6272-01 or 6272-03 for individual Ethernet card purchases). A card is included in the **OneView** Starter Kit for Release 5.04, but must be ordered separately for the Series 6.
- **TCP/IP** Stack (part number 6490). This stack is included in the **OneView** Starter Kit for Release 5.04, but must be ordered separately for the Series 6.

Client PC Requirements For OneView 1.1

A PC running **OneView** 1.1 should meet the following requirements:

- **OneView** 1.1 client software and license
- IBM PC or compatible meeting the following requirements:
 - To support 18.3 kbps speech:

REQUIRED	RECOMMENDED
Intel 80386, 25 MHz	Intel 80486, 25 MHz
6 MB RAM	12 MB RAM
6 MB free disk space	20 MB free disk space
VGA monitor	SVGA Monitor

- To support 24 and 32 kbps speech:

REQUIRED	RECOMMENDED
Intel 80486, DX2/50 MHz	Intel 80486, DX2/66 MHz
8 MB RAM	16MBRAM
6 MB free disk space	20 MB free disk space
VGA monitor	SVGA Monitor

- MS DOS 6.2 and Windows 3.1, Windows for Workgroups 3.11, OR Windows 95
- LAN connectivity using **TCP/IP**. The recommended **TCP/IP** stack vendors are Microsoft, **NetManage**, and Novell.
- Audio **Device**: Phone or PC sound card. The PC sound card must be **SoundBlaster** compatible.

Requirements for **OneView** Remote

A PC running **OneView** Remote should meet the following requirements:

- **OneView** Remote client software and license
- IBM PC or compatible meeting the following requirements for all **VoiceMemo** speech encoding rates:

REQUIRED	RECOMMENDED
Intel 80486, DX2/50 MHz	Intel 80486, DX2/66 MHz
8 MB RAM	16MBRAM
6 MB free disk space	20 MB free disk space
SoundBlaster-compatible card for off-line playing of voice	SoundBlaster-compatible card for off-line playing of voice
9.6 kbps modem	28.8 kbps modem
PPP stack or RAS	PPP stack or RAS
VGA monitor	SVGA Monitor

- MS DOS 6.2 and Windows 3.1, Windows for Workgroups 3.11, OR Windows 95
- LAN connectivity using **TCP/IP**. The recommended TCPAP stack vendors are Microsoft, **NetManage**, and Novell.
- A 28.8 kbps connection is required to play voice real time at a remote location. The remote connection can occur through a modem, ISDN line, or the Internet.
- **PPP** stack or **RAS** (Windows 95 or WFWG 3.11) is required to connect remotely to the LAN.

A remote **OneView** connection also requires a terminal server to connect remote PCs to the Ethernet LAN supporting the **OneView** server.

3. ONEVIEW SIZING INFORMATION

Sizing a **OneView** system requires calculating the following items:

1. Client licenses - the total number of local and/or remote **OneView** users on the Centigram system
2. Network sessions - the number of users that can simultaneously connect to the server at one time
3. Call-Me ports - the number of **outdial** ports used to provide voice playing and recording over the telephone

OneView Remote 1.1 is a **superset** of **OneView** 1.1. It can be used either connected to the LAN or remotely via a WAN (e.g., modem connection). Message upload and download functions are always available. For example, you can download messages while connected to the LAN. Do your messaging off-line and upload your messages via modem from the road.

OneView comes with a single user license, which means it may be loaded on only one computer. If **OneView** is loaded on a file server, each computer which runs **OneView** should have its own license. Similar to most E-mail clients, **OneView** is set up so that any **OneView** user can use any **OneView** client to log into the Centigram server and access their messages.

In order to accurately calculate the number of licenses, sessions, and ports, you must determine the requirements for each customer site. The following sections allow you to gather the information necessary to appropriately size the system.

OneView and **OneView** Remote Client Licenses

Each person using **OneView** requires a separate client license. Each client license allows one user to load the **OneView** client software on their PC and use it to access the server for their messages. Only one user can be assigned to each license, so the number of licenses will equal the number of people using **OneView**.

Two types of client licenses exist: **OneView** and **OneView** Remote licenses. Users can purchase either license, depending on their needs. The **OneView** license numbers must be entered during the setup process of **OneView** client installations.

# of Local OneView Users	The number of users who will use OneView directly connected to the OneView server via LAN or WAN. This does not include remote users connected via modem.
# of Remote OneView Users	The number of users who will use OneView remotely. These users can connect via modem, LAN, or WAN.
Total # of OneView Users	# of Local OneView Users PLUS # of Remote OneView Users

OneView Network Sessions

The number of OneView network sessions determines the number of users that can simultaneously access one Centigram server through OneView. The calculation of network sessions is similar to calculating VoiceMemo ports. The session calculations depend on a number of factors at each customer site. In order to properly size a system the following information will be needed:

Average Message Length (seconds)	The average length of a message either received or sent by a OneView user. (Typical message length is 30 seconds)
# Messages per User per Day	The average number of voice messages received and sent by a OneView user each day. (Typical number of messages is 3)
# Fax Pages per User per Day	The average number of fax pages a OneView user receives each day. (Typical number of fax pages is 1)
Average Fax Reading Time per Page (seconds)	The average length of time it takes to read one fax page. (Typical fax viewing time is 60 seconds per page)
Sessions per Day per User	The average number of individual user logins through OneView to check messages each day. (Typical number of sessions is 2)
Port Holding Time (seconds)	The time spent during each OneView session in addition to playing and recording voice and fax messages (e.g., replaying portions of a message, addressing a message, distribution list management, recording a greeting). Make sure to include the "Time Out" period for users who will not always log out of their OneView session after they are done. (Typically 3 minutes)
% of Total Day's Traffic during Busy Hour	The percentage of a total day's traffic that will occur during the busiest messaging hour each day. (Typically 10 to 20% traffic occurs during busy hour)
Grade of Service	The type of service wanted by the customer, used for Erlang B calculations. (Typically .02)

The number of OneView network sessions in a module limits the number of VoiceMemo ports allowed in that module. The total number of OneView network sessions and VoiceMemo ports cannot exceed a specific number depending on the Centigram server being used. See Chapter 4 for the actual Centigram server requirements.

"Call-Me" and "Meet-Me" Ports

With **OneView** you do not need to use a sound card to play or record voice messages. When a sound card is not available or when you prefer the privacy of a telephone, you can use the telephone near your PC as your primary audio input and output device. Using Call-Me or **Meet-Me** can dramatically reduce network bandwidth requirements, since all voice messages would no longer be transmitted on the network. This mode can also be faster to use, since recorded messages do not need to be uploaded. There are two modes of operation for using your telephone:

- (1) "Call-Me" is the mode used to request **OneView** to call your telephone (using an **OneView outdial** port) to establish a telephone connection for playing and recording messages. If Call-Me is enabled through the **OneView** user setup, the user can push the phone icon in the **OneView ToolBar** to start the Call-Me. That user's telephone will then ring and provide an audio connection for that **OneView** session. Call-Me requires **OneView outdial** ports on your Centigram system. **OneView outdial** ports on Series 6 systems can be shared with other **outdial** applications. With software release 5.04 separate **outdial** ports should be used.
- (2) If all of your **OneView outdial** ports are busy or if you don't have a DID line for your phone, you can use the "Meet-Me" mode. In this mode, after you have logged into the **OneView** network session, you push the phone icon in the **OneView ToolBar** to start the Meet-Me session and then log into your mailbox via a phone. The **OneView** server detects your logging in via the phone and connects the phone session to your **OneView** network session. This method uses standard voice ports on the Centigram system.

Call-Me is much more convenient for the user, however, you will need to add **OneView outdial** ports to the system configuration. Because Call-Me is a convenience and not a necessity, the Call-Me calculations are setup to assume that 50% of the time during the busy hour a **OneView** user will successfully get a Call-Me port. Of course, during non-busy hours, this percentage increases. When all **outdial** ports are busy, the user can always dial in manually using the **Meet-Me** mode. This is simple to do by programming the user's feature phone to automatically log into the Centigram system.

To calculate the number of Call-Me sessions needed, you will need the following information:

# of Call-Me Users	The number of OneView users who will use Call-Me to play and record voice messages. This excludes Meet-Me and sound card users.
% of Traffic for Call-Me Ports	The percentage of OneView users you want to be able to use Call-Me during the busy hour. Because Call-Me uses dedicated outdial ports, it is usually best to only allow 50% of your Call-Me users to use Call-Me during the busy hour. The other 50% can still use Meet-Me, but they do not require the dedicated outdial ports.

4. SIZING THE SYSTEM

After gathering the information described in section 3, you can now estimate the size of your **OneView** system. **Three** methods can be used to calculate the appropriate number of **OneView** network sessions, the maximum number of **VoiceMemo** ports allowed, and the number of **Call-Me** ports. Each of these methods is acceptable for sizing a system:

1. MESA-Quote
2. **OneView** Simplified Sizing Tables (see Appendix A)
3. **OneView** Sizing Worksheets (see Appendix E)

MESA-Quote

This is the preferred method for sizing and configuring a **OneView** system. MESA-Quote will prompt you for the information gathered in section 3 and automatically configure a customized system that meets **all** of your requirements. MESA-Quote is designed to configure a system meeting all of the **OneView** system sizing constraints. **MESA-Quote** should be used for all multimodule systems. For detailed usage information please see the MESA-Quote User's Guide.

OneView Simplified Sizing Tables

The Simplified Sizing Tables (see Appendix A) provide an easy method for sizing a system based on the number of **OneView** users at a particular site. These tables use some basic assumptions in order to size the **OneView** system. If your site's requirements match the assumptions used in this table you can easily select the appropriate **OneView** configuration. There are two tables, one for average messaging **traffic** and one for high messaging **traffic**.

Assumptions used for average messaging traffic on a per-user basis:

- 2 voice messages received/created per day at an average length of 30 seconds
- 1 fax message page per day per user with an average viewing time of 60 seconds per page
- 2 **OneView** sessions per day per user to check messages
- 180 seconds of additional **OneView** session time per person per day
- 12% traffic during busy hour with a grade of service of 2% (P.02)

Assumptions used for high messaging traffic on a per-user basis:

- 4 voice messages received/created per day at an average length of 30 seconds
- 2 fax message pages per day per user with an average viewing time of 60 seconds per page

- 3 **OneView** sessions per day per user to check messages
- 240 seconds of additional **OneView** session time per person per day
- 12% traffic during busy hour with a grade of service of 2% (P.02)

If your site can use one of these sets of assumptions, you can use the simplified sizing tables (Appendix A) to size your system. Follow these steps to use these tables:

1. Determine the number of **OneView** users at a site.
2. Select either the average or high messaging traffic assumptions.
3. Find the appropriate number of **OneView** network sessions based on the number of users and the average or high messaging traffic assumptions. This is the number of **OneView** network sessions you will need to order for that site.
4. Find the Centigram server-type and find the maximum number of **VoiceMemo** ports allowed. You cannot exceed this number of **VoiceMemo** ports (do not include Call-Me ports). If you do exceed the maximum number of **VoiceMemo** ports allowed you must use a bigger Centigram server or reduce the number of **OneView** users.
5. Use the Call-Me table to calculate the number of Call-Me ports needed. Determine the percentage of users who will use Call-Me. You can select from 10%, 25%, 50%, 75%, and 100%. Based on the number of **OneView** users, the percentage of Call-Me users, and the messaging traffic, find the number of Call-Me ports required. You will need to order these additional **VoiceMemo** ports.

Example

The following example will use the simplified sizing tables to size a **OneView** system. A customer site has the following criteria:

- 200 **OneView** users
 - Average messaging traffic
 - 50 people will use Call-Me, the remainder will use sound cards or Meet-Me
 - Customer is purchasing a Series 6 Model 70 server with 14 voice ports
1. Find **the** appropriate number of **OneView** network sessions. Using the **OneView** Sessions Table for the Series 6 (included in the simplified sizing tables in Appendix A) we find the number of **OneView** users (200), and using the Average Message Traffic column for the Model 70 we get the number of **OneView** network sessions required and the maximum number of **VoiceMemo** ports allowed. The following table is a subsection of the Simplified Sizing Tables and is used as an example.

Total	Total	Maximum	Maximum	Maximum	Maximum
Number of	OneView	VoiceMemo	VoiceMemo	VoiceMemo	VoiceMemo
OneView	Network	Ports	Ports	Ports	Ports
Users	Sessions	Allowed	Allowed	Allowed	Allowed
		Model 70	Model 1201	Model 120S	Model 640
					Same Module
25	6	24	26	54	54
50	6	24	26	54	54
100	6	24	26	54	54
150	8	22	24	52	52
200	8	22	24	52	52
250	10	20	22	50	50

Based on the information from the table we get for 200 **OneView** users:

Total **OneView** Network Sessions = 8

Maximum **VoiceMemo** Ports Allowed = 22

Since we only have 14 voice ports, this configuration is allowed.

- Calculate the number of Call-Me ports. Using the **OneView** Call-Me Ports Table for the Series 6 (included in the simplified sizing tables in Appendix A) we find the number of **OneView** users (200), and using the Average Message Traffic column for 25% Call-Me port users (50/200) we get:

Call-Me ports needed = 3

OneView Sizing Worksheets: Network Sessions and Call-Me Worksheets

In order to create a customized sizing configuration you should use MESA-Quote. If MESA-Quote is not available, or if the site does not match any of the assumptions discussed above, you can size **OneView** using the two sizing worksheets included in Appendix E. In order to use these worksheets you will need the **OneView** Network Sessions and Call-Me Port information described in Chapter 3 of this document. Once you have that information you can use the following process:

- Gather the necessary information about the customer site.
- Fill out the **OneView** Network Sessions Worksheet to determine the number of **OneView** Network Sessions needed.
- Use the number of network sessions to determine the maximum number of **VoiceMemo** ports allowed (do not include Call-Me ports). If you exceed the maximum number of

ports allowed you must use a bigger Centigram server or reduce the number of **OneView** users. See the tables in the next section for maximum **VoiceMemo** ports per system.

4. Fill out the Call-Me Worksheet to determine the number of **OneView** Call-Me ports needed, if any.
5. Add these Call-Me ports to the number of **VoiceMemo** ports being ordered.

Total Number of **OneView** Network Sessions and **VoiceMemo** Ports

Each Centigram server has a maximum number of **OneView** Network Sessions and **VoiceMemo** ports that can exist on a system. The following chart lists the total number of **OneView** Network Sessions PLUS **VoiceMemo** ports that can exist on the specific Centigram server. These maximum capacity numbers cannot be exceeded and in some cases differ from the total number of **VoiceMemo** ports allowed on a system.

For Release 5.04 Systems

	Maximum Total OneView Network Sessions + VoiceMemo Ports
AIP 120	24
Tower	24
Rackmount - single module	24
Rackmount - a dedicated OneView module	30

Please reference Appendix A - **OneView** Simplified Sizing Tables for detailed capacity data on Series 6 and servers running software release 5.04.

For Series 6 Systems

	Maximum Total OneView Network Sessions + VoiceMemo Ports
Model 70	30
Model 120I	32
Model 120S	60
Model 640 - single module	60
Model 640 - dedicated OneView Module	60

Total Number of **VoiceMemo/Call-Me** ports

Each Centigram server has a maximum number of voice and fax ports allowed. Please see the appropriate Configuration Note for your Centigram server to determine that **maximum**.

5. ADDITIONAL CONSIDERATIONS

Multimodule Configurations

Series 6 allows multimodule configurations in the Model 640. Centigram servers using Release 5.04 software allow multimodule configurations for the Rackmount model. In multimodule configurations, MESA-Quote should be used whenever possible. **OneView** can only be loaded into one module of a multimodule system. **OneView** should not be loaded into the first module whenever possible to improve overall system performance. The **OneView** Ethernet card must reside in the same module as the **OneView** software.

Fax Ports

Configure the Centigram system with enough fax ports to support the site's fax mail, fax delivery, and fax broadcasting traffic without **OneView**. Since **OneView** makes creating and viewing faxes much easier, you may want to increase the estimated number of faxes sent/received per person in your traffic engineering calculations. No additional fax ports beyond the above calculation are required to support **OneView**.

Storage Hours

Since **OneView** greatly improves the ease of retrieving saved messages, users will save more voice and fax messages. But, with **OneView**, users can create folders on their PCs to save messages instead of saving them on the Centigram server. These two factors will most likely offset each other; however, depending on the specific requirements of each individual user, adding **OneView** could increase or decrease overall storage requirements on the Centigram system.

Continuous System Operation

If your Centigram system is currently running Centigram's Continuous System Operation software you can add **OneView**. However, **OneView** does not currently offer a continuous operation mode.

Running **OneView** and MESA-Net TCP/IP on the Series 6

In Series 6 systems, MESA-Net TCP/IP and **OneView**, both use TCP/IP resources for communications. **OneView** and MESA-Net can either share one Ethernet card or be assigned to separate Ethernet cards. The following options are possible when running **OneView** and MESA-Net on the same system:

- **OneView** and MESA-Net share the same Ethernet card.
- **OneView** and MESA-Net use their own Ethernet cards. Both Ethernet cards reside in the same module.

- **OneView** and MESA-Net use their own Ethernet cards. The two Ethernet cards reside in different modules within a multimodule system.

To improve network performance when running both **OneView** and MESA-Net, two techniques can be used:

- Use separate Ethernet cards for **OneView** and MESA-Net. Connect each of these cards to a separate Ethernet segment on the customer's LAN.
- In multimodule systems, run two Ethernet cards, one for **OneView** and a second for MESA-Net. Connecting the Ethernet cards to separate segments will also improve network performance.

WAN Considerations

Multiple options exist for connecting **OneView** Remote clients via a WAN, but each option may require special network considerations depending on a customer's network. For example, the Internet can be used to connect **OneView** Remote clients to the Series 6 server, but there are specific considerations that should be addressed, such as the construction of the **firewall** used to separate the customer's network from the Internet. These issues are discussed in more detail in the **OneView** Administrator's manual.

In order to play voice over a WAN connection, the available network bandwidth should be at least 30% greater than the anticipated busy hour traffic.

Playing Voice Over a Remote Connection

OneView Remote supports playing voice in real time over your remote connection. However, you will need a consistent data rate connection at least 30% greater than the speech encoding rate (e.g., playing voice encoded at 18.3 kbps will require a 24 kbps data connection).

6. NETWORK BANDWIDTH REQUIREMENTS

OneView will impact the traffic on the network, particularly if voice messages are played over the LAN on a multimedia PC. To calculate the impact of **OneView** traffic, standard network traffic engineering calculations should be used. Many of the numbers used to size the **OneView** system will be used to calculate the LAN traffic resulting from **OneView**. The primary source of traffic will occur through the playing and sending of voice messages and fax messages. For these traffic calculations, control functions and other **OneView** activities are ignored because their effect is small compared with the playing and sending of messages.

The network bandwidth needed to support **OneView** should be calculated using the following information:

Voice Messages Number of sound card users
 Speech rate of system (18.3, 24, or 32 kbps)
 Average number of voice messages sent and received (per day, per user)
 Average message length (in seconds)
 Busy hour % of total traffic

Fax Messages Average size of fax in kilobytes (usually between 50-150 KB per page)
 Average number of fax messages sent and received (per day, per user)
 Average number of fax pages per message
 Number of fax users on system
 Busy hour % of total traffic

In order to determine the actual network traffic, standard traffic engineering calculations should be used. For example (* represents a multiplication sign):

Network bandwidth during busy hour for voice messages =

$$\frac{\text{Speech Rate} * \text{Average \# voice messages} * \text{Average message length} *}{\text{Number of sound card users} * \text{Busy hour \% of total traffic}}$$

Network bandwidth during busy hour for fax messages =

$$\frac{200 \text{ KB} * \text{Average \# fax messages} * \text{Average number of fax pages} *}{\text{Number of fax mail users} * \text{Busy hour \% of total traffic}}$$

7. TECHNIQUES TO IMPROVE ONEVIEW PERFORMANCE

In certain cases it may be necessary to increase performance from a Centigram system to support the required number of **OneView** users. In some situations the following techniques may be helpful.

- Upgrade to the Series 6 Platform. Current customers on the Release 5.04 system can upgrade their system to the Series 6 to increase performance. The Series 6 has features that improve performance, including a faster processor, a 16-bit Ethernet card, and a faster disk sub-system,
- Dedicated **Module**. Dedicate a module for **OneView** by moving all other optional cost features, such as integrations, MESA-Net, **CallAgent**, pager ports, **OneView** outdial ports, etc., to a separate Centigram module. This will provide the **OneView** sessions with additional CPU cycles.
- Add another system module. Adding a module to an existing system will increase performance and is especially useful for one-module Centigram systems. The second module will increase the number of available **OneView** network sessions.
- Improve disk throughput. Increase the number of primary disk drives and/or add redundant hard drive(s) to your Centigram system. The additional primary drives and redundant drive reduce the contention on voice/fax disk reads and writes. Since the Centigram system “scatters” messages over all available primary disks and since there are two to three reads for every disk write, adding disk drives should improve disk availability and data throughput.
- Add sound **cards**, Call-Me and Meet-Me **ports** use Centigram system resources. By offloading message recording and editing to the client PC, the Centigram system is free to handle other tasks.
- Dedicated **OneView** sub-network. If the network throughput is suspect, putting **OneView** users on their own **subnet** with the Centigram server could reduce the overall data throughput. Adding multiple **subnets** will also reduce network congestion.
- Connect **OneView** server directly to a router. As with any network server, a direct connection to a router can improve data throughput.

Multiple Centigram systems. Break up your Centigram system into multiple co-located Centigram systems and link them together using MESA-Net. By dividing your users into two separate systems, the number of possible **OneView** users doubles. These users can still message between the two systems using MESA-Net and shadow mailboxes.

APPENDIX A - ONEVIEW SIMPLIFIED SIZING TABLES

Includes: OneView Network Sessions Simplified Sizing - Series 6
 OneView Call-Me Ports Simplified Sizing - Series 6
 OneView Network Sessions Simplified Sizing - Release 5.04
 OneView Call-Me Ports Simplified Sizing - Release 5.04

OneView Network Sessions Simplified Sizing - Series 6

Total	Average Message Traffic					High Message Traffic				
	Total	Maximum	Maximum	Maximum	Maximum	Total	Maximum	Maximum	Maximum	Maximum
Number of	OneView	VoiceMemo	VoiceMemo	VoiceMemo	VoiceMemo	OneView	VoiceMemo	VoiceMemo	VoiceMemo	VoiceMemo
OneView	Network	Ports	Ports	Ports	Ports	Network	Ports	Ports	Ports	Ports
Users	Sessions	Allowed	Allowed	Allowed	Allowed	Sessions	Allowed	Allowed	Allowed	Allowed
		Model 70	Model 120I	Model 120S	Model 640		Model 70	Model 120I	Model 120S	Model 640
					Same Module					Same Module
25	6	24	26	54	54	6	24	26	54	54
50	6	24	26	54	54	6	24	26	54	54
100	6	24	26	54	54	8	22	24	52	52
150	8	22	24	52	52	10	20	22	50	50
200	8	22	24	52	52	12	18	20	48	48
250	10	20	22	50	50	14	16	18	46	46
300	10	20	22	50	50	16	14	16	44	44
400	12	18	20	48	48	20	10	12	40	40
500	14	16	18	46	46	24	6	8	36	36
600	16	14	16	44	44	28	n/a	n/a	32	32
700	18	12	14	42	42	30	n/a	n/a	30	30
800	20	10	12	40	40	36	n/a	n/a	24	24
900	22	8	10	38	38	38	n/a	n/a	22	22
1000	24	n/a	8	36	36	42	n/a	n/a	18	18
1100	26	n/a	n/a	34	34	46	n/a	n/a	14	14
1200	28	n/a	n/a	32	32	50	n/a	n/a	n/a	10
1300	30	n/a	n/a	30	30	52	n/a	n/a	n/a	8
1400	32	n/a	n/a	28	28	56	n/a	n/a	n/a	4
1500	34	n/a	n/a	26	26	60	n/a	n/a	n/a	0
1750	38	n/a	n/a	22	22					
2000	42	n/a	n/a	18	18					
2250	46	n/a	n/a	14	14					
2500	50	n/a	n/a	n/a	10					
2750	54	n/a	n/a	n/a	6					
3000	60	n/a	n/a	n/a	0					

OneView Call-Me Ports Simplified Sizing - Series 6

Total Number of Ports	Average Message Traffic					High Message Traffic				
	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports	Call-Me Ports
OneView Users	Required 10%	Required 25%	Required 50%	Required 75%	Required 100%	Required 10%	Required 25%	Required 50%	Required 75%	Required 100%
	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users
25	2	2	2	2	2	2	2	2	3	3
50	2	2	2	3	3	2	2	3	3	4
100	2	2	3	3	4	2	3	4	5	5
150	2	3	3	4	5	3	3	5	5	7
200	2	3	4	5	5	3	4	5	7	8
250	2	3	4	5	6	3	4	6	8	9
300	3	3	5	6	7	3	5	7	8	10
400	3	4	5	7	8	4	5	8	10	12
500	3	4	6	8	9	4	6	9	12	14
600	3	5	7	8	10	4	7	10	13	16
700	3	5	7	9	11	5	7	11	15	18
800	4	5	8	10	12	5	8	12	16	20
900	4	6	8	11	13	5	8	13	18	22
1000	4	6	9	12	14	5	9	14	19	24
1100	4	6	10	12	14	6	10	15	22	26
1200	4	7	10	13	16	6	10	16	22	28
1300	4	7	11	14	17	6	11	17	24	30
1400	5	7	11	15	18	7	11	18	26	32
1500	5	8	12	15	19	7	12	19	26	34
1750	5	8	13	17	22					
2000	5	9	14	19	24					
2250	6	10	15	22	26					
2500	6	10	17	24	28					
2750	6	11	18	24	32					
3000	7	12	19	26	34					

OneView Network Sessions Simplified Sizing - Release 5.04

Total	Average Message Traffic					High Message Traffic				
	Total	Maximum	Maximum	Maximum	Maximum	Total	Maximum	Maximum	Maximum	Maximum
Number of	OneView	VoiceMemo	VoiceMemo	VoiceMemo	VoiceMemo	OneView	VoiceMemo	VoiceMemo	VoiceMemo	VoiceMemo
OneView	Network	Ports	Ports	Ports	Ports	Network	Ports	Ports	Ports	Ports
Users	Sessions	Allowed	Allowed	Allowed	Allowed	Sessions	Allowed	Allowed	Allowed	Allowed
		AIP120	Tower	Rack	Multi-Rack		AIP120	Tower	Rack	Multi-Rack
25	6	18	18	18	24	6	18	18	18	24
50	6	18	18	18	24	6	18	18	18	24
100	6	18	18	18	24	8	16	16	16	22
150	8	16	16	16	22	10	14	14	14	20
200	8	16	16	16	22	12	12	12	12	18
250	10	14	14	14	20	14	10	10	10	16
300	10	14	14	14	20	16	8	8	8	14
350	12	12	12	12	18	18	n/a	n/a	n/a	12
400	12	12	12	12	18	20	n/a	n/a	n/a	10
450	14	10	10	10	16	22	n/a	n/a	n/a	8
500	14	10	10	10	16	24	n/a	n/a	n/a	6
550	16	8	8	8	14	26	n/a	n/a	n/a	4
600	16	8	8	8	14	28	n/a	n/a	n/a	2
650	18	n/a	n/a	n/a	12	30	n/a	n/a	n/a	0
700	18	n/a	n/a	n/a	12					
800	20	n/a	n/a	n/a	10					
900	22	n/a	n/a	n/a	8					
1000	24	n/a	n/a	n/a	6					
1100	26	n/a	n/a	n/a	4					
1200	28	n/a	n/a	n/a	2					
1300	30	n/a	n/a	n/a	0					

OneView Call-Me Ports Simplified Sizing - Release 5.04

Total Number of OneView Users	Average Message Traffic					High Message Traffic				
	Call-Me Ports Required 10%	Call-Me Ports Required 25%	Call-Me Ports Required 50%	Call-Me Ports Required 75%	Call-Me Ports Required 100%	Call-Me Ports Required 10%	Call-Me Ports Required 25%	Call-Me Ports Required 50%	Call-Me Ports Required 75%	Call-Me Ports Required 100%
	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users	Call-Me Users
25	2	2	2	2	2	2	2	2	3	3
50	2	2	2	3	3	2	2	3	3	4
100	2	2	3	3	4	2	3	4	5	5
150	2	3	3	4	5	3	3	5	5	7
200	2	3	4	5	5	3	4	5	7	8
250	2	3	4	5	6	3	4	6	8	9
300	3	3	5	6	7	3	5	7	8	10
350	3	4	5	6	7	3	5	7	9	12
400	3	4	5	7	8	4	6	8	10	12
450	3	4	6	7	8	4	7	8	11	13
500	3	4	6	8	9	4	7	9	12	14
550	3	5	6	8	10	4	7	10	12	15
600	3	5	7	8	10	4	8	10	13	16
650	3	5	7	8	11	4	8	11	14	17
700	3	5	7	9	11					
800	4	5	8	10	12					
900	4	6	8	11	13					
1000	4	6	9	12	14					
1100	4	6	10	12	15					
1200	4	7	10	13	16					
1300	4	7	11	14	17					

APPENDIX B - ONEVIEW SIMPLIFIED QUALIFICATION FORM

OneView Simplified Qualification Form

(to be filled out by the customer)

Client PC Questions (circle Y or N)

1. Are all **OneView** client PCs running the following operating systems? Y N
Windows 3.1
Windows for Workgroups 3.11
Windows '95
2. Do you have an approved **TCP/IP** stack on all **OneView** PCs? Y N
Approved **TCP/IP** stacks: Novell LAN **WorkPlace**
Chamelcon **NetManage**
Microsoft **TCP/IP**
3. If using sound cards, are they all **SoundBlaster** compatible? Y N

LAN/Centigram Server Questions (circle Y or N)

4. Is your network operating system either: Y N
LAN Manager
Windows NT 3.1
Novell 3.X or higher?
5. Do you have an **10BaseT** Ethernet LAN? Y N
6. Are you running or **will** you be running **VoiceMemo** software release 5.04 or **6.0**? Y N

All answers to the above questions must be YES. Otherwise, you must complete the full System Assurance process for **OneView** described in Configuration Note 15, Chapter 1.

We meet all the requirements listed on this **OneView** Self-Qualification form.

Customer Signature: _____
Customer Contact Name: _____
Company Name: _____
Customer Address: _____
Customer Phone No.: _____
Customer E-mail: _____

OneView Simplified Qualification Form

(to be filled out by the customer)

Method used to size system?

- MESA-Quote
- Simplified Sizing Tables
- OneView** Sizing Worksheets

The proposed system does not exceed the maximum number of **VoiceMemo** Ports and **OneView** Network Sessions as described in Configuration Note **15D**. (MESA-Quote will automatically size the Centigram system appropriately.)

Distributor Signature: _____
Distributor Contact Name: _____
Distributor Name: _____
Distributor Phone No.: _____
Distributor E-mail: _____
Sales Order Number: _____

Name of **OneView-Certified** Technician Who Will Ins& System:

APPENDIX C - ONEVIEW SITE INFORMATION FORM

OneView Site Information Form



Company Name: _____
Distributor Name: _____
Date: _____
This form must be completely filled out by a distributor representative.

1. OneView Client PC Requirements

- a. How -many customer employees will use **VoiceMemo**? _____
- b. How many client PCs will use **OneView**? _____
- c. Of these client PCs, what percentage will use sound cards for voice playback and recording? _____
- d. Are the following minimum requirements **met** for all **OneView** client PCs?

IBM PC or compatible	YES	NO
80386 or higher, 33 MHz	YES	NO
6 Mbytes RAM or more	YES	NO
6 Mbytes free hard disk space	YES	NO
VGA card or better	YES	NO
MS DOS version 6.2	YES	NO
Microsoft Windows 3.1, WFWG 3.11, or Win 95	YES	NO
Message playback phone available or sound card installed?	YES	NO

If sound card, what type(s) (e.g, Creative Labs or Media Vision)?

2. OneView Client TCP/IP Requirements

Note: **OneView** clients communicate to the Centigram server via **TCP/IP**. Therefore, **TCP/IP** *must* be installed on every **OneView** client before installation.

TCP/IP stack installed on all **OneView** clients? YES NO

Please

check the **TCP/IP** stack and Net OS to be used:

<input type="checkbox"/>	TCP/IP stack / Minimum Windows	Net OS	Network protocol
<input type="checkbox"/>	LAN WorkPlace / Windows 3.1	Novell 3.12	Ethernet
<input type="checkbox"/>	Cham. NetManage / Windows 3.1		
<input type="checkbox"/>	Cham. NetManage / WFWG 3.11		
<input type="checkbox"/>	MS TCP/IP / WFWG 3.11		
<input type="checkbox"/>	Windows 95		
<input type="checkbox"/>	LAN WorkPlace / Windows 3.1	Novell 3.12,	Token Ring
<input type="checkbox"/>	Cham. NetManage / Windows 3.1	Windows NT 3.1	Ethernet
<input type="checkbox"/>	MS TCP/IP / WFWG 3.11		
<input type="checkbox"/>	Windows 95		
<input type="checkbox"/>	MS TCP/IP / WFWG 3.11	IBM LAN Mgr.	Ethernet
<input type="checkbox"/>	Cham. NetManage / Windows 3.1		
<input type="checkbox"/>	Windows 95		
<input type="checkbox"/>	MS TCP/IP / WFWG3.11	WFWG3.11	Token Ring

Or specify an alternative:

3. OneView Centigram Server Requirements

The following are minimum requirements for the Centigram server:

- a. **VoiceMemo** software release 5.04 (486, 12 MB RAM, 3 1/2" floppy) YES NO
OR
Series 6 YES NO
- b. Series 6 Model _____
- c. Number of modules in system: _____

Note: It is advisable for real-time **efficiencies** in a multimodule system that **OneView** and the Ethernet card *not* be placed in module 1.

- d. Module in which **OneView** Ethernet card will be placed: 1 2 3 4
- e. Slot available in this module for an Ethernet card? YES NO

Note: If the **OneView outdial** feature will be used, additional ports must be added to the system. Refer to Configuration Note 15.

- f. Will the **OneView Outdial** (“Call-Me”) feature be used? YES NO
- Number of Call-Me ports assigned: _____
- Slots available for all Call-Me ports: YES NO

Note: The number of network sessions plus the number of line ports must not exceed the maximum allowed for each specific Centigram server (See Configuration Note 15, Chapter 4). Do not count the **outdial** (“Call-Me”) ports as line ports.

- g. What is the number of **OneView** sessions plus line ports?

Single module count _____ OR Multimodule count _____

4. LAN Cabling and Configuration

Note: The Ethernet card shipped with **OneView** has attachments for **10BaseT**, **10Base 2** and **10Base5** (Thick Coax) or other cabling schemes require Centigram qualification.

- a. LAN attachment for **OneView** server is **10BaseT**? YES NO
- Other (Requires SE qualification): _____

Note: **OneView** server must be connected to an Ethernet segment at this time. Token Ring attachments require a router providing an Ethernet segment. It is the *customer's responsibility* to install and manage all LAN routing equipment.

- b. **OneView** server will be attached to an Ethernet segment? YES NO

Note: **OneView** supports networks that have routers between the clients and the **OneView** server. See the **OneView** System Administrators **Manual** for router IP entry information.

- c. Will there be routers between the Centigram server and client PCs? YES NO

Note: If **OneView** clients and the Centigram server are separated by a WAN, the WAN configuration must be qualified by Centigram.

d. Are **OneView** clients and Centigram server separated by a WAN? YES NO

If YES, a network diagram must be supplied to Centigram for qualification.

5. OneView Remote

Note: Remote users dialing in through a modem will typically connect users to the LAN via a terminal server. The remote PC and terminal server must be configured to establish this remote connection.

a. Will **OneView** Remote be used for remote access? YES NO

If No, go to section 6.

b. What type of terminal server will be used by remote users to access the LAN?

c. What protocol will be used by remote users to connect to the LAN? PPP or SLIP

6. This form was filled out by

Name of Distributor Representative: _____

Title: _____

Distributor: _____ Tel: _____

Fax No: _____ E-mail Address: _____

7. Customer MIS (**OneView**) Contact

Name: _____ Title: _____

Company: _____ Tel: _____

Fax No: _____ E-mail Address: _____

8. OneView Certified Installation Technician

Note: **OneView** *must be* installed by a certified installation technician.

Name: _____ Title: _____

Company: _____

Telephone Number: _____

9. Centigram RSM _____

10. Target Installation Date _____

11. Method Used For System Sizing

- MESA-Quote
- Simplified Sizing Tables
- OneView** Sizing Worksheets (Network Sessions and Call-Me Ports)

12. Included Documentation

- Centigram System Configuration Diagram (REQUIRED)
- Simplified Qualification Form (REQUIRED)
- OneView**'Sizing Worksheets (Required only if used during system sizing)
 - OneView** Network Sessions Worksheet
 - OneView** Call-Me Ports Worksheet
- Other _____



APPENDIX D - ONEVIEW SYSTEM CONFIGURATION DIAGRAM

Centigram System Configuration Diagram

(Include with Site Information Form)

Company _____
 Distributor _____
 Server Model _____
 Number of Modules in System _____
 Number of Systems _____

General Information

No. of **VoiceMemo** users _____
 No. of **OneView** users _____
 No. of Call-Me users _____

	Module 1	Module 2	Module 3	Module 4
No. of inbound VoiceMemo ports				
No. of inbound FaxMemo ports				
No. of outbound FaxMemo ports				
No. of outbound pager ports				
No. of OneView network sessions				
No. of OneView Call-Me ports				
No. of MESA-Net Links				

For large sites requiring multiple systems, please fill out one Centigram System Configuration Diagram for each system.



APPENDIX E - ONEVIEW SIZING WORKSHEETS

Includes: OneView Network Sessions Worksheet
OneView Call-Me Ports Worksheet

OneView Network Sessions Worksheet

Use this worksheet to calculate the number of network sessions required for OneView. Please include with OneView Site Information Form.

	Average Message Length
	Multiply by Avg. Number of Messages Created/Received per Day per User
	Total of Voice Message Time (TM)
	Average Number of Faxes per Day per Mailbox
	Multiply by Average Fax Reading Time (60 secs/page)
	Total of Fax Time (TF)
	Average OneView Timeout (zero, if user always minimizes icon after use)
	Multiply by Average Number of OneView Logins per Day
	Total of OneView Inactivity Time (TO)
	Add TM and TF and TO
	Multiply by Number of OneView Users
	Total Daily OneView Connect Time
	Multiply by Percentage Busy Hour (default 12 %)
3600	Divide by 3600 secs
	Total Erlangs During Busy Hour
	Grade of Service (P.01, P.02, P0.05, where P.02 is default)
	Number of Network Sessions Required for OneView (Calculation based on Erlang B Table)

