

PRODUCT	SYSTEM 24 / SYSTEM 48
HARDWARE	KSU
SOFTWARE	CURRENT VERSION
DESCRIPTION	PROGRAMMING CO LINE PRESET CALL FORWARD WITH VOICE MAIL

SET UP:

- System 24 / System 48 KSU with Voice Mail
- From any 31-Button display set or from a PC
- Set the KSU Service Mode to TIME
- Synchronize the KSU System Time with the PCS mail Real Time Clock
- Synchronize the KSU NITE END & NITE START schedule with the PCS mail OPEN & CLOSE schedule
- Set the CO Line Preset Forward TIMER & DESTINATION
- Set the Voice Mail Hunt Group Ring Assignment
- Set the KSU Attendant Station's (10 or 100 default) Call Forward Timer greater than the CO Line Preset Forward Timer

Tech Tip:

In the program example below we will set a delay of 4 rings during the DAY Mode and if the call is not answered the call is forwarded to the VM Hunt Group (main greeting played). We will set the system to answer immediately during the Night Mode. In this example we will use CO Line 1, Voice Mail Hunt Group 8 (89) with a CO Line Preset Forward Time of 16 seconds (4 rings).

PROGRAMMING:

SETTING THE KSU SERVICE MODE AND SYSTEM TIME/DATE

steps:

- 1 Press [FEAT] [#] [0]
- 2 Dial the Attendant password (0000 default)
- 3 Enter <save> the display shows: SELECT FUNCTION
- 4 Enter <svc> the display shows: SERVICE : DAY
- 5 Enter <chg> until the display shows: SERVICE : TIME
- 6 Enter <next> the display shows: SELECT FUNCTION
- 7 Enter <time> the display shows: SYSTEM TIME
- 8 Enter <show>
- 9 Set the KSU time and date if necessary (see Tech Fact 002)
- 10 Press [CLEAR] to exit programming

Tech Tip:

Synchronize the PCS mail Real Time Clock with the KSU System Time. To set the PCS mail clock using a Touch Tone Phone access the Admin. Mailbox and select Option 4 or from a PC Terminal select Category 6. Next, synchronize the PCS mail OPEN and CLOSE schedule with the KSU NITE START and NITE END schedule. To set the PCS mail Open and Close schedule using a Touch Tone Phone access the Admin. Mailbox and select Option 9 or from a PC Terminal select Category 1.

SETTING THE KSU NITE END AND NITE START SCHEDULE

steps:

- 1 Press **[FEAT] [#] [*]**
- 2 Dial the Database password (000000 default)
- 3 Enter <show>
- 4 Enter <next> and go to category 4. RESOURCE
- 5 Enter <show>
- 6 Enter <next> until the display shows: NITE START : 17:00
 - a. Enter <chg> to modify the Night Start (CLOSE) schedule
 - b. Enter <save>
- 7 Enter <next> the display shows: NITE END : 8:00
 - a. Enter <chg> to modify the Night End (OPEN) schedule
 - b. Enter <save>
- 8 Press **[HOLD]** the display shows: 4. RESOURCES

SETTING UP CO LINE PRESET CALL FORWARD

Tech Tip: CO Line Preset Call Forward is like a No Answer Forward operation in which a timer is preset for all CO Lines marked for this operation. When a CO line rings into the System 24 or System 48, a timer (CO P-FWD TIME) is started. If/when the timer expires before the call is answered, the destination Extension/Hunt Group (COxx DEST) begins to ring.

- 9 Enter <back> the display shows: 3. CALL HANDLING
- 10 Enter <show>
- 11 Enter <next> and go to CO LN PRESET FWD
- 12 Enter <show> the display shows: CO P-FWD TIME: 16
 - a. Enter <chg> to toggle the forward time (range 6,10,16,22,30,40 sec.)
- 13 Enter <next> the display shows: CO LN ATTRIBUTE
- 14 Enter <show> the display shows: SHOW CO LINE :
- 15 Dial the CO line you wish to program: **[0] [1]** (range 01-12, 700-717)
- 16 Enter <show> the displays shows: CO 1 DEST: EMPTY
- 17 Enter <chg>
- 18 Dial the forward destination: **[8] [9]** (Voice Mail Hunt Group range 82-89, 800-807)
- 19 Enter <save>
- 20 Enter <next> the display shows: CO 1 VMID: EMPTY
 - a. If you have additional CO lines to program enter <next> and repeat steps 15-20
- 21 Press **[HOLD]** until the display shows: 3. CALL HANDLING

SETTING UP THE VOICE MAIL HUNT GROUP RING ASSIGNMENT

- 22 Enter <next> and go to category 6. SYS APPLICAT.
- 23 Enter <show> the display shows: STA HUNT GROUP
- 24 Enter <show> the display shows: HUNT GROUP :
- 25 Dial the Voice Mail Hunt Group: **[8]** (range 1-8)
- 26 Enter <show> the display shows: GROUP TYPE : VM
- 27 Enter <next> and go to RING ASSIGNMENT
- 28 Enter <show> the display shows: CO LINE 1 : NONE
- 29 Enter <chg> until the display shows: CO LINE 1 : NITE
 - a. If you have additional CO lines to set enter [next]
 - b. To customize/control the VM Hunt Group Ring refer to the Tech Tip below
- 30 Press **[CLEAR]** to exit programming

Tech Tip: The Voice Mail Hunt Group Ring Assignment is a KSU-controlled programming option that tells the VM ports/Automated Attendant when to answer outside lines that are ringing.

The following is a list of VM Hunt Group Ring Assignment options:

- a. **NONE** indicates that the KSU will not deliver ringing to the VM Hunt Group during both DAY and NIGHT modes of operation when the marked CO line begins to ring.
- b. **BOTH** indicates that the KSU will deliver ringing to the VM Hunt Group during both DAY and NIGHT modes of operation (VM fully Automated Attendant)
- c. **DAY** indicates that the KSU will deliver ringing to the VM Hunt Group only during the DAY mode of operation (no ringing while in NIGHT mode)
- d. **NITE** indicates that the KSU will deliver ringing to the VM Hunt Group only during the NIGHT mode of operation (no ringing while in DAY mode)

SETTING THE ATTENDANT STATION CALL FORWARD TIME

steps:

- 1 Locate the Attendant Phone (Station 10 or 100 default)
- 2 Press [FEAT] [2]
 - a. If a Forward has been set the display shows: FORWARD DELETE (repeat step 2)
- 3 The display shows: CALL FORWARD
- 4 Select the Call Forward condition:
 - b. na = No Answer
- 5 The display shows: NO ANS FWD TO _
- 6 Enter the Voice Mail Hunt Group: [8] [9] (Hunt Group range 82-89, 800-807)
- 7 Enter <save>
- 8 The display shows: NO ANS TIME : 10
- 9 Enter <chg> to set the Call Forward No Answer Timer **greater than** the CO LINE PRESET FORWARD TIMER (in this example we will select 20)
- 10 Press [CLEAR] to exit programming

Q - What is the COnn VMID used for?

A - The COnn VMID (Voice Mail ID) field is an option used when the CO Line Preset Forward Destination is a Voice Mail Hunt Group (range 82-89, 800-807). The COnn VMID option operates like a direct transfer, which forwards the call to the programmed COnn VMID Extension (range 10-81, 100-195). Typically this field is left empty.

[END]